

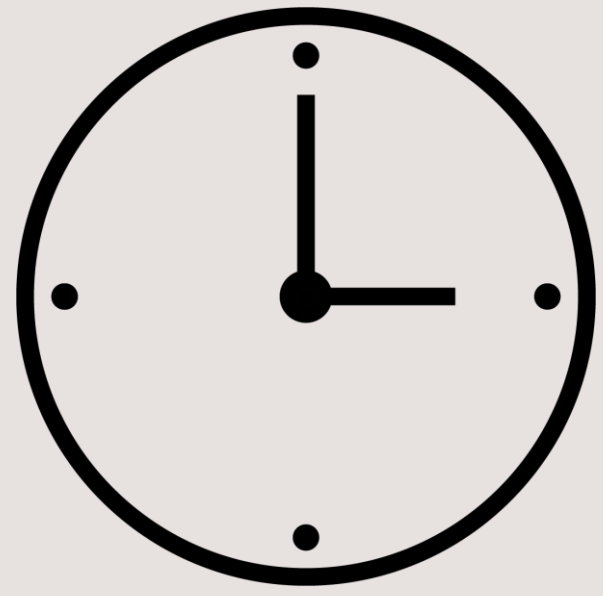
Welcome to the Emergency

Examination room

You are in one of our examination rooms, waiting for further care.

Unfortunately, we can never say exactly how long time it might take.

Your turn will come, even if it's difficult to say exactly when.



How long do I have to wait?

Waiting time depends on a lot of factors such as e.g number of patients seeking medical care.

If you are **seriously ill** or **injured**, you will receive help first. This affects the waiting time for other patients.

We also care for patients arriving by **ambulance**. They are prioritized according to the same principles as everyone else.



Are you feeling worse?

Please notify the staff **immediately** if your condition worsens significantly while waiting.



Are you taking any medications?

While you are waiting to see a doctor, it may be helpful to think ahead about which **medications** you are taking.

The doctor will ask you about this, and the more information you can provide, the **quicker** and **more accurate** the assessment will be.



Can I eat and drink while I'm waiting?

Sometimes, you may need to **fast** (not eat or drink) before an examination or treatment.

Unsure whether you can eat or drink while waiting?
Ask the staff!



Hungry? Vending machine

In the corridor between the **blue** and **green** waiting rooms, there is a vending machine where payment is made by card.



Opening hours – café and restaurant

Restaurant Gastronomen

Monday - Friday 11.30-13.30

Today's special, traditional Swedish dish,
soup, vegetarian option, salad buffet.

NÄL-café

Monday - Thursday 08.00-19.00

Friday 08.00-18.00

Saturday - Sunday 10.00-17.00



Restrooms

You will find a toilet in the corridor outside your examination room.

Look for a door with a large **red heart** on the outside.



Mobile phones and photography

You may use your mobile phone in the **waiting room** and in **private rooms**.

For Wi-Fi, select "**VGR Publikt**" – no password is required to connect.

Please note:

It is **not** permitted to take photos, record videos, or audio with your phone.

Need to charge your mobile phone?



You can charge your mobile phone in the waiting rooms.

Follow the instructions on the power bank station to charge.

If possible, please return the rented power bank to the same station where you picked it up.

Pharmacy

Apoteket Björnen

Huvudentrén NÄL

Monday – Friday 8.00 - 18.00

Apotek Hjärtat-Uddevalla

Ica Maxi - Torp

Monday – Friday 8.00 - 21.00

Saturday – Sunday 9.00 - 19.00

Apotek Hjärtat-Trollhättan

Överby köpcenter

Monday – Sunday 8:00 - 22.00



Non smoking hospital

Smoking is **prohibited** throughout the entire hospital area, both indoors and outdoors, including the parking lot.

It is not possible to buy cigarettes or other tobacco products anywhere in the hospital.



Traffic Accident?

In the STRADA register, data on injuries and accidents within the road transport environment are saved.

It is based on information from two sources: the police and healthcare services.

All emergency hospitals in Sweden report data to the register about individuals who have sought medical care for an injury in the road traffic environment.

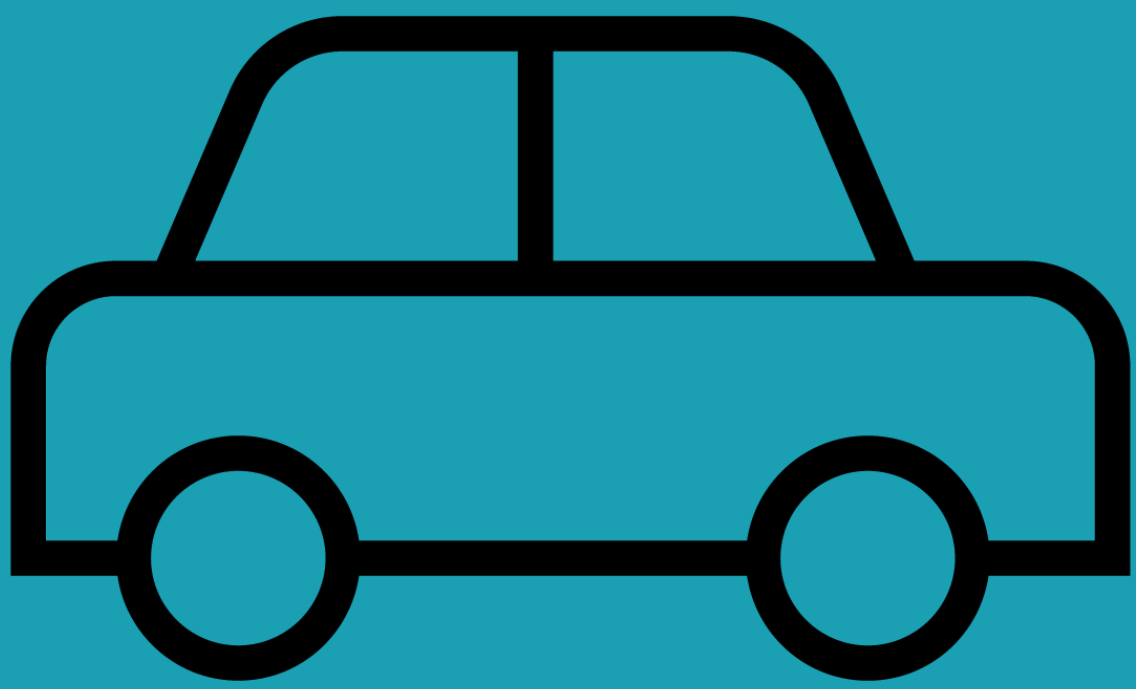
Please note

Care of and attention to the patient is our highest priority and always comes first.

Relatives and close ones are expected not to interfere with the care work.

Weapons, alcohol, drugs, smoking, and e-cigarettes are prohibited within the hospital area.

A general ban on photography and filming is in effect.



Ready for discharge?

Plan how you will get home as early as possible.

Ask friends or family for help if you are unable to get home on your own.

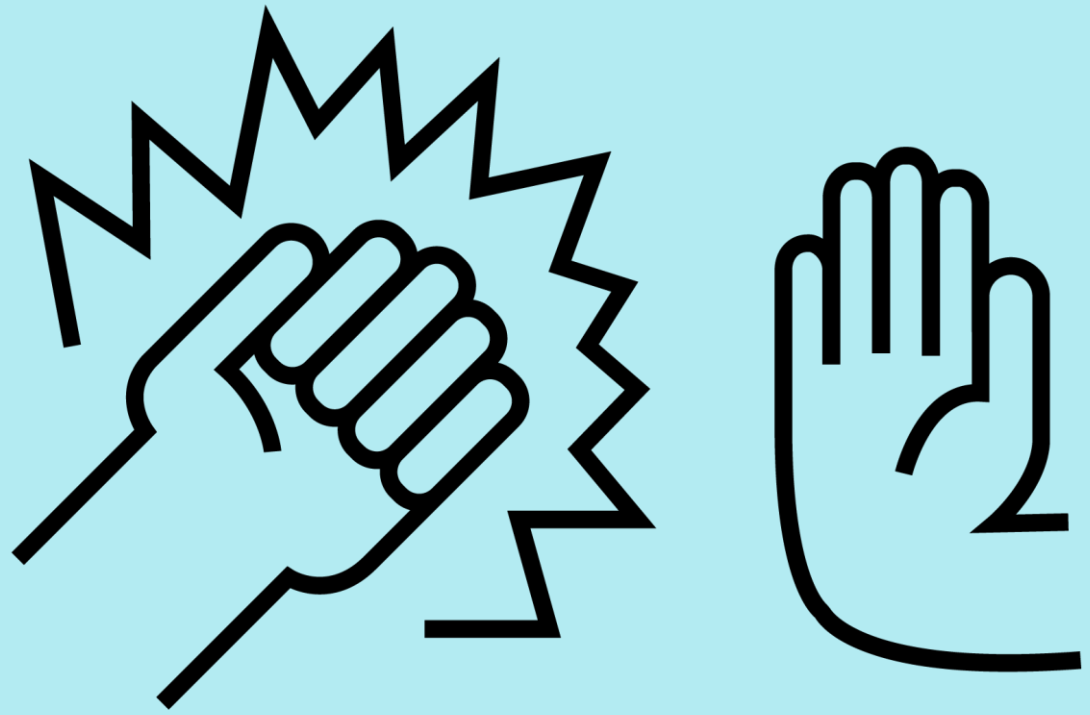
You may not be entitled to patient transport.

Patient transport

A patient transport is a journey between your registered **home address** and a **healthcare provider**.

You are responsible for arranging your own travel to and from healthcare.

If, for health reasons, you are unable to travel by public transport or your own car, you may be entitled to patient transport by taxi. In that case, you will need a **travel certificate** from your healthcare provider or a **municipal transport service permit**.



Threats and violence are reported to the police.

We do not tolerate harassment or discrimination.

All threats and acts of violence are reported to the police.

The hospital has the right to:

- Remove individuals who have no legitimate reason to be at the hospital
- Remove visitors who are disruptive, argumentative, or threatening
- Call the police for physical eviction if necessary



Synpunkter på vården

Are you particularly satisfied or dissatisfied with any aspect of the care, treatment, or information you received?

Do you have suggestions for how we can improve routines or services?

If so, please speak to the staff, call the switchboard at **010-435 00 00** and ask to speak with a **patient advisor**, or contact

“Patientsäkerhetsnämnden”.