

## Can I use my mobile phone?

Yes, you are permitted to use your mobile phone. We suggest you keep your phone with you so family members can contact you. Please turn your mobile phone off while staff are speaking with you or your child.

For patient, parents, carers, visitors and staff privacy and confidentiality, the use of any **form of camera or video including mobile phone cameras** is not allowed while you are at PCH.

## Zero tolerance policy

Patients, family, visitors and staff all want to be in a safe place. To ensure everyone's safety we have a zero tolerance policy for aggression and verbal abuse. Anyone behaving in this way will be asked to leave immediately.

## Getting ready to go home

When necessary, written discharge advice will be provided to you when you go home. This may include a letter for your GP, or an information sheet to help you with your child's care at home.

If your child's test results are not ready when you leave, we will call you only if your child needs further treatment. You can make an appointment with your GP to talk about any other outstanding results.

Please make sure you take home any x-rays you may have brought with you as you may need to bring these back to any follow up appointments.

If you or your child needs a medical certificate, please ask a staff member before you leave.

## Your feedback

We welcome your feedback as it helps us to work on continually improving the service we provide. If you have any comments or suggestions, please ask one of our staff for a consumer feedback form.

Thank you for taking the time to read this brochure. We hope it has helped you to understand how our ED works.



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This document can be made available in alternative formats on request for a person with a disability.

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# Welcome to the PCH Emergency Department



We understand you are here because you are concerned about your child. Our staff are committed to working with you to give your child the best possible care.

### **When you arrive**

When you arrive at the emergency department (ED), you will be seen by a specialist emergency nurse called the triage nurse. The triage nurse is highly skilled in conducting a quick assessment of the urgency of your child's condition.

Once the assessment is complete, the nurse will allocate your child to one of five categories in the triage score. The triage score prioritises patients in order to ensure all children with life threatening illnesses or injuries receive help first.

After seeing the triage nurse, you will be directed into an area within ED to receive care. The clerical staff will check some details with you including your Medicare number, private health cover and your GP's details.

In general following the clerking, your child will be further assessed by a nurse and then a doctor or nurse practitioner (a highly experienced nurse with specialist training) will provide the care required.

### **How long will I have to wait?**

The ED staff will not be able to give you a fixed waiting time as this will change depending on how unwell your child is, how many other patients there are and how unwell they are.

The waiting time is regularly updated on the TV signs in the waiting rooms. Waiting can help the nursing staff to observe your child and start some care such as pain relief or fluids which may help your child and the doctor when they see you.

It is important to alert the nurse if you think your child's condition may be worsening or if you decide to leave before you are seen.

### **Why has another child been seen first?**

In the ED, the most seriously ill or injured children must be seen first. All children will be seen in order of urgency, even if you have arrived in an ambulance, been seen by another doctor or have private health insurance.

### **Can my child eat and drink?**

Check with the nurse if it is ok for your child to eat and drink. Some treatments or tests require an empty stomach. Even giving your child water to drink may sometimes mean they have to wait longer before we can begin treatment.

Your child may need to stay in emergency for some time for observation or tests, be transferred to another hospital or be admitted and stay at PCH.

### **Where will my child be seen?**

As part of the triage process, the triage nurse will determine the best area in the department for your child to receive care. This may include directing you to an internal waiting room. Each area is purpose built for staff to provide the care your child needs on this visit.

All areas in ED are staffed by emergency department nurses and doctors.

### **Visitors**

We strongly encourage you to stay with your child at all times. We know that you may also need support from your family and friends. Our ED can be very busy, and for safety reasons, there is a limit of one to two visitors per patient at a time. Other visitors may wait in the triage waiting room.

### **ED facilities**

For your convenience:

- Toilets are located both inside the ED and immediately outside the triage waiting room near the green lifts.
- A parenting room is available outside the triage waiting room near the green lifts, and in the Family Resource Centre in the atrium near the main entrance.
- There is a taxi rank located across Hospital Avenue outside SCGH E Block.
- Public pay phones and an ATM are located in the hallway outside ED, towards the main atrium.
- Vending machines are available outside ED near the green lifts. There are free coffee and tea facilities available inside the ED for parents and carers.
- There is a food hall on Level 1 in the main atrium.
- A small convenience store is located on the Ground Floor of the multi-deck car park, open Monday to Saturday 7am to 8pm.