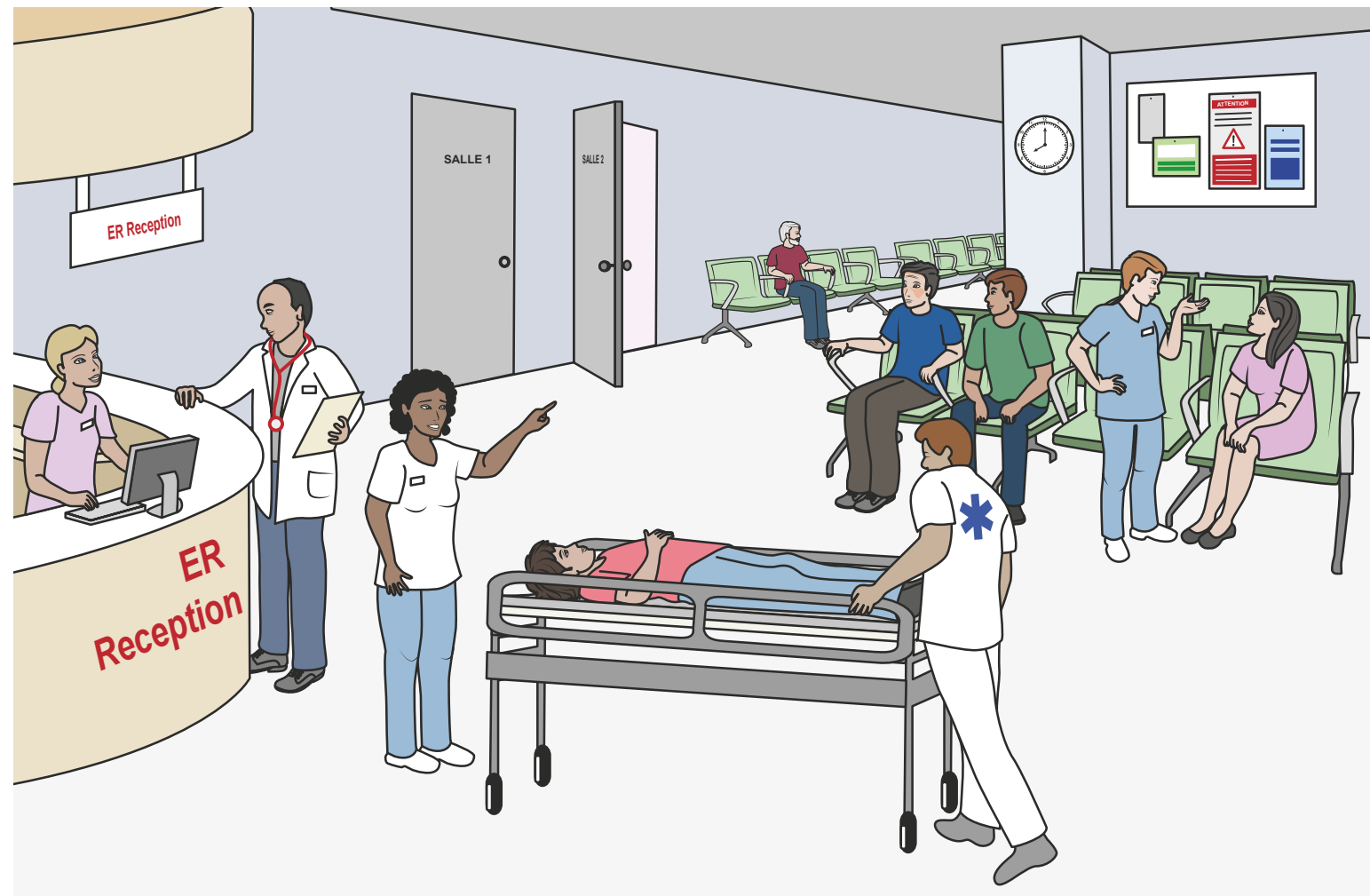


The ER



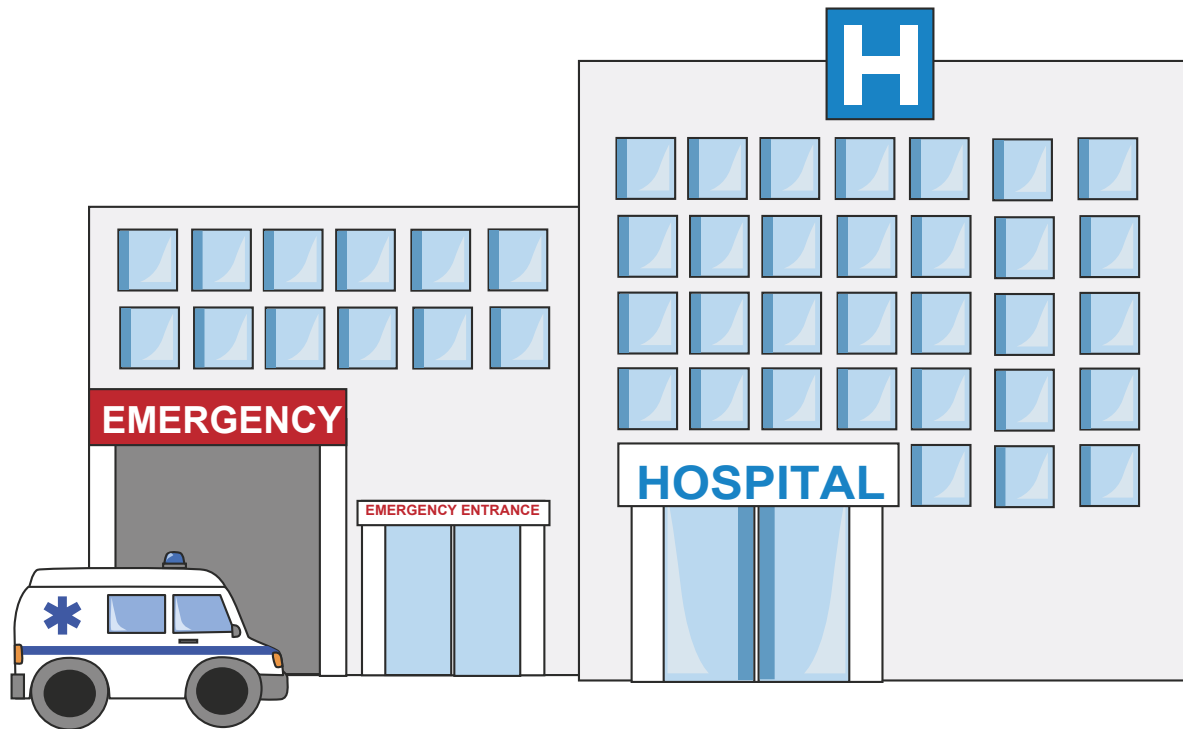
What happens in the Emergency Room ?



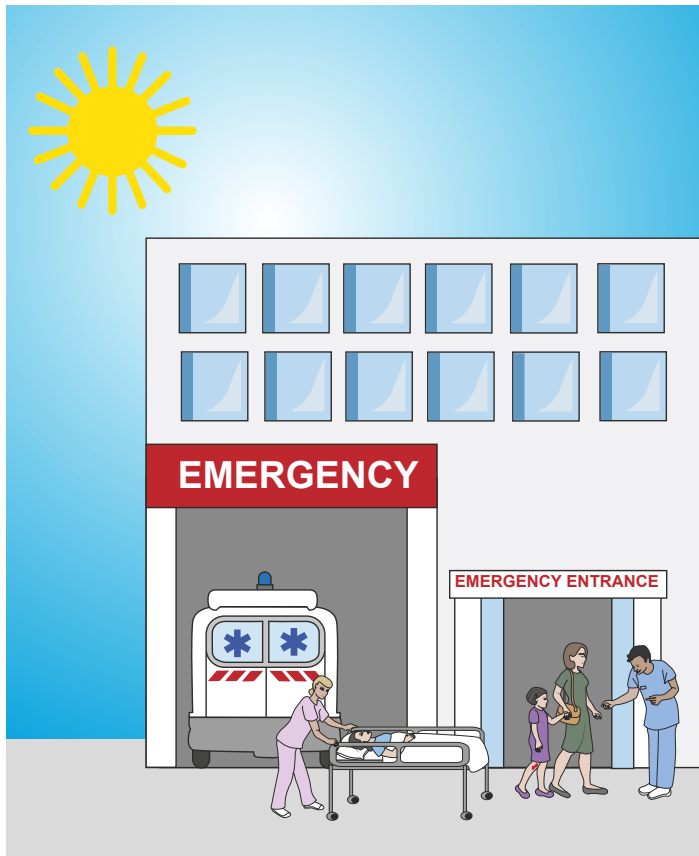
What is the Emergency room ?

The ER is supposed to provide first aid and treatment as quickly as possible.

- ERs are located in hospitals.



- At the ER, caregivers are there every day and night.



For example :

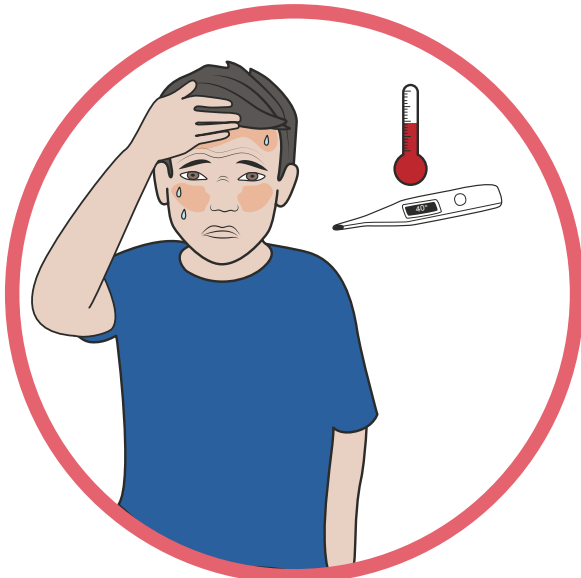
- A serious injury.



- Loss of consciousness.



- A very high fever.



- Very intense pain.



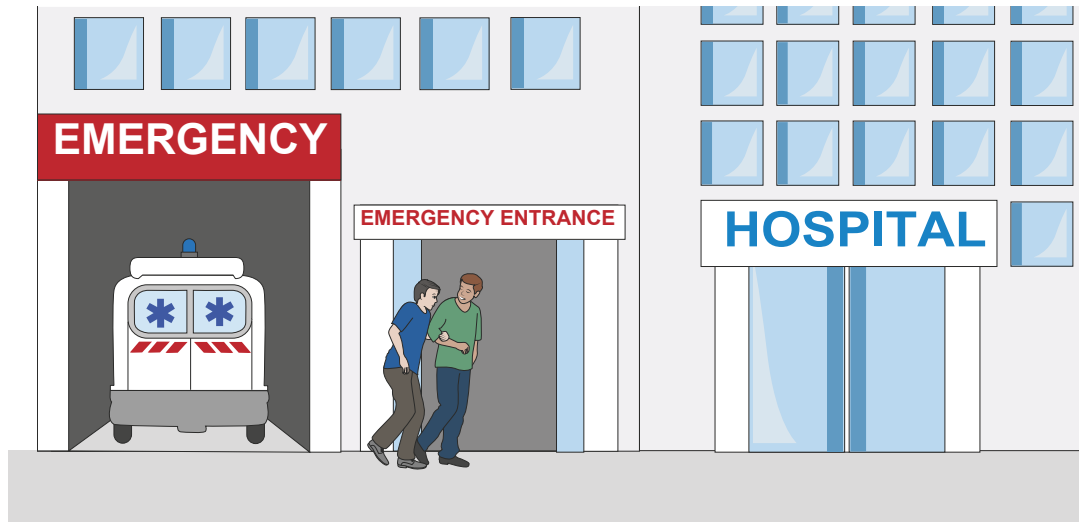
- A fracture.



- Difficulty breathing.



I arrive at the ER.



I go to the reception.

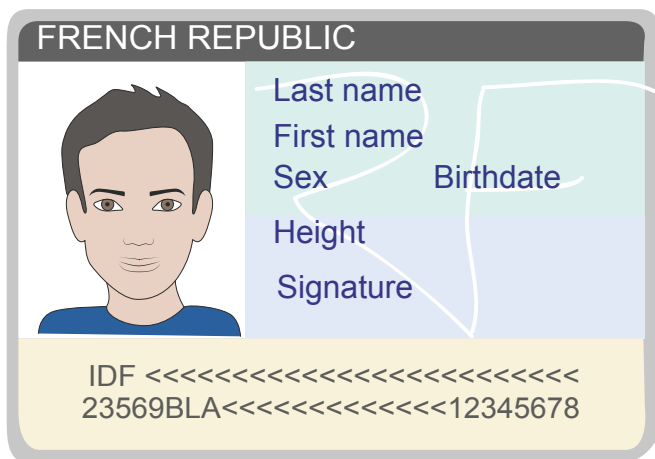
- A person from the ER asks me who I am.





- my ID card

● my adress



● my health insurance card

- my supplementary health insurance card



Insurance



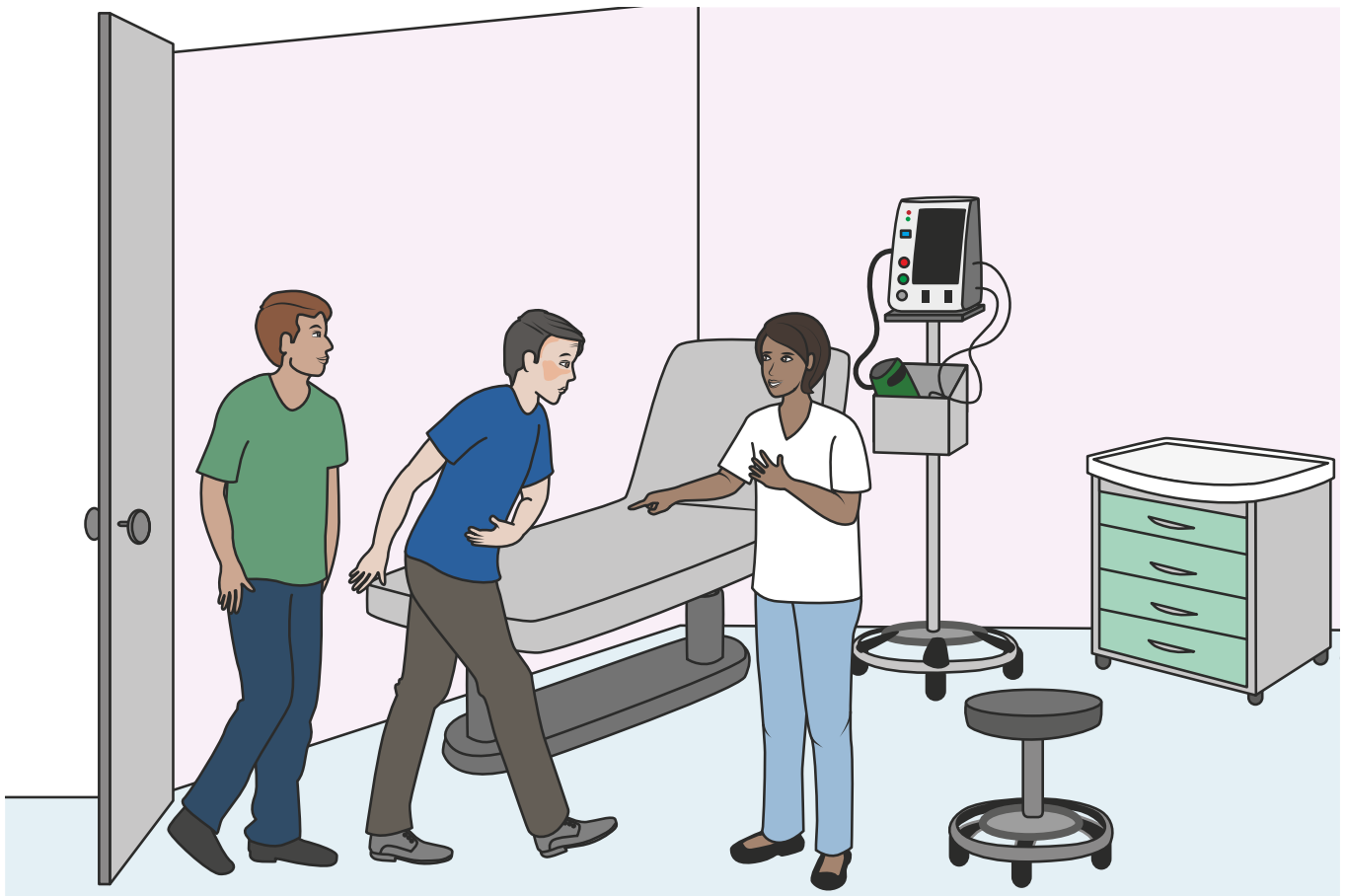
Télétransmission hors Sesam-Vitalité
code Métratisation
HMTGP : 123456789

Période de validité
N° adhérent : 1234567
N° AMC : 1234567

Last name - First name Birthdate - Social Security Number	PHAR	OPAL TRIM	DENT TRIM	AUXM	LARA	EXTE	COSE HMTGP	TRAN	HOCF	HOSD	CHAM	OBSG
XXXXXX XXXX 123456789 12 P22017	(1)	(2)	(3)	---	(4)	(5)	(5)	---	(6)	(7)	(8)	(9)
XXXXXX XXXX 123456789 12 P22017	(1)	(2)	(3)	---	---	200	200	100	300	---	---	---
XXXXXX XXXX 123456789 12 P22017	(1)	(2)	(3)	---	---	200	200	100	300	---	(7)	(8)
XXXXXX XXXX 123456789 12 P22017	(1)	(2)	(3)	---	---	200	200	100	300	---	(7)	(8)
XXXXXX XXXX 123456789 12 P22017	(1)	(2)	(3)	---	---	200	200	100	300	---	(7)	(8)



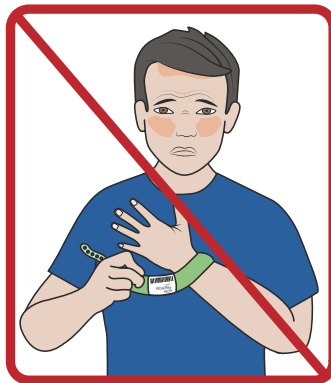
- **She takes me to a small examining room.**
The person who came with me can stay.



The nurse puts a bracelet around my arm with my name and numbers.

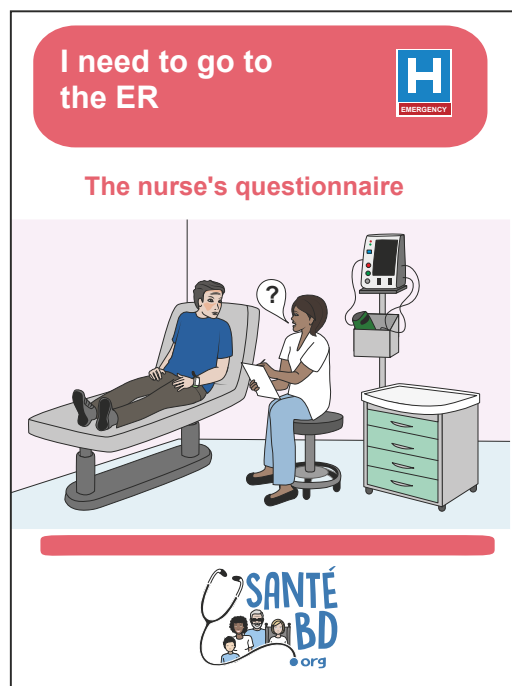


- I must not take off the bracelet.



The nurse asks me questions.

- See the booklet on "The nurse's questionnaire."



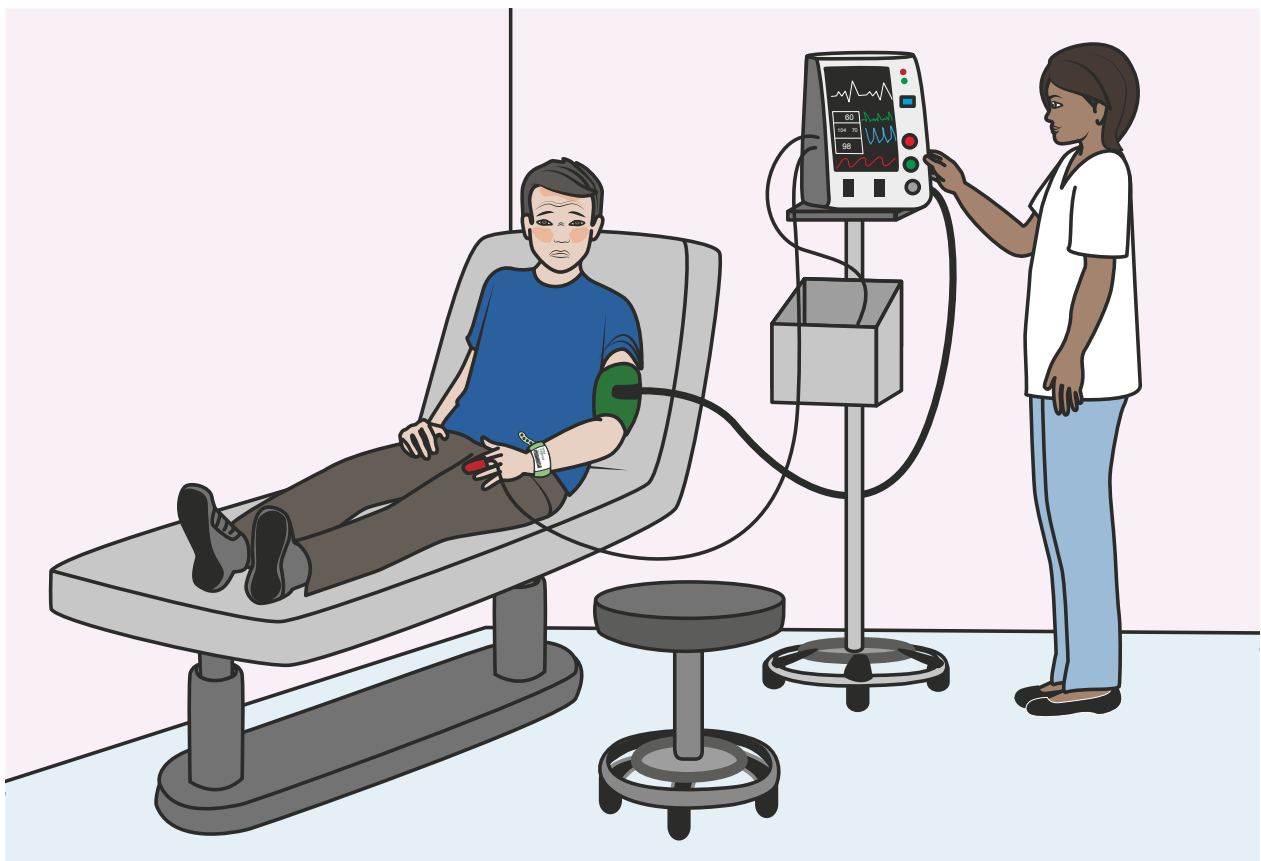
● The nurse puts :

An armband around my arm

and a clip on my finger.



● The machine provides information about my health.



The nurse takes my temperature.

There are different kinds of thermometers.

See the booklet on "I have a doctor's appointment" - Page 21



She can prick the end of my finger to get a blood sample.



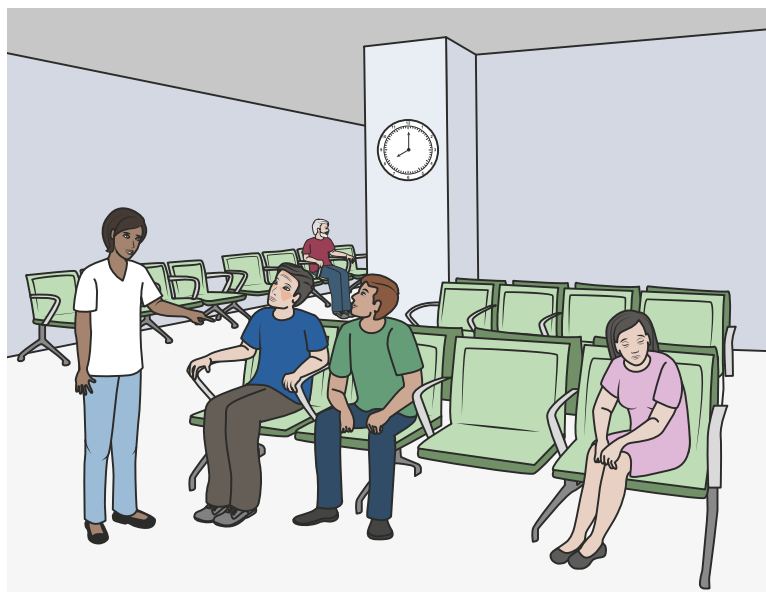
She can ask me to urinate in a small cup.



In the ER, the most serious cases get priority.

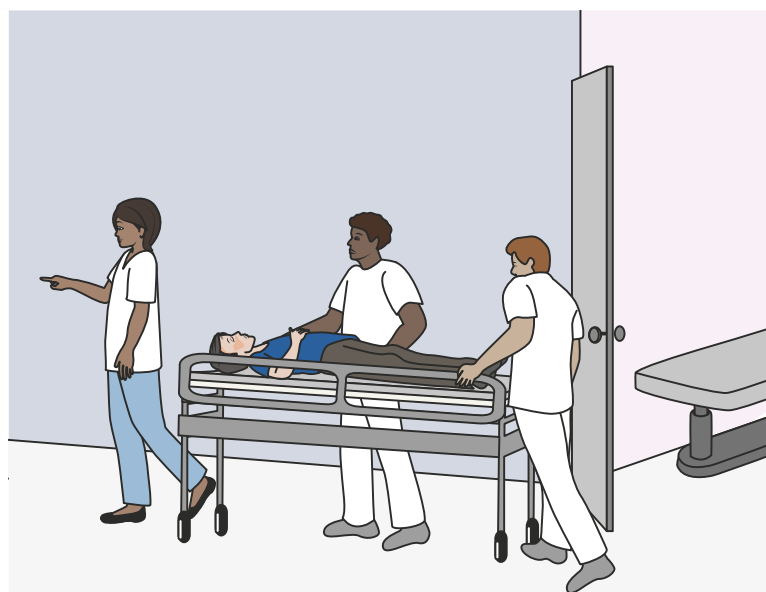
- If my situation is not serious

I can wait in the waiting room



- If my situation is serious

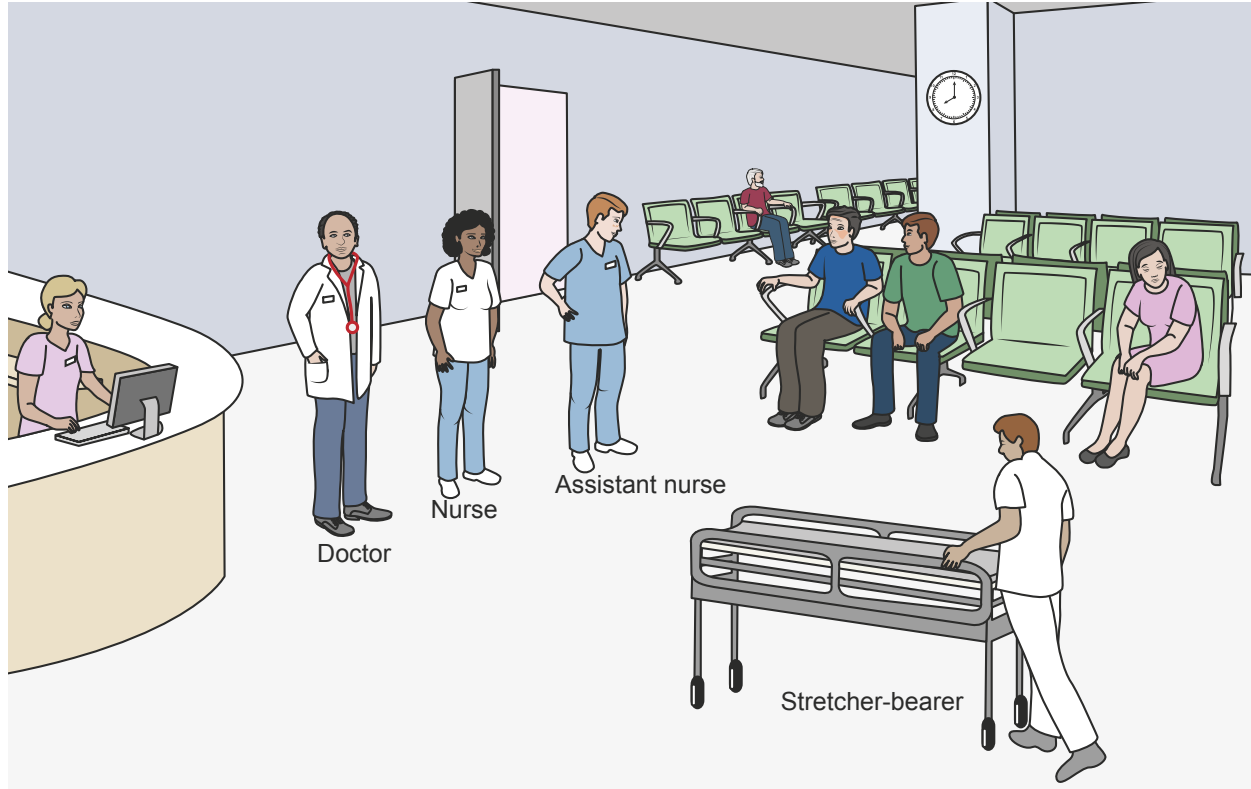
I am going to be treated right away.



A team of caregivers takes care of me.

On the team, there can be :

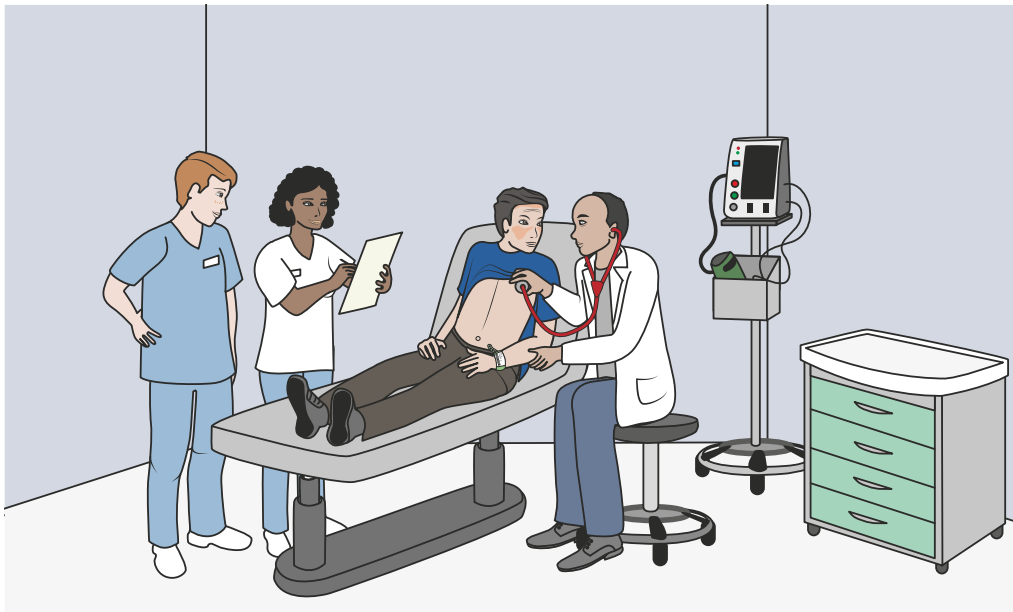
- A doctor, assistant nurses, nurses, stretcher-bearers.



The doctor comes to get me.

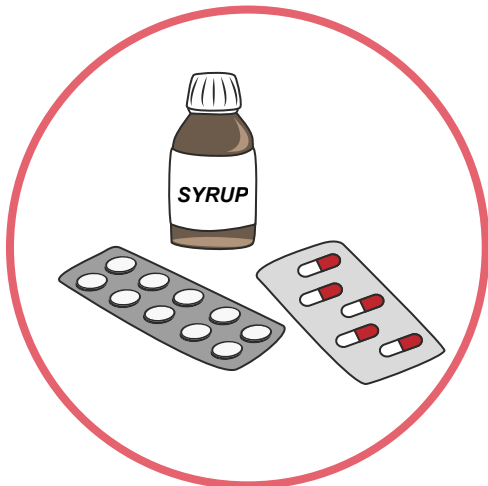
- The person that came with me can stay by my side.





He can ask his caregiving team :

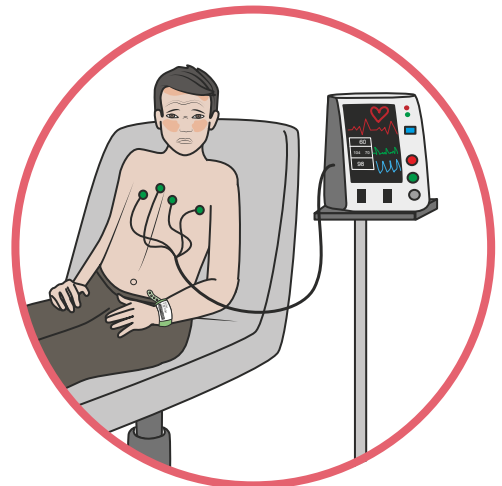
- **To give me medication.**



- **To give me a mask so I can breathe.**



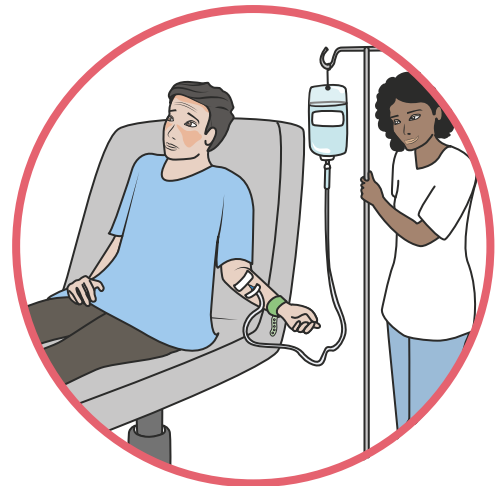
- **To listen to my heart with a machine.**



- **To take a blood sample.**



- **To give me an IV drip.**



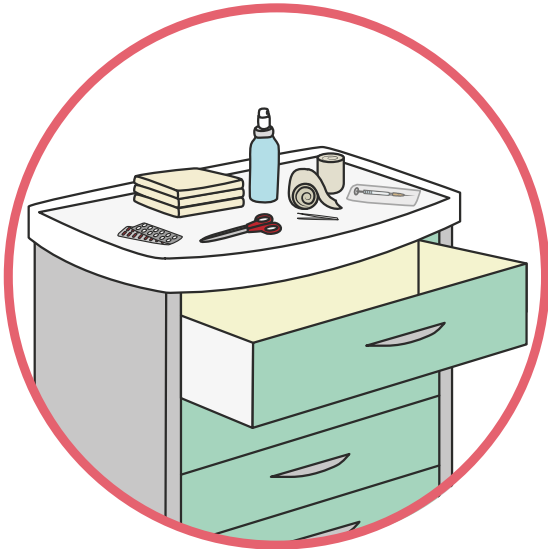
See the document on "Blood samples".

See the booklet on "IV drips".

- The doctor decides if I should go :



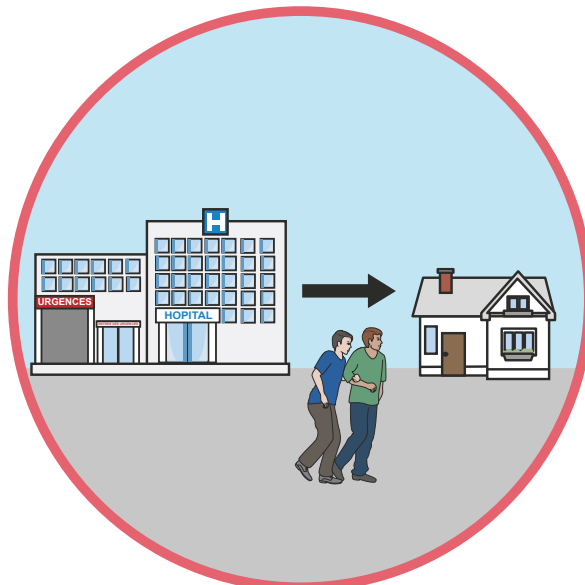
- Get an emergency treatment

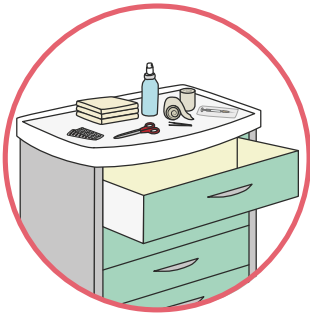


- Perform other exams at the hospital

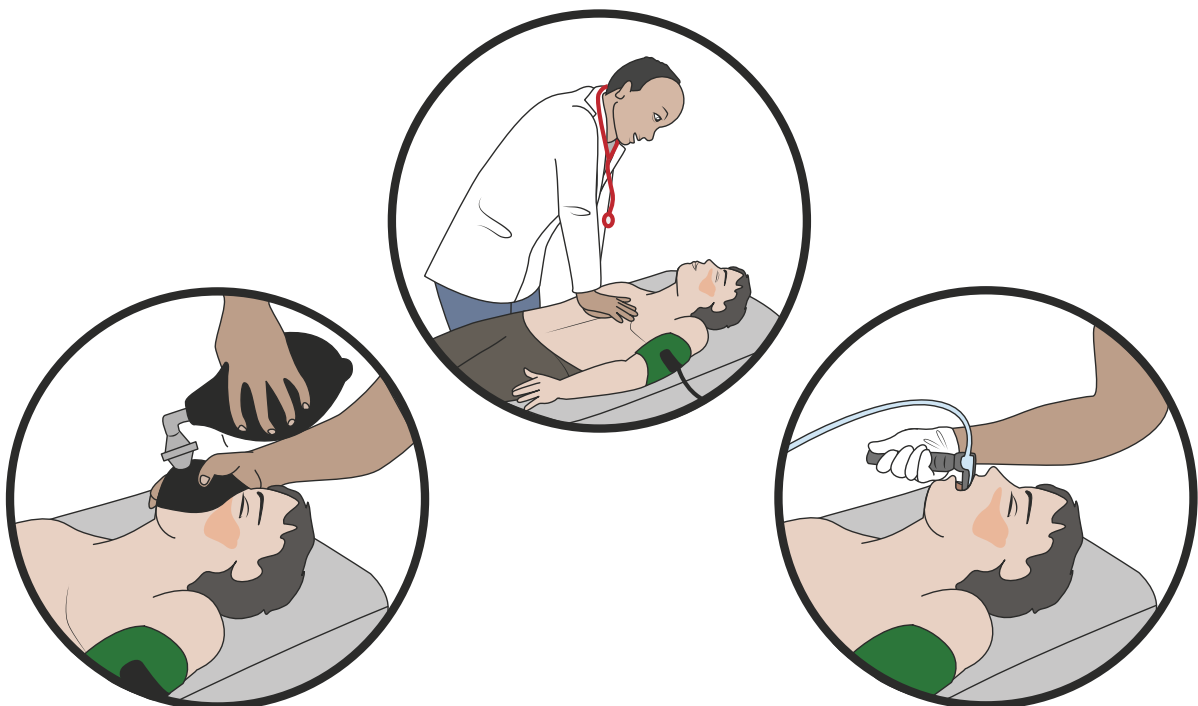
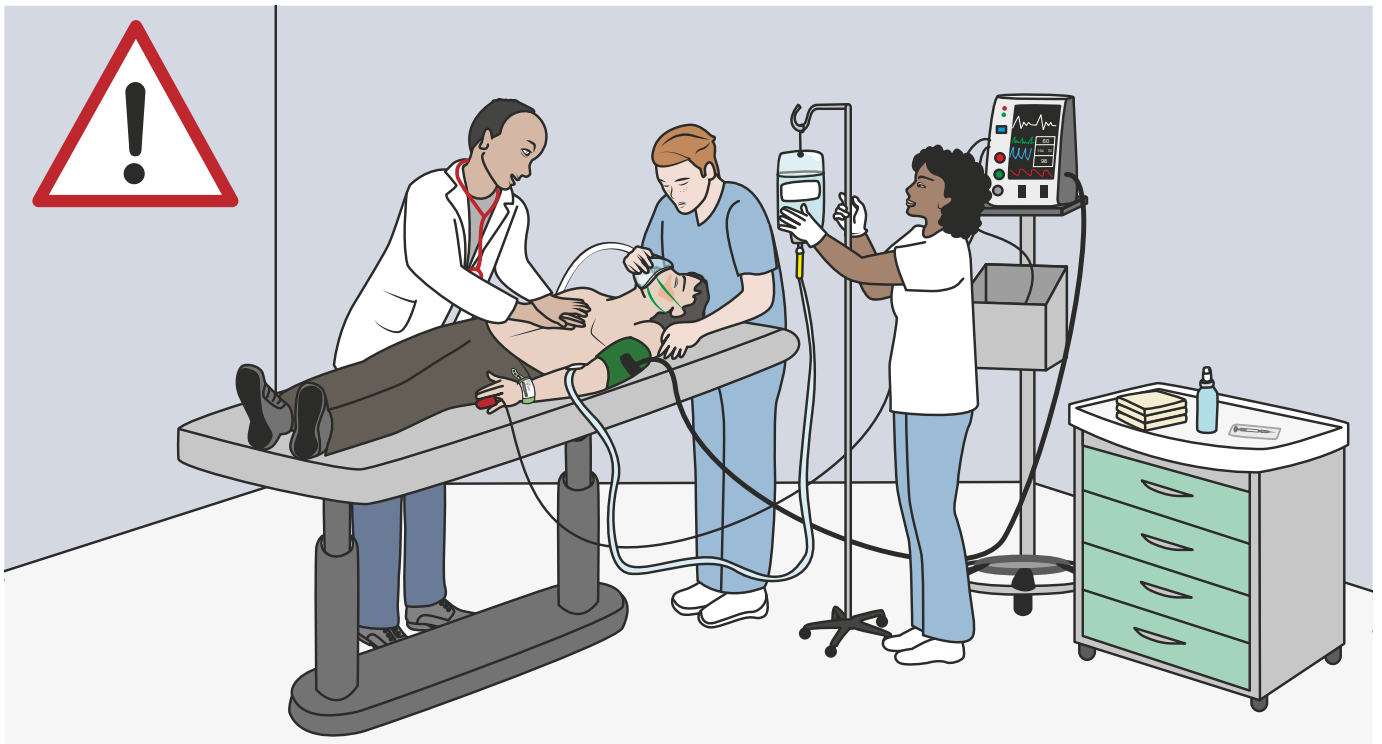


- Or go home.





- If my situation is very serious, the caregivers take care of me right away.



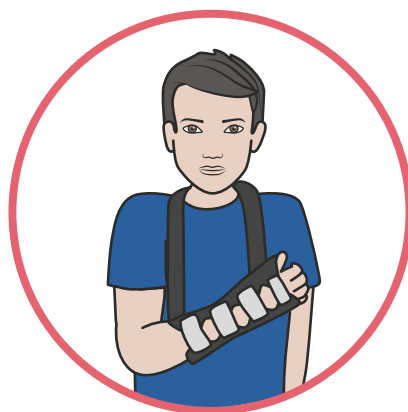
● If I have a fracture, I can get :



A cast



or a splint



● If I have a large wound, I can get :



a bandage



stitches
See the booklet.



a Band-Aid



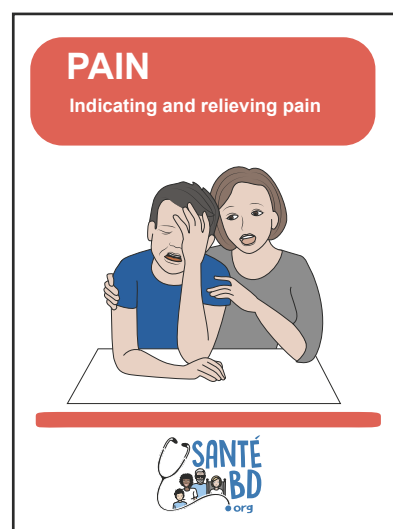
- If I am in pain and scared, there are ways to calm down.

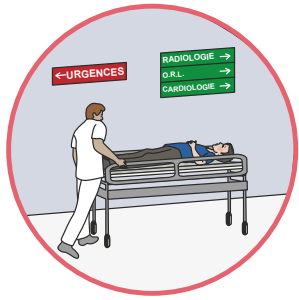


See the booklet "MEOPA".



See the booklet "Pain".

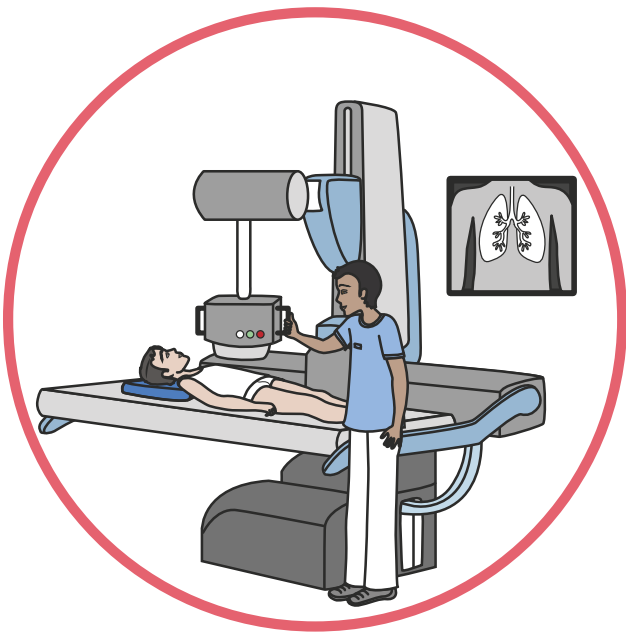




- The doctor may need images of inside my body.
At the hospital, they can perform :

An X-ray

See the booklet.



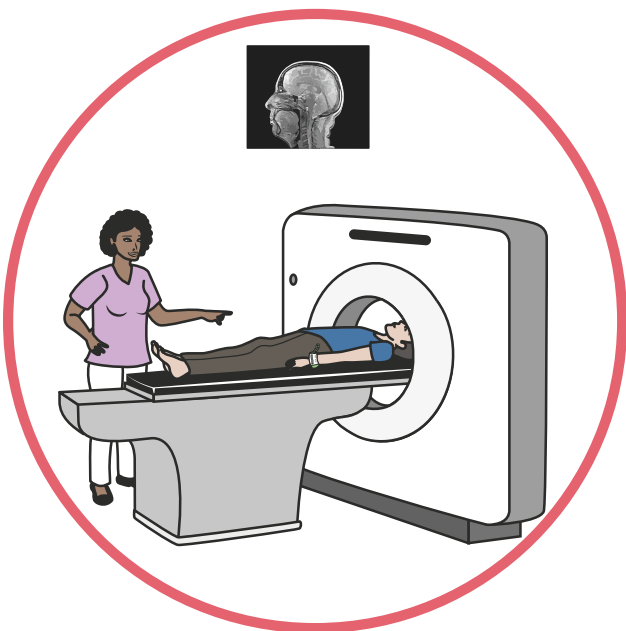
an MRI

See the booklet.

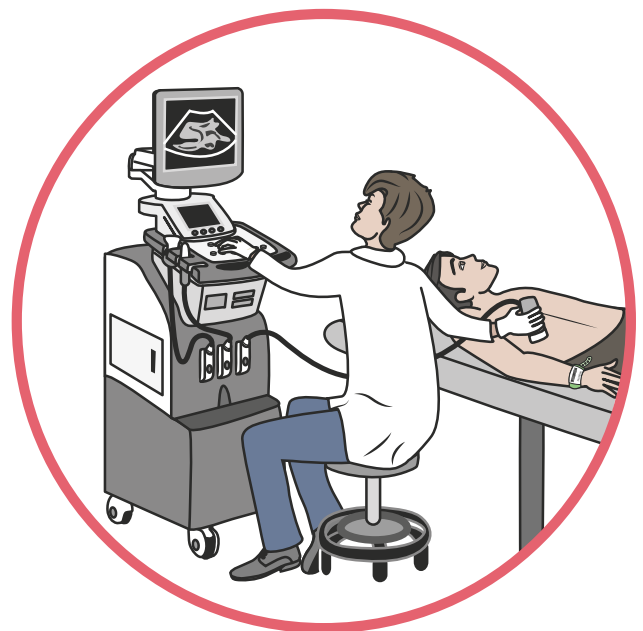


a CT

See the booklet.



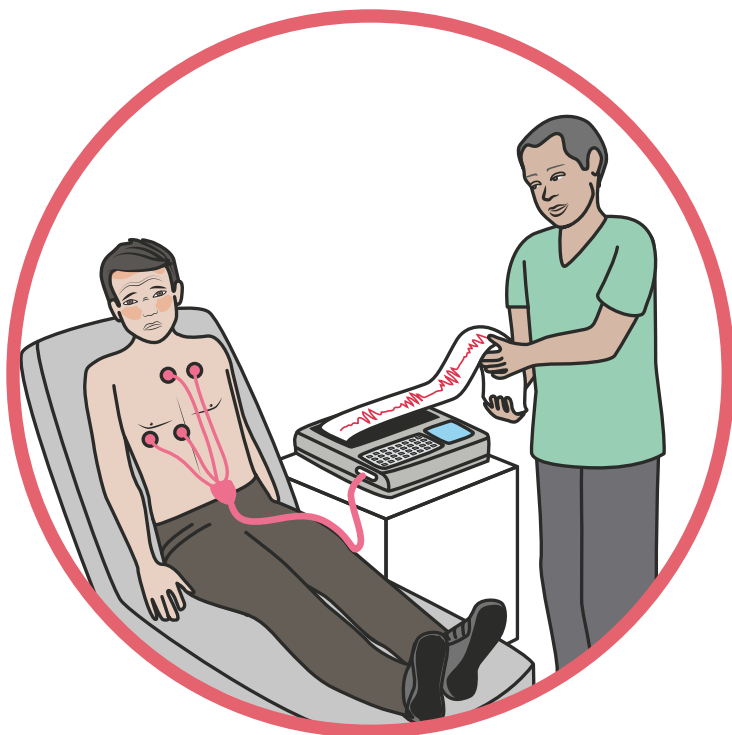
an ultrasound



- The doctor can send me to see another doctor at the hospital.

For example :

a cardiologist



a neurologist



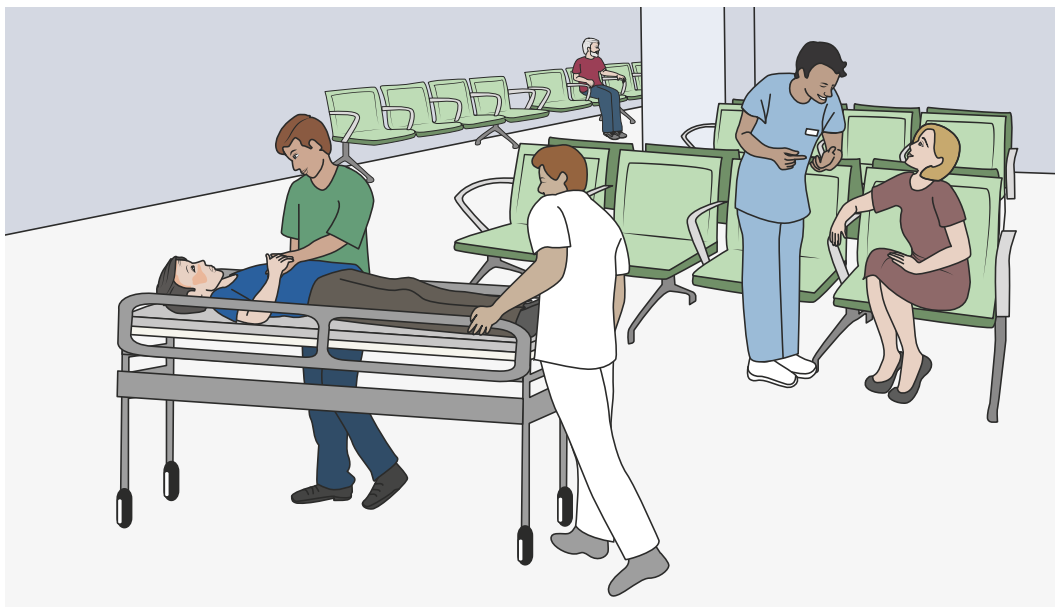
and ENT specialist
(Ear-Nose-Throat)



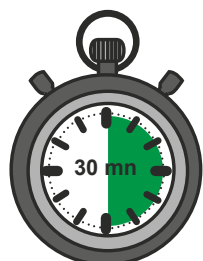
a dentist
See the booklet.



- When the exams are finished, I am sent back to the waiting room.



- I await the results of my exams : this could take a while.
I can wait for more than an hour.



- The doctor explains my results to me.



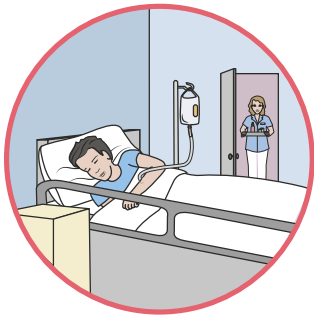
Post-treatments and exams.

The caregiving team decides if :

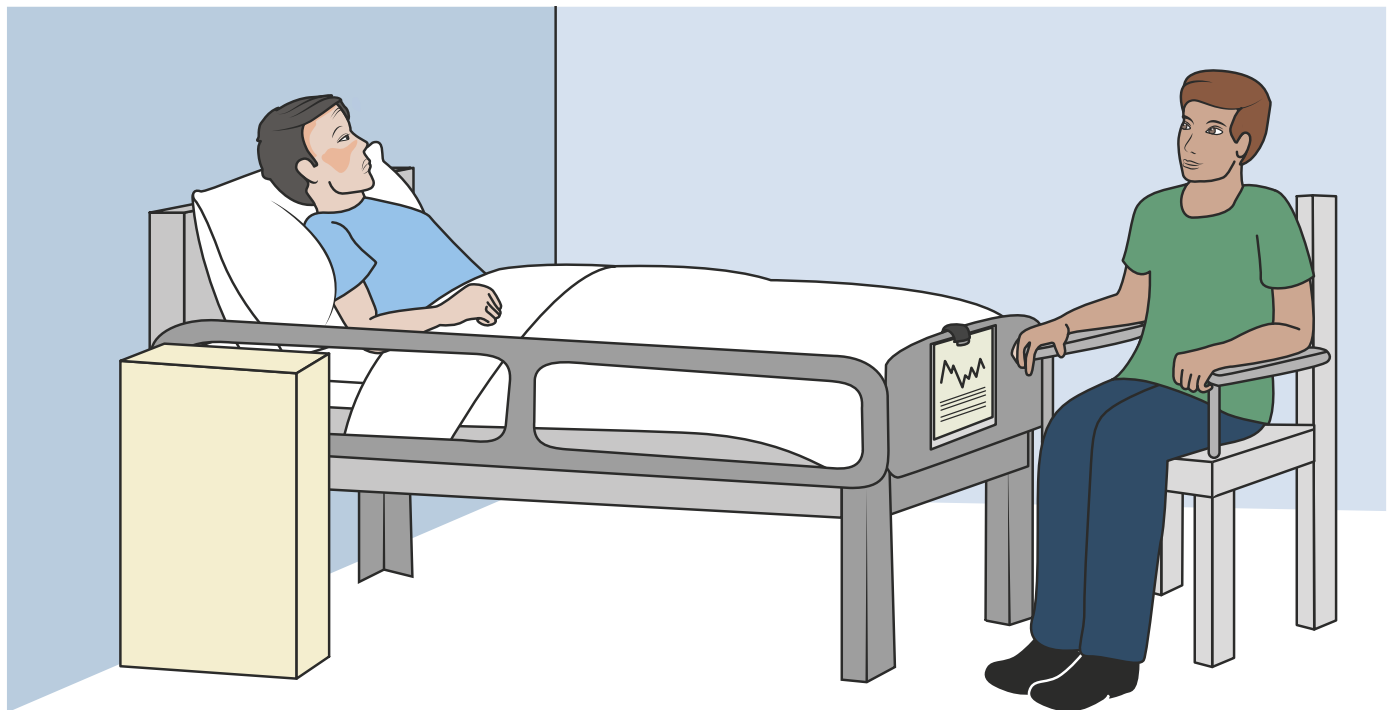
● I should stay at the hospital

● or return home.



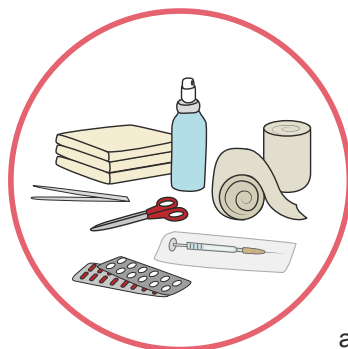


- A person that I know can stay with me.

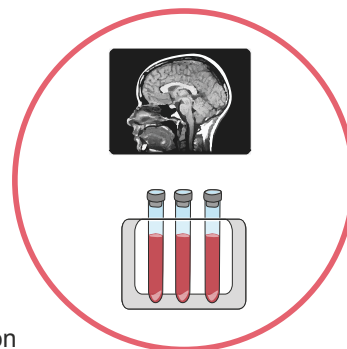


- At the hospital, I can get :

other treatments



more exams

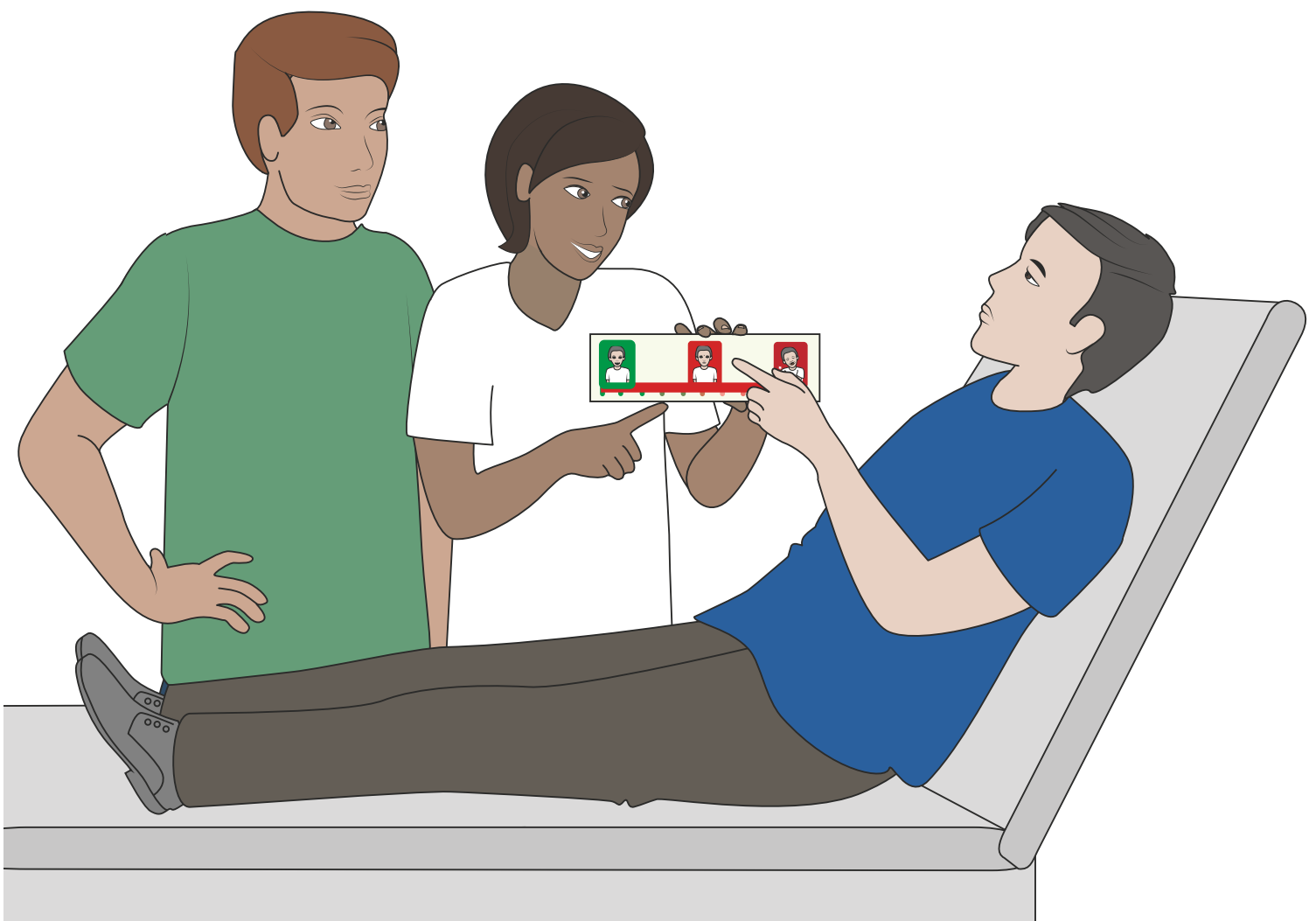


an operation





- Before leaving, a nurse asks if I am in pain.



- If I came with someone, I return home with them :

By car.



By mass transit.



- If I am alone, I can return home :

In a light medical vehicle.



In an ambulance.



In a taxi.





- **A prescription for the pharmacy.**



- **A letter and my results for my doctor.**



- **Medical advice.**



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