



The Ulster Hospital

Information on Triage

Ulster Community & Hospitals Trust

Triage Information

This Accident & Emergency Department utilises the Manchester Triage System - a nationally recognised method of clinically prioritising each patient seen.

This system aims to ensure that you, the patient, are seen in order of clinical need, rather than in order of attendance.

Each patient seen is placed into a category. This leaflet aims to help explain the group into which you have been placed and the target time to be seen within that group. Following your consultation with the triage nurse your condition has been categorised as:-

	Priority Category	Example	Estimated	Patient Waiting Time
1	immediate	cardiac	no waiting arrest	time
2	very urgent	cardiac	seen within chest pain	10 mins
3	urgent	broken bones	seen within 60 mins	
4	standard	abdominal pains	seen within 120 mins	
5	non-urgent	minor wounds	seen within 240 mins	

How the System Works

The triage nurse has been trained to accurately assess patients attending with a presenting complaint. Their decision is based on the collection of relevant information within a specified framework of reference, remembering that each patient is unique.

Based on this assessment you the patient, are placed into an appropriate category with a desired target time in which to be seen. Your category has been ticked on this leaflet.

Although an estimated waiting time has been established, due to emergencies arriving into the Department, these times can vary. Unfortunately in the main waiting area you may not be aware of the events occurring, but we ask you to be tolerant of the situation.

We apologise for any excess of the time estimated and ask that you would consult a member of staff if you feel your condition greatly worsening during your wait.

There are snack and beverage machines available in the main waiting area as well as access to the Oasis Restaurant within the main hospital building. The restaurant is open from 7.30am - 6.30pm daily and has disabled access.

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