

## Welcome to Same Day Emergency Care (SDEC)

### Information for patients

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#### What is SDEC?

We provide same day urgent assessment, tests, diagnosis and treatment for patients sent to us by their GP. Patients seen in SDEC require urgent review but are well enough to make their own way to hospital. Alternatively, you may already have been in hospital and come to us for follow up.

Our aim is to deliver a high quality patient experience by providing a safe, efficient outpatient service which offers an alternative to a stay in hospital.

#### Who are the SDEC Team?

We are a team consisting of Doctors, Advanced Nurse Practitioners, Nurses, Clinical Support Workers and essential hospital support staff.

We are open Monday-Sunday 8am to 8pm.

#### Where is SDEC?

We are currently based in Medical Assessment Unit Base 2. Access is gained via the Crewe Road South entrance and parking is available in the multistorey car park. Please note this department is situated in the Outpatient Building which can be accessed via multiple entrances.

#### What happens when I arrive at SDEC?

You will be checked in at reception and accompanied to a trolley space. A Clinical Support Worker or Nurse will:

- Record a full set of observations including heart rate, blood pressure, your temperature and the oxygen level in your blood.
- Carry out initial tests which may include having your blood taken and/or an ECG (an electrocardiogram), which is an electrical tracing of your heart.

#### Assessment

You will then be taken to an assessment room where one of the team will discuss the symptoms you are experiencing along with questions about your general health, medications and lifestyle. They will then perform relevant clinical examinations.

If further tests like x-rays or scans are required, you will be asked to:

1. Wait in the department until this can be done
2. Or you will be advised to return the following day for these tests to be carried out. We will arrange a time for you to come back.

## **While in the Department**

We will always try to see patients in a timely manner, but SDEC is a busy department with many patients coming through each day. There may be delays while waiting for the results of your tests, or while your practitioner is dealing with other patients. We suggest planning for a few hours in the department, and maybe bringing something to read while you wait.

## **What happens after I am seen?**

This depends on the result of your assessment and tests but may include:

- Reassurance and discharge
- Starting medication which may need to be continued by your GP
- Returning to SDEC for follow up
- Referral to other specialist clinics
- Seeing your GP for follow up
- Admission to hospital if needed.

We will send an electronic letter with all the details of your time in SDEC to your GP. You may also receive a paper letter which we will ask you to hand in to your GP within 24/48 hours.

# Same Day Emergency Care at Western General Hospital

Entrances are marked with a red dot.

- DCN** Department of Clinical Neurosciences- Same Day Emergency Care
- AFB** Anne Ferguson Building
- RVB** Royal Victoria Building
- OPD** Outpatient Department
- ADB** Alexander Duncan Building
- DCO** Department of Clinical Oncology
- RIDU** Regional Infectious Diseases Department

