

Emergency Department

What to expect



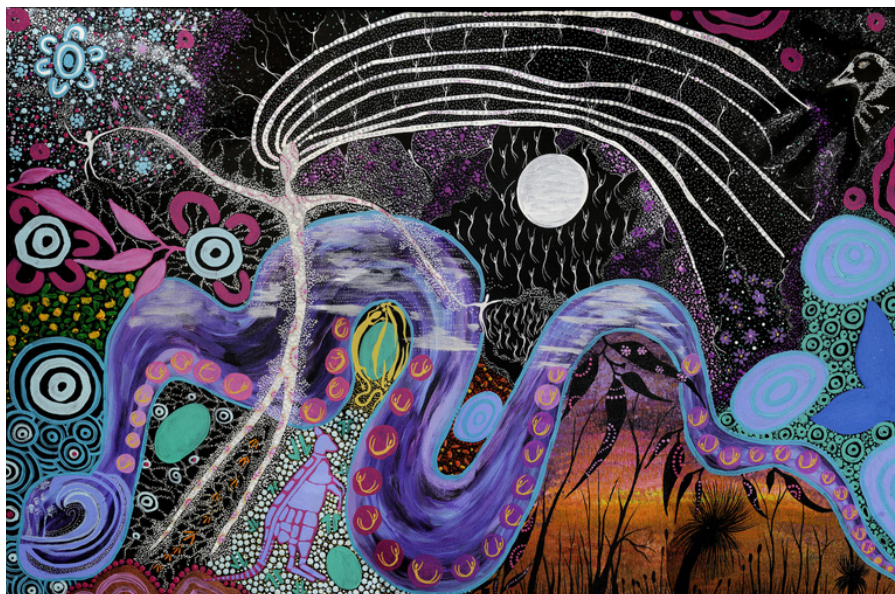
A great team providing care to our patients.

Our goal is to provide each patient with emergency medical care of the highest quality.

joondaluphealthcampus.com.au



**Joondalup
Health Campus**
Part of Ramsay Health Care



The Charnok Woman of Lake Joondalup Artist: *Nerolie Bynder*

Joondalup Health Campus acknowledges the Whadjuk people of the Noongar Nation as the Traditional Custodians of the lands upon which we are located.

We pay our respects to Elders past and present.

People caring for people

The Ramsay Way philosophy of “People Caring for People” was developed over 25 years ago and has become synonymous with the way we operate our Emergency Department. “Care” is not just a value statement, but a critical part of the way we go about our daily work to meet the expectations of our patients and our staff.

Expectations on entry

To provide a confidential and safe experience for all of our patients, visitors and staff, we request that you comply with the following:

- All patients, visitors and staff have a right to feel safe and to be treated with respect while in the hospital. This means that inappropriate or offensive language or disorderly, offensive, threatening or violent behaviour or any other behaviour that interferes with the operation of the hospital or provision of patient care will not be tolerated.
- Our workforce is made up of staff with a diverse mix of gender, age, ethnicity, race, culture, religion and sexuality. Staff members are assigned to patients based on their ability to provide quality patient care only and discrimination against or bullying or harassment of a staff member of any kind will not be tolerated.
- All patients, visitors and staff have a right to privacy while in the hospital. This means that photography, filming or audio recording within the hospital is strictly prohibited, unless written consent has been obtained from the hospital executive and all individuals being photographed, filmed or recorded.
- For the safety of yourself and others, patients and visitors must follow all directions given by hospital staff and/or security.
- Refusal to comply with these conditions may result in removal or discharge from the hospital.

Your visit today at our Emergency Department

Patients are seen in order of urgency not arrival.

If you feel worse or feel your case is urgent, please alert the triage staff.



Welcome to our Emergency Department (ED). Our staff are committed to providing you the very best of care in a timely manner and a seamless patient experience.

1

Check in

Please register your arrival by taking a ticket and wait for your number to be called by triage or clerical staff.

2

Triage

A triage nurse will assess the urgency of your condition.

3

Registration

Clerical staff will confirm some personal information. You will then be asked to take a seat in the waiting room.



4

Consultation

You will be taken into the ED and examined by a nurse, nurse practitioner and/or doctor and advised on any investigations and a treatment plan.

5

Investigations and treatment

Various investigations may be completed. The results will take a while to return. Treatment may commence in the meantime.

6

Admission or discharge

After treatment you may be discharged home or if you require further treatment you will be admitted to a hospital ward.

What is triage?

The triage process determines who needs to be seen first. A triage nurse will determine the severity of a patient's condition, based on symptoms. Medical history information will be obtained and vital signs will be checked.

Why do some patients get seen before others?

We must care for critical patients with life-threatening conditions first. If you have a minor illness or injury, you may have to wait while patients who are more unwell or more severely injured are seen first.

If you feel your condition is worsening, let the nursing staff know immediately.

Why do patients have to wait for treatment?

People wait in the ED for many reasons. Some of these include:

- Waiting while the sickest patients are seen first, including life threatening emergencies.
- High demand or an unusually high number of very sick patients. Unlike a doctor's office where appointments are scheduled, many emergency patients may arrive at once.
- Waiting for radiology and laboratory results. Some test results take longer than others.
- Waiting for consultations from specialist physicians who have competing priorities including responsibilities to inpatients in our hospital.

What is streaming?

Patients are streamed to the most appropriate care location and team in the ED based on their presentation, severity of illness/injury and age. This means that you may see other patients progress to different areas.

What is the wait like at other Emergency Departments?

If you would like to see the wait times at other EDs in WA please refer to the Department of Health website.



Can your family visit you while in the Emergency Department?

To preserve the privacy of all our patients, one family member is allowed to wait with you in your treatment location. We ask that they stay at your bedside. If the ED becomes full, if you have infectious symptoms or if a nurse/doctor feels that you need privacy, your family member may be asked to return to the waiting room.

Valuables?

Please do not bring jewellery, valuables or excess cash to hospital. While care is taken with your personal belongings, facilities for safekeeping are limited and we cannot take responsibility for any loss or damage.



ZERO TOLERANCE FOR VIOLENCE



To provide a private and safe experience for all of our visitors, patients and staff, we request that you comply with the following:

- All patients, visitors and staff have a right to feel safe and to be treated with respect while in hospital. This means that inappropriate or offensive language or disorderly, offensive, threatening or violent behaviour or any other behaviour that interferes with the operation of the Hospital or provision of patient care will not be tolerated.
- For the safety of yourself and others, patients and visitors must follow all directions given by hospital staff and/or security.
- Refusal to comply with these conditions may result in removal or discharge from the hospital.

Do extensive waiting times affect treatment outcomes?

Our staff work very hard to make sure that all patients are treated as quickly as possible and wait times do not affect the severity of your illness or injury. Some patients may wait longer than we would like.

An empty waiting room doesn't mean that the ED staff are not busy assisting patients.

How can I help the process along?

Knowing your current medications, drug allergies and past medical history is very important information that helps us care for you.

Is there an infection risk?

Many patients presenting to the ED have infectious illnesses or are vulnerable to infections. Our management of infectious diseases helps all patients to be safe and it is vital that everyone works hard to prevent the spread of germs. The best way to do this is by washing your hands regularly and using the hand sanitiser gel provided throughout the department. If a patient is infectious, they will have visitor restrictions.

If you are concerned about the risk of contracting an infection while in the waiting room or the department, you may request a mask to wear.

What if I get worse?

If you are worried that you or the person you care for is getting sicker, we need to know. The CARE Call is a 3-step process for patients, carers and family members to use if they are worried they, or a person they care for, are getting sicker in hospital. Look for the pink CARE Call phones or ask for assistance.



CARE Call

**Are you
worried?**

We need to know.

**If you, or the person you care for gets sicker,
tell us right away**

**Step
1**



**Worried about a change in your condition
or the person you care for? Tell us.**

**Step
2**



Still worried? Speak to a senior staff member.

**Step
3**



**If your concern is urgent, use the CARE Call
phone or call **9400 9776****

You know yourself or your loved one best. We will listen to you.

How do I access the WiFi?

1. Ensure your wireless enabled laptop or mobile device is turned on and has its wireless signal/switch activated
2. Go to the available wireless Network Connection List as displayed on your device
3. Click on WiFi@Ramsay and then click on the connect button. Your Internet browser will automatically open and you will be prompted with the 'Welcome to Ramsay WiFi' page
4. Select the appropriate option: Patient or Guest. The option that you select will display a second page where you can register for WiFi
5. Enter your details as required. Your MRN is created on admission and is usually on your wristband. Please enter all 10 characters of the MRN
6. Review the Usage Policy and Terms and Conditions and tick the box to accept the terms of use. Accepting the terms and conditions is necessary if you want to use the WiFi facility
7. Click on the Login button to proceed to the internet.





Can I eat and drink?

You may require investigations or treatment that need you to be fasted. Please check with your nurse before eating or drinking.

Private verses Public Admission

The ED provides a public service.

If you are required to be admitted to the hospital for further investigations or treatment you can opt to utilise your private health insurance for your ward admission.

The Private Liaison Officer will guide you around out of hospital expenses.

Taking Photos or Filming

For the sake of maintaining the privacy and confidentiality of our patients, their family and carers, and our staff, we ask that you don't take photos or film while you are in the ED.

Compliments and Complaints

If you or your family have concerns about any aspect of your care during your stay, please ask to speak with the Shift Coordinator or Nurse Unit Manager in the first instance.

You may wish to share your concerns with us after you leave hospital.

Any compliments or complaints about your experience with us can be logged with the Consumer Liaison team:

Email – consumerliaison.jhc@ramsayhealth.com.au



Interpreter Services

Should you require the use of an interpreter during your visit, please ask one of our staff members. A telephone interpreting service is used in the ED.

Aboriginal Liaison Service

The Joondalup Health Campus Aboriginal Liaison Officer team are available to provide cultural support to patients who identify as Aboriginal and/or Torres Strait Islander.

The team provide:

- Support and communication with healthcare teams
- Provide social and cultural support to Aboriginal patients and their families/carers
- Advocate on behalf of patients and carers
- Provide information on resources available in the community
- Assist with making referrals to out patient services and community follow up

Please let one of the nursing or medical staff know if you would like to be referred to the Aboriginal Liaison Service.

Feeling safe at home?

If you are feeling unsafe or scared at home, please let one of the nursing or medical staff know, who will be able to assist you in a confidential manner.

My healthcare rights

This is the second edition of the **Australian Charter of Healthcare Rights**.

These rights apply to all people in all places where health care is provided in Australia.

The Charter describes what you, or someone you care for, can expect when receiving health care.

I have a right to:

Access

- Healthcare services and treatment that meets my needs

Safety

- Receive safe and high quality health care that meets national standards
- Be cared for in an environment that makes me feel safe

Respect

- Be treated as an individual, and with dignity and respect
- Have my culture, identity, beliefs and choices recognised and respected

Partnership

- Ask questions and be involved in open and honest communication
- Make decisions with my healthcare provider, to the extent that I choose and am able to
- Include the people that I want in planning and decision-making

Information

- Clear information about my condition, the possible benefits and risks of different tests and treatments, so I can give my informed consent
- Receive information about services, waiting times and costs
- Be given assistance, when I need it, to help me to understand and use health information
- Request access to my health information
- Be told if something has gone wrong during my health care, how it happened, how it may affect me and what is being done to make care safe

Privacy

- Have my personal privacy respected
- Have information about me and my health kept secure and confidential

Give feedback

- Provide feedback or make a complaint without it affecting the way that I am treated
- Have my concerns addressed in a transparent and timely way
- Share my experience and participate to improve the quality of care and health services



AUSTRALIAN COMMISSION
ON SAFETY AND QUALITY IN HEALTH CARE

For more information
ask a member of staff or visit
safetyandquality.gov.au/your-rights

Discharge Checklist

Before you, your child, or an adult in your care leaves the ED, please consider the following:

- ☐ Do you feel that your concerns have been heard and addressed?
- ☐ Do you understand the illness or injury diagnosis?
- ☐ Do you feel safe to go home?
- ☐ Do you know the next steps and who to follow up with?
- ☐ Do you know who to contact if you have further concerns?

If you answered 'no' to any of the questions, please speak to one of our medical or nursing staff.

Thank you

for trusting the staff of Joondalup Health Campus
Emergency Department with your care today.



Joondalup Health Campus

Part of Ramsay Health Care

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People caring for people.