IDA-TALLINNA KESKHAIGLA

AS Ida-Tallinna Keskhaigla
Ravi 18, 10138 Tallinn
Rg-kood 10822068
Tel 666 1900
E-post info@itk.ee
www.itk.ee

Centre of Emergency Medicine

We provide emergency care:

- **from the age of 16** for acute illnesses, injuries and other life-threatening conditions and **from infancy** for acute eye diseases **in the Emergency Medicine Centre (EMC) in block C** of the Ravi street unit. The ophthalmologist's working hours are **8:00-20:00 Mon-Fri and 9:00-20:00 Sat-Fri.** At other times emergency care is provided by EMC doctor.
- for gynaecological problems and problems during pregnancy for patients of all ages in 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.



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

Do not turn to the emergency department for an ophthalmologist's consultation if you have:

- conjunctivitis
- dryness, stinging and/or itching of the eyes
- inflammation of the eyelids (blepharitis)
- blockage of the eyelid sebaceous gland (hordeolum) or bacterial inflammation of the eyelash follicle (chalazion)
- Subconjunctival hemorrhage (broken blood vessel) in the eye

In those cases, please contact your family doctor for help.

Go to the reception room of the Women's Clinic (first floor, Block B of the Ravi Street Unit) if:

- you require emergency assistance for a pregnancy-related problem
- you have unusually heavy vaginal bleeding
    - which is heavier and lasts longer than menstruation
- you have acute and incessant abdominal pain that develops rapidly
    - for which over-the-counter pain medications are ineffective
- you notice any of the following after miscarriage/abortion or childbirth
    - high temperature
    - strong abdominal pain for which over-the counter pain medications are ineffective
    - intense and heavy bleeding
    - chest infection
- you notice any of the following after surgery
    - high temperature, haemorrhage, strong pain, possible wound infection

The appointment room does not perform tests for sexually transmitted infections or prescribe contraceptives.

PLEASE NOTE! At the Women's Clinic, you can book an emergency/urgent appointment with a gynaecologist for the same day from Monday to Thursday.

To book an appointment, call reception in the morning by dialling 666 1900.

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 (e.g. tick removal, chronic complaints, prescription renewals). If triage determines that the health issue does not require emergency care, the service is subject to a fee in accordance with the hospital's price list, or the patient will be referred to a family doctor.

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 in the Health Portal.

Appointment fee

An appointment fee of 20 euros is obligatory for all persons covered by health insurance, except for:

- children and youth, 0-18 (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** All other questions call reception by dialling **666 1900.**
- In the case of official inquiries and quality issues, please contact info [at] itk.ee

Aadressid

Ravi 18, Tallinn

Google Maps

59.42701, 24.75573

Staff

Kristiina Mäemets



Darja Bondartšuk



Krista Võrang



6 207 461

krista.vorang@itk.ee