

A typical patient experience

Walk to the endoscopy check in area.

[Voice over] “When you arrive in the waiting area, you will take a ticket and wait to be called by our check-in staff. You will note posters about ongoing research projects in the department and you may be asked if you would like to participate.”

An interaction with the patient & secretary.

“You will be asked to confirm your details. You will then return to your seat and wait to be called by one of the nursing staff. Please note that the time on your appointment form is your check-in time and will not be the time of your procedure. As this is a busy department, there can be some unforeseen delays. Also, there are different procedures happening at the same time, so other patients may be called before you.”

Nurse calling patient into the interview room.

“A nurse will go through some medical details with you and then you will be brought to the pre-endoscopy bay to change.”

Showing pre-endoscopy bay/changing facilities.

“You will be able to change in this area. There are toilets located nearby. You will wait on a trolley such as this until one of our staff will bring you to the procedure room.”

Walking along the corridor to procedure room – showing inside one of the rooms. Then into the recovery room. Then into discharge lounge. Then way out signs.

“You will be brought to the procedure room. After your procedure you will go to the recovery room and then after an hour or so, into the discharge lounge, where you will be given something to eat and drink. After you receive your discharge instructions, you can follow the way out signs”.

“If you have had conscious sedation, you must leave with a family member or friend”.