

With thanks to the QEII ED tribe – here are
10 Things to Know – when you're new to ED

Emergency Medicine is a team sport. We hope you enjoy your rotation!

1. Shift work can be tough.

We know you might feel knackered at times through your roster, and you might need to change how you see your friends and family at times over the next few weeks. The roster will most likely change your sleep pattern. We want to know if you're struggling. We would rather know, and support you, rather than have you burning out. *It's ok not to be ok.*

2. Don't lose your humanity.

We can appear a battle-hardened lot in ED. We're quirky and sometimes cynical. Empathy is something to be treasured, hold onto it. Being kind is never a weakness.

3. Take your breaks.

Thank you, for trying to help me when you've been working 8 hours without a break. You might not *feel* able to leave me and the shop floor with a 5 hour wait, but please, take a break. You'll be safer, and more productive for it.

4. Let us help with the difficult referrals.

Sometimes, it seems that you get a hard time for every referral you make. Remember you are advocating for your patient. Trust your instinct; if they need to come in let me shoulder the burden and speak to the admitting team.

5. Debrief.

Some of us can seem quite hardened. Trust me, we are feeling it more than we are letting on. If you're involved a difficult case, an arrest, a sick child, anything, take one of the consultants to one side and say "can we talk through it". Even if it's weeks or months down the line.

6. We want to know if you're feeling threatened.

Sadly, we are seeing more and more violence towards staff. If you feel vulnerable, even if you think you're being silly, trust your instinct, leave the cubicle and tell us.

7. ED is different to every other ward based job.

You may feel like you're slower than everyone else. That you're constantly asking questions. That's ok – if you listen to the consultants chatting in the back office or at the SMO desk, you'll find we ask each other clinical questions too!

8. Complaints.

When you're working flat out it can feel devastating to receive a complaint. But honestly - it's uncommon for anyone to get through an ED rotation without one! Often, it's not about you, it's about the system. Don't ruminate on it. Grab one of the consultants and let's talk it through.

9. The ED nurses are your new best resource.

ED nurses are awesome. They have years of experience and have seen it all before. Their gut instinct is often right. Listen to what they have to say and ask them for advice. They will have your back.

10. ED can feel like chaotic at times – especially on a busy evening shift.

Where we need your skills is to help us find the order in the chaos! Always try to think a couple of steps ahead with each patient you see – what will this treatment or test do to value add to the patient journey.

Adapted with thanks to the QEII ED department.