
Discharge Lounge

Information for patients



The Discharge Lounge

Western General Hospital,
Crewe Road South,
Edinburgh EH4 2XU
Tel: 0131 537 3120

**Please ask a member of the ward staff if you have any questions,
need any additional support, advice or services before you are discharged**

Welcome to the Discharge Lounge

We look forward to welcoming you to the Discharge Lounge at the Western General Hospital. The Discharge Lounge has been set up to make sure that you have a relaxed and organised service on the day you leave hospital.

On the day of your discharge you will be transferred to the Lounge to wait for an ambulance or your family to collect you.

Who are the staff?

Qualified nurses and healthcare professionals staff the Lounge. They are there to make you comfortable and care for you while you wait to go home.

They will check that all necessary arrangements have been made and will be happy to answer any questions you may have regarding your discharge.

Do not hesitate to ask if there is anything you need.

What is in the Discharge Lounge?

The Lounge has been arranged for your comfort. You will be provided with a choice of food and drinks.

There is also a television, the day's newspapers, and a selection of magazines. If you wish to contact relatives we can arrange access to a telephone.

Helping us to help you

Every patient who is using the Discharge Lounge is also helping another patient. It means that your bed can be prepared and made available for another patient who requires admission, reducing waiting times and improving the speed and quality of service we provide.

When is the Discharge Lounge open?

The discharge lounge is open between 8:00am-6:00pm Monday to Friday, and is closed at the weekend.

Getting to the Discharge Lounge

The discharge lounge is located on the ground floor in the Anne Ferguson Building, next to the main entrance.

Contacting us

If you have any queries about your discharge, please do not hesitate to ask your ward staff, or alternatively, contact the Discharge Lounge directly on 0131 537 3120 or 0131 242 1913

If your family phone 0131 537 3120 or 0131 242 1913 we can arrange a pickup time. They can call the hospital by mobile phone just before arrival to avoid having to park. If you are being collected by car we can have you ready at this door.