

4. OUTCOME



70-80% of Patients leave the Emergency Department after assessment or treatment



If you need more treatment, you will be admitted to a hospital ward or a clinical decision unit.



You may be transferred to another hospital



Some people might be sent directly to a specialised assessment unit.

If you are waiting on a speciality team e.g. surgery, orthopaedics or medicine etc. Please understand they are likely reviewing other patients throughout the hospital and will get to you as soon as possible.

USEFUL INFORMATION

- If you need pain relief, please let the triage nurse know.
- Are your symptoms changing or getting worse? If feeling faint or unwell, please don't stand up, alert someone to call the triage nurse for help.
- Do you have your list of medication ready? Your pharmacy or family member may be able to assist you.
- Toilets are located at the rear of the ED. If presenting with certain complaints, a urine sample may be requested. If you are unsure, check with the triage nurse prior to using the facilities.
- Do you need refreshments? Our vending machines sell tea, coffee and snacks. If the vending machines are out of order, please inform a member of staff. If diabetic or elderly, please ask for food, some people may need to fast until they are seen by a Doctor. Please check with your triage nurse.
- Do you have your own transport home arranged? If not, you might wish to call a taxi. Please see our ED notice board providing local taxi company numbers.

If you encounter any difficulties or need additional support whilst attending MRHT, undergoing treatment or during an inpatient stay, our Patient Advocacy Liaison can assist and support you in your onward journey of medical care in our hospital. Working hours are Monday to Friday 8:30am to 4:30pm.



Phone
057 93 58117



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If you wish to provide any general feedback, please contact:



Phone
057 93 58076



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MRHT EMERGENCY DEPARTMENT PATIENT INFORMATION

Please be patient while waiting for an assessment and treat our staff with dignity and respect.



Midland
Regional
Hospital
Tullamore



1. CHECK IN



REGISTRATION

When you arrive, please register at reception.

SCREENING

When you arrive, we will ask you some questions to see if it's likely you might have an infectious condition. This is so we can direct you to the best place in the Emergency Department to help keep everyone safe.



I was here first, why are others being seen before me?

There could be a number of reasons for this:

- There are a number of different queues in operation in this waiting room eg. ED review clinic.
- Individuals may be waiting to see a certain specialist team/ ANP (Advanced Nurse Practitioner).
- They may be waiting on results of tests.
- They may be attending a clinic and being admitted through ED.
- They may have urgent reasons to be seen that are not obvious to you.

Please understand that we will see and treat you as soon as we possibly can.

2. ASSESSMENT

Emergency Departments operate a system called Triage.

Patients are called in order of the seriousness of their illness or injury, and not in order of when they arrive or how they arrive.

Critical and potentially life threatening conditions will always be prioritised, and the treatment of these patients often takes more time and staff. Please bear with us.

TRIAGE

Triage is an initial assessment. It determines how urgently you need to be seen. This is used so that we can see the people most in need of urgent care first. Unfortunately, this might mean that some people have to wait longer than others.

My GP says I need an urgent scan/speciality review. Will it be done today?



1. IMMEDIATE
2. VERY URGENT
3. URGENT
4. NOT VERY URGENT
5. NON URGENT

The doctor in ED will make the decision after you have been assessed.

3. TREATMENT



Resuscitation if you have life-threatening injuries or illness

Treatment if you have very urgent injuries or illness

Treatment if you have less urgent injuries or illness



Other assistance such as physiotherapy from a health or social care professional

TESTS & SCANS



After assessment, the emergency doctor will decide if you need x-rays, scans, blood, urine or other tests. You may need to wait while we process your results and decide how best to treat you.

Once ordered, scans for ED patients are carried out as soon as there is availability. Once a scan is completed, there is additional wait time for the report to be inputted on our system, this wait is unavoidable and can take a few hours for processing.

