



Welcome to BC Children's Hospital Emergency Department

Developed by the health care professionals of the Emergency Department with assistance from the Department of Learning and Development.

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We are pleased to give your family the best care possible. You can be sure that your child is in good hands at BC Children's Hospital. Here are some important tips to remember.

- Please don't give your child anything to eat or drink until the nurse or Doctor says it is okay to do so.
- If your child has a rash, or has been around someone with a contagious disease (such as chicken pox or whooping cough), please tell the staff right away.

Please keep a careful eye on your child for any changes in his/her condition and tell the nurse if you are concerned.

What to expect

Station #1 Triage

The first person you will see in Emergency is the triage nurse. The triage nurse decides the order that children need to be treated. The sickest children are seen first. The triage nurse is specially trained to assess patients based on the questions that he/she will ask you about your child's condition.

Some children will wait much longer than others who may not seem sick. These children have signs considered urgent to the trained nurse.

The Emergency department does not function on a first come, first served basis.

Station #2 Registration

An admitting clerk will ask for some information to start a record of your child's hospital visit. You will be given a blue card that has your child's personal hospital number. All the information that you give is treated privately. When you leave the hospital, your blue card is returned to you and it can be used if you need to visit BC Children's Hospital again. If you wish to have a copy of your child's record, please ask your nurse at the time your child is discharged from the hospital.



Once admitted to the Emergency Department, your child's name will be placed on a white board. You can see the white board behind the desk at the nursing station. Once your child's name is placed on the white board, he/she will be assigned a nurse. If you have any questions or

concerns about your child, ask for the nurse that has been assigned to your child. Please ask for your nurse if:

- ✓ You think that your child's condition has changed or has worsened.
- ✓ You have questions about your child's care.
- ✓ You want to understand the results of a test or procedure.

We understand that waiting in Emergency while your child is sick is stressful.

*Please know that we will see you
as soon as we can.*

Station #3 Waiting room

You may be asked to wait in the waiting room before you see the Doctor. A complete examination of your child requires privacy and proper equipment. Sometimes if the Emergency room is very busy, there is not enough space and your family will have to wait.

Although there are several nurses, there are only one or two Doctors in the department. The Doctor must see all patients before they leave. The Doctor may need to spend a long time with one very ill child which may create long waits.

When your child is assigned to a room, a nurse will do an assessment and ask your child to change into a hospital gown or pajamas.

Your Child's Safety

Your child's safety is our number one concern at BC Children's Hospital. We all play a part in protecting children while in the hospital. Infections spread quickly and are more dangerous when children are already sick. Here's how you can help to keep your child, and other children, safe and comfortable.

- ✓ Keep the door to your treatment room closed at all times.
- ✓ Wash your hands often and well. This is the best way to prevent the spread of germs.
- ✓ Please ask any visitor, family or friends who are not feeling well to stay away from the hospital. This helps to prevent the spread of germs. Even a common cold can be dangerous to a seriously ill child.
- ✓ Please make sure the side rails on your child's bed are raised at all times.
- ✓ Never leave your child alone. If you need to leave the room for any reason, make sure that someone is with your child.
- ✓ Please keep other children (brothers or sisters) with you at all times. Waiting for a long time can be difficult for a young child. If possible, please try to arrange for someone else to care for young children while you are at the Emergency Department.

You may be asked to be involved in research during your visit to our ER department. All research projects have been approved by the University of British Columbia and the BC Children's Hospital Ethics Committee. They have been evaluated to ensure your safety and satisfaction.

Who will see my child?

BC Children's Hospital is a teaching hospital and research centre. There are many different health care professionals working and training in the Emergency Department. Some or all of them may examine your child.

- The emergency attending physician is a specialist in injury and illness of children (Pediatric Emergency physician) who takes overall charge of your child's health care plan.
- Consultants are expert Doctors on a particular body system. They give advice to the team.
- Residents and Fellows are 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 the specialists.
- Medical students and nursing students are there as an important part of medical training. All of their work is fully supervised.
- Nurses are specially trained in child and emergency health.
- Unit Clerks organize the flow of patients in the Emergency Department. They can help direct you if you need help. They CANNOT answer medical questions about your child's care.
- Porters help the nurses and Doctors in doing tests and procedures. They help to transport your child safely to different areas.
- Child Life Specialists can support your child through a procedure and help reduce your child's fear through play or distraction. If your child is nervous about a test or procedure, ask if a child life specialist is available.

Tests and procedures

Our Doctors will ask you and your child (if they are old enough) a lot of questions. This helps them to get a complete history. The Doctors will also do a physical examination on your child. Sometimes more information is required and tests will be ordered. We all understand how stressful tests and procedures can be for your child. Our Doctors consider many factors before ordering a test or procedure. The staff will do everything possible to make your child comfortable.

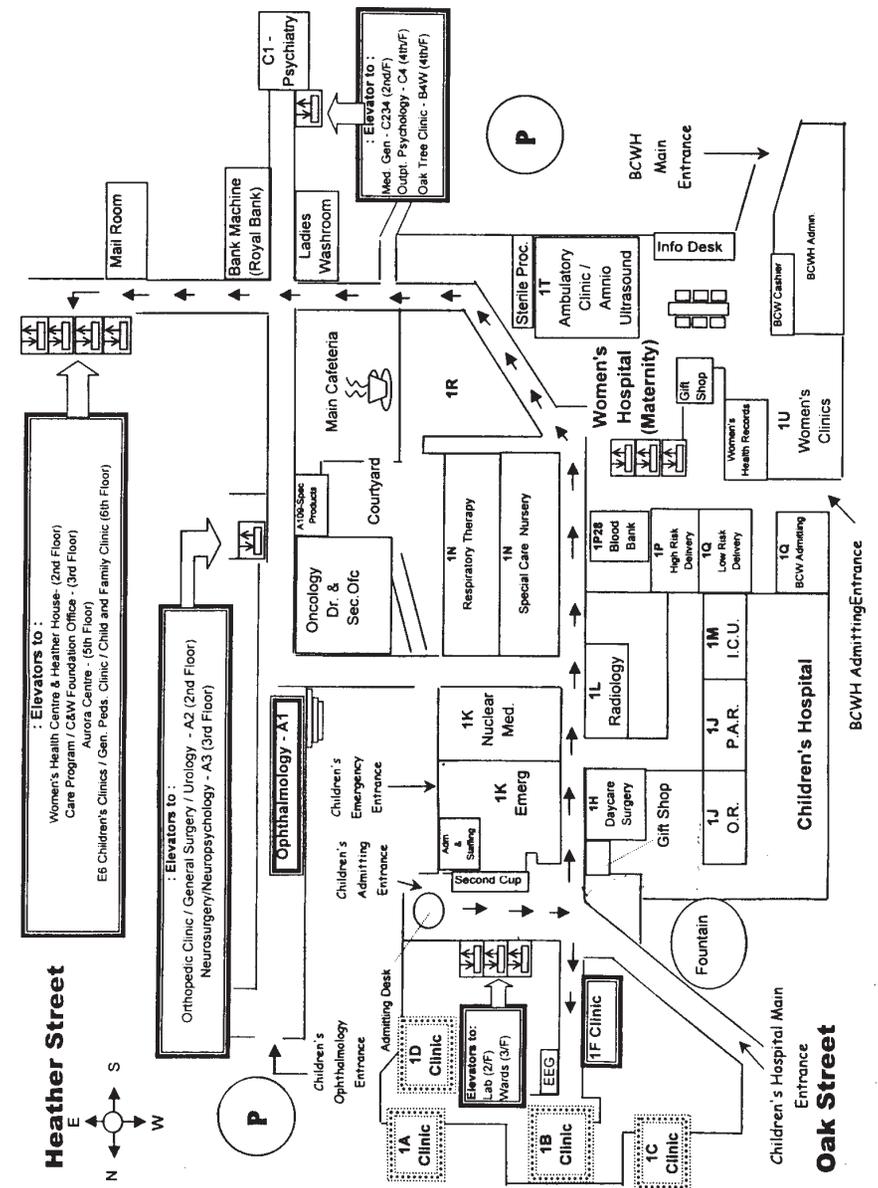
As a parent, you have the choice to stay with your child during all tests and procedures.

During some procedures, you may be asked to stand to the side so that the Doctor can properly treat your child.

Your child may be asked to provide a urine sample. The nurse will explain the best way to get a sample depending on the age of your child.

It is policy in our department to take rectal (in the child's bottom) temperatures on most children under the age of 18 months. This provides the Doctor with a more accurate temperature.

Test results can take one to several hours to get. At night, there are less staff and the test results may take a bit longer than during the day. Please be patient, these test results are important for the Doctors to make a correct diagnosis.



Parking

Parking at the hospital can be difficult. Please ask if you have any questions.

There are 37 short-term coin-fed metered spaces around the Emergency department. These spaces are to be used for drop-off and registration only. They are monitored all the time. These spaces cost \$2.00 for 1 hour of parking. As soon as your child is registered in Emergency and settled, we ask that you move your car to the long-term parking areas in order to:

- *Free up spaces for newly arriving families;*
- *Decrease the cost of parking;*
- *Avoid a parking ticket.*

If your child is admitted to the hospital, please ask about the discounted parking passes available for families.

While you wait

- A few TV/VCR's on carts are available for the children to use.
- There is one cordless phone that can be used at the bedside (free of charge) and another phone at the security desk.
- Bank machines are in the BC Children's Hospital lobby and in the Shaughnessy Café.
- The department has 2 chair beds which allow a parent to rest beside their child. A mattress or stretcher can

be brought into the room. Please ask for any linen you may need.

- Ice, juice, milk and a limited selection of snacks are available for the children who are not fasting, and for breastfeeding mothers. If you are not sure if your child is fasting, please check with your nurse before feeding your child. **Please remember that there may be other children around you who are fasting and unable to eat. Please be respectful and discrete as young children may not understand why they cannot eat or drink.**
- Vending machines are located in the Emergency waiting room and in the hospital main floor lobby.
- Breast pumps are available on the 2nd floor (Room 2C2) and you may ask for a lactation consultant or a public health nurse if you need help with the breast pumps.
- There are many places to get food and snacks. You may bring food in or order in at anytime during your hospital stay.
 - The Shaughnessy Café has the greatest variety of food and is open M - F 7:00am to 7:00pm and Sat/Sun 8:00am to 6:30pm.
 - Second Cup™ is located in the BC Children's Hospital lobby is open daily from 6:30am to 10:00pm.
 - The "On the Go" bistro featuring Tim Horton's™ is located on the main floor at the entrance of BC Women's Hospital. It is open M – F 6:30am to 3:30pm.
 - Starbucks™ is located on the main floor of the Ambulatory Care building and is open from M - F 6:00am to 8:00pm, Sat - Sun 8:00am to 6:00pm.



Other amenities

- Public washrooms – 2 in the Emergency department, 1 in the main hospital lobby, 1 near the Surgical Daycare department.
- Gift shop – in the main hospital lobby. Open M – F 10:00am to 7:00pm, Sat - Sun 11:00am to 4:00pm. Carries toys, books, other merchandise and some personal care items.
- Microwave – in the Shaughnessy Café
- Family Resource Library – located on the 2nd floor of the Ambulatory Care Building. Find health information, use the internet, fax, photocopier, video player. Visit in person M – F 10:00am to 4:00pm or call 604-875-2345 local 5102. The library catalogue is available online at: www.cw.bc.ca/library.
- Washer and dryer – 3rd floor in Room 3D58. It costs \$1.00 to do a load of wash.

You are an important part of the health care team

BC Children's Hospital is a family centered hospital and you are encouraged to stay with your child during all tests and procedures.

BC Children's Hospital 'Access to Charts' policy ensures that parents or guardians have equal access to their child's medical health record. Ask staff if you would like to see what is in your child's chart.

If you are interested in getting a copy of your child's x-rays for your own records, you may ask for a copy from the radiology department. There will be a cost of \$15 - \$25.

Always remember that you are an essential part of your child's care team.

As we see it Parents are Partners. The family is a child's strength and support. You are the expert on your child. Health professionals are the experts on health and disease. Everyone's role is important. What we do together is greater than what anyone of us can do separately to achieve the best health for children. We encourage you to become an active partner on your child's health care team.

If you have any comments or feedback about your experience in the Emergency Department, please call the Parent Line at 604-875-3500 or the Program Director for Emergency at 604-875-2000.

