



Patient information

Welcome to the acute intake  
service for mothers & children



  
az turnhout

## Welcome to our service

On behalf of the acute intake service, we would like to extend a warm welcome to you. The acute intake for mothers and children is part of the accident and emergency department of Turnhout General Hospital (AZ Turnhout). The service looks after the intake of sick or injured children up to the age of 15 and of patients for gynaecology and obstetrics.

You probably have many questions or concerns and would like to be helped as soon as possible. We can fully understand that.

We would like in this brochure to provide you with a brief summary of the way our service works. If, once you have read the brochure, you still have questions, please feel free to ask us.

## Reporting to the acute intake service

Please report directly to the reception desk of the acute intake service. There you will be registered and the nurse will be informed of your arrival. The nurse will assess the seriousness of your condition and determine the degree of urgency. Depending on that assessment and on the availability of examination rooms, you may go inside right away or may be asked to sit down in the waiting room.

The nurse will carry out a few tests depending on the nature of your complaint:






- In the case of children, we always weigh them and take their temperature. Taking their pulse, blood pressure or blood oxygen levels may also be necessary.
  - In the case of gynaecological patients or pregnant women, we take the pulse, blood pressure and temperature.
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- If your visit to the acute intake service is for a school or sporting accident, please mention this at the time of registration.
  - If you need urgent care and therefore full registration could not take place immediately upon your arrival, an emergency staff member will make the necessary arrangements after you have been taken to a treatment room.

- If you do not reside permanently in Belgium, please mention this at the time of registration.

## First come does not always mean first served: the triage system

The nurse will call your name in the waiting room and accompany you to the examination room. There you will be asked about the reasons for why you came in. Based on the information you provide, an initial assessment will be made of the seriousness of your condition.

In this way, we try always to treat the people with the most serious condition first. Based on the seriousness of your condition, you will be **assigned a degree of urgency** using the Manchester triage system.

URGENCY				
Urgency	Degree	Colour		Target time within which the patient must be seen by a doctor
1	Immediate	Red		0 min.
2	Very urgent	Orange		10 min.
3	Urgent	Yellow		60 min.
4	Standard	Green		120 min.
5	Non-urgent	Blue		240 min.

*Manchester triage system*

### RED

**the patient is in immediate life-threatening condition:** reanimation, obstructed airway, inadequate breathing, unresponsive child, stroke, shock, life-threatening blood loss, etc.

### ORANGE

**the patient's condition may be life threatening:** serious trauma, reduced consciousness, serious blood loss, serious pain, high fever, low temperature, etc.

**YELLOW**

**seriously ill patients:** pneumonia, moderate pain, minor bleeding, constant vomiting, fever, etc.

**GREEN**

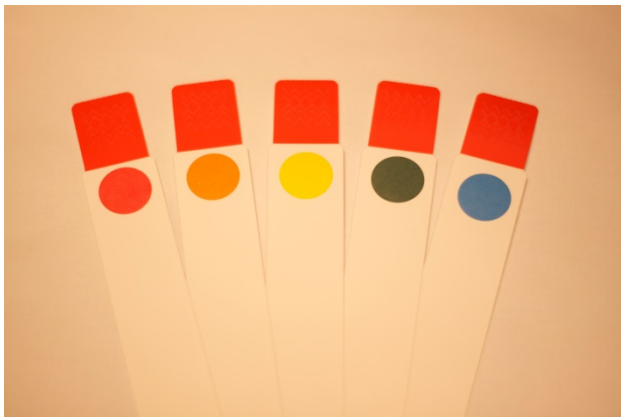
**standard symptoms:** stomach pain, fractured limbs, etc.

**BLUE**

**non-urgent symptoms:** wounds to the limbs, sprains, minor wounds, etc.

The physician will see and examine you and the other patients in the order of the urgency colour assigned. This means patients are not treated in the order of arrival but rather according to the degree of urgency.

**! All patients at the acute intake service for mothers & children are given an ID bracelet which happens to be red. This red does not indicate your degree of urgency.**



On the red ID bracelet, the nurse will stick a coloured dot. The colour of that dot represents the degree of urgency of your complaint and thus corresponds to the triage colour code. Based on the colour of the dot, you can have an idea of your waiting time at the accident & emergency service.

## The next steps after examination by the physician

After the physician has examined you or your child, tests such as blood or urine tests or X-rays will be requested and carried out if necessary. You may need to wait a while for the results.

To give you some indication:

- The time needed in order to obtain the full results of a blood test is between 1.5 and 2 hours.
- Medical images such as an X-ray are taken at the medical imaging department by a nurse specialized in the field. After taking an X-ray, ultrasound or CT scan, the radiologist has to examine the images and interpret them before a definitive report is available. This also requires a certain amount of time.

After compiling the results, the physician will decide if you or your child need to be admitted. The physician carrying out the examination may be an assistant trainee doctor. He or she will always contact the paediatrician or gynaecologist before taking a decision to admit or discharge you or your child.

## If you need to be admitted to hospital

If you are to be admitted, an administrative staff worker will ask you for your room preference and provide you with the necessary information regarding the room. As soon as the diagnosis and initial treatment at the acute intake service are completed, we will take you to your room as soon as possible.

For full information about admission to AZ Turnhout, please have a look at the general admission brochure that you will receive from the nurse or administrative staff.

### Who should you inform if you come to the acute intake service?

- We will inform your family doctor of your admission. Your admission to hospital may mean that you will temporarily be unable to go to work. You should inform the medical consultant of your health insurance provider (“ziekenfonds”) as soon as possible via the ‘confidential’ health insurance form provided for the purpose. Otherwise you may not be eligible for benefit payments from the health insurer during your period of incapacity to work.
- If your visit to the acute intake service is followed by hospitalization, the hospital will notify your health insurance provider.
- Your employer
- Patients with private hospitalization insurance should inform their insurance company.

### A few facts about the acute intake service:

- For the paediatric and gynaecological services, someone is on duty 24 hours a day. During the daytime, these doctors are always available in the hospital. For both services, the emergency service is supplemented by assistant trainee doctors. Interns may also be employed at our service. They sometimes help with the initial admission and assessment phase, but the ultimate responsibility lies with the physicians themselves.
- For minor medical procedures such as stitches, you may be referred to the emergency department on the Sint-Elisabeth Campus. Outside of office hours and during the weekend, surgeons and orthopaedic specialists are not always available on the Sint-Jozef Campus, and so the specialists from the Sint-Elisabeth Campus may be called in.
- With obstetrical or gynaecological problems, please report to the Sint-Jozef campus at all times.
- From 24 weeks’ pregnancy onwards, and depending on your complaint, you may or may not be referred directly to the delivery room.



## Our physicians

### Paediatricians

[www.azturnhout.be/kinderziekten](http://www.azturnhout.be/kinderziekten)

### Gynaecologists and obstetricians

[www.azturnhout.be/gynaecologie](http://www.azturnhout.be/gynaecologie)

## Contact

AZ Turnhout Sint-Jozef Campus  
Acute intake service for mothers and children: 014 444311  
Steenweg op Merksplas 44  
2300 Turnhout

AZ Turnhout Sint-Elisabeth Campus  
Accident & Emergency Department: 014 40 60 11 or 014 40 60 52  
Rubensstraat 166  
2300 Turnhout



## Conclusion

If you are admitted to the hospital after your visit to the acute intake service, you will receive a copy of the hospital's general admission brochure, which contains practical information about your admission. If you did not receive this brochure at the acute intake service, you can always ask for one from the nurses in the department where you are admitted, or at reception.

We very much hope that this brochure has given you an idea of the acute intake service. If after reading the brochure you have any questions or comments, please speak with the nurses of the service. We hope that everything goes smoothly during your visit to AZ Turnhout.

## **AZ Turnhout vzw**

[www.azturnhout.be](http://www.azturnhout.be)

[info@azturnhout.be](mailto:info@azturnhout.be)

014 40 60 11



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### **Campus Sint-Jozef**

Steenweg op Merksplas 44

2300 Turnhout



### **Campus Sint-Elisabeth**

Rubensstraat 166

2300 Turnhout