

# Welcome to the Medical Assessment Unit - Emergency (MAUE)

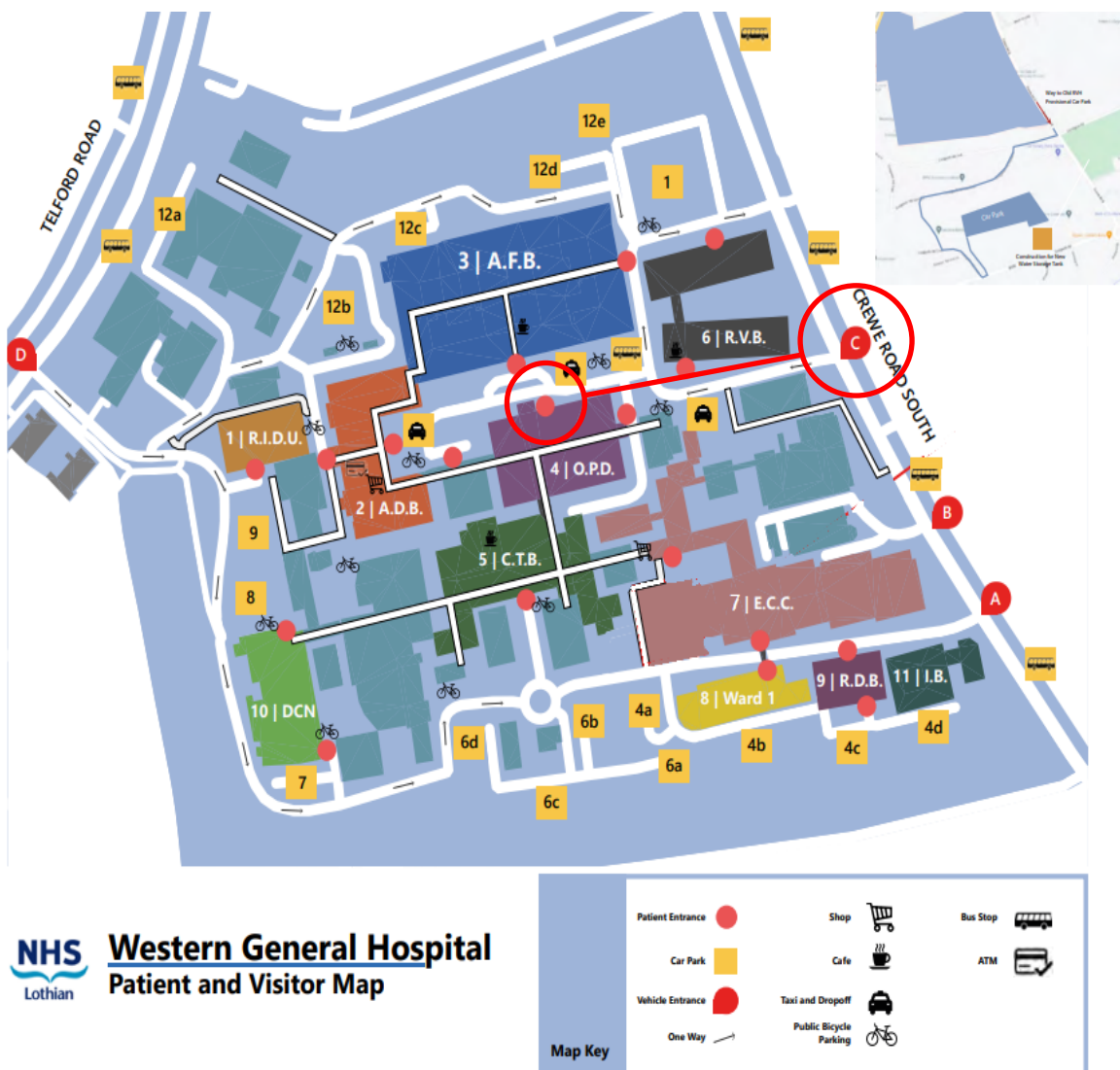
## Western General Hospital

### Patient Information Leaflet

#### Where is the MAUE?

We are currently based at the entrance of the Acute Receiving Unit. 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.

Please note the closest hospital entrance to access MAUE is highlighted for your reference



1	R.I.D.U   The Regional Infectious Disease Unit Wards : 41, 42 & 43	Specialist inpatient care OPAT Travel medicine & advice HIV management Hepatitis management
2	A.D.B   Alexander Donald Building Wards : 20, 22 - 27	Physiotherapy OOC Therapy ATM (RBS)
3	A.F.B.   Anne Ferguson Building Wards : 50 & 58	Metabolic Unit E.C.G. (Eccardiogram) Pre-admission and daybed Nurse Urology Clinics
4	O.P.D.   Outpatient Department Medical Receiving Unit	X-Rays Minor Injuries Relieving Unit Medical and Surgical Rheumatology Medical Physics
5	C.T.B.   Clock Tower Building Wards : 10-15	Social Work Dept. Canteen open to public ENT (ear, nose, and throat) Rheumatology Dermatology
6	R.V.B.   Royal Victoria Building Wards : 70-75	Medicine for the Elderly Orthopaedic Rehabilitation Acute Elderly Medicine Rheumatology Patients Dermatology Patients
7	E.C.C.   Edinburgh Cancer Centre Wards : 2-8	Breast Unit/ Clinic Radiotherapy LINAC
8	Ward 1	Pharmacy Outpatients for SACT (Systemic Anti-Cancer Therapy)
9	R.D.B   Renal Dialysis Building	Dialysis
10	Former DCN   Department of Clinical Neurosciences	SDEC
11	Inverleith Building	Events Meetings Venue

## Medical Assessment Unit – Emergency (MAUE)

### Patient Information & Advice

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You have been referred to the Medical Assessment Unit - Emergency (MAUE) in the Western General Hospital. This leaflet has been designed to answer your questions and to help you understand how the MAUE works.

### What is the MAUE?

The unit cares for and assesses patients who have been sent by their GP, or via Ambulance Service for further assessment and a treatment plan. It enables patients with acute conditions to be observed by an expert medical team. Our aim is to deliver a high-quality patient experience by providing a safe and efficient service.

Patients are admitted at all times of day and night and are seen according to the severity and urgency of their condition, and under current pressures this may result in a long wait in the department.

### Who are the MAUE Team?

We are a team consisting of Doctors, Nurses, Health Care Support Workers, Allied Health Professionals (AHPs) and essential hospital support staff.

### What happens when I arrive at the MAUE?

You will be checked in at reception, representing you on our electronic system. You will then be directed to the waiting area or a trolley space depending on clinical need.

To give you the right care, as soon as possible, you may be seen by a few different members of staff during your stay. They will assess your condition and arrange any tests you may need which will help the team to decide the best treatment options for you. A doctor or nurse may feel you meet the criteria to be seen in an alternative department within the hospital, such as Same Day Emergency Care (SDEC). In this instance you will be directed to the department by a member of staff.

At the beginning of your patient journey within the MAUE a 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.

If further tests like x-rays or scans are required, you will remain in the department and the team will arrange for these to be carried out in as timely a manner as possible.

### What happens next?

Doctors in the unit review patients according to the severity and urgency of their condition which will include discussing your symptoms, a physical exam and reviewing your results when available. They will then decide on a treatment plan with you.

You may then be discharged from hospital, admitted, or transferred to another area depending on the outcome of this assessment.

If you are being transferred to another area of the hospital, the team will ensure you are kept informed and hope to make this process as smooth and efficient as possible. Due to current pressures across the NHS, some patients may remain in the unit overnight awaiting transfer to a ward.

Electronic notes will be sent to your GP once you are discharged from the hospital.

## What to bring with you to the MAUE

We advise you bring any medications that you are currently taking with you to the MAUE. This is so that you get all the medications you require on time. In the event you do not have your required medication please notify one of the members of the team so we are made aware of everything you might need during your time in the department.

Please try and avoid bringing anything valuable with you to the MAUE, including large amounts of cash. The Western General Hospital cannot be held responsible for any loss or damage to personal items.

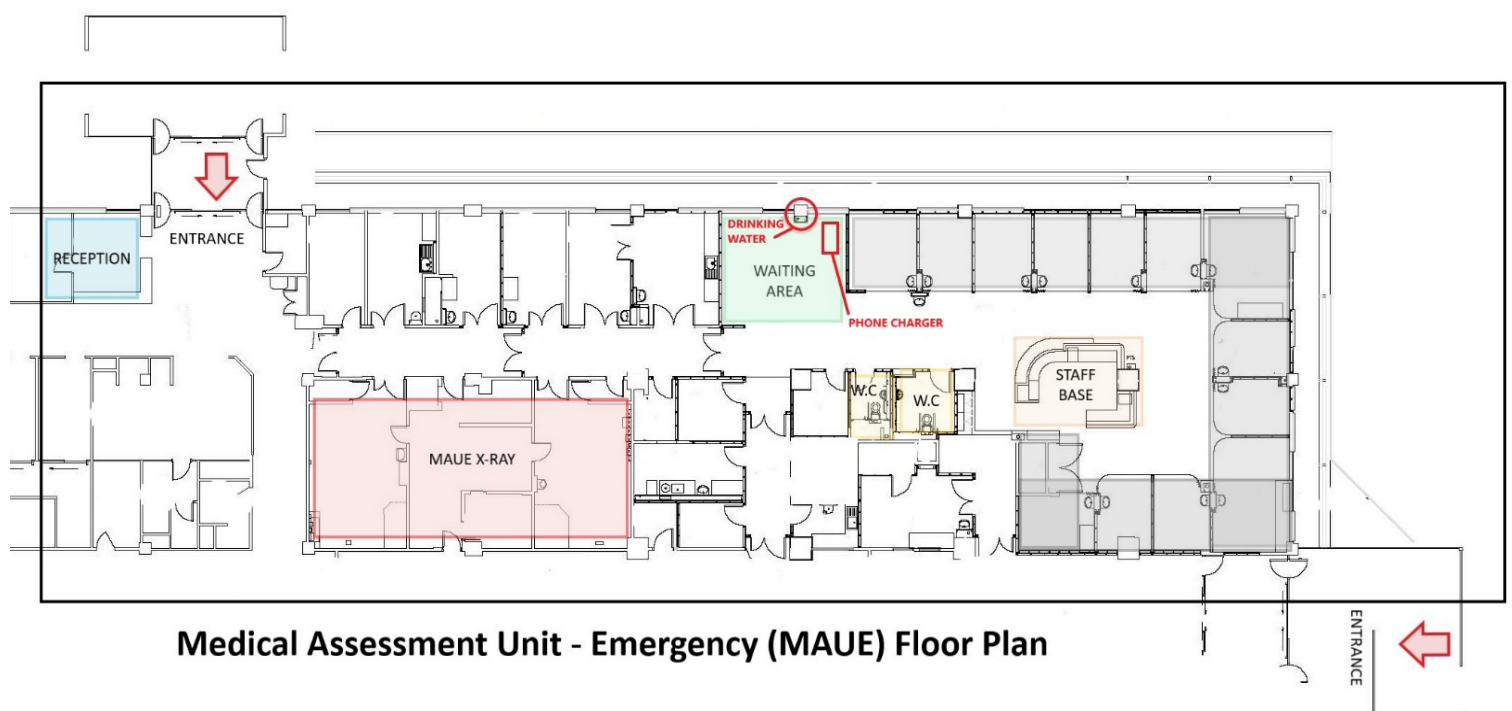
You are expected to provide your own toiletries and night wear. However, one of the team will try and assist you if this is not possible.

## Infection Control Policy

The MAUE team will advise you if you are required to wear a facemask. Please reach out to a member of staff if you have any questions regarding the NHS Lothian face mask policy. Your safety is our priority and to help us achieve this, we would appreciate it if you could follow this guidance:

- Please limit the number of friends or family members accompanying you to the MAUE to 1 only and advise this person not to attend if they are unwell
- Ensure friends and family members wash their hands thoroughly, or use the hand gel provided, before and after attending
- Please also ensure that accompanying family/friends do not sit on your bed or trolley, and in the event, you are being looked after in isolation ensure that those accompanying you ask the nurse in charge before entering.

## Facilities



Two toilets are available within the unit, these are highlighted on the floor plan, marked W.C. Drinking water is also available to all patients and visitors within the MAUE waiting area, as well as phone charging facilities. Dependent on length of stay patients may also be offered food. In the event you would like to visit one of the cafes or vending machines within the hospital, the team will be happy to direct you to the nearest one available to the unit. If as a patient you intend to leave the unit to do this, please notify a staff member.

## Smoking

As of the **5<sup>th</sup> of September 2022**, a No Smoking Legislation was brought into effect by the Scottish Government. This legislation states that it is now against the law to smoke in and within 15m of hospital buildings. As this is government legislation fines can be issued by Environmental Health Officers to people smoking anywhere within this boundary. Please note any canopies attached to the hospital are considered part of the building, so the no smoking boundary of 15m is also applied to these areas.

There is a smoking cessation team available if you need help to stop smoking – please do not hesitate to ask the team if you require access to this service.

## Violence and aggression

To protect the safety of staff and patients, the hospital has been designated an NHS zero tolerance zone. Behaviour which threatens the safety or health of hospital staff, patients or visitors will not be tolerated. Anyone who is violent, abusive, or aggressive will be reported to the police.

## Who to talk to if you have any concerns

Nursing staff are assigned to each area of the unit and will be on hand to answer any questions you may have. We know the department can be extremely busy at times but encourage you to approach a member of staff at anytime should you need to.

In the event the staff member is assisting another patient, please rest assured that they will return or request another colleague to assist you in their place.

## Decided to leave?

If you decide to leave the unit, you must inform a member of staff. If staff have concerns about your wellbeing, you may be reported missing to the police.

## Feedback

We hope to make your stay in the MAUE as comfortable as possible. We are always looking to improve the unit and your feedback is important to us. We would be extremely grateful if you could complete our patient survey after leaving the unit. You can access this via a smartphone, tablet device or computer using the following link or QR code:



<https://app.onlinesurveys.jisc.ac.uk/s/nhslthiansurveys/maue-patient-feedback-survey>

We appreciate you taking the time to read over this information and thank you in advance for your cooperation.

## The MAUE Team