Emergency Patient Journey

Multiple Ways to Register – Your Comfort Comes First

You may register in the way that's most convenient for you:

- Walk right into our Emergency Department.
- Scan the QR code you'll find at our entrance.
- Use our SGH mobile app.
- Visit our website.
- Or simply call our 24/7 Call Center.

In Critical Cases, We Treat You First

- If you're in a serious or life-threatening condition, don't worry about registration. Our doctors and nurses will begin your treatment immediately. We'll complete the registration process after your condition is stabilized so you get the care you need without any delay.

Checking for Previous Visits – To Know You Better

- If you've visited any Saudi German Health facility before, we'll check our system to find your previous records. This helps us understand your medical history better and ensures we don't create duplicate records.

A Simple Step for Your Safety

- To make sure we have the right information and to keep you safe, we'll ask you (or your family) to show a valid ID:
  - UAE ID, Passport, Or any official photo ID. This helps us follow UAE laws and also ensures your details are correct.

Your Information Is Safe With Us

- Everything you share with us is kept **strictly confidential.** Only authorized staff can view your information, and we follow all UAE data protection rules to keep your privacy safe.

Your Fast Track to Quick Care: Minor Concerns, Major Attention

What is Fast Track?

- If your condition is not serious and doesn't require extensive testing or emergency intervention, we'll direct you to our Fast Track section. This helps you receive the right care, quickly and efficiently, without unnecessary waiting.

How It Works

- One of our triage nurses will assess your symptoms shortly after you arrive.
- If your case is suitable for Fast Track (like mild fevers, minor injuries, simple infections, etc.), you'll be directed to a dedicated area where care is streamlined for quicker attention. You'll still receive high-quality medical care—just in less time.

Why Fast Track?

- **Less waiting:** You don't wait behind more urgent cases.
- **Focused care:** A medical team dedicated to low-acuity cases is available to help you.
- **Efficiency:** It helps us keep the entire Emergency Department running smoothly, for everyone.

Triage – Helping You Get the Right Care, Right Away

We use the Canadian Triage and Acuity Scale (CTAS) to assess every patient within 5 minutes of arrival.

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CTAS 1–2: Immediate Attention

- If your condition is very serious or life-threatening, such as severe pain, breathing difficulty, or unconsciousness, you'll be taken immediately to our Resuscitation or Critical Care area for urgent medical attention by our doctors and nurses.

CTAS 3–5: Managed Wait Time

- If your condition is less urgent, you'll be placed in a queue and seen based on your medical needs and how busy the department is. We aim to minimize your wait while ensuring every patient receives the appropriate level of care.

Ongoing Reassessment

- While you wait, our clinical team will regularly check on you. If your condition changes or your wait exceeds our guidelines, your triage level may be reassessed to ensure your safety and comfort.

Nurse Assessment - Your Safety and Comfort Are Our Priority

Once you're brought into your treatment room, one of our skilled nurses will carry out a primary assessment to better understand your condition and needs. This helps us personalize your care and keep you safe.

ID Verification

- We'll kindly ask to confirm your identity—usually with your ID or wristband—to ensure we're providing the right care to the right person.

Vital Signs, Pain Score, Allergies

- We'll check your blood pressure, heart rate, temperature, and oxygen levels. We'll also ask about any pain you're experiencing and if you have any allergies we should know about.

Your Health History

- To better understand why you're here today, we'll ask you some brief questions about your current symptoms and any related health history.

Risk Screenings

- For your safety, we'll check for any risk factors such as the possibility of falls, infections, or signs of abuse or neglect.

Mental and Physical Wellbeing

- We'll assess your awareness, mood, and ability to move safely so we can support you appropriately during your stay.

Ongoing Monitoring

- Depending on the urgency of your condition (your triage level), we will continue to reassess your status and provide updates to your care team.
- Your nurse will share all this information with the attending physician so we can work together to give you the best care possible.

Physician Assessment - Focused Care, Tailored to You

After the nurse's assessment, one of our experienced emergency physicians will meet with you to better understand your condition and guide your care.

Personalized Clinical Evaluation

- Your doctor will start by reviewing the triage findings and asking more detailed questions. This clinical evaluation helps them get a clear picture of what's going on and what's needed next.

Clear Explanation of Your Care Plan

- We'll explain your treatment options in a way that's easy to understand. Whether you're the patient or the caregiver, we want to ensure you feel fully informed and confident in every step of your care.

Ordering the Right Tests and Medicines

- If needed, your doctor will request lab tests, imaging (like X-rays), or medications—these will be safely entered into our electronic system to ensure accuracy and coordination.

Prescribing Controlled Medications (When Needed): If a medication that's considered "controlled" (like strong pain relievers) is needed, we take extra care to protect your safety and well-being:

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- We'll verify your ID to make sure everything matches.
- Your doctor will clearly document your condition and any known allergies.
- We'll explain how to take the medication, what side effects to watch for, and how to use it responsibly.

Specialist Review - Bringing Expert Insight to Your Care

Sometimes, your condition might need the expertise of a doctor from another specialty. When that happens, we make sure the right specialist is involved—quickly and efficiently.

Getting the Right Expert for Your Case

- If your situation requires care beyond what the Emergency Department typically handles, we'll promptly arrange a consultation with the right specialist—whether it's a cardiologist, neurologist, surgeon, or another expert. Our goal is to get you the best possible care without delay.

Acting Fast in Urgent Situations

- For urgent cases, we may take verbal or telephone orders from the specialist to begin treatment right away. These orders are always carefully documented afterward to ensure your records are complete and accurate.

Keeping Everything on Record

- Every examination and consultation is recorded in your electronic health record (EHR), so your entire care team stays informed and aligned on your treatment plan.

Observation - Caring for You While We Monitor Your Progress

Sometimes, you may not need to be admitted right away—or sent home just yet. That's where our **Observation** area comes in. It's a dedicated space where we can keep a close eye on your condition while making the best decision for your next step in care.

Continuous Monitoring for Your Safety

- While you're here, our team will **regularly check your vital signs**, like heart rate, blood pressure, and breathing, to see how your body is responding.

Ongoing Reassessments

- If there's any **change in your condition**, or if we receive **new test results**, we'll immediately reassess your situation. This helps us decide whether you're ready to go home, or if you need to be admitted for further care.

Keeping Everything on Record

- Everything we observe and do is carefully **documented in your electronic health record (EHR).** This ensures continuity of care—whether you stay with us or follow up elsewhere.

Admission - Helping You Transition Safely to the Next Step

Once we've evaluated your condition, we'll decide together whether you need to be admitted, kept under observation, or transferred to another facility. Our goal is to make this process as smooth and reassuring as possible.

If you're Being Admitted - When it's determined that you need to stay with us for further care:

- **We'll arrange a bed for you.** Our Nursing Supervisor will ensure you're placed in the right unit that matches your medical needs.
- **We'll complete your admission details.** This includes your name, diagnosis, urgency level, and any special instructions your care team needs to know.
- **Your doctor will prepare a care plan.** This outlines your treatments, tests, and medications.
- **We'll hand over all important details.** Using a structured form called SBAR (Situation, Background, Assessment, and Recommendation), we ensure your care continues seamlessly between teams.
- **You'll receive your ID and allergy bands.** These are placed before you're moved to ensure safety during your stay.
- **We'll keep you informed.** You and your family will know where you're going, what to expect, and how everything works at your new location in the hospital.

If you're Being Transferred to Another Facility - Sometimes, we may need to send you to a different hospital or specialized unit. In that case:

- **All your information will go with you.** We'll send it through our electronic health system or print it out for the receiving team.

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- **You'll be transferred safely.** We'll make sure you're medically stable for the move and arrange for an ambulance if necessary.
- **We'll confirm everything's ready.** Including the availability of a bed at the receiving facility—so you're never left waiting.

Pharmacy - Making Sure You Receive the Right Medications Safely

Your health and recovery are our top priority—and that includes making sure you get the **right medications at the right time**, with full understanding of how to use them.

Here's what to expect from our Pharmacy Team:

- **We'll prepare your medications promptly.** Once your doctor has prescribed your medications, our pharmacy team will get them ready for you without delay.
- **Safety comes first.** We carefully check each prescription against any allergies you may have and review your existing medications to avoid harmful interactions.
- **We'll explain everything clearly.** When you receive your medication, we'll make sure you understand:
  - How and when to take it.
  - What it's for.
  - Possible side effects and what to do if they happen.

Laboratory - Fast and Accurate Testing to Guide Your Care

When you're in the Emergency Department, we know time matters. Our lab and imaging teams are here to provide **quick, accurate results** to help your care team make the best decisions for you

Tests are ordered based on your condition. Your doctor may request lab work, an X-ray, an ECG, or other diagnostic tests depending on what you're experiencing.

Urgent tests are prioritized. If your condition requires immediate attention, we mark your tests as **urgent (STAT)** so they're done as quickly as possible.

We track and meet timelines. The team follows strict time targets to make sure results come back promptly—so you're not left waiting.

Your care team is updated right away. As soon as test results are ready, they're shared directly with your doctor and nurses, so they can take the next steps in your care.

Scope of Service - Making Sure You Get the Right Care in the Right Place

At the Emergency Department, we're here to care for urgent and emergency medical needs—whether you're in pain, injured, or suddenly unwell. Our goal is to make sure you get the care you need as quickly and appropriately as possible.

We assess if your condition is within our emergency care scope. If it's something we can treat safely and effectively here in the ED, we'll get started right away.

If your needs are better served elsewhere, we guide you. For non-urgent concerns or conditions that need long-term care, we'll refer you to the right outpatient department or specialty clinic. This ensures you receive targeted care from the right experts—without unnecessary delays.

Outpatient Department - Schedule follow-up appointments for patients requiring further care.

Whether you need to see a specialist, start physiotherapy, talk to a mental health professional, or follow up on test results—we'll make sure you're connected to the care you need.

Your referral and next steps are securely recorded in our system, so every provider you see has access to the right information.

You'll receive easy-to-follow guidance on how to book your next appointment—whether it's through a hotline, our mobile app, or the website. We'll also tell you what to expect and who you'll be seeing.

Surgery - Coordinating Urgent Surgical Care When You Need It If your emergency visit shows that you need surgery, don't worry—we'll take care of everything to make the process as smooth and safe as possible.

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If your condition requires urgent surgery, we'll immediately contact the surgical team so they can assess you without delay.

Our team coordinates all necessary pre-operative checks—like blood tests, imaging, and consent—so you're fully ready and safe before entering the operating room.

Transfer to Other Facilities - Getting You the Specialized Care You Need

Sometimes, your condition may require care that's best provided at another hospital or specialized center. If that's the case, we'll make sure your transfer is smooth, safe, and well-coordinated.

Our team will coordinate with the ambulance service and inform the receiving facility so they're ready to care for you as soon as you arrive.

You or your family will be asked to sign a consent form before the transfer. If you're unconscious or critically ill, we'll proceed in your best interest following emergency protocols.

A copy of your triage notes, test results, and treatment provided here will be securely shared with the receiving facility to ensure continuity of care.

Discharge Advice - Helping You Leave Safely and Confidently

When it's time for you to go home, we want to make sure you feel supported, informed, and prepared for your next steps.

Your doctor will confirm you're ready to be discharged and will document your diagnosis, treatment, and care summary in our electronic health system.

A nurse or doctor will go over your medications, signs and symptoms to watch for (red flags), and any follow-up appointments or care instructions you need.

You'll receive a printed discharge summary, and if needed, we'll provide translations in your preferred language.

We'll make sure you and your family understand everything before you leave. Don't hesitate to ask about your care, medications, or what to do next.

If you're elderly, have a disability, or face social challenges, we'll connect you with a case manager or social worker to help ensure a safe and supported discharge.

Follow-Up Care and Referrals - Supporting Your Healing Beyond the ED

Your care doesn't end when you leave the Emergency Department. We're here to make sure you continue getting the right care at the right time—even after you go home.

If your condition needs further care, we'll help you book appointments with the right specialists—whether that's a cardiologist, physiotherapist, mental health professional, or another service.

Your referral and follow-up plans are documented in our electronic health record system so your healthcare team stays updated and connected.

We'll clearly explain how to access your follow-up care, including phone numbers, websites, or app-based portals to book your next visit. We'll make sure you know who to contact, when, and how.

Patient Experience - Keeping You Informed, Heard, and Respected

We believe that you deserve clear, respectful communication at every step of your care journey. That's why we focus on keeping you informed and involved.

Clear, respectful conversations. Our team is committed to speaking with you in a kind and professional manner, making sure you always feel heard and valued.

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- We'll use words and explanations that are easy to understand, and if needed, we'll provide language support that matches your cultural and linguistic needs.
- When appropriate, we welcome your family members or caregivers into the conversation to help support your care and decisions.
- We'll explain your diagnosis, treatment, and medications in a way that makes sense—so you feel confident about what's next.
- Questions are encouraged. We want to make sure you fully understand your care plan and medication instructions before you leave.