

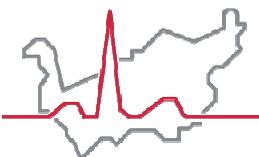
Welcome to the emergency department of the Sion Hospital

INFORMATION
FOR PATIENTS AND ACCOMPANYING PERSONS



**The emergency department of the Sion Hospital is open
24/7.**

Each year, more than 25,000 patients receive care here,
including 3,500 children.



Hôpital du Valais
Spital Wallis

www.hopitalvs.ch | www.spitalvs.ch

ARRIVAL AND ADMISSION

You will be welcomed by a specialised nurse who will assess your health regardless of your means of arrival. In case of doubt, the nurse may ask the opinion of the supervising doctor on duty.

You will be assigned a degree of injury, according to a standardised scale called **TRIAGE**.

Triage provides a time limit for moving patients to the treatment areas. After triage, the secretaries will take care of your admission paperwork.

DEGREE OF SEVERITY



WAITING

By definition, emergency care cannot be planned.

Despite our best efforts, you may have a prolonged wait.

Patients with severe illnesses or injuries require a lot of resources and time. It is not unusual to see 2 or 3 doctors, and as many nurses, providing care for a single patient.

CARE IN THE TREATMENT AREA

Once settled in the treatment area, your care will be provided by a nurse and a doctor, under the authority and supervision of the supervising doctor on duty. The wait in the treatment area is sometimes longer than it is in the waiting room. In some cases, additional tests are necessary for the diagnosis (laboratory, radiology, specialist opinion...) and can take a number of hours. It is possible that you may be transferred to the short stay unit while awaiting full results.

Should you have any questions concerning the process of diagnosis, feel free to ask the medical staff.

FAMILY AND ACCOMPANYING PERSONS

If possible, your family and accompanying persons will be included in your care (with your consent). When appropriate, they may stay by your side. Naturally, they will be asked to remain in the waiting room during the clinical examination. As a matter of principle, no information will be given, either directly or over the phone, without your consent.

HOSPITALISATION

If you are hospitalised, a room request is made to the Patient Flow Management Unit. You will be accommodated in one of the hospitals in the Hôpital du Valais group, depending on the information provided by the emergency department doctor and the availability of beds at the various sites.

The emergency department doctor is not directly responsible for patient placement.

If you are transferred, your preferences and wishes will be taken into account as far as resources allow.

RETURNING HOME

If you are returning home, you will be given a prescription and/or medical certificate. If possible, medication for overnight will be provided.

An examination report will be sent to your GP within 24 to 48 hours.

If you do not have a GP, and the doctor's workload allows it, you may ask for the report to be provided immediately. If this is not possible, our administrative staff will send you the report later.

PARKING

If you park in the drop-off area (max. 10 min) directly outside the entrance to the emergency department, you will be asked to move your vehicle to parking zone 3 or 10. There is a parking fee.

For further information, see: www.hopitalvs.ch/parking-sion.

CONTACTS

Useful telephone numbers

| | | |
|---|------------------------------|-------------------------------------|
| Life-threatening emergencies, ambulance | | 144 |
| Medical care on duty, Valais (basic rate fr. 0.50/call + fr. 2.00/min.) | | 0900 144 033 |
| Poisoning | | 145 |
| Paediatric emergencies | | +41 (0)27 603 41 41 |
| Psychiatric emergencies | Valais Romand Haut-Valais | 0800 012 210 +41 (0)27 604 33 33 |
| Late-night pharmacy, Valais Dental emergencies, Valais (basic rate fr. 0.50/call + fr. 2.00/min.) | | 0900 558 143 |

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Hôpital de Sion
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For further information, see: www.hopitalvs.ch/emergency