



Welcome to the Emergency Department (ED). We are committed to giving you and your child excellent care and service. This information will help you know what to expect while you are here.

Step 1: Triage

An ED staff member will greet you and find out why you are here. A nurse will see you/your child as quickly as possible after you arrive. The nurse will ask some questions, take vital signs (temperature, pulse), weigh you/your child and do a brief exam. In general, patients are seen in the order of arrival, but children with serious illnesses or injuries may need to be seen right away. In this case, you may notice patients being called ahead of you.

Step 2: Registration

To ensure your/your child's safety and to allow appropriate follow-up, an administrative staff person will obtain your registration information in two steps. We will confirm your basic identification information when you arrive. We will ask for other information (such as your insurance and primary doctor) before you are discharged.

Step 3: Reception Area

If the ED exam rooms are all filled, you will be asked to take a seat in the *Reception Area*. ***Please check with a nurse before giving your child anything to eat or drink.***

If there is a change in your/your child's condition or if your child needs a scheduled medication while in the reception area, please notify the Triage nurse immediately.

There are several different treatment areas in the ED: Medical, Surgical, Psychiatric, Fast Track, etc. Each area is set up for a specific type of care. As soon as an exam room is available in the appropriate area, you will be called. If a child who arrived after you is called ahead of you, it may be because an exam room related to that child's needs has become available.

We will see you/your child as quickly as possible. **If you decide to leave the ED at any time before you are discharged, please inform the ED Staff.**

Step 4: Treatment Area/Exam Room

In the exam room you will meet the providers who will care for you/your child while you are in the ED. ***To avoid a delay***, please be sure to put a hospital gown on your child so that he/she can be completely examined.

Children's Hospital is a teaching hospital, which means a *team* of health care providers is involved in providing patient care. The team includes:

Attending Physician: Supervising Pediatric Emergency Doctor (MD)	Fellow: Pediatric Emergency Doctor in Training (MD)	Resident: Doctor in Training (MD)
Registered Nurse: Emergency Nurse specially trained in the care of children and families	Clinical Assistant: Assists nurses with patient care	Child Life Specialist: Provides support to patient during procedures
Social Worker: Assists patients and families with personal, medical, and environmental needs	Case Manager: Coordinates home care needs	ASR: Completes registration, admission, and check-out
Interpreter: Interprets for patients/families with limited or no English language proficiency	<i>Please feel free to speak to any staff member if you have questions about your child's care.</i>	

Some tests and treatments may need to be done. Once the test results are available and the treatments are completed, these will be reviewed with you. At this point, a plan will be made for follow-up care or admission to the hospital. Your providers may get interrupted to respond to a sudden critical emergency. They will return as soon as that emergency is under control.

Step 5: Check Out

Before you leave the Emergency Department, please go to the Communications Desk to sign out. Parking can be validated here as well. *We hope your child gets well quickly and your experience here is an excellent one!*