

## EMERGENCY DEPARTMENT

The Emergency Department is a service dedicated to emergency and urgent care, operating 24 hours a day. Access to the Emergency Department may occur directly, by ambulance transport, or through referral by a family doctor or medical service.

## TRIAGE

Emergency Department services are provided according to the urgency of the case, established through the assessment of signs and symptoms and the assignment of a color code. This method, called Triage, is based on well-defined protocols and requires rigorous staff training.

Triage nurses welcome patients at the entrance using computerized stations, collect personal data, measure vital signs, assess clinical conditions, and **assign a priority code:**

### ● RED CODE

Patient in immediate danger of life and requiring immediate examination and stabilization.

### ● ORANGE CODE

Risk of impairment of vital functions. Condition with possible clinical deterioration or severe pain and activated distress factors.

### ● BLUE CODE

Condition with low probability of deterioration and/or factors affecting the patient's general condition.

### ● GREEN CODE

Patient affected by a non-urgent condition that will be considered as soon as healthcare personnel finish dealing with higher-priority cases.

### ● WHITE CODE

Patient whose condition does not require Emergency Department intervention and will therefore be managed with the priority of standard outpatient services, for which a fee is required.

## Admission Information

At the time of admission, the patient receives an information sheet indicating the assigned examination room where the doctor's consultation will take place, together with a brief explanation of the meaning of the color codes. Medical and nursing staff may provide information to relatives or caregivers while respecting privacy and regulations concerning consent to treatment.

## Emergency Examination Rooms

- Shock Room: active 24/7
- Room 1: active 24/7
- Room 2: active from 10:00 AM to 8:00 PM
- Room 3: active from 8:00 AM to 6:00 PM
- Room 4: active 24/7

The Emergency Department includes a spacious waiting area with restrooms and a water dispenser.

There is also an area dedicated to pediatric patients, decorated by painter Silvio Irilli and equipped with toys, books, and a television.

## Frequently Asked Questions

What should I bring to the Emergency Department?

To access the Emergency Department, you need your health insurance card, an identification

document, and any relevant clinical documentation. It is strongly recommended not to bring valuables.

## How long will I have to wait?

Access to examination rooms is determined by triage. Patient flow cannot be predicted and depends on many factors. After the medical examination, patients may need to wait for laboratory/radiology test results and possible specialist consultations.

## How long does the examination take?

It depends on the patient's clinical condition. Time is needed for medical history collection, vital sign monitoring, physical examination, sample collection for tests, and any required treatment. Even the quickest examinations must be accurate.

## When will I receive information?

Emergency Department activity is fast-paced, with many patients presenting different levels of urgency and unpredictable emergencies. Information will be provided as soon as possible.

Why are some people who arrived later seen first?

This depends on the assigned priority code. At regular intervals, all waiting patients are reassessed by staff to monitor changes in their clinical condition.

## Information for Caregivers

One caregiver is allowed to accompany frail patients or patients requiring assistance.

Dear family members,

Our medical, nursing, and healthcare support staff will do their best to provide the best possible care for your loved one.

Waiting times may vary depending on the severity of the situation and the number of patients waiting. Please remain in the designated waiting area and do not leave the hospital without informing staff.

#### **Useful Information**

For any questions or requests, please contact the healthcare staff in the waiting area or the medical and nursing staff during the examination. Please do not disturb triage nursing staff or patients undergoing treatment or waiting to be examined.

#### **How You Can Help**

- Provide staff with all necessary information regarding the patient's medical history.
- Help the patient answer healthcare staff questions.
- Respect hospital rules and staff instructions.
- Do not use stretchers or wheelchairs reserved exclusively for patients.
- Wear the identification wristband provided by triage staff.

#### **Important: Medication and Food**

- DO NOT GIVE MEDICATIONS to the patient without explicit permission from healthcare staff.
  - DO NOT PROVIDE FOOD OR DRINKS to the patient without first asking staff whether it is allowed.
- This is important to ensure treatment safety and effectiveness.

#### **Safety and Privacy**

Please respect:

- the privacy of other patients and staff;
- any hygiene regulations (such as wearing a mask if required).

Please note that taking PHOTOGRAPHS and/or AUDIO/VIDEO RECORDINGS is strictly prohibited.

Failure to comply with these rules or behavior causing disturbance or danger by visitors/caregivers may result in immediate removal from the Emergency Department premises by security personnel or, if necessary, law enforcement intervention, according to hospital regulations for disruption of public service.

Thank you for your cooperation and understanding.

#### **Feedback**

How can I share feedback? (compliments, concerns, suggestions...)

The Public Relations Office is open Monday to Friday from 8:30 AM to 2:00 PM (Wednesday from 8:30 AM to 5:00 PM).

You may contact the URP at:

Phone: +39 0321 3733900

Email: [relazioniesterne@maggioreosp.novara.it](mailto:relazioniesterne@maggioreosp.novara.it)

Please complete the satisfaction questionnaire.



## **Emergency Medicine and Surgery Department Emergency Room**



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