



# HIGH LEVEL MODEL OF CARE

## When you need emergency care



The Emergency Department will communicate and engage with you to support the public understanding, day to day access and ongoing development of emergency services.

1a Engagement

1c Patient Alerts

1b Public Information

1d Operating Status

## When you arrive at the hospital



The Emergency Department will have sustainable environments and protective processes to greet you on arrival quickly identify who you are and why you have attended.

2a Meeting and Greeting

2c Ambulance Arrivals

2b Navigation

2d Clinical Triage

## When you are examined



The Emergency Department will ensure that you are directed to the right clinician, in the right place and at the right time, based on your level of need and discomfort

3a Comfort and Safety

3c Staffing Levels

3b Active Monitoring

3d Shared Decisions

## When you need treatment



The Emergency Department will provide you with a definitive diagnosis and a range of effective interventions, treatments and advice and agree a plan for your ongoing care.

4a Clinical Facilities

4c Specialist Review

4b Treatment Protocols

4d Continuity of Care

## when you are ready to go



The Emergency Department will have effective arrangements in place to provide continuity of care with the minimum of delay, when you are ready to leave.

5a Ongoing Referral

5c Expediting Delays

5b Admission Rights

5d Clinical Information