

### ARRIVAL IN MAC

Please tell a member of staff of your arrival.



Maternity triage helps us to prioritise the safety of maternity service users and babies in our care.

Maternity triage helps us to treat our service users who need urgent care first.



### TRIAGE

We aim to perform an initial assessment **within 15 minutes**.

The most urgent cases will be seen first. Risk factors will have been reviewed from the triage phone call prior to attendance. Based on this initial assessment we will recommend a clinical priority level.



### RED

You will be seen **immediately**

### GREEN

We will aim to see you **within 4 hours**

### AMBER

We will aim to see you **within 15 minutes**

### YELLOW

We will aim to see you **within 60 minutes**

## MIDWIFE ASSESSMENT



We may recommend that you remain in hospital for further care, either on a labour ward or on one of our Antenatal or Postnatal wards.

### MEDICAL REVIEW

You may need a **review by a doctor**, depending on the nature of your concern today.



You may be asked to wait in our waiting area between any of the stages; *Arrival, Triage, Midwife Assessment* and *Medical Review*.

**Please alert staff to any change in your condition whilst in the waiting area.**



Following a full assessment and review most people will be discharged home following a MAC attendance.

**Please contact us by phone with any further concerns about you or your unborn baby / pregnancy. We are available 24/7.**



#### We see service users with the most urgent concerns first

This may mean that we see someone who came in after you before we see you. Bear in mind that even people who are very ill may not look ill.



#### Even if we don't look busy there may be lots going on

Even if things seem quiet we maybe treating some people in areas that you cannot see or people who have arrived by ambulance.



#### We have not forgotten you

Please be assured we log everyone on our systems, so we always know where you are in the queue. Other people may move ahead of you if they have a very urgent concern.



#### You will see several people in our team

People come here with lots of different concerns. We have a team of staff with a range of skills. Each may ask to hear your story directly from you.



#### Booked appointments

If you are attending with a booked appointment we will see you as close to your appointment time as possible but emergencies will take priority.

