

Emergency department patient checklist

Completing this checklist will help us to help you



Your medication and allergies

Before you are seen by a doctor or nurse, please list any medications that you take:

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If you have it with you, you may wish to show your repeat prescription instead.

If you have any allergies, list them below:

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Refreshments

Check with a doctor or nurse that you're able to eat and drink.

We're able to provide some snacks for patients including soup, sandwiches, biscuits and hot and cold drinks. Patients may also order food from the hospital's dining menu.

For relatives, refreshments are available from the waiting room vending machines or from:

'Spice of Life' restaurant B level, centre block

7.30am to 7.30pm weekdays (7pm weekends)
Out of hours, hot food and drinks are available from the vending machines by the restaurant entrance.

Main hospital entrance C level, centre block

The League of Friends has a shop (open during the daytime) selling snacks and cold drinks in the main entrance area, where you'll also find alternative food outlets with hot drinks available 24 hours a day.

If you need a translation of this document, an interpreter or a version in large print, Braille or on audiotape, please call 023 8120 4688.

Welcome to the emergency department

We aim to deliver excellent care to all patients and we know that good communication is an essential part of this.

This checklist is designed to improve communication during your visit by ensuring that:

- key things happen during your time here
- you are provided with essential information
- you can help us by providing information about your medication and allergies

How to use this checklist

- Answer yes or no to the statements in the patient checklist opposite. There are sections for completion on arrival, during your visit and when you leave.
- If possible, complete the section on your medication and allergies before you are seen by a doctor or nurse. It will help them to have this information available during your consultation.

Delays

This is a busy department and unfortunately delays do sometimes occur, and the reason for them may not always be apparent. Please speak to a member of staff if you would like an update, require more information or feel your condition has worsened.

Patient checklist

Before you leave a member of staff will review this checklist with you to ensure that everything that should have happened during your visit has happened, and that you have been given all the information you need. Once you have completed and signed the checklist it will be filed with your notes.

On arrival:

I have been given an estimate of the waiting time Yes No

I have been offered pain relief Yes No

During my visit:

I have had the opportunity to fully discuss my condition with a doctor or nurse Yes No

I am aware of any tests/investigations I may need during my visit Yes No

On leaving, I understand:

The results of any tests/investigations Yes No

When I can resume normal activities Yes No

My treatment and side effects Yes No

Who to contact if I'm worried Yes No

My follow up plans Yes No

If there is a written advice sheet, I have been given it Yes No

Your feedback is important to us. Please complete a feedback card before you leave.

Affix patient address label

All completed

Signed