

# Adrz Emergency Department

**This brochure provides information about the Adrz Emergency Department. Keep in mind that your personal situation may differ from what is described here.**

People generally do not enjoy coming to the Emergency Department (A&E). Despite the circumstances that have brought you here, we would like to extend a heartfelt welcome to you. It is our intention to provide the best possible care to every patient at any time of the day and every day of the year.

## Registration at the Emergency Department

First, we need to record or check your personal information at the hospital reception desk. After that, you can register at the A&E reception desk. You will be asked for your proof of ID (passport, identity card or driving licence).

## Identification at the Emergency Department

As at other departments in the hospital, you must identify yourself at the A&E. If you require immediate medical care, we will help you first and you won't have to identify yourself immediately. However, we do ask you to show us your identification within 14 days of the treatment, otherwise, we will have to charge you for the costs incurred.

## Risk assessment of MRSA or Other Resistant Bacteria

The staff member at the A&E reception desk will check if you are a possible carrier of MRSA. If your reply to one of the below questions is 'yes', please report this to the staff member. You may be a carrier of MRSA or Other Resistant Bacteria.

- Are you infected with MRSA or Other Resistant Bacteria?
- Have you been in contact with someone who is MRSA-positive in the past two months as a housemate, partner or caregiver?
- Have you been in touch with commercially kept live pigs/veal calves/broilers, or do you live on a farm where these animals are kept?
- Have you been admitted to a hospital other than the

Adrz in the past two months?

- Do you have a foreign adopted child that has been living in the Netherlands for less than a year?
- Do you live in an institution for asylum seekers or have you lived there in the past 2 months?
- Have you undergone an invasive procedure in a foreign hospital or care institution in the past year or were you admitted there?

## Your treatment team

Your Adrz A&E treatment team includes nurses, emergency physicians, general practitioners, general practitioners in training, physician assistants and medical interns. During your stay at our department, you may deal with any of these colleagues. Each person who comes to your bedside will introduce themselves personally and explain exactly what they have come to do.

## Waiting times at the Emergency Department

We aim to help everybody as soon as possible. Triage (classification by urgency) provides us with information to attend to the sickest people first. Therefore, someone who came in after you may be seen ahead of you. Besides urgency, the waiting time is also determined by:

- a blood test—it takes about an hour before the results are known
- an X-ray taken by a radiology employee
- the waiting times for additional examinations, such as an echo or CT scan
- the number of patients or an emergency at the A&E or another department at the hospital
- the availability of a doctor or treatment room
- the time of arrival
- whether you are a child or an adult—children have priority over adults

We will inform you about how long you have to wait. If your waiting time is longer than indicated, we kindly ask you to report this to us.

### **Patient privacy**

In view of the privacy of our patients, we ask you not to walk the corridors at the A&E without a valid reason and not to wait in the corridor.

### **An empty stomach**

You may be obliged to refrain from eating or drinking anything until we know how to treat your symptoms.

### **Urine analysis**

If you suffer from abdominal symptoms, a urine analysis may be required. If you have not been asked about this and are in doubt, please ask the nurse.

### **Admission or discharge**

If, after assessment and treatment at the A&E, you are admitted, you will be collected as soon as possible by a staff member of the nursing ward. Your family members or companions may accompany you to the ward.

When you are discharged, a follow-up appointment will be made if necessary. It is not always possible to make this appointment straight away. In that case, you will be called the next day by the secretary of the relevant outpatient clinic.

### **Family and companions**

Two family members or companions are allowed to accompany you to the treatment room. For children, it is desirable to have a parent or carer present. Other family members or companions can wait in the waiting room. During the examination or treatment, the doctor or nurse may ask the companion(s) to go to the waiting room. Parents of small children are allowed to stay with their child at all times.

The family room has a coffee and tea machine that you may use for free.

### **Health insurance and excess**

The hospital will submit the invoice directly to your health insurance company. If our hospital has a contract with your health insurance company, the care will be

reimbursed by the health insurance company. Most care provided by the hospital is covered by the basic insurance, however, you will always have to pay your excess first. The excess is compulsory for everybody 18 years and older. This means that in a calendar year, you need to pay the first care expenses covered by the basic insurance yourself. Apart from this compulsory excess, you may have to pay a voluntary excess.

The government has stipulated that emergency care needs to be paid from the excess of your health insurance. No excess applies to a visit to the GP or the GP after-hours service. That is why we advise you to always contact your GP (or the GP after-hours service) first, provided the situation allows so. If necessary, a GP may refer you to the A&E Unit or an outpatient clinic at the hospital. In that case, an excess will apply.

### **A referral is always needed**

If you arrive at the A&E without a referral and there is no emergency situation, then the costs of treatment may not be reimbursed by your insurer and we will have to charge you for this. If in doubt, always consult with your GP or the GP after-hours service first.

### **Learn from your story**

We would like to learn from you and your condition. That is why we ask you whether you object to the use of your illness, examination, diagnosis and treatment for feedback to the ambulance staff that brought you in and for educational purposes for the treating team at the Emergency Department. If you object to this, please let us know. We will then ensure that your data is not used.

### **Suggestions or comments**

Should you have any suggestions or comments as a result of your treatment at our department, we would like to hear these. You can speak to us directly or fill in the Tip-Top-Flop card.