



Who we might meet in the ED

1



When we come to ED, we will meet lots of people.

2



We will meet the triage nurse; we will tell them our story briefly so they can work out how quickly I need to see the doctor.

3



Then I will usually go to the waiting room and meet another nurse, who will check my observations, find out a bit more about my story, and see if I need any medicines or tests started now.

4



I will meet a ward clerk, who will confirm my name and address and phone number, so that all my paperwork is correct.

5



Usually, I will then move to a room with my caregiver and meet my nurse and my doctor. They will ask more detailed questions so they can work out how best to help me. I will likely see this nurse and doctor a few times while I'm here.

6



I may also meet a senior doctor or a doctor from a different team, to help with my individual needs.

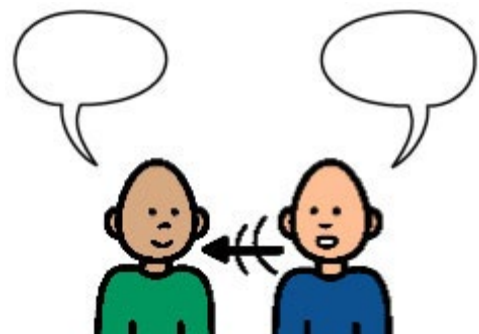
7



I may also see cleaners, nursing assistants, volunteers, and other staff, who help keep the hospital running well.



8



If I want to know who somebody is, I can always ask their name and what their job is.