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Service (sector) Trauma / ER N° CEP

OPHTHALMOLOGY EMERGENCY ROOM - ATTENDING PROFILE AT THE FEDERAL UNIVERSITY OF SÃO PAULO

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Purpose: To describe the attending profile of the Ophthalmology Emergency Room (ER) at the Federal University of São Paulo (UNIFESP), directed to the social problem of lack of specialized care at the subdistricts of São Paulo.

Methods: A sample of patients assisted at the ER were asked to answer some questions. The authors randomized this sample (n=134) by applying a questionnaire to a maximum of 10 patients per period of the working day, eight hours a day, 14 periods a week. Each patient should be seen at one's own district (home address).

Results: Although it is a primary care service, 24% of the patients came back on the subsequent days to be re-evaluated. Among all the patients seen at the ER, 60% (n=79) didn't belong to the district of the UNIFESP's attendancy and the reason for that is that 29% is referred to the University by public hospitals (69%). Eight per cent of the patients assisted, were working at the hospital at the moment and just one patient was brought by paramedics. The mean time to get to the ER was 96.66 minutes, including a patient that took 4 days to travel through the country (53.43 minutes if this patient is excluded). As a primary care center, the authors noticed that the mean time between the beginning of the symptoms and the decision of searching for medical help was relatively long (43.43 days). Even so, the patients succeeded in finding medical help only 79.41 days after the beginning of symptoms (Dtime of 35.98 days).

Conclusion: As a primary care center, the ER of the Federal University of São Paulo is achieving its purpose of first time attendancy. However, the time taken by the patients to get to their primary care is too long. The authors noticed that the district division imposed by the City Hall Administration is not being respected in any way, either because of lack of specialized care by the other Medical Centers or lack of information of patients and attendents of these services.