



**Tallaght  
University  
Hospital**

Ospidéal  
Ollscoile  
Thamhlachta

An Academic Partner of Trinity College Dublin



## **Welcome to the Emergency Department (ED)**

**What to expect during your visit**

**PATIENT  
INFORMATION  
BOOKLET**

## On Arrival

Patients who arrive by car or on foot will register themselves at the **Main ED Reception Desk**. They will then be asked to take a seat in the ED waiting room, where they will wait to be called by the Triage Nurse for assessment. Patients arriving by ambulance can be registered by a family member or friend and will also be assessed by our Triage Team in the ambulance receiving area. Sometimes if they are not too unwell, they may be asked to wait in the waiting room.

Please **DO NOT EAT OR DRINK** until you have been assessed by the Triage Team as it may cause a delay in your treatment or procedures.

ED hospital charge – A charge of €100 applies if you are attending the ED without a letter from a registered GP or if you do not have a medical card. If you have a GP letter, please hand it in at reception.

## Triage

Our Triage Team will assess all patients to determine the urgency of their need for treatment. Patients are not seen in order based on their arrival time to the ED, rather patients requiring more urgent care are prioritised. Triage assessment places patients into groups depending on the seriousness and duration of illness. Please give the Triage Nurse your GP letter if you have one.



## Wait Times

After Triage, you will be asked to wait in the waiting room until a space becomes available in the main ED. Patients requiring immediate care will be taken to the main ED. It is not possible to provide an exact wait time, as this can vary from minute to minute depending on how busy the department is.

We will endeavour to update you where possible on wait times and delays. Our Patient Liaison Staff will also be available for any queries and concerns you may have.

You may be called by one of our phlebotomy team members, to have your bloods taken while you wait in the waiting room.

If at any stage during your time in the ED or waiting area, you are worried that you and your relative's condition has changed or worsened, please alert a nurse or doctor or a member of staff.

Please do not leave the waiting room without informing staff, as you need to be present to hear your name being called. If you have any difficulty with hearing, please inform staff at reception or in Triage.

## The Main ED

There are two different areas in the main ED. All patients are allocated to an area depending on their condition, either Zone 1 (Majors) or Zone 2 (Ambulatory Care).

**Zone 1:** For patients who have acute illnesses which may require close monitoring and possible admission to the hospital or transfer to another hospital/unit.

**Zone 2:** For patients who do not need close monitoring and who are more likely (but not always) to be discharged home.

## Other areas in ED

**Resuscitation Area:** For patients who have severe life-threatening conditions and require immediate attention from our ED team.

**Advanced Nurse Practitioner Scheduled Return Clinic:** Some patients assessed by the triage team will be able to go home and return the following morning for an appointment with an Advanced Nurse Practitioner. This service is only available for certain conditions.



# What happens when you go into the Main ED

1

You will meet your Nurse, who will assess you and explain the plan of care. You will then be seen and assessed by an ED Doctor or Nurse Practitioner.

Depending on your condition, you may need x-rays, blood tests and or scans. The time for these tests to be arranged, completed and resulted varies depending on how busy the hospital is. While waiting for these tests or results, you may be asked to leave your bed space to allow other patients to be assessed.

While in the ED, the ED team will monitor you, treat you, review your test results and make a diagnosis. A decision will then be made on whether you are for discharged or for possible admission.

2

**Discharge:** Your doctor will explain any test results with you and the follow up plan of care. Your nurse will review your discharge instructions, ensure you understand them and remove any intravenous cannulas you may have.

3

**Admission:** You will be referred to the Inpatient Hospital Team. Following a review, a decision is made to admit you under the care of the Inpatient Team or discharge you home.

If admitted under the Inpatient Team, you will need to wait in the ED until the particular type of bed you require, becomes available in the main hospital. It is our priority to get patients to the inpatient wards as soon as it is possible and safe to do so. An exact time cannot be provided to you as admission is dependent on how busy the hospital is on any given day.

## The Average Test Result Wait Times

Bloods	90 mins	Urine	90 mins
X-ray	60 mins	CT scan	2 hours
Ultrasound	2 hours		

# General Guidelines

## How to identify your Care Team:

Each member of staff will have a badge displaying their name and role. Uniform colours will also help you to identify staff.

Nurse Managers	Navy
Staff Nurses	Blue
Healthcare Assistants	Grey
ED Doctors	Green
Catering	Purple
Advanced Nurse Practitioners	Dark Green
GEDI Team	Light Green Tunic
Hospital Administrators	Plain Clothes
Porters	Navy
Radiology	Teal
Social Workers	Royal Blue

**Interpreters** are available on request. Please let us know your requirements as early as possible so we can make the necessary arrangements.

**Security** is on site to address any concerns for staff and our patients. Verbal abuse, violence or aggression towards staff or patients will not be tolerated. The ED is also monitored 24 hours a day by CCTV.

**Smoking** TUH is a non-smoking hospital. Drugs or alcohol are not permitted on site.

**Valuables** Please do not leave valuables unattended in the ED. If you are admitted, please ensure all your valuables are sent home with your family or friends.

**Medication List** Please bring a list of your current medications.

**Infection Control** Please keep your hands clean, by washing or using the alcohol gel provided. This helps to control the spread of infection. Visitors are asked not to visit or accompany patients to the ED if they themselves are suffering from cold, or flu like symptoms. No flowers in the ED.



## Services

### Pastoral Care

TUH has an inter-denominational Pastoral Care Team on site with 24 hours availability.

### Social Work Department

A Liaison Social Worker is in the ED Monday to Friday. If you need to avail of the social work team, please inform staff.

### Taxis

Taxis are located at the taxi rank at the main entrance of the hospital. If you need assistance getting a taxi on discharge, please inform a member of staff.

### ATM

ATMs are located in the main hospital reception.

### Public Parking

is available in the Multi-Storey car park which is run by a private company. There is a charge for using the car park. Information on costs is located in the car park reception area

## FAQs

### Where do I fill my prescription?

A list of local pharmacies and their opening hours is available in the waiting room, alternatively please ask a member of staff.

### Where can I get food and drinks while I wait?

Vending machines are located in the waiting room. The main hospital has a shop, coffee shop and a canteen also. Please do not leave the ED without informing staff, or send your visitor to get food for you.

### Can I have visitors?

Please liaise with a member of staff for more information.

### Can I use my mobile phone?

Yes, but at times in the ED, mobile phone usage may be restricted.

**We hope your visit with us at TUH ED is as comfortable as possible. If you have any questions or concerns, please ask to speak with the Patient Liaison Officer or the Nurse Manager.**



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Main Hospital Switchboard		01 414 2000
Emergency Department Reception		01 414 3561
Medical Social Work Department		01 414 2462