

ACCOMPANYING PERSONS

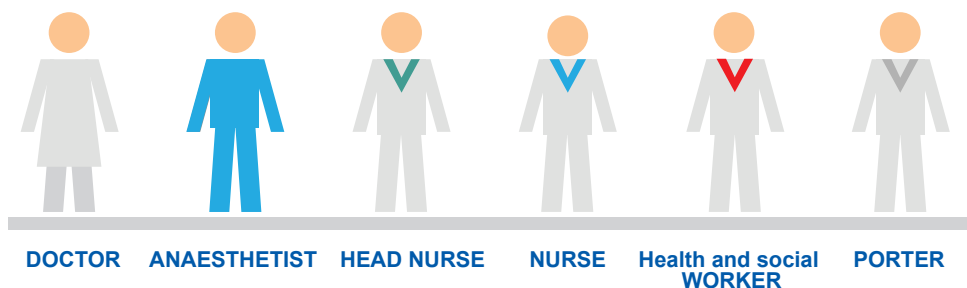
Accompanying persons must remain in the waiting room to avoid overcrowding which could prevent hospital personnel from moving freely through the available space.

When necessary, healthcare personnel, with the patient's authorisation, will inform accompanying persons of his/her clinical profile and any future action to be taken. To request updates on patients' progress, please contact reception service personnel.

Those accompanying minors and patients with disabilities must remain with them throughout the entire diagnostic and treatment course at Accident & Emergency.

The following are also present at Accident & Emergency: reception staff and security service.
Toilets and vending machines selling drinks and snacks can be found close to the waiting room.

HOW TO IDENTIFY HEALTHCARE PERSONNEL MEMBERS WITHIN ACCIDENT & EMERGENCY



Sistema Sanitario Regione Liguria



**GUIDE TO ACCIDENT &
EMERGENCY
OSPEDALE VILLA SCASSI**

RECEPTION

The reception service, providing initial information, is located in the Accident & Emergency entrance hall.

ASSESSMENT

When a person arrives at Accident & Emergency, the **nursing staff** will conduct a preliminary assessment of his/her health condition and, based on the **clinical findings** and the **symptoms described**, assign him/her a **priority (triage) code**:

**CODE
RED**



**MAXIMUM
URGENCY**

Highly critical

Life-threatening

Patient has top priority: prompt medical attention

Services are free of charge

**CODE
YELLOW**



SERIOUS

Moderately critical

Risk of deterioration

Patient monitored by a nurse while awaiting examination by doctors

Services are free of charge

**CODE
GREEN**



**NOT
SERIOUS**

Low-criticality

Not life-threatening

Patient will be examined after more urgent cases

Services are free of charge

**CODE
WHITE**



**NO
URGENCY**

Non-critical

Case not urgent and may be treated by attending physician

Patient will be examined after all other cases

Services are subject to co-payments ("ticket")

PRIORITY

Since this is an emergency service, access to Accident & Emergency will take place **in order of priority** for treatment and **not in order of arrival**. This may result in waiting, during which the nursing staff will monitor patients' health conditions and, if necessary, intervene promptly. Upon assignment of a priority code, a process begins and patients will be directed to the relevant **waiting room**.

On completion of assessment, patients will also be given a **data sheet** containing:

- **personal details**
- **reason for entering Accident & Emergency**
- **priority code**

IT IS IMPORTANT TO CHECK THE DATA AND INFORM TRIAGE PERSONNEL OF ANY INACCURACIES.

EXAMINATION

Patients will be called for examination based on their priority code and the development of their clinical conditions. Once doctors have analysed the patient's clinical profile, they will advise him/her as to the course of diagnosis and treatment:

- **discharge into care of attending physician**
- **discharge with appointment at relevant clinic**
- **transfer to the specialized ambulatory**
- **short-stay observation ward (obi)**
- **admission to emergency medicine department**
- **admission to specialized hospital department**

Patients will be given an Accident & Emergency report or discharge letter and their clinical documentation.