

Emergency Medicine and Patient Admission Clinic



WELCOME

This brochure contains information about what to expect from your visit today. Should you have any questions, feel free to ask the staff at any time.

FIRST STEPS

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Everyone who arrives at the Emergency Medicine and Patient Admission Clinic is assessed by a physician assistant. The physician assistant will ask you questions about your current health condition and complaints, and will refer you to a specialist who can best assist you. The physician assistant will also determine how urgently care must be provided, taking into account your complaints and general health condition.

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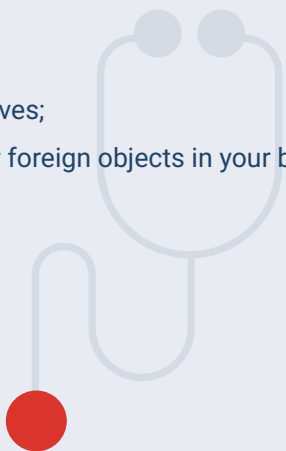
Afterwards, you will be directed to a medical station where you will be cared for by a physician, a nurse, and an orderly.

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After some time, you will be seen by a doctor who will evaluate your complaints and general health condition, and, where necessary, order tests and examinations.

▶ Please be open when talking to the physician and make sure to mention if any of the following applies to you:

- chronic illnesses;
- use of medications (including over-the-counter medicines and dietary supplements);
- allergies;
- pregnancy or breastfeeding;
- a pacemaker;
- hearing implants;
- artificial heart valves;
- metal implants or foreign objects in your body.



Shortly after the visit, our registration staff will find you and ask you to present an identity document, and ask specific questions about:

- your declared and actual place of residence;
- your workplace and occupation;
- contact details of your relatives.


If you have any exemptions and/or hold a health insurance policy, please present them to the registration staff.

What to expect?

The average time patients spend at the Emergency Medicine and Patient Admission Clinic is 4 to 6 hours. During this time, the patient undergoes examinations recommended by the physician. However, this time may be longer depending on your health condition and the necessary treatment measures.

Tests and examinations

In our clinic, you will first undergo basic checks, such as pulse, blood pressure, and blood oxygen saturation. Afterwards, depending on the physician's referral, blood tests, X-ray examinations, ultrasound, or computed tomography may be performed. The scope of tests and examinations depends on your health condition and tests ordered by the physician.



AFTER THE VISIT TO THE EMERGENCY MEDICINE AND PATIENT ADMISSION CLINIC

Hospital stay

Some people who arrive at our clinic require further treatment at the hospital. We will make sure that you are transferred to the appropriate department depending on your health condition. If there are no available beds in the departments or the physician wishes to observe you for a longer period, you will be transferred to the observation unit of the clinic.

In the observation unit, you will be cared for by a nurse and a nurse assistant. If you need basic items such as slippers, earplugs, toothpaste, etc., please ask the staff, and we will provide them to you whenever possible.

If you prefer increased comfort during your stay, you may choose accommodation in a higher-comfort room for an extra fee. For more information on higher-comfort rooms, please ask our staff.

Outpatient treatment

After the treatment, the physician may decide to discharge you from the clinic.

Upon discharge, the physician will explain your specific health condition and provide further recommendations.

After the conversation with the physician, the nurse will perform all the necessary procedures, such as the removal of a catheter, etc., and will answer any questions you might have.

You will then be escorted to the Information Desk where you will receive the invoice for the health-care services provided to you.

You may pay the invoice either at the cashier's desk on site or afterwards.

▶ What to expect from us?

You can expect that our physicians, nurses, and other staff will:

- be polite;
- treat you with dignity and professionalism;
- explain you the situation in detail;
- inform you about your treatment and care process;
- inform you about further treatment plans.

Should you have any questions or uncertainties, please contact our staff – we will be happy to assist you.

▶ What to expect from you:

- respect and understanding;
- as open a cooperation with the physicians and staff as possible;
- avoid eating and drinking before the visit to ensure the successful performance of certain specific tests.

▶ Discontinuation of the treatment process

If you wish to leave our clinic before your treatment process is completed, please discuss it with the physician.

▶ Feedback

We would be grateful if you shared your experience at the Emergency Medicine and Patient Admission Clinic by filling out the questionnaire available via the QR code or by clicking [here](#).

