

## What to Expect When Your Child Transfers to Children's Emergency

### Before you arrive

Your Health Care Provider will often call and give us a summary over the phone about your child's condition. Often a written or printed summary may be sent with you or with your child and the transport team.

#### Please consider the following before arriving:

- 1) Some circumstances may require your child to not eat or drink. Ask your Nurse or Doctor before coming. Examples could include bone fractures, abdominal concerns, surgical needs, appendicitis, among others.
- 2) If your child is on home medications, please bring them with you. If you have forgotten to bring your child's medication, please let Children's Emergency staff know about this.
- 3) Bring extra clothes, and supplies (like phone chargers, books, tablets, snacks, etc.) for your child and yourself, as often wait times can be long.
- 4) We require one adult to stay with your child while in the Emergency Department. Please consider making other arrangements if you are unable to stay. Please let your Nurse know if you need to step away so we can find someone to stay with your child in your absence.

### After you arrive

- You will be seen by a Registration Clerk and Triage Nurse on arrival. Please have your health card available. If you have paperwork from another healthcare facility, give this to the Triage Nurse when you arrive.
- The Triage Nurse will ask a series of questions to determine the level of urgency at which your child needs to be seen.

**Having been checked at another Health Centre before arriving in Children's Emergency does not mean you will be seen sooner than other children waiting.**

### After triage

A Triage Nurse will direct you to the waiting room or take you to a treatment space. Once taken into a patient care room, another Nurse may complete a checkup followed by a checkup with an Emergency Doctor or Resident Doctor.

- If your child was sent to be seen by a service/consult directly (such as Orthopedics, Plastics, Surgery, etc.) you will **not** be seen by an Emergency Doctor.
- The service/consult area will be called directly and the service who you were referred to will visit you in the Emergency Department in person.
- These services are often working in other medical clinics, offices, or in the operating room and may take time to come. We will keep you updated.

We appreciate your patience while you wait for their arrival as the Emergency Department staff have no control over the service/consult area schedules.

### Wait times

Your wait time will depend on a variety of factors, including how many people are waiting to be seen in the Children's Emergency Department.

**Patients are not seen by time of arrival, but rather by level of illness/sickness.**

**Please let staff know right away** if you have safety concerns at any time or if you feel there is a change in your child's condition while in the Emergency Department.

### **What if my child was sent for sedation?**

If your child is transferred for a procedure that may require sedation, this will take extra time to coordinate with the consult/service area and will depend on the staff and available resources of the Emergency Department.

### **What should I consider while I wait for the Doctor?**

#### **Pain control and comfort**

Please let your Nurse know if your child is uncomfortable.

#### **Change in your child's condition**

Please let your Nurse know if your child's condition is getting worse or if it is getting better.

#### **Testing and consults**

Are not always indicated and will depend on the doctor's summary of your child's condition while in Children's Emergency. Your child's condition may have changed since transfer which may change what is needed.

**Let staff know if you need to step away.**

### **What should I do if I'm discharged from hospital?**

- Make sure you have all of your belongings, prescriptions, and follow-up appointments (if needed).
- Make sure you have a safe mode of transportation home or to where you are staying.
- There is a public phone available on the wall in the hallway by the patient bathroom. You will need to dial "9" to get an outside line.
- Please feel free to ask a staff member for help at any time.

### **Important Phone Numbers/Places to Stay**

If you need a place to stay and are transferred from **First Nations and Inuit Health Brand of Indigenous Services Canada (FNIB) community**, please contact Medical Services:

Phone: 1-204-983-0911 (Winnipeg)

Toll-Free: 1-877-983-0911

#### **Northern Patient Transportation Program (NPTP)**

Phone: 1-800-290-1098

'1' for Thompson Office

'2' for The Pas Office

'3' for Flin Flon Office

#### **Indigenous Services (HSC)**

Phone 204-980-8880; Toll Free: 1-877-940-8880

[indigenousealth@wrha.mb.ca](mailto:indigenousealth@wrha.mb.ca)

**Inuit Referral Centre:** Phone: 204-944-7110

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If any of the above does not apply and you need a place to stay, please contact:

#### **Ronald McDonald House**

**(for families living outside of Winnipeg):**

62 Juno Street, Winnipeg, MB

Phone: 204-774-4777

They can arrange pick-up/drop-off to Children's Hospital.

Call Safe Walk or Ride with HSC Security if transportation is needed to parking lot:

Phone: 204-787-4567

#### **Ronald McDonald Family Room**

**(for short stay or waiting for a ride pick-up)**

In Children's Hospital, 3<sup>rd</sup> Floor

Yellow Deer Zone

CE320-840 Sherbrook Street

Phone: 204-787-4626

**HSC Patient Inquiry:** Phone: 204-787-2595

#### **Patient Relations Office:**

Phone: 204-787-2704

Email: [pro@hsc.mb.ca](mailto:pro@hsc.mb.ca)

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