

# Your visit to the Medical Same Day Emergency Care (MSDEC) 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 (SDEC) unit. It is for patients coming to the hospital with medical concerns who have already been seen by a healthcare professional.

### Our service:

- lets you have tests and see a doctor in one visit.
- avoids you being admitted to hospital where possible.
- helps you with earlier discharge home from the admissions unit.



## What to expect

- A doctor will see you and decide if you need tests. Your appointment can take a few hours depending on the tests requested. Please bring a book or electronic device to use whilst waiting.
- Our service has an appointment system. Please come at your appointment time. Patients who miss their appointment time may not be seen. Sometimes, we may see patients who are unwell sooner.
- Only 1 person can stay with each patient. This is due to space in the department.
- You are welcome to ask staff any questions.
- Leicester's Hospitals have a "No Smoking" policy. You must not smoke in any building.
- Everyone has the right to be treated with dignity. If behaviour is unacceptable this will result in the use of the Trust's Managing Violence, Aggression and Disruptive Behaviour Policy. You can find this policy on the Trust website.

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

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



## On the day of the appointment

When you arrive go to the reception. They will book you in and check your details. You will be asked to sit in the waiting room.

A nurse will see you first. They will check your pulse and temperature. They will ask about your illness and do blood tests if needed. A doctor will see you once blood test results are ready and make an assessment. They may ask for more tests if needed. A senior doctor will review your case and decide on your care plan.

**This can sometimes take a few hours depending on your treatment.**

**We do our best to make sure that only a single visit is needed to do an assessment and to get treatment. Sometimes we may ask patients to return for a second visit .**

SDEC can make referrals to other medical clinics. Or ask your GP to do so. We will give you a discharge letter which will also be sent to your GP to advise of next steps.

Please keep in mind that sometimes depending on your illness you may need to be admitted to hospital. The team will talk with you on the day about this.

## Travel and parking

Find out more about travel and parking by visiting: <http://yourhealth.leicestershospitals.nhs.uk/> and search for:

- 'Car parking at Leicester Royal Infirmary' or leaflet number 401
- 'Helping you to plan your visit to the Leicester Royal Infirmary' or leaflet number 219
- 'Coming to hospital - Leicester Royal Infirmary (Easy Read)' or leaflet number 1276

## Contact details:

**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**

اگر آپ کو یہ معلومات کسی اور زبان میں درکار ہیں، تو براہ کرم مندرجہ ذیل نمبر پر ٹیلی فون کریں۔  
على هذه المعلومات بلغةٍ 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

ਜੇ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਹੇਠਾਂ ਦਿੱਤੇ ਗਏ ਨੰਬਰ 'ਤੇ ਟੈਲੀਫੋਨ ਕਰੋ।  
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 [uhl-tr.equalitymailbox@nhs.net](mailto:uhl-tr.equalitymailbox@nhs.net)