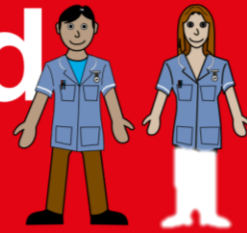




Accident and Emergency Emergency Department



An Easy-Read Guide to Visiting the
Emergency Department



When you are sick, you will normally go to see the doctor in their regular office. If you are very sick or have hurt yourself, you may have to go to hospital.



Sometimes, you may have to go in an ambulance.



When you arrive at the hospital, you will go to the Emergency Department.



The person at the front desk will ask you a few questions.



They will ask you:



Your name



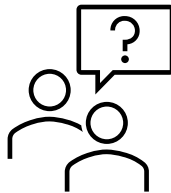
Your birthday



Your address



Your emergency contact's information



Why you have come to the hospital



And they will ask to see your health card

You will be asked to sit down and wait patiently until your name is called. You may have to wait for a long time.



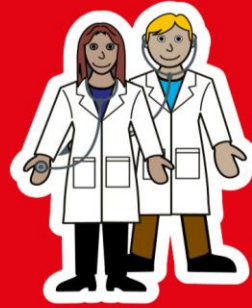
A **Nurse** or a **Clinical Support Worker** will then call you into a room and ask you some questions.



They might take your blood pressure.



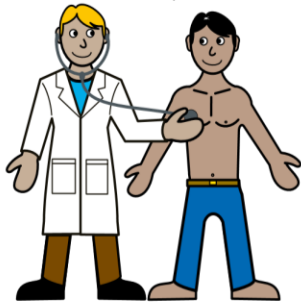
They might check your temperature.



You will then
be asked to
wait to see
the doctor.

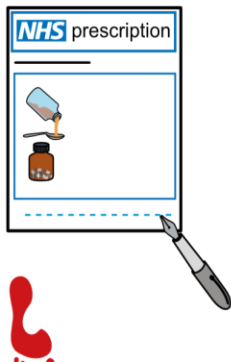


When you see the doctor, he or she will ask you more questions.



They will examine you by touching or looking at the part of you that is unwell.

If you are hurting or scared, tell the doctor or nurse who will try to help you.



The doctor might then write out a prescription for you.

A prescription is a list of medicines or tablets that make you better.

Or, the doctor might send you for tests in other parts of the hospital to find out what is wrong with you.

These tests might be -



Taking blood.



Having an x-ray.



Having a CT scan.

Once the doctor has seen you, you will be sent home if you are well enough.



If you are not well enough to go home, you will be moved to a bed in a different part of the hospital.

You will be well taken care of by the hospital staff.

