



# EMERGENCY DEPARTMENT

Information Triage

Spoedeisende Hulp

**EMERGENCY  
DEPARTMENT  
Information**

## Color coding

Each colour signifies the degree of emergency, the so-called urgency category.

<b>Red</b>	<b>Immediate attention is required!</b> Patients in this category are critically ill or have sustained a critical injury. They are in need of immediate medical treatment. These patients usually arrive by ambulance and are immediately taken to the treatment area.
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<b>Orange</b>	<b>Rapid attention is required!</b> These patients are seriously ill or are seriously injured. Rapid treatment is necessary. Most of these patients arrive by ambulance.
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<b>Yellow</b>	<b>No emergency, and treatment can wait a short time.</b> These patients have sustained an injury or have a condition that needs treatment. No urgent intervention is required.
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<b>Green</b>	<b>Treatment can wait for a longer period of time.</b> These patients need treatment for a minor injury or a minor condition. No urgent intervention is required.
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<b>Blue</b>	<b>This is the least urgent category.</b> In most cases these patients have had a medical problem for some time or need non-urgent attention.
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Please contact Bureau Zorgbeleving if you have complaints and/ or suggestions with regard to your visit to the Emergency Department.

You can call 0229-257613 during office hours. email: [info@dijklander.nl](mailto:info@dijklander.nl)

## Introduction

Welcome to the Emergency Department (*Spoedeisende Hulp (SEH)*).

Every day approximately 60 to 80 patients visit this department.

- One quarter of these patients arrive by ambulance
- A number of these patients have been referred by their doctor
- A number of these patients come on their own initiative.

## Waiting and Triage

In *SEH* we have implemented the Manchester Triage System. By means of this system we determine the urgency of your condition/symptoms. We do this from 9.30 to 18.00 to start with because most patients come in during these hours. It enables us to assess the priority of your treatment. The consequence may be that you are not treated in order of arrival. Of course our aim is to help all patients as soon as possible.

## Uninsured

If you receive treatment in the Dijklander Ziekenhuis [hospital] and you are uninsured, than you will have to pay for the cost of treatment yourself. During your visit to the emergency room, you will be asked to provide payment in advance on the costs. These costs will amount to € 300.00

You can pay using a credit card, debit card or in cash.

## Foreign insurance

In the event that you are already insured in a foreign country, you should hand over your valid European Health Insurance Card [EHIC] or an E111 form to the Emergency Care Receptionist. In these instances, the costs will be immediately declared to your healthcare insurer. Should you not be able to submit any of these insurance papers, than you can make a payment in advance for your visit. These costs will amount to € 300.00

You can pay using a creditcard,debitcard or in cash.

## **Triage**

Upon arrival you have to register at the reception desk of *SEH*. Subsequently, you will meet the triage nurse. This nurse will ask you questions about your condition/injury. You will have a general check-up to get an idea of the seriousness of your condition or injury. Based on standards that have been set in advance the nurse establishes how rapidly a doctor should see and treat you. Subsequently, you go back to the waiting room.

You can imagine that a patient suffering from a heart condition needs more urgent care than a patient with a broken finger. Colour coding is used to signify the urgency of your situation. These colours are used to make sure that all patients requiring urgent attention will be attended to within a set period of time. Of course the availability of the specialist in attendance for the condition in question (for instance, a surgeon, a lung specialist, internist, etc) is also important for the waiting period.

## **Colour coding**

Each colour signifies the degree of emergency, the so-called urgency category. For an explanation of this colour coding, please be referred to the back of this leaflet.

## **Treatment**

The triage nurse assesses the seriousness of your condition/injury. Based on your condition/injury it may be necessary to do some further examination (blood test, x-rays, ultra-sound scan, etc.). After this it is possible that you have to wait in the waiting room again, awaiting further treatment. When you have to wait and are in a lot of pain, you will in some cases receive a pain-killer. It depends on the nature of your condition or injury. There may be some delay, however, because of which you have to wait longer than we would like. If this is the case we will let you know. If your condition deteriorates while you are in the waiting room, you should contact the triage nurse or the receptionist.

## **Understanding**

We hope you understand that some of our patients are seriously ill or have serious injuries and need immediate treatment. These patients have priority.

We preferably try to treat children as quickly as possible, but this is not always possible. And it is particularly difficult when all treatment areas are in use.

## **Use of the audiovisual equipment**

Use of the audiovisual equipment without the permission of the Emergency Care personnel is not allowed

## **Privacy**

For the sake of privacy and to make sure that patients are disturbed as little as possible in *SEH* the patient should not be accompanied by more than one person. The other persons in his/her company are requested to wait in the waiting room or somewhere else, outside the emergency department (*SEH*).

## **Aggression**

Our hospital works with *Veilige Zorg*<sup>®</sup> (Safe Care). The Dijklander Ziekenhuis works together with Noord-Holland Noord Police on this matter.

Rude behaviour and/or aggression cannot be tolerated in the Dijklander Ziekenhuis. The hospital can refuse treatment for demonstrating such behavior

## **Food and drink**

Patients are not allowed to eat and/or drink anything in the waiting room and the ward while waiting. This is because of the examination/treatment that the patient possibly will have to undergo.

## **Mobile telephone**

You are requested to switch off your mobile telephone (GSM) in our department; you are allowed to use it in the waiting room. Ask the nurse or receptionist if you would like to make a telephone call and do not have a mobile telephone.



**Locatie Enkhuizen**

Molenweg 9b  
1601 SR Enkhuizen  
T. 0228 312 345

**Locatie Hoorn**

Maelsonstraat 3  
1624 NP Hoorn  
T. 0229 257 257

**Locatie Purmerend**

Waterlandlaan 250  
1441 RN Purmerend  
T. 0299 457 457

**Locatie Volendam**

Heideweg 1b  
1132 DA Volendam  
T. 0229 257 500

**Postbus 600, 1620 AR Hoorn**

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FLD-00888-NL 26-05-2021