

This leaflet will explain what is meant by and what to expect from Ambulatory Emergency Care (AEC)

What is Ambulatory Emergency Care (AEC)?

Ambulatory Emergency Care (AEC) is part of the Emergency Department (ED) and is a service which provides same day emergency care to patients at our hospital. This means that patients are assessed, diagnosed, treated and, in the majority of cases, are able to go home the same day, without being admitted overnight.

Please keep in mind that everyone is different and so your journey through AEC may differ from that of another patient as we aim to tailor the journey to your needs.

Where will you find AEC?

AEC is currently located beside the ED. You can find us in the East wing of the hospital on Level B in the main corridor. Follow signs for Ambulatory Emergency Care (AEC).

What is the purpose of AEC?

AEC is designed to offer same day service to patients requiring emergency care. We can deliver treatments and investigations and aim to prevent admission. Patients seen in AEC will have been through the ED streaming process to determine their suitability for AEC.

Who will you see in AEC?

AEC is staffed by a small team of experienced nurses and health care assistants. We have an ED Senior doctor who works with us daily and we also work closely with specialty teams such as Surgeons, Medics, ENT (Ear, Nose and Throat), Maxillo Facial, Gynaecology and many others. The services of specialist nurses are utilised when needed.

How long will you be in AEC?

We aim to have assessed, treated and made a plan for your care within the shortest amount of time possible. Due to the nature and unpredictability of AEC and ED we cannot promise that you will not wait.

What will happen when I am discharged from AEC?

We aim to discharge the majority of our patients home from AEC. When you are being discharged you will receive a discharge letter, (your GP will also get a copy). If you require medications, you will be asked to take a prescription to the hospital pharmacy (this may incur a charge). On occasion it may be appropriate to ask you to re-attend AEC, or another department, for follow-up or we may simply advise you to see your GP.

What happens if I am admitted to hospital?

We will only advise a hospital admission if we feel it offers you the best care pathway. We will arrange a bed on a ward and move you to it as soon as possible. The hospital can provide the basics such as toothbrush and tooth paste but where possible, we advise having an overnight bag with you. Please be aware that the wards do have visiting restrictions and we would ask you to be respectful of them.