



Patient information

Welcome to the accident & emergency department




az turnhout

Welcome to our department

On behalf of the accident & emergency team, we would like to extend a warm welcome to you. You may have questions or concerns, and would like to get help 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 department works.

If, once you have read the brochure, you still have questions, please feel free to ask us.

Reporting to the accident & emergency department

Please report directly to the reception desk of the accident & emergency department. There you will be registered and the triage nurse will be informed of your arrival. The triage nurse will assess the seriousness of your complaint, and determine the degree of urgency. Depending on that assessment, and on the availability of space, you may go directly to a treatment room or be asked to take a seat in a waiting room.

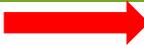
- Does your visit to the emergency department concern a workplace, school or sports accident? If so, please mention this at the time of registration.
- If you need urgent care and therefore registration could not take place immediately upon your arrival at hospital, an emergency staff member will make 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 your registration.

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

The triage nurse will call your name in the waiting room and accompany you to the triage room. There you will be asked about the reasons why

you came in. Based on the information provided, an initial assessment will be made of the seriousness of your complaint.

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, breathing or heart stoppage, etc.

ORANGE

the patient's condition may be life-threatening: stroke, heart attack, multiple trauma, etc.

YELLOW

seriously ill patients: pneumonia, heart failure, kidney failure, hip fractures, etc.

GREEN

standard symptoms: stomach pain, fractured limbs, etc.

BLUE

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

The emergency physician will see and examine you and the other patients in the order of the urgency colour assigned. Therefore

patients are not treated in order of arrival, but rather according to the degree of urgency.

All patients at accident & emergency 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 triage nurse will place a coloured dot. The colour of that dot represents the degree of urgency of your complaints and thus represents the colour code of your triage. Based on the colour of that dot, you can have an idea of your waiting time at accident & emergency.

The next steps after examination by the emergency physician

After the emergency physician has examined you, tests such as blood tests, ECG, urine tests or x-rays will be requested if necessary. You may need to wait a few hours for those 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 by a nurse specialized in the field, but who is not always available in the accident & emergency department. He or she will be called in, and this may lengthen the waiting time. After taking an X-ray, ultrasound or CT scan, the radiologist has to examine the images and interpret them before a definitive report will be available. This also requires a certain amount of time.

Depending on the referral by your family doctor or on whether you need to be admitted, additional specialized consultations will be requested from a specialist in the relevant discipline. Thus it may be that the emergency physician will contact the cardiology department if your family doctor, or the emergency physician, consider this desirable.

The specialist or resident will then arrange for any further treatment or possible admission.

If you are admitted to hospital

Soon after you report to accident & emergency, we will ask you for your room preference. We do this in order to avoid delays as much as possible if the decision is taken to admit you. As soon as the diagnosis and first treatment at accident & emergency are finished, 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 accident & emergency?

- 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 (“mutuelle/ziekenfonds”) as soon as possible via the ‘confidential’ health insurance form provided for this purpose. Otherwise you may not be eligible for a benefit payment from the health insurer during your period of incapacity to work.
- If your visit to accident & emergency is followed by a hospitalization, the hospital will notify your health insurance provider.
- Your employer
- Patients with a private hospitalization insurance should inform their insurance company

A few facts about accident & emergency

- From 8 a.m. to 8 p.m. there are two emergency physicians on duty. They are assisted by specialists within the hospital and the latter’s assistants. After 8 p.m., there is one emergency physician on duty, assisted by the doctors on duty in the other departments.

The emergency physicians:

Dr. A. Agten
Dr. T. Bouré
Dr. R. Doubi
Dr. S. Hauglustaine
Dr. A. Liekens
Dr. N. Mariën
Dr. I. Mertens
Dr. S. Poels
Dr. L. Van Buel
Dr. H. Van Der Donckt
Dr. R. Van Dokkum
Dr. V. Van Gorp

- AZ Turnhout has a Medical Emergency Group (in Dutch, MUG) that offers services to the 100 emergency centre. If a request comes in, the emergency physician on duty will immediately leave the department to carry out the task requested. This may result in some delay.
- The referral of emergency room patients to the various departments can sometimes be a bit slower if the number of beds available in the hospital is limited. This means that we cannot take you to your room until that room is free, even if your admission, diagnosis and first treatment at our department is finished.
- In order to provide sufficient space to all patients at accident & emergency, we would ask you to park your car on the emergency spaces available only on a short-term basis. You can always park your car in the parking garage.

Contact

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

Conclusion

If you are admitted to the hospital after your visit to the accident & emergency department, 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 accident & emergency, 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 have given you an idea of our accident & emergency department. If after reading the brochure you have any questions or comments, please speak with the nurses of the department. We hope that everything goes smoothly during your visit to AZ Turnhout.



AZ Turnhout vzw

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