

Accident & Emergency Department



Patient Information

Patient management (Patient triage)

The Accident & Emergency Dept. deals with many different illnesses and injuries. You should only come here if your problem is urgent and needs urgent treatment. You should ask yourself "could my local doctor deal with this problem?" if the answer is "yes", then you should see him or her, rather than have a long wait in the A&E.

We do not see everyone according to time of arrival. Patients with more serious problems must come first, no matter when they arrive. Triage is a term used to describe the process of sorting patients into groups according to the urgency of their complaint. An experienced nurse (The Triage Nurse) will assess you soon after arrival.

They will do any first aid that you need. Then you will be placed into one of three groups.

- 1) Patients who need immediate attention with extremely serious injuries or illnesses who might die if not treated immediately. For example cardiac arrest, multiple injuries, heart attacks, severe bleeding or fractures, or severe asthmatic attacks. These patients are triaged under immediate status.
- 2) Patients who need urgent but not emergent treatment. These are patients who have severe but not immediate life threatening injuries or illnesses and who need to be treated fairly urgent for example moderate dehydrated patients ---)

these patients are triage under intermediate status.

- 3) Patients who need the skills of our staff but do not need urgent treatment. These are patients who will not deteriorate if they have to wait for treatment. For example sprains and strains, simple cuts and most ankle and arm fractures, cough, colds and second opinions. Long term problems should be seen by your local doctor unless he or she has referred you to the Accident and Emergency department.

With your help, understanding & patience you can help us to help you.