

ACCESS TO THE ACCIDENT AND EMERGENCY DEPARTMENT (IL PRONTO SOCCORSO)

How to access

You can access the Accident and Emergency department directly or by ambulance by calling the number 1-1-8.

The Triage and the colour Codes: the health traffic light

- When arriving at the Accident and Emergency department, there will be the evaluation of the patient's level of urgency by trained nurses. A colour code will be given to establish the priority of access to treatment on the basis of the seriousness of the case. This does not depend on the arrival time at the hospital.

This approach is called "Triage" and it aims to avoid delays for urgent cases.

- The Triage does not aim at reducing waiting times, but at ensuring that patients in extremely serious conditions do not have to waste precious time.



Code red: very critical, danger of death, maximum priority, immediate access to treatment;



Code yellow: fairly critical, high level of risk, potential danger of death; treatment cannot be delayed;



Code green: not very critical, no risk of condition worsening, treatment can be delayed;



Code white: not critical, non-urgent patients.

IMPORTANT

At the Accident and Emergency department priority is given to the most serious patient regardless of time of arrival.

Arriving at the Accident and Emergency department by ambulance does not mean you will be visited more quickly.