

**Submission**  
**No 5**

## **INQUIRY INTO THE ROYAL NORTH SHORE HOSPITAL**

**Organisation:**

**Name:** Mr Timothy Slee

**Date Received:** 5/11/2007

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In October 2006 our son  
about 7 pm in the evening.

cut his arm open on a broken porcelain plate,

He was bleeding profusely so we put a tourniquet on his arm and a friend drove us to Royal North Shore Hospital from Marsfield.

On the way into the hospital we rang the hospital to ask directions for the best entry to the emergency department, and to make the staff aware we were coming in with a potentially serious injury.

We were put through to a nurse in the emergency department who told us to take the Reserve Road entrance to the hospital.

When we did so, we found ourselves at the entry to the staff car park, with no access to the hospital. We contacted security on the car park intercom and were told that they could not give us access via the staff car park, and that we had to go back out and re-enter via Pacific Highway, which took another five minutes.

When we reached the emergency department and our son was admitted, we spoke with the nurse who had taken our call (I do not want to give her name, as it was her training at fault, not her personally) and pointed out to her that she gave us the wrong information. She apologised, saying she had forgotten that the public could not access the hospital through that entrance anymore.

Although the incident ended well ( [redacted] was admitted and operated on the next day), we have often reflected that in an emergency situation, the fact of being directed to a deserted staff car park with no public access, could mean the difference between life or death.

We believe this incident indicates that:

- staff at the RNS hospital emergency department were inadequately trained to provide directions to members of the public on how to find the emergency department.
- the staff car park entrance from Reserve road should have an emergency access capability so that members of the public in an emergency can access the hospital via this entrance.