

Welcome to St Vincent's Hospital,
Melbourne.

We understand coming to the Emergency
Department can be unsettling.

These pictures step through the main
areas and processes to expect when you
arrive.



To find the Emergency Department, look for the red EMERGENCY sign on the front of the hospital.

Enter through the sliding doors directly below the red EMERGENCY sign.



These lead straight into the waiting room.

It can be noisy and smelly at times.

There will probably be other people sitting, waiting.



The waiting room is being renovated at the moment. It will look slightly different to these pictures.

You may see or hear building works.

If you have noise reducing headphones or earplugs you can wear these while you wait.



When you enter the waiting room, walk forwards then turn left.



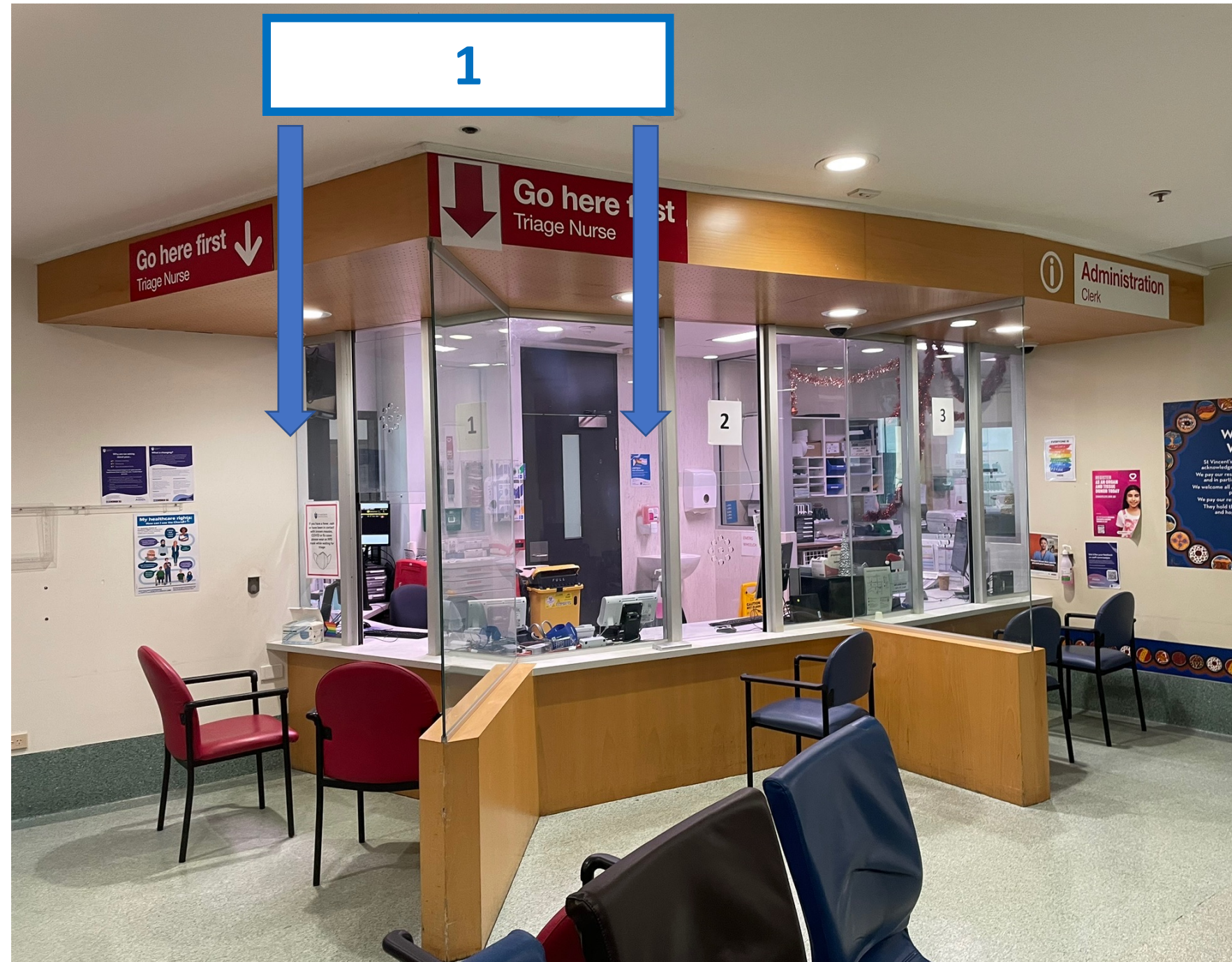
You will find hospital staff sitting at desks who will ask you some questions.

You may have to wait in line until it is your turn.



First, you will meet a nurse who will ask you why you have come to the Emergency Department.

They may take your heart rate, blood pressure and your temperature.

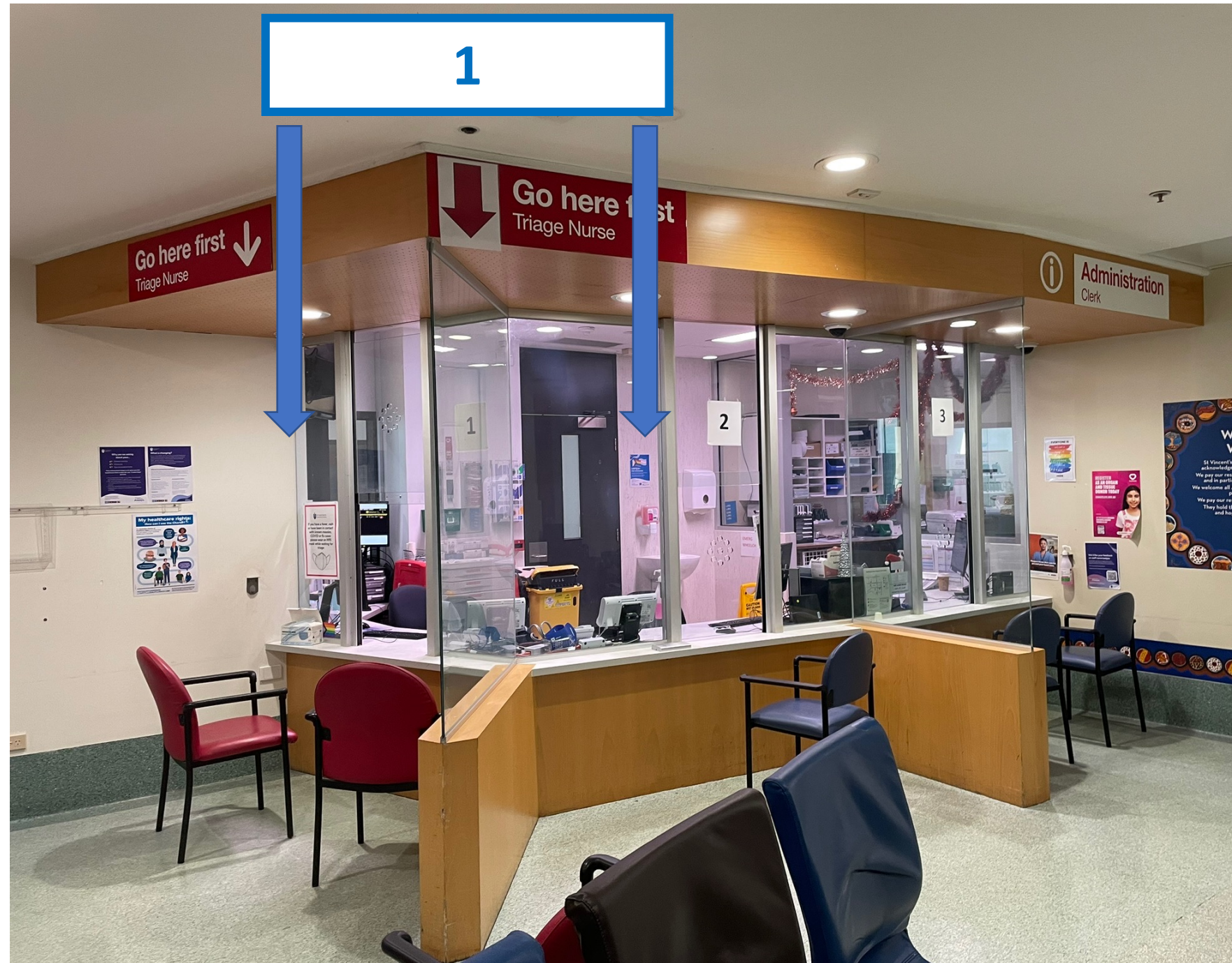


It may help to tell the nurse if you are feeling uncomfortable or overwhelmed by coming to Emergency.

You can also show the Sunflower Hidden Disabilities logo if you have one.



Our staff are trained to recognise it and want to help you.



Next you will move to a second chair.

A clerk will check details including your name, date of birth, address and Medicare number.



You will then be asked to sit in the waiting room until your name is called.

You can sit on any chair.

You may hear alarms. These tell staff when someone needs urgent help. Sometimes police and security guards help keep everyone safe.



Inside the waiting room there are toilets.

There are also vending machines for food and drinks. Sometimes you may be asked not to eat or drink until you have seen a doctor.



If you feel calmer waiting outside, you can do this.

Let a staff member at the desks know if you will wait outside so we know where to find you.

Please stay near the Emergency Department.



When your name is called, you will be brought into the main Emergency Department.

There are several different areas. In most cases, you will have a bed that goes up and down, a table and a chair. A curtain can be closed to create your own space.



If we think you only need a short amount of time in the Emergency Department, you may be asked to sit on a chair to see a doctor.

These spaces are much smaller. They also have curtains that can be closed to create your own space.



If you have a family member or support person with you, they can come with you when you are called into the Emergency Department.

In most situations, you will need to choose just one visitor or support person.

You can also come alone.



Once you are in your bed or chair you will meet a nurse and a doctor.

They will ask more questions about why you have come to the Emergency Department.



They may also ask you to put on a hospital gown.

Most of the time you can choose to stay in your own clothes if that helps you feel more relaxed.

Your doctor and nurse can offer you medicine to help with symptoms like pain, anxiety and nausea.



Your doctor will decide if any tests need to be done. These may be bloods tests, urine samples or scans.

If you find tests distressing, we have many ways to help you through the process.

You might also have some ideas and can teach us what works for your brain and body.



Once our doctors have reviewed you and have any test results, they will decide whether you need to stay in hospital or if we can help you get better at home.

If you are well enough to go home, you may be given new medication. You may also need a follow up appointment.



We will give you instructions.

Some people like written instructions. Some people prefer voice recordings.

With your permission, we can also let your close family or support person know what the plan is so they can help you.



HELPFUL TO BRING TO EMERGENCY

- Medicare Card
- Medications you take every day
- Recent medical paperwork – GP letters, test results
- Communication aids
- Sunflower Hidden Disabilities lanyard, wrist band or brooch
- Headphones or earplugs to reduce the noise
- Perfume, peppermint oil or vanilla on cottonwool balls inside a container to smell
- Preferred food and drink
- A change of comfortable clothes
- Mobile phone and charger
- Distraction tools – fidgets, book, iPad and charger
- Up to one family member or support person