

Going to the Emergency Department



Easy Read Booklet

RUH



When you feel ill you will normally go to see the doctor in your local surgery - your GP.



But, if you are really ill or have hurt yourself, you may have to go to hospital.



Sometimes, you may have to go in an ambulance.



When you arrive at the hospital you will go to the Emergency Department.

If you have a passport to hospital care could you please bring it with you, and your carer/s or family are welcome to stay with you.



The person on the front desk will ask your name and address.



A nurse will then call you into a room and ask you and your carer some questions. If you have a passport to hospital care, please bring it with you.



You will then have to wait to see the doctor. You may have to wait a long time. But the Emergency Department is sometimes very busy.



The doctor will call you into a room and he or she will ask you more questions. They will examine you by touching or looking at the part of you that is unwell.



If you are hurting or scared, tell the doctor or nurse, who will try to help you.



The doctor might then write down a list of medication (drugs) that may make you better - this is known as a 'prescription'.



The doctor may need to do some tests when you are in the Emergency department.

These tests might be taking blood, having an x-ray or having a scan.





When the doctor has seen you, you will either be sent home if you are well enough.



If you are not well enough to go home, you will be moved to a bed on a ward. You can then have treatment.

If the hospital is very busy and you are waiting for tests, you might be sent to wait in a place called the Emergency Department Observation Unit.



If you or your carer needs help whilst you are in the hospital, ask one of the nurses.





If you are an adult with learning disabilities, the Sister in Quality Improvement for Mental Health and Learning Disabilities, Gemma Box, who can talk to you if you need any help. She can also talk to your carers if they have any questions.

You can telephone Gemma Box on 01225 824246.

at the Royal United Hospital Bath NHS Trust.
Monday to Friday, 8am - 4pm.

