



Dear patients and dear parents,

Welcome to the Central Accident and Emergency Department. We will see you or your child as soon as possible, however, you may be required to wait for a while. Please bear with us while you wait to be seen.



**Why does it sometimes take several hours to receive treatment?**

**Why are other patients called earlier who arrived later?**

Some patients may only have an infection, whereas others may need an urgent operation. Some patients may even have life-threatening illnesses or injuries. The **severity of your child's or your illness or injury will determine** when we can see you.

The degree of urgency is classified in accordance with the globally recognised **Manchester Triage System**. The triage system assesses how severely ill you or your child are and how quickly you need to be treated. This is made easier by using a colour chart:

**immediate**

**very urgent**

**urgent**

**normal**

**not urgent**

**Tests require different lengths of time, for example:**

- Laboratory analyses of blood samples – approx. 2 hours
- Analysis of ultrasound scans – approx. 1 hour
- X-ray and CT scans – approx. 1–2 hours · ECGs – approx. 30 minutes

Doctors from all the clinics and different medical departments in our hospital work in the Central Accident and Emergency Department. If many patients suffer from a similar type of illness, the waiting times can be considerably longer than if one doctor only needs to treat a smaller number of patients.

**We would be grateful if you could do the two following things:**

Please remain in the waiting area until you are seen and not in the corridor or in front of the treatment rooms. This makes the treatment process much easier for us and ensures patient privacy is respected.

Please let us know if your state of health or that of your child deteriorate significantly while you are waiting. We will reassess you or your child and move you up the queue if necessary.

The Central Accident and Emergency Department team