

**Patient
Information**

Acute Medical Initial Assessment Unit (AMIA)

Welcome to AMIA

The Acute Medical Initial Assessment (AMIA) in Gloucestershire Royal Hospital provides same day emergency care. This means that patients are assessed, diagnosed, treated and able to go home on the same day; without being admitted into hospital overnight.

Before being asked to attend AMIA you will have been assessed either by your GP, the Emergency Department or Out of Hours staff. They have decided you are well enough not to be admitted into our Emergency Department or Acute Medical Unit. While on AMIA you will be given further health assessment by the Acute Medical Team.

Due to limited space and the safety, security and dignity of our patients we may need to ask that any person accompanying you waits elsewhere in the hospital.

What to expect while in AMIA

When you arrive, you will be greeted by a member of the team. A nurse will undertake an initial assessment.

This may include your blood pressure being recorded, bloods tests or an ECG (electrocardiogram, tracing of your heart).

After this you will be asked in further detail about your symptoms and general health by either one of the Nurse Practitioners or doctors. As a result of this, further investigations may be arranged or treatment given. The staff will be happy to explain any test or investigations to you in more detail.

How long can I expect to be in AMIA?

Many of the investigations we carry out require a few hours for the results to be available. It is common for our patients to be with us for over 4 hours.

Reference No.

GHPI1561_08_20

Department

AMIA

Review due

August 2023

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How to get to AMIA

There are signs throughout the hospital to help you find us. If you arrive at the Tower entrance, please walk down the long corridor (there is glass along one wall facing outside to the small roundabout with a tree).

After about 15 metres you will see the entrance sign to Cardiology on your right. Immediately opposite are a set of doors which lead to a stair well and lift. AMIA is on the first floor next to AMU (Acute Medical Unit).

After your visit to AMIA

When your care in AMIA is complete you will be able to go home. Any further treatments will be discussed and may include returning to the unit for review. Staff will advise you what to do if your condition worsens when you go home and you may be provided with additional advice leaflets.

Please make sure that you have made the necessary arrangements to travel home as this is not provided by the hospital.

Refreshments

AMIA has limited hot and cold drink facilities, located by Waiting Room 2. There is a cold water fountain which patients are welcome to help themselves to (assuming you are not required to be nil by mouth).

At midday and early evening a small supply of sandwiches are brought to the department for patients.

There are a number of shops selling refreshments in the hospital, which are available daily. Please ask staff for directions.

Feedback and complaints

We hope that your experience will be pleasant and satisfactory. Please discuss any worries or concerns you may have with the nurse in charge. If you would like to take your feedback or concern further, the normal channel to use is the Patient Advice and Liaison Service (PALS). Leaflets for PALS are available in the unit.

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Contact information

If you have any queries or concerns after you leave the unit please contact us on:

Acute Medical Initial Assessment

Gloucestershire Royal Hospital

Tel: 0300 422 6677

Monday to Friday, 8:00am to 11:00pm

Saturday and Sunday, 8:00am to 9:00pm

If you have any concerns out of these hours please contact:

NHS 111

Tel: 111

Content reviewed: August 2020