

EMERGENCY SERVICE AT SGNHC

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Emergency is a crucial department of any general and specialized hospital. The services provided in the emergency show the true image of the entire hospital. Hospital is not able to run and function to its fullest without emergency services. Emergency is the place where genuinely serious patients get the prompt medical benefit and services. Emergency is the place where minor cases along with symptomatic serious patients get landed. Medical and paramedical staffs need to be smart, alert and clever enough all the time to handle any patients and quick decisions have to be taken within minutes to hours for discharge, referral and admission without any delay.

Services in SGNHC were started in the late 1990's from OPD with few doctors, nurses and staffs; also the number of patients attended in OPD was few too. Later on; its services were extended to emergency, emergency observation, indoors, intensive care units, cath lab and operation theatre. In a short duration, the hospital has established itself as the only one national tertiary centre for cardiovascular diseases.

In the beginning, only few patients attended our emergency department. But nowadays, hundreds of patients attend our emergency. Many general and tertiary hospitals have now started referring cardiac patients for tertiary care and special investigations. As emergency is one of the crucial departments of our hospital, patients get 24 hours care and services even at night without any delay and interruptions. Direct involvement of residents and specialists (Cardiologists) over 24 hrs for decision making, prompt patient care with well-equipped set-up. Well trained cardiologists and cardiac surgeons are involved 24hrs as on-call and residents, trained nurses are standby as the first line service. Those patients with acute MI are directly shifted to CCU from emergency without any delay. They receive thrombolysis within 30 minutes of arrival to the ER (Door to needle time) as recommended by AHA/ACC guidelines. Those with unstable angina and NSTEMI are promptly shifted to intensive care within fifteen minutes. Patients come to our department with Complete Heart Block and other life threatening brady-arrhythmias get Temporary Pacemaker implantation quickly without any delay. Acute MI patients going for primary Percutaneous Transluminal Coronary Angioplasty are prepared and transferred quickly to the cath-lab from our emergency department. Emergency department served huge number of patients throughout the year. Like in the past, emergency service has consistently maintained efficiency and swiftness. There are altogether 5 beds in emergency and 8 in emergency observation room. In an average, 15-20 numbers of patients attend our emergency department daily.

Relevant and essential emergency test including cardiac enzymes, Troponin-I, blood routine, biochemistry and electrolytes, ABG analysis, ECG, portable X-Ray, screening echocardiography are available 24hrs for needy patients. Emergency and ER observation are equipped with monitors (With ECG monitoring, SpO₂, non invasive BP monitoring), centre oxygen line, suction facilities, defibrillators, crash cart with emergency drugs and intubations sets etc. 24hrs ambulance service is provided by 2 well equipped ambulances

for our hospitals which are used to for inter hospital transfer of patients. In 2006 total 4755 patients visited our emergency compared to 3668 patients last year.

ER Data in 2006

Year	Male	Female	Admission	Discharge	Referral	LAMA*	Death in ER/ Brought Dead	Total Patient
2006	2600	2155	2070	2401	352	20	28	4755

* Left against medical advice

Admission through ER in Indoors

GW	Cabin	MICU	Step Down	CCU	SICU	ER Observation	Total Admission
336	53	427	418	635	17	269	2155

Top Ten Working Diagnosis at ER in 2005

S. No.	Provisional Diagnosis	Total	Percentage (%)
1	Hypertension	1168	24.56
2	Ischemic heart disease	933	19.62
3	Valvular heart disease	684	14.38
4	Arrhythmias	469	9.86
5	Anxiety disorder	371	7.8
6	Acid peptic disorder	314	6.5
7	COPD/Corpulmonale	286	6.01
8	Congenital heart disease	165	3.47
9	Pericardial disease	64	1.26
10	Others	301	6.33

Top Ten Major Complaints for Visiting ER

S. No.	Complaints	Total Patients	Percentage (%)
1	Chest pain/discomfort	1398	29.40
2	Shortness of breath	1149	24.16
3	Palpitation	595	12.51
4	Dizziness/Syncope	469	9.86
5	Heartburn/Epigastric pain	338	7.10
6	Headache	273	5.74
7	Swelling of body	168	3.53
8	Nausea/Vomiting	125	2.62

9	Epistaxis/Hemoptysis/Malena	101	2.12
10	Others	139	2.90