



# Royal Darwin Hospital Emergency Department and Main Foyer Upgrade

September 2011 – December 2011

## **Q. What are the upgrade works?**

**A.** The upgrade works include:

- A new Fast-Track Area to ensure patients who do not require admission to hospital are assessed and treated as quickly as possible
- Two additional Paediatric beds in Emergency Department (ED)
- Three new Clinical Initiatives Nursing beds which will improve time to started investigations and management
- Redevelopment of Triage and Reception Area to provide improved work flow and access to staff
- Relocation of Pathology and Discharge Lounge in Front Foyer
- New Help Desk

## **Q. Why are the upgrade works being undertaken?**

**A.** The upgrades will take pressure off the Emergency Department, one of the busiest in the nation, by providing a right-sized department for the number of patients it services. The upgrades have been designed to improve access to treatment while assisting to reduce waiting times.

## **Q. Will the Emergency Department still be operating as normal?**

**A.** Yes, the Emergency Department will be fully operational throughout the entire upgrade process and patients will receive the same level of care as always.

**Q. Will Emergency Department waiting times be affected while the upgrade works are underway?**

- A.** Parts of the Emergency Department will be closed off during stages of the construction. This may result in some delays for patients with less-serious problems, and the hospital appreciates your understanding.

Once the upgrade works are completed the Emergency Department will have increased capacity and this will help to reduce waiting times.

**Q. Will there be an impact on ED staff during this time?**

- A.** All ED staff will be kept informed of the progress of upgrade works. Staff will be made aware of all necessary modifications to work flow while the works are underway.

**Q. How long will the upgrade works take?**

- A.** Construction is scheduled for completion by the end of 2011.

**Q. Are there any special safety requirements while construction is underway?**

- A.** There are no special safety requirements due to construction, however it is always important to follow the directions on signs as well as the instructions of staff and security.

**Q. Who is in charge of the upgrade works?**

- A.** The Department of Construction and Infrastructure is managing the construction works for the upgrade of the Emergency Department, on behalf of the Department of Health.

**Q. How much will the upgrade works cost? Who is funding them?**

- A.** The total cost of the upgrade works is \$2.8 million which was funded through a National Partnership Agreement between the Northern Territory Government and the Commonwealth Department of Health and Ageing.

**Q. What are the other upgrade works happening in the Front Foyer?**

- A.** As part of the upgrade works, the hospital's Front Foyer is being remodelled. To make room for the ED's new Fast-Track Area, the Discharge Lounge and Pathology Collection Rooms will move from beside the ED Waiting Room to a new quieter location on the other side of the foyer. A new Help Desk is also being built and will be situated at the front entrance.