

# Your visit to the Same Day Emergency Care (SDEC) Unit

## Emergency Floor, Acute Medicine

Information for Patients

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### Introduction

**This department is on Level 1, Balmoral Building.**

This service is a same day emergency care unit for patients coming to the hospital with medical concerns. This service aims to support earlier discharge and avoid you being admitted to hospital where possible.

After seeing a senior doctor you may need tests and investigations. Please be aware that sometimes this can take a number of hours.

Patients are always welcome to ask staff any questions.

Please be aware that only 1 person can stay with each patient due to space in the department.

The department does not have an appointment system. Patients are seen in time order, however some patients who are unwell may be seen sooner.



**Health information and support is available at [www.nhs.uk](http://www.nhs.uk)  
or call 111 for non-emergency medical advice**

Visit [www.leicestershospitals.nhs.uk](http://www.leicestershospitals.nhs.uk) for maps and information about visiting Leicester's Hospitals  
To give feedback about this information sheet, contact [InformationForPatients@uhl-tr.nhs.uk](mailto:InformationForPatients@uhl-tr.nhs.uk)

## What can I expect?

When you arrive you will be booked in by a receptionist and asked to sit in the waiting room. If the team feel it is needed some patients will be able to rest on a trolley while they wait to be seen.

You will be seen by a nurse who will record your observations and ask about your illness. After this a doctor will see you and ask for any tests that may be needed. The doctor may refer you to be assessed by a Senior Clinician at this point. Who will discuss the plan for your care.

**Please be aware that sometimes this can take a number of hours depending on your treatment. Treatments and investigations may involve a number of visits to SDEC.**

SDEC can make referrals for follow-up appointments or book general medical clinics after your discharge. A letter will be sent to your GP to advise of next steps.

Please be aware that sometimes, depending on what is wrong, you may need to be admitted to hospital. The team will discuss this with you on the day.

## General information

**Smoking** - Leicester's Hospitals have a "No Smoking" policy. This is strictly enforced in all its buildings.

**Zero tolerance** - Everyone has the right to be treated with dignity by those they meet. If behaviour is unacceptable this will result in the use of the Trust's Managing Violence, Aggression and Disruptive Behaviour Policy, which is available on the Trust website.

**Hospital contact number** - 0300 303 1573, please ask switchboard to put you through to SDEC.

**Same Day Emergency Care (SDEC) direct contact number** - 0116 252 0120

## Travel and parking

Details of parking and transport are available in Car parking at the LRI (leaflet 401), Helping you to plan your visit to the LRI (leaflet 219), or Coming to hospital (Easy Read) (leaflet 1276).

Available here: <http://yourhealth.leicestershospitals.nhs.uk/>

اگر آپ کو یہ معلومات کسی اور زبان میں درکار ہیں، تو براہ کرم مندرجہ ذیل نمبر پر ٹیلی فون کریں۔  
على هذه المعلومات بلغة أخرى، الرجاء الاتصال على رقم الهاتف الذي يظهر في الأسفل  
જો તમને અન્ય ભાષામાં આ માહિતી જોઈતી હોય, તો નીચે આપેલ નંબર પર કૃપા કરી ટેલિફોન કરો

જે કુર્મીં ઇંચ નાદવારી કિમે હેર ડામ્મા દિચ ચાહુંદે હે, ડાં વિરખા વરહે હેઠાં દિંડે ગદે નંબર 'હે ટૈલીફોન વરે।  
Aby uzyskać informacje w innym języku, proszę zadzwonić pod podany niżej numer telefonu

If you would like this information in another language or format such as EasyRead or Braille, please telephone 0116 250 2959 or email [equality@uhl-tr.nhs.uk](mailto:equality@uhl-tr.nhs.uk)