

The **User Attention Service** will inform and advise you on the questions that may arise during emergency assistance. You have at your disposal the **Book of Suggestions and Claims of the Junta de Andalucía** in case you deem it convenient to send us any deficiencies that you have experienced.

The Association of Volunteer Interpreters of the Virgen de la Victoria Hospital is available to foreign patients who request it.

### RELIGIOUS SERVICES

This hospital has **Catholic** Religious Services (Chapel located on the ground floor where mass is celebrated daily at 11 a.m., except Wednesdays and Saturdays which will be at 1 p.m.), in addition sacraments and accompaniments will be administered by the priests by calling switchboard, **Anglicans** (through the nurses contacting the number 952 219 396) and **Evangelists** (through the nurses contacting the number 952 302 785/615 547 420).

### COFFEE SHOP

Located on the ground floor, from 7:30 a.m. to 11:00 p.m. (closed at night)

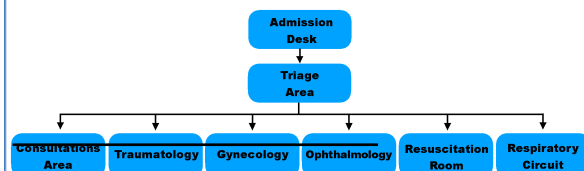


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From the **Classification Area**, each patient is assigned a level of severity according to the reason for consultation. In this way, care is prioritized according to the therapeutic and care needs of each case, not in order of arrival. The assigned level is periodically reassessed during the stay in the Emergency Department.



Patients are assigned to one of the **Care Circuits** available in the Emergency Service



### TELEPHONES OF INTEREST

**SINGLE EMERGENCY PHONE**  
**FOR ALL ANDALUSIA: 902 505 061**

### INFORMATION ON CENTERS

**THE GOVERNMENT OF ANDALUSIA: 952 505 505**

**SANITARY EMERGENCIES: 061**

**VIRGEN DE LA VICTORIA**  
**UNIVERSITY HOSPITAL**  
**Switchboard: 951 032 000**  
**FAX: 951 032 022**



Junta de Andalucía  
Consejería de Salud y Consumo

## INFORMATION TO RELATIVES IN THE EMERGENCY SERVICE

### VIRGEN DE LA VICTORIA HOSPITAL



**CRITICAL AND EMERGENCY  
CARE CLINICAL MANAGEMENT UNIT**

Welcome to the Emergency Service of the Virgen de la Victoria University Hospital, belonging to the Andalusian Public Health System, thank you for the trust you have placed in us.

During your family member's stay, all health resources will be available in order to fulfill our mission:

"Provide individualized, comprehensive and quality assistance to citizens who request our services."

The hospital will achieve the trust and satisfaction of its citizens for the results obtained, as a result of the competence and

teamwork of its professionals, and technological endowment.

To fulfill our mission we need your collaboration; Please read the information we provide you carefully, we want to guarantee the best assistance and patient care.

Upon arrival you have been treated at the Emergency Admission desk to record the essential data for you or your family member to receive proper care, so you must provide a Health Card and DNI, as well as the clinical documentation that you keep from your center health or previous visits or admissions to our hospital.

Critical Cases will be transferred without delay, accompanied by emergency professionals or 061, to the Critical Room (red line). Cases derived from out-of-hospital Critical Care and Emergency Devices (stretchers) will go directly to the Classification Area (blue line). The rest of the cases will be moved to the Emergency Waiting Room, where they will be required to be evaluated in the Classification Area in order to be identified (identification bracelet) and evaluated to determine the level of

urgency and need to continue accompanied or not by the family member/caregiver during the entire stay in the polyclinic care area, being identified with a bracelet (yellow if they are accompanying a vulnerable patient). The patient with a family member-caregiver will go to the Polyclinic Assistance Room waiting to be evaluated by his or her doctor.

The waiting time to be seen in the medical consultation will be defined by the level of severity, regardless of the order of arrival. Milder problems may be delayed; We advise you to go to the health center closest to your residence to avoid unnecessary travel and waiting.

The use of the Family Waiting Room is reserved only for family members who are not authorized to accompany patients, and they must always ensure that they are located by telephone.

Once the patient has been treated by the doctor, they will be informed of the situation and the necessary studies. The stay in the emergency department will be prolonged, with only the family member accredited by means of a companion identification bracelet remaining with the patient.

During their stay in the Polyclinic Care Room, the patient will always have a reference doctor and nurse, who will vary depending on the different shifts.

Once the studies are completed, the patient will be evaluated by his doctor to receive discharge at home, be transferred to other emergency areas (observation / chairs) or be admitted to the hospital. The Admission Service will also be informed of the location of the patient throughout their stay in the emergency room in order to provide information to family members if appropriate.

Family members are not allowed in the Observation Room (armchairs and beds) in order to guarantee the privacy and tranquility of the patients.

Visits to patients treated in the Observation Room will be at 1:00 p.m. and 8:00 p.m., lasting 60 minutes, where they will receive timely medical information. Two family members will be allowed per patient, and they cannot be exchanged with other family members (in special situations, only one person will be allowed to enter). The aforementioned schedules may be modified depending on the situation of the patients or daily contingencies.

#### OTHER RECOMMENDATIONS AND INFORMATION OF INTEREST

Remember that all patient data must be recorded on admission. Please bring your health card and D.N.I.

Upon discharge at home, if necessary, go to the admission desk, where they will be able to provide you with information for your next assistance.

Your participation is valid to help us improve the assistance we provide every day. We invite you to fill in the Emergency Service Assistance Satisfaction Survey, where you can send us your comments or suggestions. Please leave the survey in the mailbox in the entrance hall.

It is convenient that all valuables or documents that the patient carries are delivered to the family members. If this is not possible, the hospital has a safe where you can store valuables.

The patient while waiting should never, for safety reasons, leave the emergency room.