

Department of Acute Medicine

Medical Decisions Unit (MDU) and Ambulatory Emergency Care (AEC)

You have been referred for urgent assessment.

The Medical Decisions Unit and Ambulatory Emergency Care are emergency services for acutely ill patients.

Please arrive promptly.

MDU is at its most busy between 4-6pm. Any delays in attending may result in a greater waiting time.

Please be patient and you will be seen as soon as possible.

Patients are seen in time order of arrival into the hospital; however priority will be given to those assessed as needing more urgent care.

What is the Medical Decisions Unit (MDU)?

Opening times: 08:00 – 00:00, last patient accepted 21:00.

The MDU provides care for patients with acute medical conditions who do not need treatment in the Emergency Department. You will be seen and assessed by a member of Acute Medicine specialist team.

It is expected that the majority of patients attending MDU will require admission to hospital for further investigation and treatment.

What is Ambulatory Emergency Care (AEC)?

Opening times: 09:00 – 19:00, last patient accepted 17:00.

AEC sees patients with acute medical conditions who are unlikely to require admission to hospital. Many medical conditions can be safely and



Patient Information

effectively treated on the same day, or as an outpatient / day visitor.

We also use this AEC for Acute Medicine clinic appointments, for patients being followed up with further tests, results or monitoring. If you have an appointment time, please be aware this is an arrival time only.

It is expected that most patients attending AEC will be discharged on the same day.

What should I do now?

Attend immediately:

Any delay in attending MDU may lead to a greater waiting time for your assessment and treatment. You must attend on the same day, unless specifically advised otherwise.

Bring your usual or regular medications:

The team will need these as part of your assessment and ensure these are prescribed correctly.

What will happen if you need to be admitted?

Consider bringing any essential items, such as clothing and hygiene items. Make arrangements for any other commitments you have, such as children or pets. Even if you do not require admission, you will need to stay with us while being assessed or awaiting tests and treatment.

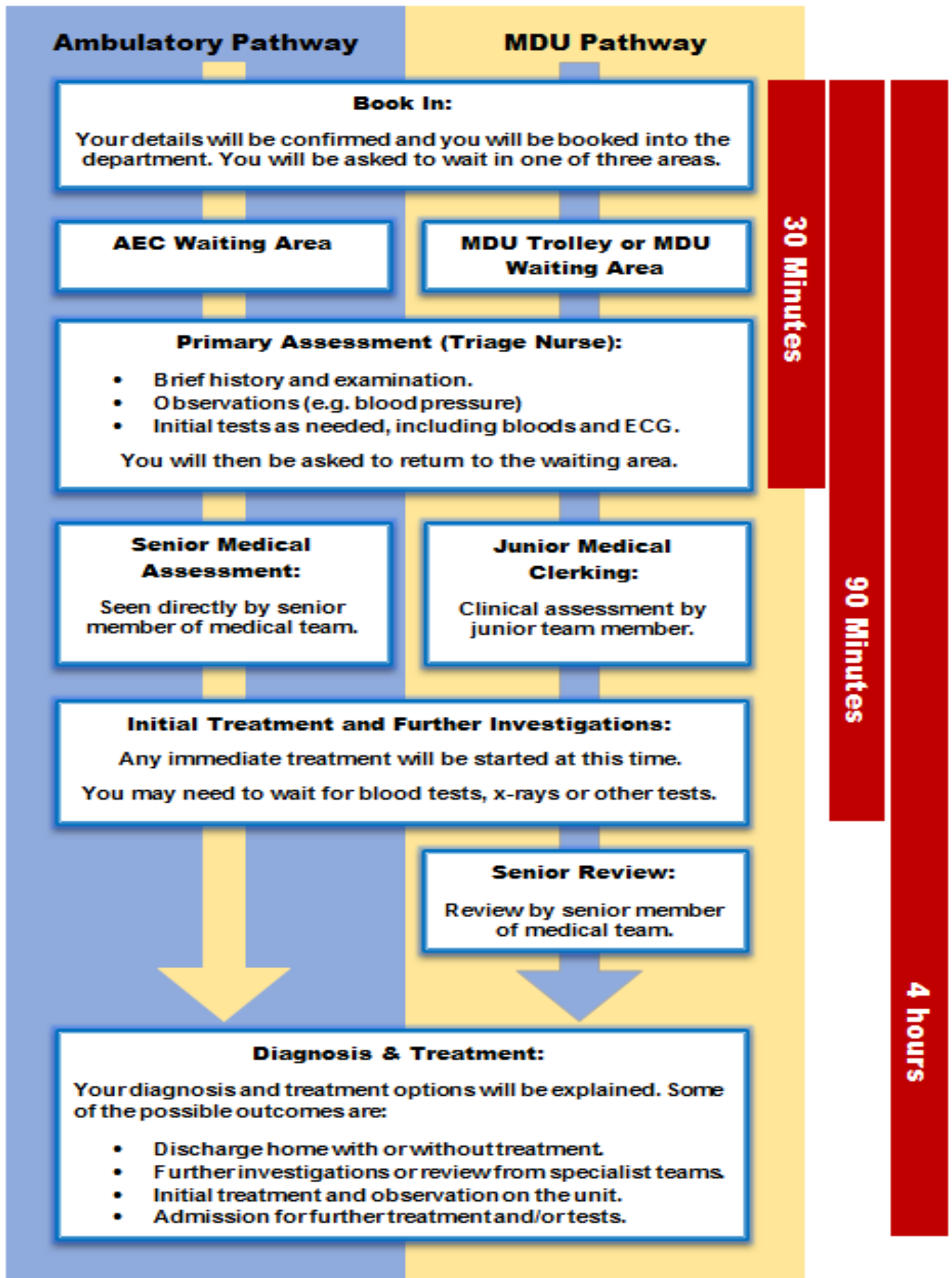
How long will I be in the Department?

You can expect to be with us for up to 4-6 hours. Sometimes you may need to be with us for longer, particularly if further specialist opinion, tests or treatment are needed, or if the department is very busy.

What will happen after I arrive?

Below is an overview of the AEC and MDU pathways. Our goal is to see you within the times below, however these may change if the department is very busy.

Further information is available in the waiting areas. If you have any questions, please ask a member of staff.



Patient Information

While you are waiting

Please avoid bringing children to the unit. If this cannot be avoided, please ensure another adult is available to look after your children.

Refreshments are provided for patients. Please let us know if you have any dietary requirements. Both waiting areas have access to water and a hot drinks machine.

What will happen if I am discharged?

Please do not leave the department until informed and any IV cannula is removed.

You may be offered a follow up appointment or referred for further investigations as an outpatient. This will be explained before you leave the department.

A discharge letter will be sent to your GP, which will include any changes, e.g. to your medication. You will be offered a copy of this for your own records.

You will be offered a Friends and Family test. This is a short form to gather feedback on our service in order to praise good practice and identify any areas for improvement.

The Trust has access to interpreting and translation services. If you need this Information in another language or format please contact us on 02476 966217 and we will do our best to meet your needs.

The Trust operates a smoke free policy

Document History

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