

Emergency Department. Open to All.



Regione Toscana

Traduzioni a cura dell'Albero della salute
Struttura di riferimento
per la mediazione culturale in sanità
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If you know how it works,
It works better for you too.

A service at your service
24 hours on 24.

There are more than forty
Emergency Departments in Tuscany
ready to help the Italian and foreign
population 24 hours a day,
with urgent medical matters.

They all see dozens of people
every single day, sometimes all at once,
with different medical problems,
some more serious than others,
needing different kinds of medical input.

This is why Emergency Departments
are divided into specific areas
and remits, such the reception area,
the waiting room, the Triage point
and the treatment cubicles for cases





of different levels of severity. Patients and their relatives are safe in the knowledge that they will be seen by nurses, doctors and specially trained workers during the process of diagnosis and treatment.

Some basic information is provided below to help you negotiate this complex facility and find out more about some of the practical aspects concerned.

For example, how and why colour codes are used, which cases take priority over others and when “ticket” must be paid for, is just some of the information that may come in useful.

The “Triage” point and colour codes.

The medical and diagnostic starting point. Triage is a French word that means patient “selection” by means of clinical signs and symptoms that are assessed on the basis of indicators commonly used at regional and national level.

A skilled nurse takes the history behind the visit to the Emergency Department and after discussion, observation and possible measurement of various vital parameters (pulse, blood pressure etc.) allocates a colour code that establishes the **level of priority on the waiting list**. The colour codes are red, yellow, green, blue, white in decreasing order of urgency.

The Triage code is not necessarily related to the final clinical gravity code assigned only by the doctor following an examination and check up. From then on, the patient is officially registered and must wait for a further check up. Should the patient decide not to remain in the Emergency Department, they must inform the Triage staff.



Immediate Access

Patient in acute life-threatening danger.



Fast Access

Patient in a potentially critical condition.



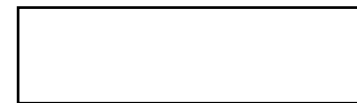
Access after red and yellow

Patient with an acute problem but normal vital signs. Not thought to be life-threatening.



Access after red, yellow and green.

Patient with an acute but minor problem.



Access after all the others

Patient with a non-acute and/or minor problem.

Who goes first. Waiting times.

If you've been assigned a white or blue code, you may well be in for a long wait because people with red, yellow and green codes will take precedence, even if they arrive later. **The most serious cases will be seen first.**

During the day patients and their relatives (or companions) can approach non-medical staff, who constitute a point of reference and provide dedicated support in order to make the wait as pleasant as possible.

However, only the medical and nursing staff are entitled to provide information on the condition of patients, in accordance with data protection policy.





In the treatment cubicle.

The doctor may start treatment while examining the patient and/or request various tests that will help make up the clinical picture (X-rays, CAT scans, blood tests etc.) for which there may well be a wait. The medical staff must be told of any medicines patients take regularly, any illnesses or allergies and whether or not tetanus jabs are up to date (in case of a major traumatic event).

Those patients who have been seen and then discharged, will be given advice and points to discuss with their general practitioners (family doctors); otherwise patients are kept under observation in a special ward or admitted for further tests and/or treatment.

Buying a ticket for services or treatments.

Patients assigned red, yellow and green Codes are not required to buy a ticket.

Patients given a **white or blue code on departure** will be charged 25 euros, inclusive of medical assessment and any clinical tests.

Patients holding white or blue codes will be charged a further 25 euros if instrumental diagnostics have been required (X-rays, scans, etc).





Access to Emergency Departments is free for:

- children under the age of 14;
- those with legally recognised medical exemption;
- pregnant women;
- those who have suffered an accident in the workplace;
- situations classified under white and blue codes involving acute poisoning, wounds needing stitches or immobilisation, those requiring short periods of observation in Emergency Department or hospital ward.

Any suggestions or comments on this branch of the health service should be addressed to the Public Relations Offices. This is one way you can help us create the kind of Emergency Department that responds best to your needs.