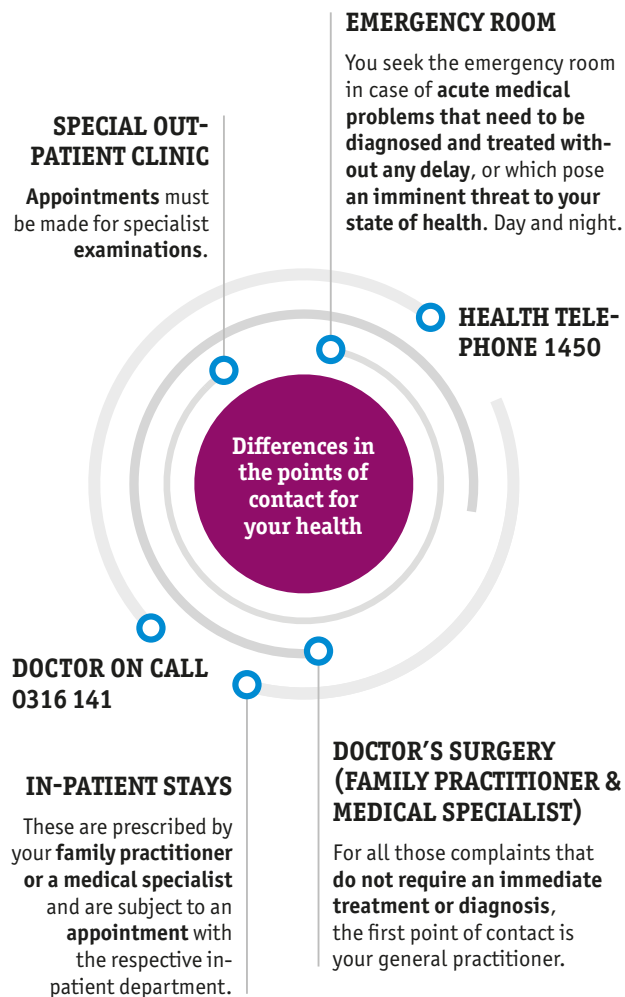


FIND THE RIGHT PLACE FOR EVERY PROBLEM:



In the case of chronic complaints or complaints that do not require immediate medical attention, please consult your family practitioner or a medical specialist.

BEHAVIOUR RULES FOR THE OUTPATIENT CLINIC:

It is important that we protect our **patients** and our **staff**. Therefore, we kindly ask you to **comply with some basic behaviour rules**.



It is obligatory to wear a **surgical mask** when there is a suspicion of **infectious diseases** (runny nose, coughing, nausea).



Disinfect your hands upon entering the building, after wiping your nose, sneezing, or visiting the toilet, and whenever asked to do so.



Taking photographs is strictly forbidden out of consideration of other people's personal rights (staff and patients).



Keep a calm demeanour, speak quietly. **Only one accompanying person** is allowed, and only if they are necessary for support.



If you do not speak sufficient German or English, please bring an **accompanying person who can translate**.

Our staff is **working** for your health **around the clock** and are doing an enormous amount of work. We expect a **polite and correct behaviour**. You must necessarily follow their instructions. **Thank you very much!**



Emergency Room for Internal Medicine and Surgery
Regional Hospital Graz II – West
Göstinger Strasse 22, 8020 Graz
+43 316 5466-0, www.lkh-graz2.at




EMERGENCY ROOM

Patient information on admission and procedures

Regional Hospital Graz II – West
Specialist areas
Internal Medicine and Surgery

Our emergency room only treats **emergencies** in the areas of internal medicine and surgery.

1 **2** **3** — Upon admission, patients will be ranked according to **how urgently** their complaints **need to be treated**. There are international triage guidelines in place for this purpose.

 This will lead to **varying waiting times**, and we appreciate your understanding in this regard: life-threatening conditions always have priority, and therefore all other complaints must wait.

In any event, report to the health-care staff if your condition worsens during the time of waiting.

In order to avoid very long waiting times, we kindly ask you to check again how urgent your complaints are before you register.

PROCEDURE:



REGISTRATION

You will require **an official photo ID** and your **e-card** for this purpose. Please bring accompanying persons along only if you need support.



URGENCY ASSESSMENT

We will question you with regard to **your complaints and symptoms** and will **place you on the wait list** accordingly.



EXAMINATION AND CASE HISTORY

Medical examination and **query** of medically relevant information. **Ordering** of further specialist examinations.



LABORATORY SAMPLES

In most cases, it is necessary to **collect samples** for laboratory testing. The **evaluation** takes **on average at least two hours**.



DIAGNOSIS AND TREATMENT

The necessary **diagnostic** (e. g. laboratory tests, ultrasound, or x-rays) and **treatment procedures** will be carried out.



FINAL CONSULTATION

Once all findings are available, we will discuss the **result**. You can **leave** the hospital, you will remain under **observation**, admitted in our hospital as an **in-patient**, or **transferred** to one of the hospitals we cooperate with.

SPECIALIST AREAS IN THE REGIONAL HOSPITAL GRAZ II WEST:



Internal Medicine



Surgery

Planned in-patient admissions are only possible **upon appointment** arranged by the family practitioner or a medical specialist.

The **treatment** of referred patients **in the specialist outpatient clinics and specialist examinations** take place **after prior appointment**. This is not part of the emergency room tasks.

OUR HOSPITAL DOES NOT COVER THESE SPECIALIST AREAS:



- Paediatrics
- Gynaecology and obstetrics
- Ear, nose, and throat diseases
- Ophthalmology
- Dentistry
- Trauma surgery
- Orthopaedic disorders
- Neurology and psychiatry

In case of emergency, please contact **directly** one of the hospitals in Graz that have the corresponding specialised departments.

For many health complaints, you can also receive help by calling the health telephone at 1450 or the doctor on call at 0316 141.