



## Introduction

This leaflet provides information about the Emergency Room (ER) of Beatrix Hospital and the rules that apply in the ER.



## Registration

Upon entering our ER, you will be registered. We will ask you for:

- the reason for your visit;
- your personal details;
- your insurance details;
- a valid ID;
- whether there are circumstances that require specific treatment (MRSA questions).

Once you have been registered, you will have an intake interview with the nurse. He/she will verify your name and date of birth and provide you with a wristband bearing this information.



## Fasting

Every patient must fast while in the ER. This means that you may not eat or drink until the medical specialist says you may eat and drink again. In that case the nurse can offer you something to eat and/or drink.

Family members may take coffee and/or tea in the reception area on the ward. Food can be purchased in the main lobby. The restaurant is open from 10:00 a.m. to 8:30 p.m. (8:00 p.m. on Saturdays and Sundays). The reception area on the ward also has a vending machine with snacks. There is also an opportunity to watch TV or read a magazine, and there are two iPads which you may use. Toys are available for children.



## Triage and color codes

In a brief interview, the nurse will determine on the basis of predetermined criteria how soon you should be examined and treated by a medical specialist (we call this triage). We indicate the urgency of your situation with a color code.

Red	Acute	No waiting time; you will be helped immediately
Orange	Very urgent	The aim is for the medical specialist to help you within 10 minutes
Yellow	Urgent	The aim is for the medical specialist to help you within one hour This may take longer when busy
Green	Standard	The aim is for the medical specialist to help you within two hours. This may take longer when busy
Blue	Not urgent	The aim is for the medical specialist to help you within four hours

Sometimes, you will have to wait longer than a patient who reports after you. Where applicable, the nurse will start the care process by measuring your temperature, pulse and blood pressure. This is followed by a blood sample and an ECG, if necessary.



## Pain score

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



## Medication check

It is important that you receive the right medication and tests during your treatment. We monitor this carefully.

In some cases we will need to explicitly ask your name and date of birth again, even though they are stated on your wristband.

We do this:

- when administering medication, blood and blood products
- when collecting blood or other samples
- before commencing treatment

Are you uncertain whether you are receiving the proper medication? Or do you think you are undergoing the wrong examination? Please do inform us! We will check to ensure that the medication or examination is indeed intended 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 thoroughly as possible and the healthcare provider will request separate permission for certain procedures. We do this for:

- surgery
- anesthesia (local or general)
- endoscopy (an examination in which a flexible tube is introduced in the body).
- use of blood and blood products

If you give consent, the healthcare provider expects you to cooperate in the treatment, for example, by following advice.



## Responsible medical specialist

During your admission, one medical specialist is ultimately responsible for your medical treatment. Sometimes you will be seen by several specialists, but you will always have only one ultimately responsible medical specialist. He or she is the link between the various specialists.



## Examination and treatment

Once the nurse has completed the triage process, the medical specialist will ask you about your symptoms again in detail. After that, the medical specialist will perform a physical examination and, if applicable, review the ECG and blood results. It is possible that additional examinations, such as an ultrasound or X-rays, may be needed.

If necessary, you will remain hooked up to a monitor for a certain period of time so that we can observe your symptoms. This monitor is centralized in the ER and can be observed from the triage desk. When all the results are in, the medical specialist will discuss the treatment plan with you. You will also be asked whether or not you wish to be resuscitated in the event that you are hospitalized.



## Rules of conduct

The hospital has drafted rules of conduct that everyone must abide by. In 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 this is unsuccessful, we ask security or the police to ensure that they leave the hospital.



## Family and escort

In principle, two people may accompany you during your visit to the ER. We ask that other family members and visitors wait in the reception room on the ward or in the lobby 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.



## Privacy

The Beatrix Hospital staff 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 may not smoke in Beatrix Hospital. Patients and visitors may smoke outside in clearly designated smoking areas on the hospital grounds .



## Cell phones

You may leave your cell phone switched on and use it. Beatrix Hospital provides free Wi-Fi access. However, we ask that you limit its use due to the nuisance it may cause to patients and treating physicians. We also ask that you do not take any photographs of hospital staff.



## Children

We try to give priority to helping children, but unfortunately this is not always possible. All children (ages 0 to 18) are examined from 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.



## Organ donation

We would appreciate it if you would register whether wish to donate your organs in the event of death. You can do so at [www.donorregister.nl](http://www.donorregister.nl). Your decision will not in any way affect the treatment you receive from us.



## Quality and safety

We do everything we can to ensure that you receive the safest and best possible care in Beatrix Hospital. It is important to us that you can trust us. We work hard every day to ensure that our quality and patient safety are measurable and at a high level.

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



## 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.



## Address details

Banneweg 57  
4204 AA Gorinchem



## Telephone numbers

- Beatrix Hospital Gorinchem general +31 (0)183 64 44 44
- Beatrix Hospital Gorinchem Emergency Room +31 (0)183 64 44 11