

WELCOME

Welcome to the Emergency Room (ER) of Beatrix Hospital in Gorinchem.

Address

Banneweg 57
4204 AA Gorinchem

Telephone no.

- Telephone no. Beatrix Hospital Gorinchem general (0183) 64 44 44
- Telephone no. Beatrix Hospital Gorinchem ER (0183) 64 44 11

Introduction

In this leaflet we provide you with information about the Emergency Room (ER) of Beatrix Hospital. We also give you insight into the rules that apply at ER.

Registration

Upon entering our ER, you will be registered. We ask you why you are here, for your personal and insurance information and a valid ID.

Before we start any treatment and care we want to know if you have come into contact with specific matters that require specific treatment (MRSA questions).

Once you have been registered, you will have an intake interview by the nurse. She will verify again your name and date of birth and provide you with a wristband bearing this information. In a brief interview, the nurse will determine on the basis of predetermined criteria how rapidly you should be examined and treated by a doctor (we call this triage). We indicate the urgency of your situation with a color code.

Explanation of color codes

Red	<i>Acute</i> No wait, you are helped immediately.
Orange	<i>Very urgent</i> The aim is for the doctor to help you within 10 minutes.
Yellow	<i>Urgent</i> The aim is for the doctor to help you within 1 hour. May take longer when busy.
Green	<i>Standard</i> The aim is for the doctor to help you within 2 hours. May take longer when busy.
Blue	<i>Not urgent</i> The aim is for the doctor to help you within 4 hours.

Each patient follows the process that applies to his or her color code. Sometimes, this means that you must wait longer than a patient who reports after you. Where applicable, the nurse starts the care process by measuring your temperature, pulse and blood pressure. Taking a blood sample and an ECG follow, if necessary.

Pain score

During the triage, the nurse will ask you for your pain score between 0 and 10. That means you rate your pain on a scale, with **0** being no pain and **10** being the worst pain you ever experienced. During your stay at the ER, you will frequently be asked for your pain score in order to give the proper pain medication and/or modify it, if necessary.

Patient information

It is important that you receive the right medication, tests and treatment during your treatment. We monitor that carefully. In some cases we have to ask your name and date of birth once again, even though it appears on your wristband and even though we know who you are.

We do this:

- when we administer medicines, blood and blood products
- when we take blood or other samples
- before we start treatment or another procedure

Are you uncertain that you are receiving the proper medication? Or do you think you are being given the wrong examination? Discuss this with us! We will check it again so we are convinced that the medication or examination is truly meant for you.

Consent

The care provider needs your consent to start treatment. Usually, this consent is not explicitly requested. When you come to our hospital for an examination, surgery or admission, we assume that you agree with what is going to happen. Of course you will be informed as much as possible and the care provider will request separate permission for certain procedures. For example, for

- surgery
- anesthesia (local or general)
- endoscopy (an examination in which a flexible tube is introduced in the body)
- risky treatment such as chemotherapy and radiation
- use of blood and blood products

If you give consent, the care provider expects that you will cooperate in the treatment, for example, by following advice.

Responsible practitioner

During your admission, one medical specialist is ultimately responsible for your medical treatment. Sometimes you have to deal with several specialists, especially if you have several illnesses. You always have one medical specialist who is ultimately responsible. He or she is the link with the various specialists.

Examination and treatment

When the nurse has completed the triage, the doctor comes within the triage time and asks you extensively about your complaints again. You can explain the reason why you came. Then the doctor will give you a physical examination and, if applicable, will look at the ECG and blood results. It is possible that additional examinations, such as a sonogram or X-rays, may be needed.

If necessary, you remain hooked up to the monitor during a period to observe your complaints. This monitor is centralized in the ER and can be observed from the triage desk. When all the results are in, the doctor will discuss the treatment plan with you. The doctor will also discuss whether or not to use CPR, if applicable to your situation.

Rules of conduct

The hospital has drafted rules of conduct that everyone must abide by. At the Emergency Room, visitors and patients sometimes suffer from stress caused by pain, fear and uncertainty. Occasionally this leads to aggressive behavior. We understand that, but we cannot tolerate aggression within the hospital.

- When patients or visitors behave aggressively we try to calm them down.
- If unsuccessful, we ask security or the police to ensure that they leave the hospital.
- We also ask you to exercise restraint in taking photos and movies. Our doctors and nurses value their privacy.

Family and escort

Basically, two people may accompany you during your visit to the ER. We ask other family members and visitors to wait in the reception room on the ward or in the hall of the hospital.

Interpreter

If necessary, we can call in an interpreter. However, our preference is to have a family member serve as an interpreter.

Fasting

Every patient must fast at the ER. This means that you may not eat or drink.

This is enforced until the doctor says it is no longer necessary. When you are allowed to consume something again, the nurses will offer you something to drink/eat.

Family members may take coffee and/or tea in the reception area on the ward. They can get food in the main hall. The restaurant is open from 10:00 am to 8:30 pm. The reception area on the ward also has a vending machine with snacks available for purchase.

There is also an opportunity to watch TV or read a magazine. There are children's toys as well.

Privacy

The employees at Beatrix Hospital do their best to protect your privacy.

This means that we:

- carefully deal with your personal and medical data
- do not give unauthorized access to your data

Smoking is prohibited

You cannot smoke at Beatrix Hospital. Patients and visitors can smoke on the hospital grounds. These locations are clearly marked.

Cell phones

You can keep your cell phone on and use it. However, we ask you to limit its use due to the nuisance it may cause to patients and treating physicians. You have access to free Wi-Fi at the Beatrix Hospital.

Children

We try to give priority in helping children but of course we do not always succeed. All children (ages 0 to 18) are examined head to toe. This means that every child is fully examined. This is to identify any abuse. We place these findings in the patient record.

Finally

Donation

We would appreciate it if you would register as a yes/no donor.

Your decision would not in any way affect the treatment you receive from us.

Quality and safety

We do everything possible to ensure that your care in Beatrix Hospital is optimal and safe. We believe it is important that you can trust us. That goes beyond feeling comfortable. We strive daily to ensure that our quality and patient safety are measurable and at a high level.

Questions?

If you have any questions, please do not hesitate to ask them. We are also open to compliments and/or suggestions. You can fill in the suggestion or compliment cards that can be found in every treatment room. We would also appreciate it if you would fill in the patient satisfaction survey so we can work on optimal care.