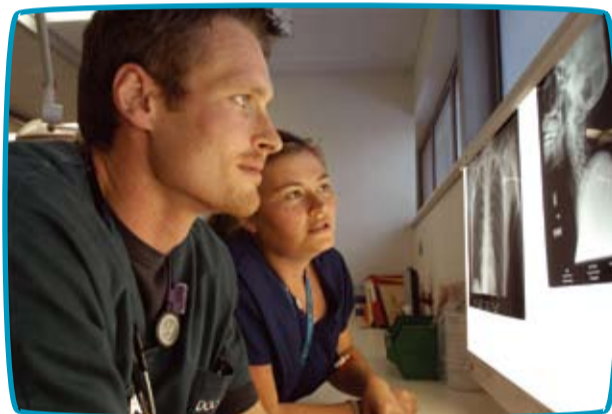


Who might I meet in the **EMERGENCY** Department

During your visit to the Emergency Department (ED) you might meet many different people who are all involved in providing your health care. Below is a summary of staff and their roles. Many hospitals are teaching facilities so you may see a range of junior staff and students while you are there. All these staff work under the supervision of more senior staff.

Administrative Staff will register your information when you arrive at the ED. They can register you as a public or private patient, depending on your health cover and what you prefer.

Nurses provide and co-ordinate your care during your stay in ED. They will assess your illness or injury and decide how quickly you need treatment. They may start treatment such as an x-ray or blood test before you see a doctor. **Triage Nurses** are experienced registered nurses who are specially trained to assess ED patients. They decide how urgent the care is for all patients based on how sick they are, regardless of whether they arrive by ambulance or walk in. This means that the sickest patients such as those with life-threatening injury or illness are seen first. **Nurse Practitioners** have further education and experience and can assess, treat (as well as prescribe medications, where needed) and discharge patients or refer to specialist doctors.



Doctors assess your condition and start treatment on your illness or injury based on how urgent your treatment is. **Emergency Physicians** are senior specialist doctors who supervise the overall medical care in the ED. They often decide whether or not you need admission to hospital. Other **Specialty Doctors** may see you if you need more specialist medical or surgical assessment. These doctors will care for you if you need more tests, an operation or admission to the hospital.

Allied Health staff cover a broad range of trained workers and may be asked to help with your care. **Physiotherapists and Occupational Therapists** are specialists in mobility and function. They will make sure that you have all the right advice and equipment to function well at home. **Social Workers** are specially trained to offer you counselling in difficult times of grief and loss. They can also help you get services from community and government agencies and arrange support to help you at home. **Pharmacists** are specially trained to prepare and provide medicines. They can help you understand what they are for and how to take them.

Agedcare Services in Emergency Team (ASET) may include experienced doctors, nurses and allied health staff who focus on the needs of older patients. They work as a team to make sure treatment is coordinated for older patients in the ED and on discharge home.

Radiology services carry out a range of x-rays or scans to help the doctors diagnose your injury or illness. These may include X-ray, Ultrasound and CT (Computed Tomography).

Mental Health Workers are doctors, psychiatrists, mental health nurses and allied health staff who as a team plan and manage the care for patients with mental health problems. They make sure patients are transferred to the most suitable mental health facility, when needed.

Wards persons help move patients safely from bed to bed and from ward to ward. They are trained in transferring techniques.

Security look after the safety of all patients, relatives and staff in the ED, so that you can safely receive the best health care possible.

