

# Admission to the Acute Admissions Unit

**You are being admitted to the Acute Admissions Unit. Our team thinks it is important that you are aware of what is happening to you and around you. If you have any questions, you can ask one of our nurses. If you have any suggested improvements, our team will be happy to hear from you. We wish you a pleasant stay in our unit.**

The Acute Admissions Unit (AAU) has 46 beds. People who need to be admitted urgently end up on the AAU. The average stay is 36 hours up to a maximum of 48 hours. The entire admissions period is focused on diagnostics. After being diagnosed and starting the treatment, the patient is discharged within 48 hours or transferred to a routine nursing ward.

## **Contacting the unit**

The AAU can be contacted by calling 088 125 49 25. You can contact this number 24 hours a day for information. We prefer it if you call after 11:00 because by then the doctors will have completed their rounds and the unit will be quieter so it is easier for us to talk to you. Our team consists of a business manager, team leaders, AAU nurses, secretaries and nutritional assistants.

## **Doctor's rounds**

The doctors complete their rounds in the morning and afternoon seven days a week.

## **Contact person**

In connection with the right to privacy of the patient, nurses are required to only provide information to a contact person. This can be a family member or a relative of the patient. Preferably, this contact person should be indicated by the patient at the time of admission. The contact person can then inform the other family members and relatives. The designated person is registered as the contact person in the nursing file.

## **Visiting hours**

Daily from 11.00-12.00 and 17.00-20.00. We request that you limit the visit to a maximum of two visitors per patient.

## **Mobile telephone**

You are allowed to use your mobile phone between 07:00 and 22:00. Make sure your phone has a quiet ringtone.

## **Personal belongings**

In order to prevent personal belongings from getting lost, we advise that you arrange for them to be taken home. The hospital can not be held accountable for damage to or loss of such items. In the unlikely event of property damage, loss or theft of personal belongings, you can report this to the manager of the department involved. He/she will process your report.

## **Volunteer care**

A partner or a family member may help with the care. Of course, this is always after consultation with the nurse. Where possible, we also appreciate it if you can take the patient for a short walk or provide support at mealtimes.

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### **Eating in the AAU**

Visitors may have a meal together with the patient for a fee. This applies to both sandwiches and hot meals. A sandwich costs €2.50 and a hot meal costs €7.50. Patients always take precedence when meals are served.

### **Discharge**

We would like to make you aware that changes may have been made to your medication during the course of your admission. In order to be able to provide you with accurate information, please wait until the nurse has explained and handed you the current summary of your medication before leaving.

### **Flowers and plants**

For hygienic reasons, no flowers and plants are allowed in the rooms.

### **Coffee shop and gift shop**

You will find a coffee shop and gift shop in the central hall of the hospital. Opening hours: on weekdays from 08:00 to 20:00 and weekends from 12:00 to 19:00.

### **Coffee and tea**

Visitors can help themselves to coffee and tea from the vending machine in the corridor.