



Azienda ospedaliero-universitaria Senese



EMERGENCY DEPARTMENT

Director: Prof Sabino Scolletta

EMERGENCY ROOM

Director: Dr Giovanni Bova

DEA building, floor minus 4



Useful information about the Emergency Room

The Emergency Department complex operative unit is dedicated to the management of health emergencies. It is the Emergency Department of the city of Siena and its territory and is a reference point (2nd level DEA) for the entire Southeast Big Area of Tuscany Region (including the provinces of Arezzo, Grosseto and Siena). It is dedicated to the highly complex patient care or patients with time-dependent pathologies such as stroke, heart attack, major trauma, sepsis. The Emergency Department is located at floor minus 4 of the DEA (DEA building, distinguished by the amaranth colour), located in the area between building 4 and building 2. On the floor minus 1 of the DEA it is located the area dedicated to Short Intensive Observation (OBI).



The access to the Emergency Department can be done through the territorial emergency system, by self-introduction or by a healthcare professional. At the entrance it is necessary to show the Electronic Health Card. The ward staff is made up of doctors, nurses, social health workers (OSS), reception and administrative staff. In addition, there are radiologists, radiology technicians and all the specialists of Siena Teaching Hospital, in case of need, in addition to the supervisory staff. There are also doctors and nurses in training and undergraduate students. Access is regulated by the triage, where a specialist nurse assigns priority codes by assessing the clinical conditions of the patient, the evolution of the clinical status, care needs and the need of resources.

The high intensity is dedicated to patients with severely compromised vital functions and to patients with high evolutionary risk (acute heart failure, respiratory failure, stroke, poisoning, etc...). It consists of the Shock Room (resuscitation area) and 4 boxes equipped with monitoring of patients' vital functions. The intermediate complexity area welcomes stable patients whose general conditions require surveillance and intervention within the first hour (femur fracture, fever with difficulty breathing or gastrointestinal symptoms, etc...). It is equipped with boxes and spaces with reclining armchairs and stretchers and the possibility of controlling vital functions. The medium complexity area has also an area of isolation for potentially infected patients. Low complexity includes patients with minor and non-urgencies (codes 4 and 5), who can occupy dedicated areas, waiting room or be addressed to specific specialized paths. Patients who require clinical observation or who need to complete the diagnostic and therapeutic process, but do not need to be hospitalized, can access the Short Intensive Observation area (OBI). The maximum time of hospitalization in this facility is 48 hours.

Pediatric Emergency Department

The Pediatric Emergency Department is inside the Emergency Department. All patients under the age of 16, with a code ranging from 2 to 5, are followed by the specialist medical and nursing team of the pediatric hospital, available 24 hours a day. Patients with code 1 are treated by pediatricians, doctors of the emergency-urgency department and anesthetists-resuscitators of the Shock Room, the high-intensity medical care area.

Ophthalmology Emergency Department

It is located in building 1, floor 7. The service is available during the following time:

- From Monday to Friday from 8.00am to 19.30pm and on Saturday from 8.00am to 13.30pm. In other time slots (from Monday to Friday from 19.30pm to 8.00am of the following day, from 1.30 pm to Saturday 8 am of the following Monday and for public holidays), the patient should always go to the Emergency Department (DEA building, floor minus 4). In urgent cases (penetrating trauma, acute glaucoma attack) the doctor of the emergency department will contact the ophthalmologist on call, in other cases the visit could be postponed to the first available working day.

Fast Track

The fast track represents a model of assistance response to the minor emergencies that may occur in the emergency room. It is applied to those patients who show symptoms generally attributed to non-urgent situations that can be resolved by the evaluation of a single specialist. In the Emergency Department the ENT, dermatological and gynecological fast tracks are available.

ENT Fast Track

The procedure applies to all those patients who access the Emergency Department for ENT problems with a 3, 4 or 5 priority code (e.g. epistaxis, tonsillitis, pharyngitis, sore throat, hoarseness, otalgia, tinnitus, nasal obstruction, foreign body ears, nose and throat.). The path is activated from Monday to Friday, from 8am to 8pm, and on Saturday from 8am to 2pm and visits are carried out at the clinic n.35 (3rd building, floor minus 1). In the other time slots, the patient is evaluated by the ED doctor and/or if necessary, it is postponed to the visit of the ENT specialist on the first available working day.

Dermatological Fast Track

The procedure applies to all those patients who access the Emergency Department for dermatological problems with a 3,4 or 5 code (e.g. localized angioedema, isolated skin reaction, insect bite, skin abrasion, changed skin growth acutely, first-second degree burns affecting <10% of the skin surface). The path is activated from Monday to Friday, from 8.30am to 19.30pm, on Saturdays from 08.30am to 14.30pm. Clinical visits are carried out in the clinic n.5 (Lot 3, Floor -2). In the other time slots, the patient is evaluated by the ED doctor and/or if necessary, it is postponed to the visit of the dermatologist on the first available working day.

Gynecological Fast-Track

The procedure is applied for some defined pathologies. The path is activated 24 hours a day, after a first contact between the Triage and the gynecologist in service at the Gynecology department (4th building, floor minus 2).

See and Treat

It is a model of care response to minor emergencies managed by specialized nurses of the Emergency Departments, based on medical-nursing protocols

shared at regional level and in Siena Teaching Hospital. The patient is treated in the See & Treat area, next to triage, by the specialized nurse who applies the foreseen procedures, solves the problem of the patient and follows the patient discharge.

Dental Emergency Department

The service is available from Monday to Friday, from 8.30am to 11.30am. In the days on the eve of public holidays and during public holidays, the care of emergency cases is guaranteed by the staff of the Emergency Department.

RULES OF BEHAVIOR

Complying with the right of patients' privacy and proper performance of medical activities:

- 1) It is not allowed to access to the Shock Room and in the medical staff's private area
- 2) Clinical information is provided by the doctor to the patient or to the person identified by the patient during the triage, at the beginning and at the end of the care pathway and in case of relevant changes of the clinical status, compatibly with the working activity
- 3) It is recommended to speak softly and turn on the mute-mode in all the electronic devices (phone, notebook, laptops, etc.)
- 4) It is forbidden to make videos or take pictures
- 5) The caregiver cannot give medicines, food or drinks to the patient without medical permission
- 6) Please, respect hygiene standards. Wash your hands with soap or alcohol gel and avoid touching electro-medical equipment
- 7) In the waiting room patients and caregivers can consult the front officers to get advices and general information concerning also the medical paths
- 8) Respect and kindness of operators, family members and companions contribute to make the emergency room a safe and welcoming place, making it possible to respect the standard flow of medical activities
- 9) In the Emergency Room, including the waiting room, it is mandatory to wear a surgical mask

Other useful information

Emergency room

DEA – Emergency and Acceptance Department, floor minus 4. Follow the indication in amaranth color.

Reception Service

It is the reference point for reception, orientation, information and accompaniment, addressed to patients and their families who may have different and multiple needs during the stay in the Emergency Department. In particular, the staff of the Reception Service provides information about the Emergency Department, the priority codes, the internal medical paths and the progress of the treatment of the hospitalized patient. It also distributes comfort items, if necessary accompanies people inside the hospital, manages the parking permits for the Emergency Room and listens to people's needs and problems to find proper solutions.

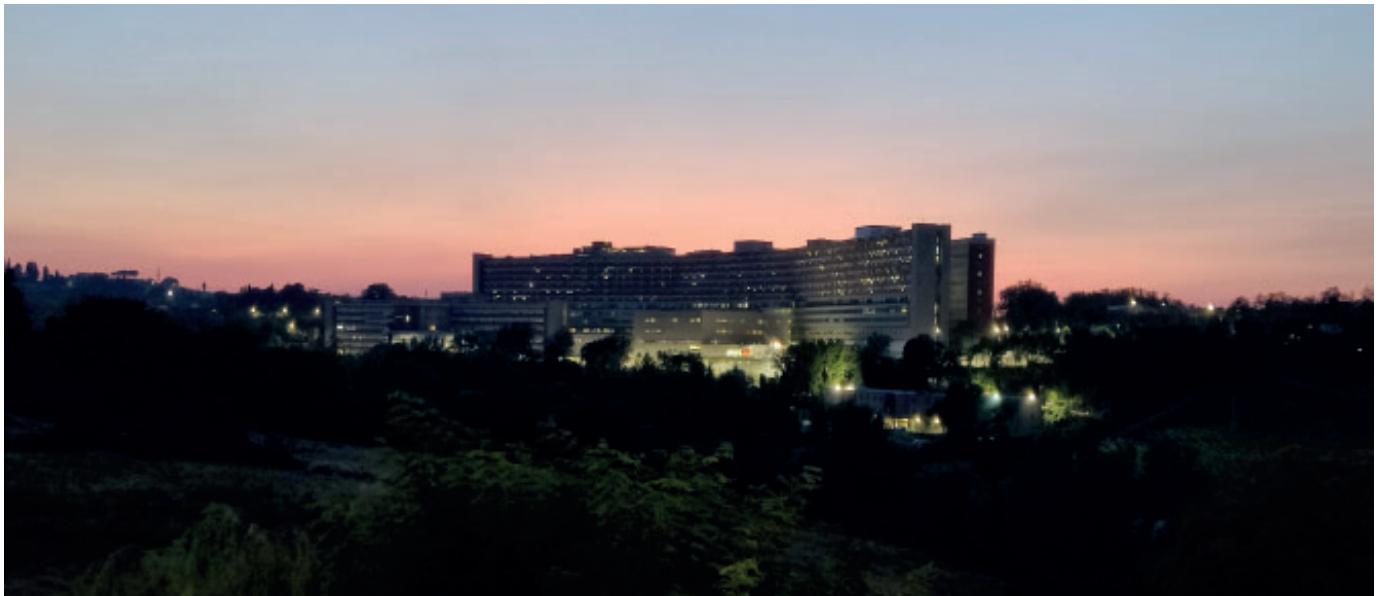
- Location: near the waiting room of the Emergency Department.
- Hours: Monday to Sunday from 8:00am to 08:00pm.
- Tel. +39 0577 585058; e-mail address: accogl@ao-siena.toscana.it

Police and Internal Surveillance

The Police station is located in the rooms next to the Emergency Room. Internal security officers are located in the waiting room and inside the Emergency Department.

Illness certificate

At the moment of discharge, if foreseen by the therapeutic path, the patient can apply for a work-related certificate of illness, including the prognosis. The patients who need INPS or INAIL certification are required to apply for it before the discharge and to check the correctness of personal data and residence.



Payment of the ticket in the Emergency Department

The user does not have to pay any ticket if his health conditions are classified with codes 1, 2 and 3.

The following users are also exempt from paying the ticket:

- children under the age of 14;
- pregnant women;
- all patients exempt from payment of the ticket in accordance with the current law;

• patients who are classified as code 4 or 5 but show clinical status related to: acute poisonings; trauma requiring sutures or immobilizations; short period of observation in the Emergency Department or within the hospital structure.

Members of the Police, Carabinieri, Armed Forces and firefighters, who do not have Inail insurance, are also exempt from paying the tickets for medical treatments following work accidents. Except the previous cases, patients who have received priority codes 4 and 5 are required to pay the fee of € 25.00, including the clinical evaluation and laboratory tests. An additional € 25.00 can be added if instrumental diagnostic services have been performed (X-rays, ultrasounds, etc.), up to a maximum of € 50.00. The Administrative Acceptance and Ticket Payment service center is located near the waiting room of the emergency room and is open from Monday to Sunday, from 10am to 19pm.

Twitter e Instagram: @AouSenese; YouTube: AouSenese_LeScotte

www.ao-siena.toscana.it



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