

## **ACCIDENT AND EMERGENCY DEPARTMENT (IL PRONTO SOCCORSO)**

### **What is it**

The Accident and Emergency department of a hospital is the only one in which the treatment of medical emergencies is guaranteed, i.e. pathological, spontaneous or traumatic conditions, which require immediate diagnostic and therapeutic interventions.

### **When to go**

It is best to use the Accident and Emergency department for acute and urgent problems that cannot be resolved by your General Practitioner (G.P.), paediatrician or by the doctors working on continuity of care service (out-of hours general practitioner service).

### **When not to go**

The Accident and Emergency department is not the place where to go for examination of non-urgent or chronic clinical aspects.

Therefore, do not go to the Accident and Emergency department:

- to avoid waiting lists in case of non-urgent specialist examinations
- to obtain prescriptions and/or certificates
- to obtain clinical controls for non-urgent situations
- to avoid contacting your own G.P.
- to obtain services that could be provided at your G.P.'s practice
- for convenience, out of habit, to avoid payment of the prescription charge.

### **IMPORTANT**

Every unnecessary visit to the Accident and Emergency department could lead to delays for people needing urgent care.

A correct use of the health service keeps it running smoothly and ensures a high quality of service for all users.

The success of the Accident and Emergency department depends on all of us.