

Family Members: You play a very important role on the healthcare team as you know your child best. You can provide information about your child that can help us better care for your child.

****If you have any concerns about any aspects of your child's care, please talk this over with the person responsible.**

- If we do not introduce ourselves and explain our role, **please ask us.**
- If your privacy or confidence is not protected, **please tell us.**
- If no one explains what is happening or what is going to happen and why, **remind us that you need this information.**
- If you are concerned about plans for your child, **ask us to explain options.**
- If you need the time with any member of the healthcare team to review your child's situation, **ask for an appointment.**
- If your stated opinions and wishes are disregarded, **ask us to explain why.**

Doctors

1. **Attending Physician (Intensivist):** Specialist in child health who takes overall charge of your child's health care plan.
2. **Consulting Doctors (Specialists):** Doctors who have specialized training for one specific body system such as a cardiologist (hearts) or an oncologist (cancer). They give expert advice to the team.
3. **Residents and Fellows:** Fully qualified doctors who are now training as specialists. They provide most of the day to day medical care. They work under the guidance of specialists.
4. **Medical Students:** Students will sometimes be present at teaching sessions and will always be supervised by a fully qualified doctor.

Nurses

1. **Registered Nurses:** Are responsible for the nursing care of your child.
2. **Clinical Nurse Coordinators or Leads (CNCs or CNLs):** Are responsible for the day-to-day running of the unit. ****This is the person you should go to if you are concerned about any aspect of the nursing care your child is receiving.**
3. **Clinical Nurse Educators:** Have specialized knowledge to care for children who have complex medical needs.
4. **Care Aides:** Supports some aspects of your child's care such as bathing, feeding and ensuring your child's environment has all the supplies and equipment needed

Therapists and Other Professionals

1. **Occupational Therapists (OTs):** Plan activities to help children with activities of normal development and daily life.
2. **Physiotherapists (PTs):** Plan programs to help children whose disease affects their muscles, bones and joints. They help the child regain as much normal movement as possible.
3. **Respiratory Therapists (RTs):** Look after the respiratory system (lungs). If your child needs a breathing machine, RTs make sure it is working the best way possible.

4. **Speech Pathologists and Audiologists:** Available for children if their illness has affected their ability to hear.
5. **Music Therapists:** Developmentally brings music to the child's bedside related to child's age and current state of recovery
6. **Child Life Specialists:** Provide play programs for children. This can be done in playrooms or at your child's bedside. They can help your child overcome some of their fears of the hospital through play or distraction.
7. **Dietitians:** Can help you understand your child's feeding needs and plan a special diet if necessary.
8. **Pharmacists:** Help to plan and manage medications.

Administration:

1. **Program Manager:** Responsible for the overall running of the unit
2. **Quality Leader:** Supports structures and processes to ensure high quality care is delivered to your child
3. **Unit Clerks:** Do the clerical work of the unit.

Supports for you:

1. **Spiritual Care Professionals:** Are there to give spiritual and emotional support. They are there for people of all communities, faiths and traditions.
2. **Volunteers:** Are available to spend time with your child by playing games, doing crafts or anything else that your child desires. They are active in many places in the hospital including the play programs, the Family Resource Library, and on the units.
3. **Psychologists:** Help children cope with, understand, and manage the emotions and behaviours that can come with a serious illness. They can also teach strategies for controlling pain, stress and anxiety.
4. **Social Workers (SW):** Can help families with the social or emotional impact of an illness. They can help find helpful community resources when children are getting ready to go home.

Others:

1. **Laboratory Technicians:** People who draw blood for tests. This may happen a lot since these tests provide important information for treatment decisions.
2. **Porter Aides:** Transport children around the hospital
3. **ECLS Team:** Please refer to the bottom of the following page:
<http://www.bcchildrens.ca/our-services/clinics/childrens-heart-centre/critical-care>