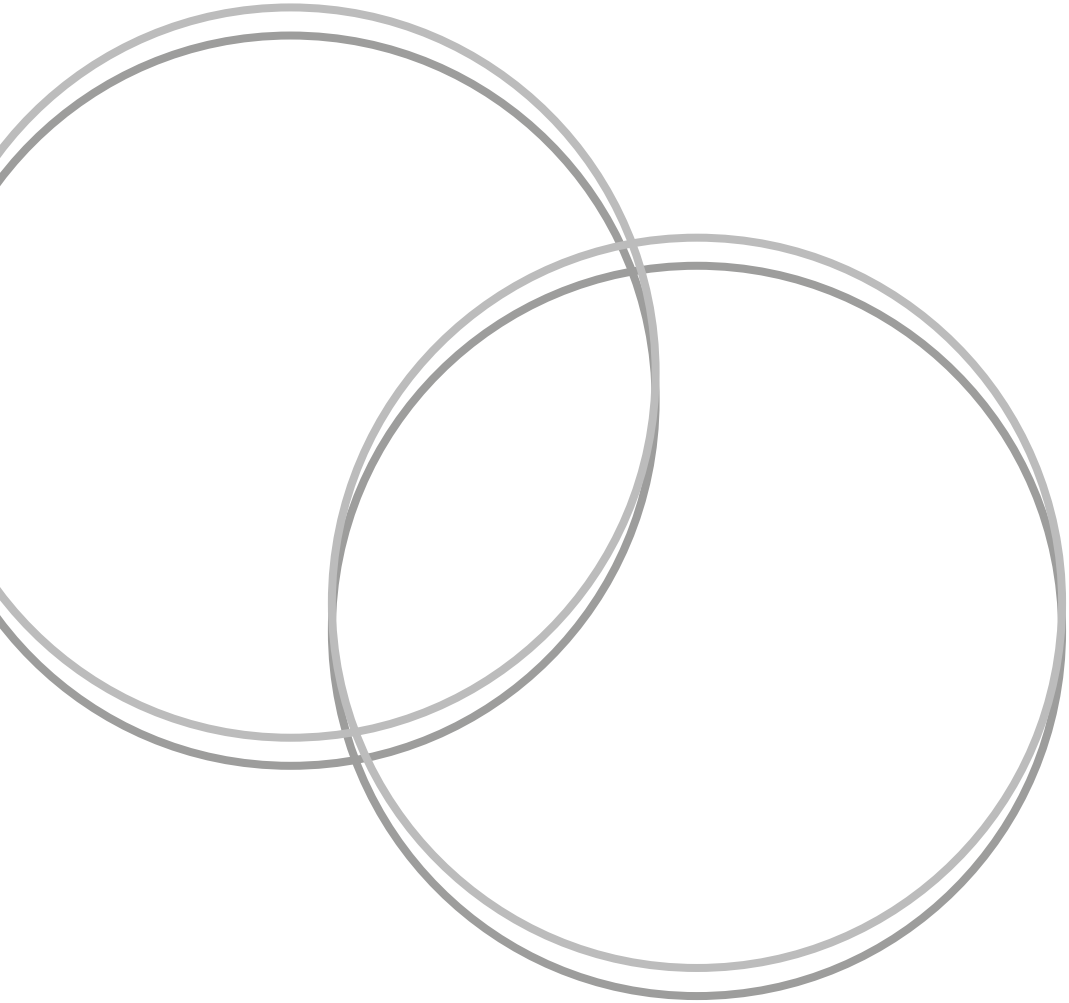
NHS
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Extended Emergency Medicine Ambulatory Care (EEMAC)

Information for patients and carers



Welcome

You have been transferred from the Assessment area of the Emergency Department (ED) to the Extended Emergency Medicine Ambulatory Care (EEMAC).

This leaflet explains:

- why you are here
- what will happen next
- what facilities are available
- who to contact if you have concerns or questions

Why you are here

EEMAC provides a dedicated space for patients who require more time and/or further investigations in a more comfortable location away from the general waiting area of the main Emergency Department. This generalised emergency unit is suitable for patients who require emergency same-day medical care or investigation and do not require care on a bed.

What has happened so far

- You have already been assessed by a qualified nurse in ED.
- This may have included:
    - » checking your vital signs (temperature, pulse, blood pressure, breathing, oxygen levels)
    - » discussing why you came to hospital
    - » arranging tests such as bloods or X-rays, if required
    - » starting treatment if needed

You are now in EEMAC to complete your assessment and plan your care.

What will happen in EEMAC

A specialist emergency clinician will:

- discuss your problem in detail
- carry out a physical examination
- review your results
- order any further tests if needed
- ask specialist teams for advice if appropriate

Together we will then agree a plan:

1. Discharge home with advice and/or follow-up
2. Transfer to a hospital ward if you need to stay in hospital
3. Referral to a Specialist SDEC service (Similar units which provide care under a specific medical or surgical team other than Emergency Medicine) for same-day input, with the aim of going home by the end of the day

If discharged from EEMAC, patients are responsible for arranging their own transport unless they meet trust-wide criteria for hospital transport. Please speak to a member of our team if you are not sure or would like support in making a phone call or booking a taxi.

www.ouh.nhs.uk/patient-guide/transport-costs/

Timeframes and waiting times

We aim to see everyone as quickly as possible, but:

- The ED may be caring for 150 patients or more at one time, across different clinical areas.
- Staffing and workload can affect waiting times

An average wait to see a clinician is usually 2-4 hours and can be longer, particularly overnight. Wait times can change depending on the requirements across the whole Emergency Department. We aim to keep you updated with an estimated wait time, but please ask if you are worried about how long you have been waiting.

Your clinical needs

If you:

- feel more unwell
- need pain relief
- need clinical support

Please let a member of our team know straight away.

Your care remains our priority, and we endeavour to address your concerns and your clinical issues as quickly as we can.

Facilities in EEMAC

- Toilets: are available, please follow signage.
- Seating: EEMAC has chairs, not beds. Different chairs are designed for specific healthcare needs.
- Comfort: Blankets are available. Please return used blankets to the laundry bin.
- Food and drink: Help yourself to water, tea and coffee. Please speak to a member of staff if you are hungry, food is available.
- Wifi: OUH open access free wifi via: OUH GUEST and login portal.
- Mobile phones: Can be charged via the charge bank in the chaired area. Please use mobile phones considerately.
- Patient telephone: Is available, please dial 9 for outside line.
- Exit & Return: If you need to temporarily leave the unit, please let a member of the team know when you will return.

Leaving before being seen

Sometimes patients feel they have improved and decide to leave or seek healthcare elsewhere.

If you are considering this, **please tell us first.**

We will discuss your options and make sure you leave safely, with the right advice.

We will need to remove any intravenous lines you might have in your arm before you leave.

Thank you

We know coming to hospital can be stressful. Thank you for your patience while we provide safe care for you and all our patients.

Oxford University Hospitals NHS Foundation Trust.
Website: www.ouh.nhs.uk

Interpreter services

If you need an interpreter, please let a member of staff know. We can arrange interpretation services in a range of languages.

Accessibility

Please let us know if you have any accessibility needs. We aim to make our services inclusive and supportive for all patients.

Contact after discharge

If you have concerns after leaving EEMAC, please contact your **GP, NHS 111, or return to the Emergency Department if urgent**.

Patient Advice and Liaison Service (PALS)

If you have any feedback, including positive feedback for the team, or should you wish to make a complaint, please contact PALS:

Tel: **01865 221473**

Freephone: **0800 328 7971**

Email: pals@ouh.nhs.uk

Address: PALS, Oxford University Hospitals NHS Foundation Trust
John Radcliffe Hospital
Headley Way
Oxford
OX3 9DU

The PALS team can provide confidential advice, support and help resolve issues.

Further information

If you would like an interpreter, please speak to the department where you are being seen.

Please also tell them if you would like this information in another format, such as:

- Easy Read
- large print
- braille
- audio
- electronic
- another language.

We have tried to make the information in this leaflet meet your needs. If it does not meet your individual needs or situation, please speak to your healthcare team. They are happy to help.

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Oxford University Hospitals NHS Foundation Trust
www.ouh.nhs.uk/information

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