



Patient advice and liaison service (PALS)

If you have a compliment, complaint or concern please contact our PALS team on 020 7288 5551 or

whh-tr.whitthealthPALS@nhs.net

If you need a large print, audio or translated copy of this leaflet please contact us on 020 7288 3182. We will try our best to meet your needs.

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Clinical Decisions Unit (CDU)

Emergency Department

**Information for patients
and visitors**



The Clinical Decisions Unit (CDU)

is a short stay ward that is a part of the Emergency Department.

It is a six-bed and four-chair unit with two separate bays for male and female patients.

The purpose of CDU is to provide continuity of care for those patients that still require further treatment and monitoring for a period of up to twenty four hours after their initial presentation to the Emergency Department.

Your doctor will decide whether you require admission, or can go home.

Food and drink will be served on a regular basis, but feel free to ask if you need anything else.

We ask you mindful of the patient's need for a restful environment, and therefore a maximum of two visitors are allowed at any one time.



Confirming your identity

Before you have a treatment or procedure, our staff will ask you your **name** and **date of birth** and check your **ID band**. If you don't have an ID band we will also ask you to confirm your address.

If we don't ask these questions, then please ask us to check.

For further information, you can contact the unit directly on:

0207 288 5796

0207 288 5679

Emergency Department Matrons:

0207 288 5831

0207 288 5516

Main hospital Switchboard:

0207 272 3070