

Ambulatory Emergency Care Clinic (AEC)

Patient information factsheet

- Your clinical team have referred you to the Ambulatory Emergency Care Clinic (AEC). It is also known as Same Day Emergency Care (SDEC).
- All patients must be referred and accepted by one of the Ambulatory Care team, as we are not a walk-in service.
- We are based on level 2, next to the Emergency Department (ED).
- This consultant-led service provides quick access to your medical assessment, and any further tests or imaging (X-rays and various scans) you might need.
- The goal is to give the best medical care and only stay in hospital if it's really needed.
- A Consultant will review the referral made by the clinician who has treated you today.
- They will then contact you by telephone with a follow up plan. This may include:
 - Discharge from the clinic with a treatment plan.
 - A referral to a specialty team.
 - A face-to-face (in the clinic) or telephone appointment with the AEC clinic team.
- **Before you leave the ED, please check with the reception team that the hospital has your correct phone number and the details of your emergency contact.**
- We will aim to contact you the next working day after the referral is made, between 9am and 12pm (midday), Monday to Friday.
- **If you have not received a call by midday, please contact us on 020 7288 5940.**
- The hospital may call you from an unknown/private number.

- If we cannot reach you by phone, we will leave a voicemail, where possible.
- If we are still unable to reach you, a letter will be sent to you and your GP with details of the initial assessment and outcome.
- For any urgent medical concerns or questions, please contact your GP or go to the ED, which is open 24 hours a day.

Contact our service

You can call us on 020 7288 5940.

Contact our Trust

If you have a compliment, complaint or concern, please contact our Patient advice and liaison service (PALS) on **020 7288 5551** or whh-tr.PALS@nhs.net.

If you need a large print, audio or translated copy of this leaflet, please email whh-tr.patient-information@nhs.net. We will try our best to meet your needs.

020 7272 3070 | Whittington Health NHS Trust, Magdala Avenue, London, N19 5NF
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