

INFORMATION(*)



***For Patients
and
Companions***

ADULT EMERGENCY DEPARTMENT

(v2021-English version)



Servicio Andaluz de Salud
CONSEJERÍA DE SALUD

Hospital Universitario Reina Sofía

(*) This information can be found on the Hospital website:

https://www.sspa.juntadeandalucia.es/servicioandaluzdesalud/hrs3/fileadmin/user_upload/area_medica/urgencias_generales/triptico_2021.pdf and in the QR codes enabled for this purpose in the dependencies of this Service.

Welcome and Presentation

The Clinical Management Unit of **Emergencies** Adult of the Reina Sofía University Hospital has 3,550 square meters of spacious and comfortable facilities to serve you. It is located on level -1 of the General Hospital.

During their stay, highly qualified professionals will put the most advanced technology at your disposal to ensure effective care and adequate response times during your urgent care process, guaranteeing care priority to the most severe patients.

With this brochure we intend to facilitate your stay in our Emergency Department.

Attention Circuits

Your first contact with the Emergency Department is established in Admission, where you can inform the reason for your visit and provide your affiliation data (remember that you must present the health card). In the Classification area, a nursing professional will assign you, depending on the severity and type of symptoms that present, a priority in your care, the healthcare circuit where you will be treated and the professionals responsible for caring for you.

It is necessary to point out that due to the pandemic that we are currently suffering, the accompaniment of patients has been restricted to those strictly necessary, thus it will only be possible in the case of especially vulnerable patients, according to the criteria of the Classification professional. For this same reason we have had to adapt our facilities to favor the care of patients with COVID, or with the possibility of suffering it, in the best possible conditions of privacy and security for them and for the rest of the patients who come to our Unit.

Waiting Rooms

The following waiting rooms have been set up for patients: one in the Basic and Traumatology Care Circuit, another for the Multipurpose Circuit and, finally, spaces have been allocated to keep COVID patients or patients suspected of suffering from it in totally different places from the rest of dependencies.

The Multipurpose Circuit room has an Information Control where a healthcare professional is located (room coordinator) that will provide you with the information you need and will be the link with your responsible healthcare team. Ask for their help with any questions or queries.

A separate waiting room has been set up at the Emergency entrance, next to Admission, so that family members and / or companions, make use of it during the process of urgent attention.

Discharge from the Emergency Department

After receiving the assistance you need (and performing the tests that are considered necessary), you will be informed about the process you are suffering and your treatment by the doctor and, then, you will be able to receive medical discharge or enter the hospital ward if his pathology advises it. He could also be referred to the Observation Area of our Unit, where he would receive continuous monitoring by our professionals and, from here, proceed to discharge or hospitalization.

Thanks to the Diraya computer system, the care you receive will be incorporated into your digital medical record. In this way, Primary Care professionals, even from other Autonomous Communities, will find their consultations at their disposal in the Emergency Department, which facilitates their subsequent follow-up and continuity in their care.

It will help you to know that ...

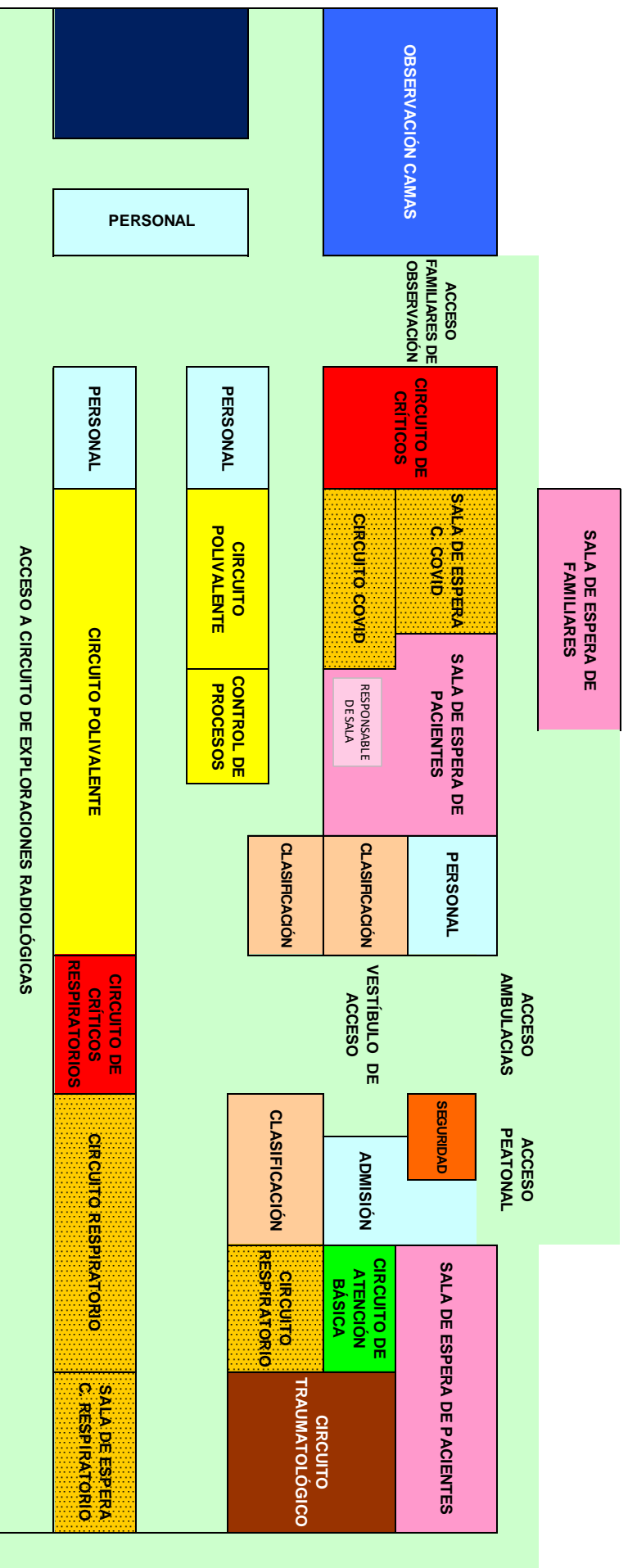
- A medical professional and a nursing professional are responsible at all times for your assistance and you can contact them for any questions (ask to the room coordinator).
- It is convenient for your family member to take charge of their personal belongings, since the hospital is not responsible for the loss or damage to their belongings.
- For security reasons, you must wear a surgical mask at all times during your care process.
- Observation Area patient visits will take place from 1:00 p.m. to 1:30 p.m. Will be able to Provide only one companion per patient, always the same, as long as the current pandemic situation persists. This visit will also be used to inform about the patient's condition. For this, an independent access has been enabled from the outside that will open at the specified times.
- Silence is paramount for everyone, especially for patients, please lower the volume of your mobile phones.
- The hospital has a simultaneous language translation telephone system that you can use if you have problems communicating correctly in Spanish.
- This center stands out for its activity in organ and tissue donation and transplantation, with one of the most complete portfolios nationwide. If you would like more information about this, as well as to obtain the donor card, you can contact the Transplant Coordination, located on the first floor of this same building.

-If you wish to obtain information about the Registry of Advance Vital Wills (955545060), you can request it from the specialists who attend you, on the Health Phone System in the following link: <https://clicsalud2.sas.junta-andalucia.es/servicioandaluzdesalud/clicsalud/>.

Information and Telephone Numbers of Interest

Switchboard	957 010 000 957 010 001 957 010 002
Information	957 010 422 957 010 903
Emergencies (single phone)	902 505 061
Health emergencies	061
General emergencies	112
Health Responds	955545060
Gender violence (woman)	016 Help for victims of abuse. (Free, 24 hours)
	900 191 010 Information for women (Free, from 9 am to 11 pm, Monday through Friday, except national holidays)
	900 152 152 Information for women with hearing difficulties (Free, 9 a.m. to 11 p.m., Monday through Friday, except national holidays)
Abuse (child)	900 851 818
Bus lines that arrive at the hospital	2 Fatima- C. Sanitara
	5 C. Sanitara-Renfe-Valdeolleros
	14 Fidiana-South Sector- C. Sanitara

EMERGENCY DEPARTMENT PLAN



*We remind you that you have a suggestion box in each waiting room,
your opinion helps us to improve.*

**Thank you for collaborating with the hospital and
making responsible use of the Emergency Service.**



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