

# Welcome to Emergency



**On arrival, please:**

- 1 See the Triage Nurse**
- 2 Go to the Administration Desk**
- 3 Be seated and wait to be called**

Please always tell us if you are worried or are feeling worse. If you are a visitor or have an enquiry, please go to the administration desk.



Government of South Australia

**Health**  
Southern Adelaide  
Local Health Network

# Welcome

**We're sorry that you're unwell or injured today and have had to come to our Emergency Department (ED).**

This could be your first time coming to hospital. It can be an anxious experience.

This brochure aims to give you information on what you can expect from today's visit. If you have any questions, we are happy to answer them.

## First steps

On arrival everyone is seen by a senior nurse, known as a Triage nurse, before registering at the Administration Desk. This nurse decides how urgently you need to be treated depending on how unwell or injured you are.

Other people who are more unwell or injured may be seen first, even if they arrive after you.

Please also let the nurse know if you have travelled overseas recently.

## Looking after you

### Aboriginal and Torres Strait Islander peoples

Everybody is asked "Are you of Aboriginal or Torres Strait Islander origin?"

We encourage you to identify your origin. If you would like the assistance of an Aboriginal Liaison Officer or a social worker, please ask us.

### People who don't speak English or with hearing loss

If you need an interpreter, please let us know.

Contact details are also available here:

Language other than English  
(Auslan)

**8364 5255**

Deaf-Can-Do

**0417 233 369**



**Please also tell us if you have any religious or cultural beliefs or practices or other needs or concerns.**

# What should I expect?

## How long will I be here?

We will see you as soon as possible. The sickest people are seen first. Sometimes the waiting room feels quiet; but we can be busy with very unwell people who have arrived by ambulance. Waiting can be frustrating, but for everyone's comfort and safety, please treat others with respect.

## What happens?

When attending the ED, you will receive an ID arm band with your patient details on it that will be checked regularly to confirm your identity.

Your treatment may start while you are waiting.

This could include giving pain relief or having tests, such as an X-ray.

You may be taken to an area where assessment and tests can be done. After this you may be asked to go back to the waiting room.

We may need to ask a specialist doctor or nurse from another part of the hospital to come and see you to help decide what care you need.

If at any time you don't know what is happening, please ask the staff – they are happy to answer any questions.

## Tell us...

**If you feel you or a family member are getting sicker, are in pain or uncomfortable, please tell us immediately.**

### Speak up if:

- **Something doesn't feel right**
- **You think something may have been missed**
- **You are concerned or worried.**

# What do we ask of you?

## Visitors

For those with family and friends, we understand and value their importance. Unfortunately, for safety reasons, only one visitor is allowed at any time. Children must always be accompanied by an adult.

## Eating and drinking

Please do not eat or drink before you see the nurse. Some procedures or treatments require you to have an empty stomach.

## Keeping everyone safe

For the safety of our staff, patients and visitors, anyone who is acting in a violent or abusive way will be asked to leave.

## Leaving without receiving treatment

If you wish to leave the ED before being seen, or leave before your treatment is finished, please discuss this first with the doctors and nurses so they can tell you about any possible complications.

## Your belongings, use of mobile phones and smoking

Please look after your own belongings. We do not accept responsibility for any loss.

To respect other's privacy, please do not take any photos or videos.

This building and surrounding grounds are smoke-free. Please smoke outside the blue lines or a \$200 fine may apply.

## Did you know?

You can contact HealthDirect Australia for free on 1800 022 222 ([www.healthdirect.gov.au](http://www.healthdirect.gov.au)), local GP's (contact details on the poster in the waiting area) or the Marion Priority Care Centre for help in non-urgent cases (direct phone link by the Triage desk).

# After the ED

## Staying in hospital

Some people may need to be cared for on one of our wards. If so, we will get you to a ward as soon as possible.

## Going to another hospital

You may need, or if you have private health cover you may decide, to go to another hospital. There is a cost in transferring to a private hospital. We suggest you check your private health or ambulance cover pays the cost.

## Going home

If you can go home, please make sure before leaving that you:

- Have checked that any plastic tubes in your veins, placed by us during treatment, have been removed
- Understand the treatment you were given and what care is needed at home
- Know what medication you need to take and why
- Know when you need to see a doctor again and which type of doctor you need to see.
- Ask if you need a medical certificate, a letter for your general practitioner or Work Cover information
- Take all your belongings with you.

If you need transport, please ask us to help.

## My Health Record

My Health Record is a secure digital record of your healthcare information.

It includes details of your medical conditions and treatments including your discharge letter, medicines you take, your allergies, and test or scan results.



Learn more, register and manage your record on the website or scan the QR code to download the app:

[www.digitalhealth.gov.au/initiatives-and-programs/my-health-record](http://www.digitalhealth.gov.au/initiatives-and-programs/my-health-record)

# You're worried. We're listening.

Our staff are trained to provide the very best health care. This includes recognising when a patient's condition is deteriorating. Even so, there are times when you may be concerned about a recent change in your condition or that of a loved one. We understand you know yourself or your loved ones best. If something does not feel right, tell us.

## Amenities nearby

### Theo's Coffee Lounge

Coffee, meals, dine-in, takeaway

Opposite FMC North Entrance

7:30am-5:30pm weekdays, 8:30am-4pm weekends

### Taylor and Holmes

Coffee, meals, dine-in, takeaway

Inside the Flinders Centre for Innovation in Cancer

Open 24 hours

## Feedback

### Your feedback is important to us.

Please ask us for a feedback form or contact the Consumer Advisory Service on 8204 5433, or by email on:

[HealthSALHNCConsumerAdvisory@sa.gov.au](mailto:HealthSALHNCConsumerAdvisory@sa.gov.au)

### Flinders Medical Centre

Flinders Drive, Bedford Park SA 5042

Phone: 08 8204 5511

[www.sahealth.sa.gov.au](http://www.sahealth.sa.gov.au)

If you require this information in an alternative language or format please contact SA Health on the details provided and they will make every effort to assist you.



This document has been reviewed and endorsed by consumers.



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of South Australia

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