

Regional University Hospital of Malaga

EMERGENCY SERVICE

This information will guide you, whether you are a user or a family member, during the time you remain in the Emergency Service of our Hospital.

We ask you to follow the instructions reflected in it, and if you have any questions, ask us, we will clarify it.

All of us who work here are at your disposal

Admission and User Service Telephones:

951 29 11 62 - 951 29 11 63

GENERAL INFORMATION

The main objective of the Emergency Service of the Regional University Hospital of Malaga is to serve you with our highest quality and efficiency.

During the visit, the responsible doctor and nurse will inform you together with the patient.

If your family member needs help with food (lunch and dinner) and wishes to collaborate, notify the health personnel.

WHERE SHOULD YOU GO?

- User who comes by their own means:
 - You will access the Admission area where you will be identified and admitted. You will need to provide a contact telephone number.
 - You will be provided with an identification bracelet.
 - A companion sticker will be delivered to the family member designated by the user to accompany him and receive clinical information. As long as they are under 16 years of age, severely disabled and dependents with a caregiver card. The rest of the companions must remain in the waiting room for family members in the Emergency Department, avoiding staying at the emergency room door.
 - You will be taken to the patient waiting room and called to one of the Classification Stations.
- User who comes by their own means and expresses being positive COVID or symptomatic close contact:
 - You will access the Admission area where you will be identified and admitted. You will need to provide a contact telephone number.
 - An identification bracelet will be provided.
 - You will be taken to the qualification waiting room.

WHEN AND HOW WILL YOU BE SERVED?

The medical care of patients who come to the Emergency Service will be carried out according to the severity of the health problem, prioritized by health personnel, and not by the order of arrival.

POLYCLINIC AREA

Once assessed in the Classification Post, you can proceed to:

- Basic circuit consultations
- Multi-purpose circuit consultations
- Traumatology circuit consultations / treatment room
- Observation Area

This area is where the patient and his authorized companion will remain while waiting:

- Complementary tests
- A new clinical assessment
- Transfer to other areas of the Hospital.

The length of stay in this Area will vary depending on your process.

Do not hesitate to contact the health personnel who attend you in this area if you have any questions or needs.

OBSERVATION AREA I, II and III

In this Area those patients with pathology that require evaluation or treatment that require bedridden are admitted. From this area they can be discharged after the improvement or resolution of their process, they can be admitted to other areas of the Hospital or they can be transferred to another hospital.

STAYING OF FAMILY MEMBERS: The permanence of family members in these Observation areas is not contemplated except optional criteria.

VISITING HOURS AND INFORMATION

Observation I and armchairs

12: 00-12: 30 MORNING

20: 00-20: 30 AFTERNOON

Observation II

12: 30-13: 00 MORNING

20: 30-21: 00 AFTERNOON

Observation III

12: 00-12: 30 MORNING

20: 00-20: 30 AFTERNOON

We consider that family visits are important for the patient, however in order to seek the greater comfort of all admitted patients, so that during the visit only one family member may stay with the patient.

The exchange of family members will not be allowed

The Information Officer will pick you up in the family waiting room and will accompany you to the Observation Area and will tell you where your family member is.

HIGH BIOLOGICAL RISK AREA

Once assessed in the High Biological Risk classification zone, you can proceed to

- Consultations
- Observation Area

This area is where the patient will be waiting:

- Complementary tests
- A new clinical assessment
- Transfer to other areas of the Hospital.

Do not hesitate to contact the health personnel who attend to you in this Care Area if you have any questions or needs.

No companion is allowed in this area. All information will be provided to the patient or by telephone to their family member.

BELONGINGS:

Do not bring valuables. If you do, we advise you to give them to your family member



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Universitario
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