IDA-TALLINNA KESKHAIGLA

AS Ida-Tallinna Keskhaigla
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Emergency care

We provide emergency care:

- from the age of 15 for acute illnesses, injuries and other life-threatening conditions and from infancy for acute eye diseases in the Emergency Medicine Centre located in block C of the Ravi street unit
- for gynaecological problems and problems during pregnancy for patients of all agesin the reception room of the Women's Clinic in block B of the Ravi street unit.

Not every unexpected health problem requires emergency care. First contact your family doctor for advice or call the 24-hour family doctor hotline on 1220. We request that you do not come to the Emergency Medicine Centre if you have symptoms of a viral disease.

You should go to the Emergency Medicine Centre if you have:

- recent trauma causing limited mobility and severe swelling of the injured body part
- wounds, burns, poisoning, chemical burns, electrical trauma or similar
- a foreign body in the airways, digestive tract or elsewhere in the body
- an animal bite
- squeezing or crushing chest pain
- cardiac arrhythmias
- disturbed consciousness
- speech disturbances
- breathing difficulties
- seizures
- a headache which may induce vomiting and balance disturbances
- unbearable abdominal pain with recurrent vomiting or intense diarrhoea
- unbearable pain which is uncontrollable by medication
- major bleeding
- a severe allergic reaction
- injuries caused by violence that need to be recorded

Visit ophthalmologist at the Emergency Medicine Centre if you have:

- eye trauma
- an eye injury from corrosive substances
- an eye burn
- a sudden change in vision
- a sudden change in vision less than 1 month after eye surgery



Go to the reception room of the Women's Clinic (first floor in block B of the Ravi street unit) if you need/have:

- emergency assistance for a pregnancy-related problem
- unusual vaginal bleeding
- severe abdominal pain
- complications after delivery, gynaecological surgery or abortion



When you arrive at the Emergency Medicine Centre or the reception room of the Women's Clinic:

- Please go to the reception desk and present your identity document and, if required, also a document certifying that you are covered by health insurance (e.g. European Health Insurance Card).
- Describe your health problem as precisely as possible to identify the urgency and need for further medical help.
- Be sure to relay your concomitant diseases and allergies or your pregnancy.

Help is provided to the most serious conditions first, i.e. the principles of triage

- Red (Priority I) triage category is used to label patients with a life-threatening condition, whose life is in direct danger.
- Orange (Priority II) triage category is used to label emergency patients with a potentially life-threatening condition.
- Yellow (Priority III) triage category is used to label patients with an illness that requires emergency care, but whose condition is stable and does not need immediate attention.
- Green (Priority IV) triage category is used to label patients with health problems that do not need urgent emergency intervention.
- Blue (Priority V) triage category is used to label patients who do not need emergency care and whose health condition does not qualify under the previously described triage categories.

Triage is performed by a triage nurse or triage midwife who determines your need for medical assistance based on your condition, complaints, problem initiation time and concomitant diseases.

If your condition is stable and not (potentially) life-threatening, the waiting time for medical care may be prolonged to up to 6 hours.

Medical records created in the Emergency Medicine Centre are available on the iPatsient portal or the national e-Health portal (digilugu.ee).

Appointment fee

An appointment fee of 5 euros is obligatory for all persons covered by health insurance, except for:

- children and youth, 0-19 (incl.) years of age
- pregnant women upon presenting a pregnancy card

A complex medical care service will be provided to patients with no insurance.

The price for such service is 125 euros and it must be paid in advance. If your appointment only includes an assessment by the triage nurse, you will be charged 25 euros for the service.

The hospital has the right to not refund the appointment fee if the patient leaves the Emergency Medicine Centre on their own initiative before receiving medical care.

Contacts

- You can get information about a close person at the Emergency Medicine Centre by calling the reception desk on (+372) 620 7040
- In the case of official inquiries and quality issues, please contact info [at] itk.ee

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