

**Any other comments:**

Please feel free to comment on any particularly good or bad experiences or to share your opinions on how your care could be improved in the space below:

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Acute  
Medicine

Directorate of Acute Medicine  
Birmingham Heartlands Hospital  
Bordesley Green East  
Birmingham  
West Midlands  
B9 5SS

0121 424 2000



**Ambulatory Emergency Care (AEC)  
Patient Information Leaflet**



Smoking is not permitted anywhere in the buildings and grounds of this hospital. For advice and support about giving up smoking please call Free Phone 0800 707 6870.

## Ambulatory Emergency Care (AEC)

Welcome to your Ambulatory Emergency Care (AEC) clinic, providing assessment, diagnosis and treatment with the aim of getting you home safely on the same day.

As we have limited space in our ward, your friends or relatives may be asked to wait in a separate area at the entrance of Ward 20, to enable us to see and care for as many patients as possible.

Whilst providing you with high quality, consultant-led care, we also aim to keep your Emergency Department free for acute emergencies and the wards less full for sicker patients who require overnight care.

The vast majority of patients attending the AEC are discharged home on the same day. A small proportion are admitted directly from AEC to the next available and most appropriate ward bed.

### Your Care

Within the AEC we aim to provide the best service possible to our patients. During your visit, you may need diagnostic tests carried out, for example blood tests/x-rays/CT scans. Unlike a routine clinic appointment, we often need you to wait for the results of these tests before we can start appropriate treatment and make the decision to send you home safely.

Patients will usually be seen in order of time from arrival. Occasionally, we may need to see a sicker patient out of time-order and during busy periods, you may have to wait longer to see a doctor. Please bear these things in mind.

We always aim to keep delays to a minimum and will try our best to keep you informed at all times of the next steps in your care. In AEC you will usually be seen by the most appropriate clinician and discharged quicker than if you had waited in the Emergency Department. However, the booking and processing of diagnostic tests associated with your condition will take time, and within this leaflet you will find information about some of the facilities available to you at the hospital to make your visit more comfortable.

During your Ambulatory Emergency Care visit, there are many steps that take place 'behind the scenes' which may mean that the whole process, from assessment to diagnosis, beginning treatment and discharge can take nearly all day (within AEC opening and closing times).

After seeing a doctor, you should be given a letter which contains useful contact information and outlines the process for follow-up of any tests which have been requested. **Most patients will only be seen once in AEC.** If you do need to come back for a follow-up appointment, you will usually be given the date and time of this appointment before you leave.

If an investigation and/or report is required before that appointment, you may be asked to re-attend AEC immediately after the test has been performed or asked for an up-to-date phone number so that we can contact you directly.

### About the AEC

Ambulatory Emergency Care (AEC) is located in Zone 2 on the Acute Medical Unit (AMU), Ward 20 at Birmingham Heartlands Hospital.

The Ambulatory Emergency Care clinic is staffed by medical consultants, junior doctors and qualified nursing staff who will all look after you.

Our contact telephone number is **0121 424 2389**

Opening times are **Monday—Friday, 8am—10pm**

- Refreshments are available in the main hospital entrance foyer and the WRVS shop in the main outpatients department; please ask staff for directions to either of these places
- If your wait is prolonged and you cannot get to either of these places, please speak to the nursing staff in AEC if you require any food or drink.

***If you have any questions or concerns, a member of the AEC staff will always be happy to advise.***

We highly value your feedback and would like to know your opinion of how the AEC could improve the care it delivers to its patients.

Please write any immediate thoughts on the back of this leaflet and hand it in to a member of staff at the reception desk as you leave.

We would also be grateful if you could spare a few minutes to answer the 'Friends & Family' questionnaire which will help us to evaluate your experience in terms of:

- Efficiency and organisation in the AEC
- Your perception of the care you received

**Please ask a member of staff for a copy of this questionnaire if you have not received one.**