

## Patient information

# Ambulatory Emergency Care Centre

The Ambulatory Emergency Care Centre is situated within the Acute Assessment Unit (AAU).

## What is Ambulatory Emergency Care (AEC)?

Ambulatory emergency care is a service providing same day emergency care as an alternative to hospital admission.

## How does ambulatory emergency care work?



It works in six simple steps:

- 1. Before you arrive:** You will have been referred to the Ambulatory Emergency Care by your GP, Emergency Department or some other clinical route for example outpatient clinic.
- 2. On your arrival:** You will be greeted by a member of staff who will introduce themselves and show you the unit facilities.
- 3. Initial assessment:** A nurse and doctor will undertake an initial assessment. They will ask you to explain your symptoms and the background to your illness.
- 4. Investigations:** You may have to wait while the staff arranges investigations such as x-rays and/or scans. The staff on the unit will, with your consent, take your blood pressure, pulse, temperature, weight etc. They will also take blood samples and, depending on your symptoms, may record an ECG or request an X-ray
- 5. Treatment:** Once the results from your tests are available, they will be reviewed by a Consultant who will create a treatment plan with you.

**6. Next steps:** Once your care in the unit is complete the staff will inform you of the next steps for your treatment before you leave. This may include a return visit to the unit for continued treatment and review. Where possible, arrangements will be made for you to continue treatment at your place of residence.

To ensure we maintain a high standard of service to our patients we would like you to complete a feedback form before you leave.

*If you would like any information regarding access to the West Suffolk Hospital and its facilities please visit the website for AccessAble (the new name for DisabledGo)*  
<https://www.accessable.co.uk/organisations/west-suffolk-nhs-foundation-trust>



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