

# The Central Emergency Department Uniklinik RWTH Aachen

## **Why do I have to wait so long?**

The treatment of our patients is prioritized according to medical urgency. The order is based on objective medical criteria. The emergency room staff is specially trained to perform initial assessments according to the Manchester Triage System. Patients are assigned to different urgency levels.

## **Why are other people who arrived after me being treated before me?**

For specific issues, it is often necessary to consult a specialist. Specialists from medical clinics also have other duties within the hospital, such as caring for patients on the ward, in the intensive care unit, or in the operating room.

Since patients from a wide range of specialties wait in the waiting area, waiting times can vary greatly depending on the specialty.

## **Why do I have to wait for my treatment/examination?**

Work steps must be prioritized in all areas. Longer waiting times may occur, particularly for special examinations such as X-rays or CT scans, due to capacity constraints. Laboratory analysis of samples takes a certain amount of time for technical reasons. It takes time to evaluate and classify the results.

Here, too, prioritization according to urgency and the workload of the emergency room and other areas plays a decisive role. Many of these steps take place in the background, so your treatment often continues without direct contact with you.

## **My child had to go to the emergency room. What happens next?**

Children and adolescents who are seriously ill are also treated on an interdisciplinary basis under the coordination of a paediatrician and the supervising senior physician in the central emergency department. In the case of less serious illnesses, the experts from the Clinic for Paediatrics and Adolescent Medicine provide child-friendly care.

Our waiting area is equipped to make the waiting time as pleasant as possible for your child.

## **Information about visitors to the emergency department**

Due to space limitations and to protect the privacy of our patients in the Central Emergency Room, we ask for your understanding that we limit visiting hours and restrict the number of visitors to a maximum of one relative per patient.

## **Leaving the emergency room before treatment is complete**

It is possible that delays may occur due to increased patient numbers or more serious cases requiring treatment. We apologise for any inconvenience this may cause.

Despite longer waiting times, you should not leave the emergency room until you have been examined and treated by a doctor. If you do not wait, this may lead to a deterioration in your health. If you leave in the knowledge that your health may deteriorate, you do so at your own risk and against medical advice. You confirm your wish to leave by signing the form: *Refusal of examination and/or treatment against explicit and urgent medical advice*.

If you notice a decline in your health after leaving, please return to us immediately, or go to another Emergency Department or a registered doctor on emergency duty.

**Emergency pharmacy**

The emergency pharmacy on duty can be found by calling the following hotline: 0800 00 22 8 33