



## Procedures at A&E Amstelland

Welcome to the Accident & Emergency Department at Amstelland Hospital. We will provide you and your family members with optimum care as soon as possible. This leaflet explains how we do this.

### Registration and establishing severity of condition

- On arrival you report to the reception desk.
- A triage nurse will ask you a few questions to assess the nature and severity of your condition. This is necessary to determine in what order you and the other patients should be called for treatment.
- Based on the answers to the questions the triage nurse, with reference to the Dutch Triage Standards, determines whether you need to be seen by a family doctor (GP) or a specialist.
- After the triage, you are registered. You must always carry a valid insurance certificate and identification document (driving license, passport, identity card, residence permit).
- A staff member will inform you in what waiting room you may take a seat in the waiting room of either the After Hours Medical Clinic (GP) (where you will be seen by a GP) or the Accident and Emergency Department (where you will be seen by a specialist or junior doctor).

Below, this leaflet provides information about a visit to the Accident & Emergency Department and you will find the information about the After Hours Medical Clinic.

Carefully read the information that is applicable to you.

### Accident & Emergency

#### *Waiting for treatment in A&E waiting room*

Based on the triage nurse's assessment, you will be allocated a colour code. The colour code indicates the order for further treatment: the severity of your symptoms or injury determines the order. Patients with less severe symptoms receive a different colour code and must wait longer.

The order of the colours:

**Red** = life threatening, immediate help is required. You will be treated immediately.

**Orange** = Very severe, may be life threatening. We try to treat you as soon as possible.

**Yellow** = Severe, but not life threatening. We try to treat you within one hour.

**Green** = Less severe, not an emergency. We try to treat you within two hours.

**Blue** = Not severe, not an emergency. We try to treat you within four hours.

For the colour codes yellow, green and blue the following applies: if it is busy this may take longer.

Colour code	Indication
Red	Life threatening, immediate help is required
Orange	Very severe, may be life threatening
Yellow	Severe, but not life threatening
Green	Less severe, not an emergency
Blue	Not severe, not an emergency

Apart from the colour code the point in time you will be treated also depends on:

- The order of arrival.
- The required specialist. If a specialist is required for several patients, waiting time for this specialist may increase.
- Available space. The number of patients in A&E can be very high at random times. All treatment rooms could be occupied.
- From the patients with the same colour code, the ones who have been referred by GPs are treated first.
- We will inform you as best we can about the length of the waiting time. If there are any major changes you will be told.
- If you are in pain, pain killers can be provided, if you wish.
- In view of the fact that we may need to operate, we ask you not to eat, drink or smoke anymore without permission from your doctor or nurse.
- If you have any questions while you are in the waiting room, please see the A&E receptionist. The triage nurse or other nurse will help you further.

#### *Treatment in A&E treatment room*

- If it is your turn for treatment, you will be called by a nurse.
- When you are called into a treatment room, we ask you not to bring more than one companion with you (in the case of children, two). Exceptions can only be made in consultation with the nurse.
- In the interest of your and other people's privacy, we ask you to remain in the treatment room.
- You may ask the nurse any questions about progress of examination or treatment.
- At the A&E department there are always two junior doctors present to treat you. These are trained doctors. One for surgical patients (symptoms include, injuries, wounds, etc) and another for patients that need more extensive internal examinations. If necessary, the junior doctors consult with the duty specialist.

#### *Records on departure after visiting the A&E department*

If you need to return to the outpatient clinic, you will receive a card showing the telephone number you need to call for an appointment, or you will receive a card stating an appointment that is already made for you.

#### **After Hours Medical Clinic (GP)**

##### *Waiting for treatment in After Hours Medical Clinic (GP) waiting room*

- We will inform you as best we can about the length of the waiting time. If there are any major changes you will be told.
- The order of treatment is mainly determined by the severity of your symptoms. It may be that people who arrived later than you are called for treatment sooner.
- If you have any questions while you are in the waiting room, please see

the A&E receptionist. The triage nurse (or other nurse) will help you further.

*Treatment in the GP treatment room*

- If it is your turn for treatment you will be called by a GP.
- You may ask the GP any questions about progress of examination or treatment.

*Records on departure after visiting the GP*

After your visit your own GP will be informed about your visit by the GP of the After Hours Medical Clinic. This way your GP is aware of your treatment.

**Notes on this leaflet**

If any information in this leaflet is unclear or incomplete, please notify us. You can share your remarks with us via [voorlichting@zha.nl](mailto:voorlichting@zha.nl).