

Welcome to the emergency departement!



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Welcome!

Dear visitor,

An emergency department visit is always unexpected and inconvenient. We realise that it is often accompanied by emotions, stress and/or pain. We strive to make your stay as pleasant as possible.

After registering at our reception desk, you can go to the triage station. Here we determine how quickly you will be helped, taking into account the seriousness of your illness or injury. If desired and/or necessary, your request for pain relief will also be considered there.

Know that an average visit to an emergency department takes +- 4 hours (including examinations). Fortunately, we can help just over 25% of our patients already within 2 hours.

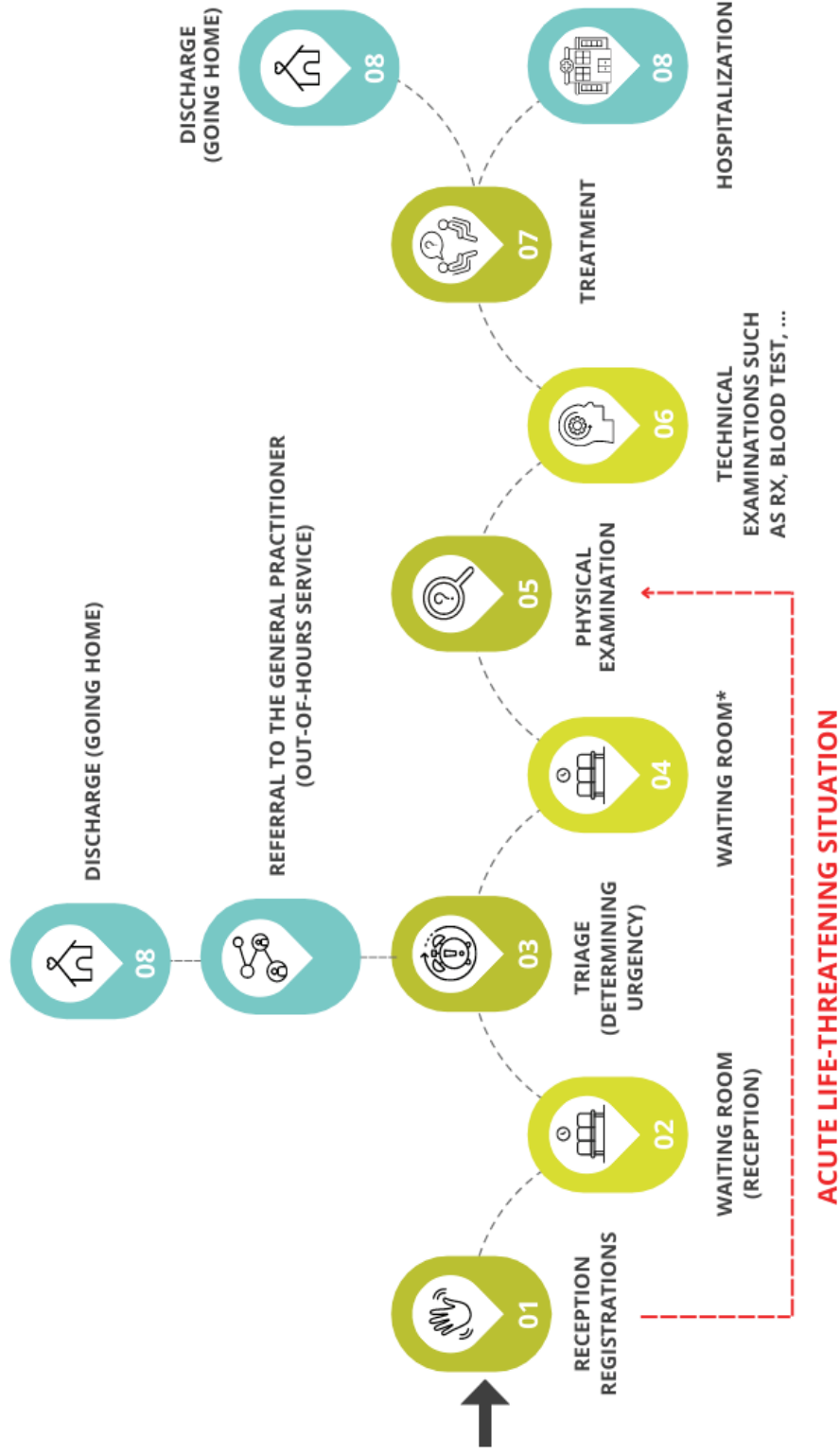
This brochure will give you an idea of the path you will take in our emergency department. If you still have questions after reading this brochure, our nursing staff will be happy to help you.

May I kindly ask you to give all our staff in the emergency department the respect they deserve. Staff work day and night under difficult conditions and often under high pressure to provide you with the quality care and experience you deserve.

Welcome to our emergency department.

Dr. Schmitz Tom

Head of emergency department AZ Jan Portaels



* YOU WILL BE HELPED IN ORDER OF THE SERIOUSNESS OF YOUR SITUATION AND ARRIVAL

What's going to happen during your stay?



Reception and registration

The reception officer will register you and take care of some administrative matters for you. **These records are important for the purpose of any reimbursements and/or to make use of the third-party payment scheme by your insurance company.**

o What do we need for this?

- Identity card or KIDS ID.
- **Referral letter** from your doctor.

This letter is necessary upon registration to be entitled to increased reimbursement, a telephone referral by the GP is never accepted by the government (the NIHDI).

- Any insurance documents (in case of sports or work accident) to be shown at the desk, afterwards these documents always remain with the patient.
- **European insurance card if you are not resident in Belgium.**
- **In exceptional circumstances, you may be asked to pay a deposit upon registration. This deposit varies between 25€ and 720€ depending on the reason behind asking for a deposit.**

o We also ask:

- The name of your GP so that he/she can be notified electronically of your visit.
- Your e-mail address to send any further information, as well as a satisfaction survey.
- Your phone number (contact person).
- Your preferred language to ensure smooth future communication.



Waiting room

The possible waiting time until your first contact with an emergency doctor varies depending on your complaint.



Obviously, priority is given to patients with a life-threatening critical condition (e.g. heart attack) and where hospitalisation is necessary and urgent.

Your waiting time may be further affected by the need for additional tests such as lab analyses, X-rays, availability of the doctor and the pressure on the department.

We emphasise that we always try to keep your visit as short as possible. Our (reception) staff is always at your service to provide further information regarding your visit.



Triage

All patients in the emergency department are spoken to and/or examined shortly after registration. Based on this examination, an estimate of the severity of the medical problem is made. This brief estimate is the “triage” and gives all healthcare staff a quick idea of how long it is medically justifiable to wait with any necessary care.

In our emergency department, triage is usually carried out by a doctor. This has the advantage that any examinations and/or treatments can be started quickly and, if necessary, while waiting. At triage, the doctor can also suggest another referral (consultation, GP, treatment at triage itself, etc.).

The table below gives a target time according to each triage code.

	Colour	Code	Waiting times
1	Red	Life-threatening (CPR, serious traffic accident,...)	0 minutes
2	Orange	Potentially life-threatening (stroke, loss of consciousness, serious injuries,...)	5 minutes
3	Yellow	Seriously ill or severe pain but not a life-threatening condition (severe pneumonia, kidney stone,...)	60-120 minutes
4	Green	Standard (cuts, bruises,...)	120-240 minutes
5	Blue	Not urgent (mild cold, long-standing injuries,...)	> 240 minutes

Care pathway

• Pain



If you are in need of an (extra) painkiller you may always ask it to a nurse or healthcare professional.

• Food and drinks



We urge you **not to eat or drink without consulting a nurse or doctor**. This is in the interest of possible emergency examinations, treatments and/or possible surgery.



If you are allowed to eat or drink, you can find vending machines provided with small snacks or drinks in the waiting room.

• Toilets

All examination rooms are equipped with toilets. Communal toilets are provided in the corridor towards the general reception area.

• Privacy

To ensure the best care and tranquillity, we would like to ask you and your companion to stay in the assigned treatment room and/or waiting room to ensure the privacy of you and others. Several rooms are provided to care for two patients at the same time. We try to take into account the need for privacy when assigning, but unfortunately this is not always possible. For example, you may stay in a double room.



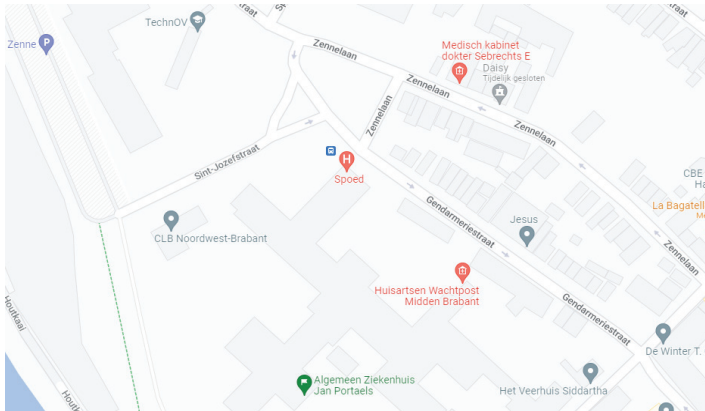
Dismissal

Before leaving our emergency department (or the residential ward if you are admitted), you will be handed over **the following items again:**

- Your identity card (if issued to the reception officer)
- Personal belongings (clothing, mobile phone,...)
- Certificates (prescription drugs, home nursing, work disability,...).
- Insurance forms (if not in your possession at the time of admission) can be delivered to the emergency department via mail (spoedgeval-lendienst@azjanportael.be) to be completed.
- Please join us in making sure you have everything back in your possession before you leave the hospital.

Emergency department contact details

- Available 24/7
- Address: Gendarmeriestraat 65, 1800 Vilvoorde



- Phone number: 02 257 56 80
- E-mail: spoedgevallendienst@azjanportaels.be
- Want to know more about our emergency service?
Scan the QR-code and read more on our website.



Getting better is something we do together!

We would like to hear how your stay in our emergency department went. Scan this QR code and fill in our satisfaction survey. Based on your feedback, we, as a team, continuously strive to improve our care, quality and experience.

