

Central Emergency Department

We are there for you - around the clock, 365 days a year!

While you wait, others are helped!

Dear patients and relatives,

every year, we treat almost 40,000 patients in our Central Emergency Department. In our treatment rooms, we always treat several patients from different specialist disciplines and with different medical conditions at the same time.

Sorgfalt und Sicherheit in der Ersteinschätzung sowie der ersten Notfallversorgung stehen für unser Team der Zentralen Notaufnahme an erster Stelle.

What happens while you wait?

- Patients come to our Central Emergency Department on foot, by ambulance or by helicopter
- Specially trained specialists carry out an initial assessment (triage*) and assess the urgency of treatment.
- **The time of treatment is therefore not determined by the time of onset, but by the severity of the symptoms.**

What can you do?

- We know that your time is valuable and kindly ask for your patience and understanding in the event of longer waiting times.
- Please wait in the designated area in front of the emergency room and help us to maintain a calm environment.

Who is responsible for my symptoms responsible?

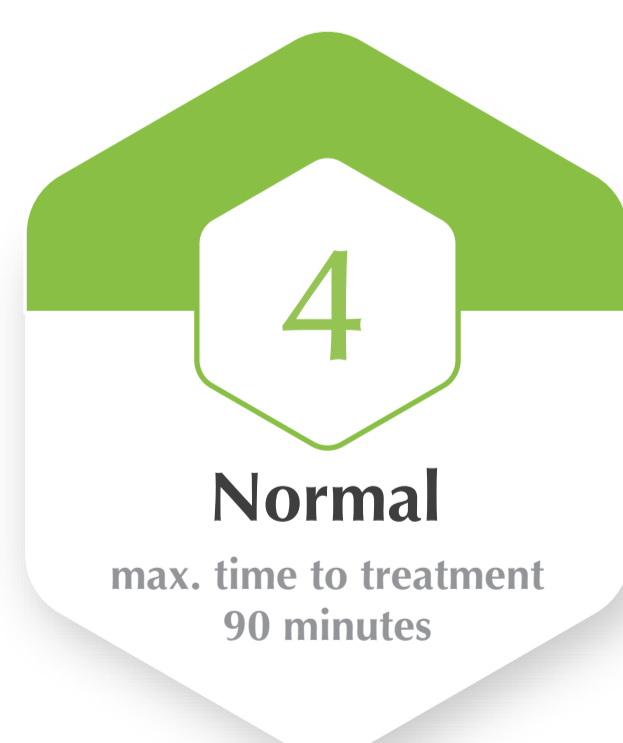
- In acute emergencies such as a suspected heart attack or stroke, after a traffic accident or in the event of serious injuries, the Central Emergency Department.
- If you have symptoms that do not pose an acute danger to your life, please contact your family doctor.
- If your GP practice is closed, you can reach the medical on-call service free of charge by calling 116 117. You will also find the emergency practice of the Lower Saxony Association of Statutory Health Insurance Physicians in our clinic (further information on opening hours can be found on the Internet).

* As in many clinics throughout Germany, we use the so-called Manchester Triage System as a quality-assured question and assessment system for the initial assessment of your signs of illness. The aim is to visualize and categorize the severity of the signs of illness.

Arrival until initial assessment approx. 5 minutes



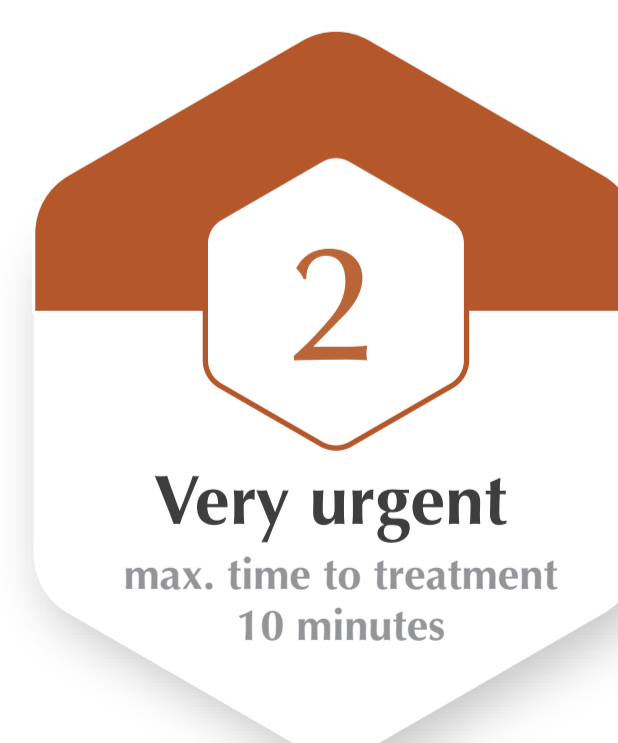
e.g. mild infections,
stomach complaints,
minor sprains



e.g. cuts, lacerations
or skin rashes



e.g. bone fractures



e.g. clinical pictures
or injuries with major
pain or unstoppable
bleeding



z. B. Schlaganfall,
Herzinfarkt,
Polytrauma

It is important to us that you always feel well looked after by us. We try to keep waiting times as short as possible for all patients. If it does take longer, we ask for your understanding, because while you are waiting, we are helping others!

Your team at the Central Emergency Department