

ACCIDENT AND EMERGENCY ACCESS CODES

Access the Emergency Department only in the presence of **urgent acute problems** that cannot be solved by the general practitioner, the freely chosen paediatrician or the continuity of care doctor

calling the  **116117**

TRIAGE, THE START OF THE CARE PATHWAY

When you enter A&E, you are greeted by an experienced triage nurse, who assesses your medical condition and assigns a code that defines the course of treatment and the order of priority of care.

PAEDIATRIC AND OBSTETRIC TRIAGE

Access to the emergency department for children and adolescents is through the assessment of a nurse expert in paediatric triage, access for pregnant women or women who have recently given birth involves assessment by an obstetrician expert in obstetric triage.

SALUTILE ACCIDENT AND EMERGENCY APP

To find out the nearest A&E facility to you and the number of users in the queue, download the free 'Salutile Pronto Soccorso' APP. When you come to A&E, always bring with you: Health card, health ticket co-pay exemptions, clinical documentation of chronic diseases, medication or other ongoing pharmacological therapy.



Regione
Lombardia

Priority of access to care is defined by the Triage code, not by the order or mode of arrival.

1 **Code RED - EMERGENCY**
immediate reception for severe impairment of vital functions
IMMEDIATE ACCESS TO CARE AND TREATMENT

2 **Code ORANGE - URGENCY**
very early reception due to high risk of impairment of vital functions
RAPID ACCESS TO CARE AND TREATMENT

3 **Code BLUE - DEFERRABLE URGENCY**
stable condition without evolutionary risk, with suffering
ACCESS IN SHORT TIME

4 **Code GREEN - MINOR URGENCY**
stable condition, without evolutionary risk, usually simple/mono-specialist diagnostic/therapeutic pathway

5 **Code WHITE - NON-URGENCY**
stable condition of minimal clinical relevance, resolvable by a general practitioner or specialist in an outpatient setting

At the end of the course of treatment in the emergency department, the doctor identifies the severity level of the case by assigning an 'exit code'.

All persons who are discharged home with a NON-URGENT exit code are subject to co-payment.

