



Emergency Department

Welcome to Cabrini Health's 24-hour Emergency Department. Your health is paramount to our trained and experienced medical and nursing staff. The Department is staffed by consultant specialists on 24 hour call.

How does the Emergency Department work?

On arrival, your personal details will be recorded and the fee structure explained by a receptionist. A nurse will record details of your:

- medical complaint and past history
- medications and drug allergies

Depending on your condition you will be further assessed in a cubicle or asked to take a seat in the waiting area.

Once in the cubicle a nurse may perform some tests. Medical staff will then examine you and may order further tests. Some patients may require hospital admission.

What is 'Triage'?

Triage is a system of prioritising patients according to their medical need. Therefore, some patients with a life threatening or emergency condition may be seen by the doctor before other patients.

How long will I have to wait to see a doctor?

All patients are seen initially by an experienced nurse and treatment may begin immediately. The time taken to be seen by the doctor may vary and will depend on the urgency of your condition and the number of patients seeking treatment at the same time.

What is 'Bypass'?

Ambulance bypass is when ambulances are asked not to bring patients to the Emergency Department at Cabrini. This decision is made to ensure patient safety and that patients already in the Department are managed in a safe and optimal environment and their care is not compromised.

Other information ...

Hospital Visiting Hours:

2.30 pm - 4.30 pm
6.30 pm - 8.00 pm

Hospital Discharge: 10.00 am.

Food/Drinks: We ask that patients do not eat or drink before seeing a doctor, as certain tests require a fasting time.

Mobile phones: **ALL** mobile phones must be switched off once inside the hospital, as this may cause interference with hospital equipment.

Children: The Emergency Department is a very busy place and may be hazardous for children. We request that children remain seated with family at all times when visiting.

Care Coordination Service: may assist with any social or discharge issues and are a valuable resource for alternative accommodation options in the short term. The nurse in the Emergency Department may advise you about this service.

Visitors: We understand that patients need the love and support of their family and friends. However, visitors must be kept to a maximum of two at a time, due to space limitations within the Department and out of respect for other nearby patients.

Phone calls: Only **immediate** family may enquire about a patient's condition. We ask that families nominate one person to be the contact point and keep calls to a sensible minimum.

Behaviour: We pride ourselves on maintaining a safe environment for our staff, patients and their families. Any physical violence or verbal abuse within the Hospital will not be tolerated.



Cabrini Health

What to bring to Hospital

- All relevant information of past medical or surgical problems.
- Recent blood test results or x-rays.
- Health care cards including your Medicare card and InfoCare Card.
- Private insurance details.
- Telephone numbers of next of kin.
- All current medications.

We understand a visit to the Emergency Department can be very daunting. It is our mission to make your Emergency Department visit as friendly, professional and as comfortable as possible.

Emergency Department
Tel: (03) 9508 1500

Cabrini Hospital
183 Wattletree Road
Malvern Victoria 3144

