

# Let's help patients find their way



## Top 20 locations patients ask for

Ward and department location names at Royal Bournemouth Hospital (RBH) have changed to help people navigate the site more easily. When directing patients and visitors, please ask them to look for the new location identifiers.

Please don't say ❌	Please say ✅
X-Ray and Ultrasound Department	A19
MRI and CT Department	A20
Blood Tests / Phlebotomy (Outpatients)	A6
Outpatients	A6
Pre-Operative Assessment (Outpatients)	A8
Outpatients: Departure Lounge, Diabetes and Endocrine Centre	A8
Cardiac Intervention Unit	C26
Endoscopy	A13
Eye Outpatients	A2
Oral and Maxillofacial	A10
Orthopaedic Outpatients	A12
Day Theatres	A24
Stroke Unit	C9
Acute Medical Unit	C8
The Derwent	Building 20
Community Midwifery Hub	Building 12
Pharmacy <i>Boots</i>	A14
<b>Same Day Emergency Care (SDEC)</b>	
Medical Same Day Emergency Care, including Neurovascular	C10
Older Persons Services Same Day Emergency Care	C23
Surgical Same Day Emergency Care	A36

## Why should we use the new location identifiers ?

### Using location identifiers will help:

- Reduce the need to give repeat directions to patients
- Improve patient experience
- Prevent delays to patient appointments
- Support our new wayfinding system

### Before directing a patient, please:

- Check the exact ward or department location identifier on our RBH site map
- Use the full ward/department name and location identifier

Thank you for helping patients and visitors navigate our hospital.



Scan for our new RBH site map

If you have any queries, please email [uhd.strategyandtransformation.net](mailto:uhd.strategyandtransformation.net).