



Your comments

If you have any comments about your treatment, please let us know. We aim to provide the best care possible. We are always open to hear feedback on ways of improving our service.

Comments can be directed to the 'Nurse In Charge' of the Emergency Department

For health advice and information please call
Healthdirect Australia on 1800 022 222



The Emergency Department Clinical Initiatives Nurse



The Emergency Department

Welcome to the Emergency Department (ED). The ED system works to treat patients in order of medical urgency. Patients with life threatening illnesses and injuries regularly arrive needing our urgent attention. Most of these patients do not come through the waiting area so you may not see them arriving.



This means patients and carers may expect to spend time in ED waiting rooms.

What is the Clinical Initiatives Nurse role?

NSW Health introduced the Clinical Initiatives Nurse to care for patients in major ED waiting rooms. The Clinical Initiatives Nurse is usually on duty during the busiest times in the ED; afternoons, evenings and weekends. The Clinical Initiatives Nurse may be able to assist you while you are waiting for treatment.

The Clinical Initiatives Nurse will be able to advise you about whether you are able to eat or drink while waiting. They will also be able to help you with any concerns you may have.

What do Clinical Initiatives Nurses in the Waiting Room do?

The Clinical Initiatives Nurse is an Emergency Nurse who will:

- **Check on your medical condition regularly;**
- **Keep you informed during your wait, and;**
- **Commence your care in ways such as; providing first aid and pain relief, organising x-rays or taking blood tests, commencing rehydration and dressing wounds.**

In some cases the Clinical Initiatives Nurse can refer you to other services which suit the care you require.



Never leave the Emergency Department without telling a Nurse or Doctor that you are going.

Where will the Clinical Initiatives Nurse commence my care?

Clinical Initiatives Nurses will do basic first aid in the waiting room. They may take you to a private area near the waiting room to ask further questions about your condition, start diagnostic tests or initiate treatment and ask you to return to the waiting room.



Can I leave the Emergency Department after the Clinical Initiatives Nurses sees me?

In most cases the Clinical Initiatives Nurses will start care or organise tests according to protocols, but is not able to complete your treatment. If you have x-rays or tests done you will need to wait until you are seen by a qualified clinician who can give you a diagnosis and organise any follow up treatment you may require.

What if I decide to leave?

If you decide to leave the ED before your treatment is completed, you may be called and asked to return, or you may have to follow up results of any tests performed with your local General Practitioner.

Remember, if you choose to leave before receiving results of tests performed while you are at the ED, please ensure that you follow up the results.