



CLINICAL INTERVIEWS

Clinical interviews will occur any day from 6.00 pm to 7.00 pm. For privacy reasons any clinical information will be only released in accordance to patient indications given at the moment of the acceptance.

VISITS

Usually any patient under medical observation in the Emergency Area can receive visits any day from 5.00 pm to 6.00 pm.

Entrance is allowed to one visitor/relative per time and for a reasonable lapse of time, always under discretion of the medical personnel. Exceptions must be forwarded to the Head of the Unit. These schedule may be subject to variations when extraordinary conditions may occur.

WE URGE YOU TO:

MAINTAIN A COURTESY LINE TO RESPECT OTHER USERS PRIVACY

RESPECT EVENTUAL DENIAL OF ACCESS

NOT STAND IN FRONT OF THE DOORS

in order to not prevent a correct development of the Emergency activity

NOT ABUSING OF YOUR MOBILE PHONE

reducing its use to necessary communications and respecting the silence, with turned-off ringtones and maintaining a low tone of voice.

HOW TO TAKE CARE OF YOUR VALUABLES

we recommend to reduce the entity of any valuable to the strict essential keeping that guarded, leaving your valuable to known persons or contacting the nursing staff to enable the proper procedure.

In case of extended hospitalization provide yourself with all the clothing (pajamas, underwear) and hygienic tools for prolonged stay (toothbrush, toothpaste, soap and towels).

Welcoming leaflet

EMERGENCY UNIT



THE EMERGENCY

The Emergency is a health-care facility dedicated to the treatment of urgent patients and it is not suitable to take care of non-urgent or chronic pathologies.

Priority of access to the Emergency Department is arranged on a Triage, which is the multiple-step practice of sorting emergency patients into categories of priority for treatment. Evaluation of clinical conditions is based upon symptomatology and different patient severity is codified by colours. Triage will be carried out by specialized nurse staff in accordance to GU n° 285 of 07/012/2001

- **Red Code** - high priority critical or life threatening injuries or pathology, patients with compromised life-parameters in need of immediate treatment; patients incoming by ambulance will be directly transferred to the Triage box or any of the visiting rooms.

- **Yellow Code** - fairly critical, intermediate priority.

- **Green Code** - less serious or minor injuries, non-life threatening conditions.

- **White code** - no injury or disease. Waiting time is undetermined and can be very long.

This organization provides for the total exhaustion of higher level severity codes (**Red, Yellow, Green, White**) before starting treatment of lower intensity ones. In case of same colour code, priority will be granted upon arrival time. All codes with exception of White are free. White code will be charged for 25 Euros.

In our First Aid Emergency Department treatment paths are divided in two groups:

- **Red** and **Yellow** codes, on the right side of Acceptance desk
- **Green** and **White** codes, on the left side of Acceptance desk.

- **In accordance to the Privacy Code established by the Italian Laws**, when approaching the Emergency check-in desk each patient have to:

- 1) declare if processing of personal informations will be allowed
- 2) indicate any person to be updated regarding your health conditions and his/her telephone number.

When indicating any of your family member, a first-grade relationship will be contacted (spouse/parent/son/brother). Otherwise, when a specific person will be indicated, others will be automatically excluded.

- **Please note that in any case clinical informations will be NOT released by phone.**

- As the patient will be checked-up by the doctors, a clinical/diagnostic examination will be established and informations will be available by medical personnel.

- **After the first access in the Emergency Department, it may happen that patient will be held in observation and put in line to be recovered in other departments. If no beds are available, the patient will be offered to be transferred to other hospitals.**

- When discharged from the Emergency any patient will receive a brief clinical report containing the diagnosis and treatment informations received in our Emergency along with all the indications to ensure a continuous treatment (drugs to be assumed, checks to be carried out, etc..)

- At the discharge moment, we kindly ask you to verify your personal data reported on the Emergency discharge summary.

- To request a copy of your full medical records you can pick up the proper leaflet at the shelves or ask to our administrative personnel at the main desk for any additional information.

CAREGIVERS IN THE EMERGENCY UNIT

To enhance the assistance in the Emergency Unit, Regione Lazio is introducing in an experimental way, some Caregiving figures, to ensure informations, collect any remark and eventually forward them the sanitary personnel, to respond to any request in listening, comprehension and information.