

Royal Infirmary of Edinburgh
Emergency Department
Important Redirection Information



We provide 24 hours emergency care for patients with both minor/major injuries and life threatening illnesses.

We treat between 300-400 patients daily and our aim is to provide the best quality of care. We strive to offer the most efficient service we can and aim to treat all patients within 4 hours, in line with Government targets.

Based on our initial review, we do not believe that you need to be assessed further in the Emergency Department. The senior nurse who assessed you has explained what you should do next and this may include;

- Taking pain relief at home
- Seeing your GP or an out of hours GP
- Calling NHS24 on 111
- Seeking advice from your local pharmacist
- Seeing your dentist
- Visiting an optician

This does not mean your condition has not been taken seriously. However, your symptoms can be best reviewed and treated out with the Emergency Department. By following this redirection advice you are helping to reduce the demand on our emergency services and allowing us deal with more serious injuries & emergencies.

Thank you for your understanding

**If your symptoms do not improve or if they worsen following this visit
please seek further medical advice**

There is some useful information on the back of this leaflet

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Useful contacts and information

- NHS Inform
www.nhsinform.scot or **0800 224 488** for information about illnesses, health conditions, injuries and when to seek advice. You will also find details of dental services, pharmacies, opticians, GP practices and Sexual Health clinics
- NHS24 helpline
Telephone **111** for 24 hours a day advice on health problems
- Mental Health Assessment Service
Telephone **0131 537 6000**
- Edinburgh Carers Council
www.edinburghcarerscouncil.co.uk or **0131 270 6087** Information for carers and family members

Your community Pharmacist can give advice or treatment for many of the following minor illnesses:

- Backache
- Constipation
- Cough
- Diarrhoea
- Eczema and allergies
- Headache
- Indigestion
- Sore throat



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