

YOUR CARE AND TREATMENT IN ADULT EMERGENCY CARE

Frequently asked questions

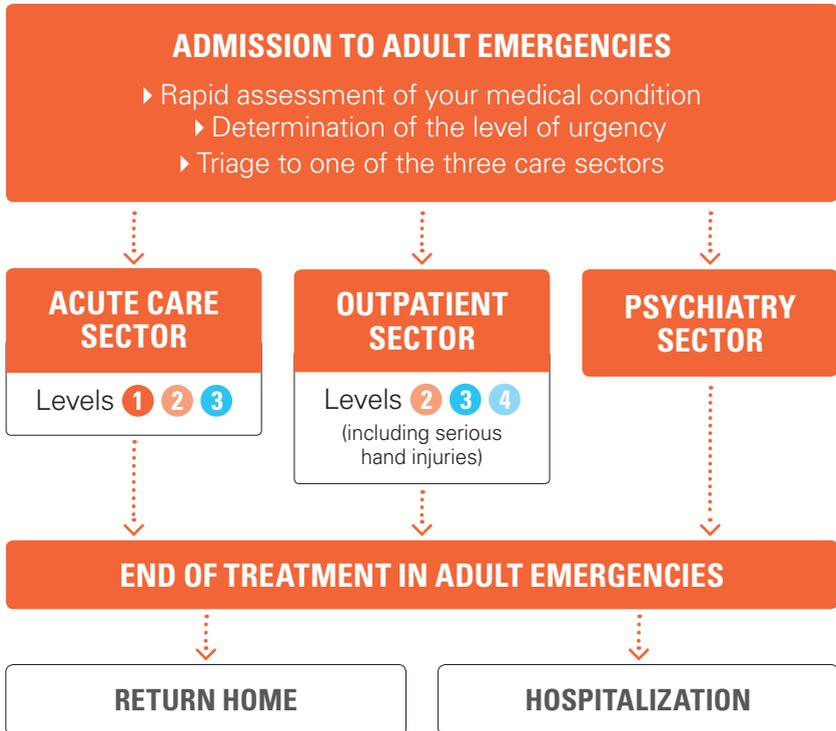


Introduction

You are feeling unwell or been involved in an accident and think you need emergency medical treatment. This brochure explains the course your care and treatment will take in adult emergencies depending on your medical condition, and also gives information about the other services provided by the Geneva Emergencies Network (RUG).

Our doctor-nursing teams are committed to providing you with high quality care as quickly as possible.

Summary of your care process



Your admission

How does your treatment start?

When you arrive in adult emergencies, either independently or by ambulance, you will be received by a specialist nurse. They will quickly assess your health condition based on your symptoms and indicators such as blood pressure, pulse and temperature. They will then determine the level of urgency and direct you to the most appropriate care sector. If necessary, they will give you a pill to relieve your pain.

Following this initial assessment, your details will be taken for registration. Then you will return to the care sector. If required, an assistant nurse or paramedic will remain with you.



What are the levels of urgency?

LEVELS OF URGENCY	EXAMPLES
Level 1: life-threatening emergency	Heart attack
Level 2: urgent	Open fracture
Level 3: semi-urgent	Abdominal pains
Level 4: non-urgent	Superficial wounds

The level of urgency determines the order in which patients will be treated.

Start of your treatment

The acute care sector

This sector is for patients with emergency levels of 1, 2 or 3 who potentially require hospitalization. If your condition is categorized as urgency level 1, your treatment will commence immediately in order to stabilize your vital functions. Otherwise, your admission will follow a two-step process.

What happens first?

You will undergo a medical examination. You will be placed in a patient room in the primary zone. A multi-disciplinary team composed of a doctor, nurse and sometimes also an assistant nurse will gather information about your condition. This team will quickly determine a care plan involving:

- ▶ treatments, and if required, invasive technical procedures (drip, probe, etc.)
- ▶ ordering radiological or biological examinations
- ▶ organizing surgery or a consultation with specialists
- ▶ continuous monitoring of vital signs: blood pressure, pulse, heart rate, oxygen saturation levels.

This step generally takes 90 to 120 minutes.

What happens next?

Your treatment will then continue in a secondary zone in another patient room. You will be placed in a bed or armchair, in the most comfortable position for you. Whilst here:

- ▶ your vital signs will continue to be monitored if required
- ▶ you will undergo radiological or laboratory examinations
- ▶ you will consult with a specialist.

Family or friends (maximum two people) may join you here, but priority is given to treatment.

This step may last several hours until you are transferred or discharged.



INFO

Throughout this process your pain will be regularly assessed and relieved.

The outpatient sector

This sector is for people with level 3 or 4 emergencies (including level 2 for hand injuries), most not requiring hospitalization.

You will be received by a nurse or a doctor/nurse team who will assess your condition and quickly establish a care and treatment plan:

- ▶ if your health condition requires neither surgical or scan services nor an immediate medical consultation, you will be offered an appointment in the next 24 to 48 hours in the Division of Primary Medicine if you do not have your own general practitioner.
- ▶ if you need immediate medical consultation, you will be admitted as a priority case and shown to a patient room or waiting room.

If your condition allows, you can leave the emergency department while waiting to be seen by providing a mobile telephone contact number. You will be sent a text message 15 minutes before your consultation. This automatic reminder system is available in several languages.

In the waiting room, a screen lists all the people awaiting consultation. Only the patients' initials are visible. You can track your queue position on this screen.

After having seen a doctor, nursing care and any additional examinations (laboratory or imaging) or technical procedures can be carried out before you are discharged.

The psychiatry sector

This sector is for people suffering from mental disorders when treatment cannot wait.

You will be received by a specialist nurse or a doctor/nurse team who will assess your difficulties and provide you with initial treatment and care. You will then be directed to outpatient treatment (private psychiatrist, general practitioner, psychiatric consultation at HUG) or hospitalization if necessary.

End of your treatment

How is it organized?

After discussion with the doctor, you may have to remain in the Observation Unit in adult emergencies if your condition requires a specialist examination or monitoring for 12 to 24 hours.

Otherwise, there are two possibilities:

- ▶ you return home with a prescription and, if required, an outpatient follow-up plan; the doctor will compile a report for your general practitioner
- ▶ you are transferred to the operating theatre, intensive care, another HUG division or another hospital.



Other emergency services

The RUG

The Geneva Emergencies Network (RUG) consists of six public and private emergency services:

- ▶ HUG
- ▶ Clinique de Carouge
- ▶ Clinique des Grangettes
- ▶ Clinique La Colline
- ▶ Clinique et Permanence d'Onex
- ▶ Hôpital de La Tour

All RUG members apply:

- ▶ the same treatment protocols
- ▶ identical pricing covered by basic insurance
- ▶ continuous professional training for their staff.

For non-life threatening situations or if your general practitioner is unavailable, please use the emergency service closest to your home. To check out the waiting times, download the free SmartHUG app from the Apple Store or Google Play Store.

For emergencies, call 144.

Trois-Chêne Emergencies

If you are aged 75 or over, for all non-life threatening emergencies not involving trauma, please consult the emergency department at the Trois-Chêne Hospital, open 7 days a week from 8am to 7pm.

This service has specially trained staff and provides specially-adapted admission, care and treatment services.

During opening hours: ☎ 022 305 60 60.

Practical information

Address

Urgences adultes
Rue Gabrielle-Perret-Gentil 2

Secretariats

Monday-Friday, 9am-12pm and 2pm-4pm
Acute care Sector: ☎ 022 372 81 10
Outpatient sector: ☎ 079 553 53 30
Psychiatry sector: ☎ 022 372 38 64

Websites

- www.hug-ge.ch/urgences
- www.hug-ge.ch/medecine-premier-recours/unite-urgences-ambulatoires
- www.hug-ge.ch/urgences/secteur-psychiatrique
- www.urgences-ge.ch
- www.hug-ge.ch/medecine-interne-age-trois-chene/urgences-trois-chene

Smartphone App

- www.hug-ge.ch/application-mobile/smarthug

Billing

Your basic medical insurance (LAMal) covers the costs of your consultation in the emergency department, with deduction of the excess and your contribution (10% of the costs). If you leave adult emergencies before your medical consultation, you will still be charged.