

Emergency Medicine Doctor/Emergency Physician

Nurse Paramedic

First Responder

Ward Nurse/Charge Nurse/GP Surgery Nurse

Gynaecologist

Anaesthetist

GP/General Practitioner/Family Doctor

Sports Medicine Doctor

ENT/Ear Nose and Throat Doctor

Eye Doctor

Hair Surgeon

Retired Doctor

Receptionist

I work in A and E

I work in a GP Surgery

I work in a hospital

I work in an ambulance/air ambulance

**Can you tell me.....**

**Could you let me know.....**

Your surname/what your family name is?

Your first name/what your first name is?

Any other names?/your mother's maiden name?

What your address is?

When you were admitted/the date you were admitted?

Your ID number/your health card number?

Your date of birth/what your date of birth is?

Your telephone number/what your telephone number is?

Your marital status/whether you're married or single?

Your job/what you do for a living?

The name of your GP/who your GP is?

Your ethnic group/what ethnic group you are from?

What sex you identify as?

The reason for admission/Why you were admitted?

## **Going into hospital as a patient**

Depending on your circumstances, you could be admitted as

**an outpatient** – you'll go to hospital for an appointment, but not stay overnight

**a day patient** (day case) – you'll be given a hospital bed for tests or surgery, but will not stay overnight; this can include treatments such as minor surgery, dialysis or chemotherapy

**an inpatient** – you'll stay in hospital for 1 night or more for tests, medical treatment or surgery

## **Coronavirus update**

You must wear something that covers your nose and mouth when you go to a hospital.

If you're having surgery or a procedure:

you, the people you live with and anyone in your support bubble may need to self-isolate before you go into hospital

you may need a test to check if you have coronavirus before you go into hospital

Your hospital will contact you with more information about what you need to do.

**Hospitals today provide both outpatient and inpatient services.**

**Outpatient services mean that you are not 'admitted' and you typically go home the same day that you visited the hospital.** Examples of Outpatient Services include:

Imaging (CT scans, MRIs, X-rays)

Lab (blood draws, called 'phlebotomy' in medical terms)

Procedures (colonoscopies, upper GI endoscopies)

Other Testing (cardiac stress tests, echocardiograms)

Surgery (carpal tunnel release, ovarian cyst removal)

Infusion of some chemotherapy for cancer

**Inpatient services mean you have been admitted to the hospital, and you will stay overnight, several nights or even weeks to months. Generally, inpatient services can be broken down into two categories: Surgical and Non-Surgical.** Examples of Surgical Inpatient Services include:

Total knee or hip replacement

Spine surgery

Tumor removal

Emergency surgery (appendectomy for appendicitis, trauma from motor vehicle accident)

Some examples of Non-Surgical Inpatient Services include:

Heart attack (the medical term of which is a myocardial infarction or MI for short)

Stroke

Pneumonia

Severe skin infection requiring IV antibiotics

Emphysema exacerbation (the medical term of which is COPD)

Stomach or intestinal bleeding

Administration of some chemotherapy for cancer

Psychiatric admission for extreme psychosis or depression

**Additionally, there is a situation 'between' being an Outpatient, and an Inpatient and that is called Observation (sometimes called a 23-Hour Stay).**

### **What's an admission letter?**

Once your hospital appointment is booked, you'll receive an admission letter, which provides you with details such as your hospital admission date or the ward you're going to be on.

If you need to follow any specific instructions before your treatment, those are also included in the letter.

### **Contents of an admission letter:**

the date and time of the appointment

contact details of the hospital department or ward in charge of your care

information about where you have to go on the day

the name of the consultant-led team in charge of your care

information about any tests you may need to have before your appointment

information about any samples (pee and poo) or medicines you may have to bring with you on the day

information about whether you can or cannot eat or drink before your hospital appointment, and how long for

Besides the items listed on your appointment letter, you may also want to bring the following with you:

a small amount of money in case you need to buy a drink or snack

information about any changes to your personal details, such as a new address or GP

Call the hospital in advance if you have any special needs or require a translator.

If you have any communication difficulties, you should be given information you can easily understand and any support you need to communicate effectively with the people caring for you.

### **Pre-admission assessment**

Sometimes you'll be asked to attend a pre-admissions assessment (PAA). This may be an appointment with a nurse or doctor, or a telephone assessment.

You'll be asked questions about your health, medical history and home circumstances.

During the PAA, you'll be given advice about your admission, including where to report to.

You may be asked not to eat or drink before coming into hospital, as this may interfere with your test or operation.

You'll also be given advice about when to take your normal medicines, if you have any.

You may be screened for MRSA and assessed for your risk of hospital-acquired blood clots.

During the PAA, the nurse or doctor can decide whether you're suitable for a day procedure or whether you'll need to stay in hospital to have your operation.

### **On the day of your procedure**

When you arrive at the hospital, you'll need to fill in an admissions form and provide details for the person you named as an emergency contact.

Find out how to prepare for surgery

If you have any special needs, you should state them during the PAA process.

You might want to discuss:

any routines you have

specialist equipment the hospital may not be able to provide

having a carer present with you at certain times

access to facilities, such as bathrooms and toilets

using a fixed loop or subtitles for television or radio

Find out whether your hospital stay affects your benefits.

Read about financial help if you're disabled

Cancelling and rearranging appointments

If you're unable to attend your appointment, tell the hospital in advance and they'll try to arrange a new appointment.

Many appointments are wasted each year because patients do not turn up on the day.

If you do not come for your appointment, you'll lose your referral and will have to ask your GP for a new appointment. This also means the waiting time clock will start again.

Find out more about waiting times

If you have decided not to go ahead with the operation or procedure, you'll be referred back to your specialist.

Find out what should happen if the hospital cancels your operation at the last minute

If you happen to fall ill in the weeks before your appointment, let the hospital know, especially in cases of diarrhoea and vomiting.

You may be asked not to come and be offered a new appointment. This is to help prevent and control the spread of infections in the hospital.