Home		All Journals		Acta Clinica Belgica 🕨	•	List of Issues	Latest Articles		
Eme	rge Tay	ncy departm ′lor∗ Francis	ent Or	crowding: why do pa nline	•		Log in	Register	7

Q

## Acta Clinica Belgica >

International Journal of Clinical and Laboratory Medicine Latest Articles

189 0 2 Views CrossRef citations to date Altmetric

Articles

## Emergency department crowding: why do patients walk-in?

Edmond Brasseur S, Allison Gilbert, Jean-Christophe Servotte (□),
 Anne-Françoise Donneau (□), Vincent D'Orio & Alexandre Ghuysen
 Published online: 30 Dec 2019
 Check for updates



## ABSTRACT

**Objectives**: For years, general practitioners (GP) shortage and patients' increasing demand for acute care have been associated with Emergency Department (ED) crowding. Indeed, EDs admissions for non-emergency care seem to constantly increase. Surprisingly, the rationale for patients own decision to directly reach EDs over primary care have been poorly investigated to date.

**Methods**: We conducted a study on patients admitted in two University EDs during nine consecutive days. Patients were asked to answer a survey about their frames for coming and if they were self-referred, referred by a GP, a specialist or after calling the Emergency Number.

**Results**: During the study period, 68.0% of patients were self-referred, 17.0% referred by their GP. 8.5% by a specialist and 7% after an emergency call. 51.0% of

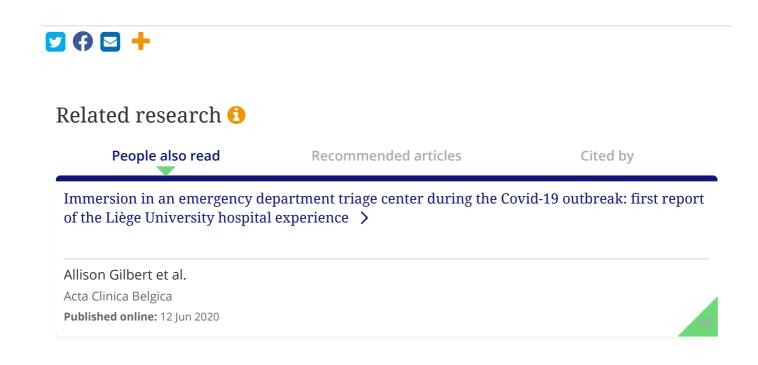
Home All Journals Acta Clinica Belgica List of Issues Latest Articles Hendeled Belgica Belgica Any Belgica Appropriate location to dear with their health problem and 24.0% because of a better accessibility. We noticed that 15.0% of the incomings looked for specialized care and 4.22% reported that the stress had motivated them. Of note, 4.6% of the patients were attracted by the hospital reputation. Financial concerns represented less than 1.0% of the motives invocated.

**Conclusion**: We found that patients' self-perceived severity of illness is the predominant frame to each the ED when they face needs for acute care. EDs' accessibility as compared with other facilities also seems to encourage patients to come to the ED. Other factors such as the hospital reputation or patients' stress tend to influence ED attendance but to a much lesser extent.



## **Disclosure statement**

No potential conflict of interest was reported by the authors.



Home 
All Journals 
Acta Clinica Belgica 
List of Issues 
Latest Articles

Emergency department crowding: why do pa ....

Home 🕨 All Journals 🕨 Acta Clinica Belgica 🕨 Lis	ist of Issues 🕨 Latest Articles					
Emergency department crowding: why do pa Information for	Open access					
Authors	Overview					
Editors	Open journals					
Librarians	Open Select					
Societies	Dove Medical Press					
	F1000Research					
Help and info	Keep up to date					
Help & contact	Register to receive personalised research and resource					
Newsroom	by email					
Commercial services	Sign me up					
Advertising information						
All journals						
Books						

Copyright © 2021 Informa UK Limited Privacy policy Cookies Terms &

Registered in England & Wales No. 3099067 5 Howick Place | London | SW1P 1WG