

Where to find the Discharge Lounge:

The Discharge Lounge is located on Level 2 in the **GREEN** Zone.

If entering via the main entrance:

- Walk to the main lifts and go down to Level 2
- Exit the lift and follow the signs for the Discharge Lounge in the Green Zone
- The Discharge Lounge is the first door on your left as you head down the corridor towards the Strathmore Wing

East and North Hertfordshire NHS Trust

Lister Hospital
Coreys Mill Lane
Stevenage
Hertfordshire
SG1 4AB

Telephone: 01438 314333

Patient Information

Discharge Lounge (Green Zone)



Please be aware the Trust is a smoke free environment. Smoking is not permitted within our hospital or grounds.

www.enherts-tr.nhs.uk

You can request this information in a different format or another language.

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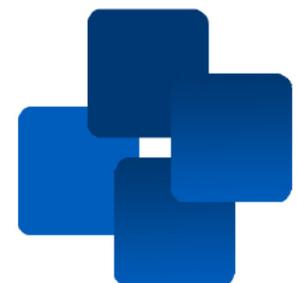
Author: S. Waterman Reviewed by: K. Boyle

Reference: L2, Green

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Welcome to the Discharge Lounge

The Discharge Lounge is open between 8am - 8pm every day. This is an area where our registered nurses continue to care for patients who are discharged from the ward but are still awaiting their discharge paperwork or medication (TTO) from Pharmacy.

There may be a delay while we prepare your discharge from hospital but we hope you will be comfortable whilst with us.

Why is there a delay?

Our pharmacy department has a high number of TTOs to process as well as inpatient medications to dispense. Your TTOs can take up to **three hours** to be checked and dispensed. We will check regularly on the progress of your medication.

In addition, the doctors must complete their ward rounds and check each of their patients are safe and well before being able to complete your discharge letter.

Transport Home

Patients are encouraged to arrange their travel home with their family/carer/friends. Alternatively, patients can book a taxi to collect them when they are ready to leave the hospital - please ask a member of staff if you need help with this.

On Arrival

Patients are welcome to have a relative or carer stay with them. We ask that you please limit this to one person.

Patients are allowed to use their mobile phones in the Discharge Lounge. If you are having problems with your phone please ask one of the nurses who will assist you to contact your relatives with a short call at the desk.

Free Hospital Wi-Fi

Our Wi-Fi service will allow patients and visitors to access e-mails and search the internet. Simply find the '**Free Hospital Wi-Fi**' network on your device. There is no password required. Unfortunately, you will not be able to stream videos, download large files or use WhatsApp.

Refreshments

We have hot and cold drinks available on request and at meal times we are able to provide sandwiches as required.

Personal Belongings

The hospital does not accept responsibility for patients' personal belongings. Please ensure you take all your personal belongings home with you.

Questions or Concerns

We aim to provide safe, high quality care for all our patients. If you have any questions or concerns, please speak to the staff caring for you who will try to help you and answer any questions straight away. They can also contact the Duty Matron on your behalf if necessary.

Contact Details:

Discharge Lounge (Direct Line):

☎ 01438 288425

or

Lister Hospital Switchboard:

☎ 01438 314333 - Extension 8425

Patient Advice and Liaison Service (PALS)

Telephone: 01438 285811