Important things to remember

1. Avoid food and drink

Please do not eat or drink before being seen. You may need tests or procedures that require you not to eat or drink beforehand. Speak to the staff if you have any questions.

2. You may have to repeat yourself

We will ask you lots of questions to obtain information about your medical history. Sometimes you will be asked questions more than once by different staff members.

3. Visitors are welcome

Family and friends are welcome and can help with your care. We will advise you how many visitors you may have with you. We may also ask your visitors to leave during some procedures. Your visitors are asked to respect the privacy of others.

4. We welcome your feedback

If you would like to tell us about your care in the Emergency and Trauma Centre, please let the staff caring for you know. You will not be disadvantaged by letting us know about how we have cared for you.

Patient Liaison

If you do not wish to approach staff directly and have a complaint, contact the Patient Liaison Officer on 03 9076 3028.

Interpreter or AUSLAN

If you need an interpreter, ask staff or call TIS 131 450

Aboriginal Hospital Liaison Officer (AHLO)

Call 03 9076 3026

Emergency & Trauma Centre – the Alfred

55 Commercial Road, Melbourne VIC 3004
Tel (03) 9076 3139
alfredhealth.org.au
How will I be cared for in the Emergency and Trauma Centre?

As a patient at the Emergency and Trauma Centre at the Alfred, you will receive the best care, appropriate to your health needs.

This information leaflet tells you about how you will be cared for in the Emergency and Trauma Centre.

Registration

When you arrive in the Emergency and Trauma Centre, a staff member will greet you and take your details. This is your registration. The information is used to identify you, and to help us care for you whilst you are in the hospital.

It is ok to ask us questions

Assessment and treatment

After registration we aim to start treating you as soon as we can. A nurse will begin by asking you why you have come to the Emergency and Trauma Centre. Then you will be taken to a location where we will look after you.

The team will:
1. Check your condition
2. Asks some questions about you
3. Discusses your problem and any tests or treatments that might be required.

You may have to change into a patient gown

After your assessment

Where you go next will depend on your health needs. Further tests may have to be performed and you may have to wait for these tests and/or test results.

Your plan of care

Once we have the results of the investigations or tests, the healthcare professional attending to you will talk with you about the results. The healthcare professional will also explain the plan for your care. This plan describes what will happen next.

For some people this may mean going home, for others it may mean being admitted to a hospital ward, or transferred to another hospital.

Code of behavior

A code of behaviour exists to ensure a safe and friendly environment for patients, visitors and staff. No acts of violence, swearing, threats or verbal abuse towards another patient, relative or staff member are allowed.

An initial warning is given, but if the behaviour carries on, the staff, security or the police will ask the person to leave.

The safety of you, visitors and staff is very important to us. Aggressive and abusive behaviour is unacceptable and appropriate action is taken to maintain safety for all.

Look after your valuables

It is best to ask a friend or relative to look after your valuables while you are being treated in the Emergency and Trauma Centre.

Despite efforts by hospital staff, theft remains an issue. The hospital will only take responsibility for items that have been formally receipted for safekeeping by security.