

## What happens when I am discharged?

We always make sure your child is safe before you go home, and we will let you know what the plan is.

If you feel your child is not safe to go home, please talk to your nurse or doctor. When you are discharged home with your child, make sure you:

- understand the plan for your child's care
- ask about medical certificates, letters
- ask your doctor about any GP or specialist medical follow up requirements
- understand any community health service options or support that may be available to you.

**If you decide to leave before your child is seen by a doctor, please let the nurse at triage or in the waiting room know so we can make sure your child is safe.**

## Feedback

We are always trying to improve and we use your feedback to improve our service. To let us know what we did well, or what we need to do better next time, please ask to speak to the Nursing Unit Manager, call our Patient Friend on (02) 9382 0680 during business hours, or email [SCHN-CGUFeedback@health.nsw.gov.au](mailto:SCHN-CGUFeedback@health.nsw.gov.au).

## Aboriginal and Torres Strait Islander people

Everybody will be asked "Is your child of Aboriginal or Torres Strait Islander origin?"

If you need the assistance of an Aboriginal Liaison Officer please ask the triage nurse.

## Safety

We want Sydney Children's Hospital, Randwick to be a safe and supportive place, so we ask all staff, families, patients and visitors to:

- treat others with kindness and respect
- respect the Hospitals' policy on smoking and alcohol use
- behave in a manner that is not aggressive or offensive (physical or verbal abuse of any kind will not be tolerated)
- take care of personal property and respect Hospital property.

## Help us provide the best care

To help us provide the best possible care to your child, we encourage you to please:

- ask for the names of the doctor and nurse caring for your child
- check the information on your child's armband is correct
- ask us about the medicine your child is being given including the dose based on your child's weight
- ask us what is happening and why
- don't hesitate to ask if we have washed our hands
- ask if we are able to reduce your child's pain
- always help your child get out of bed, go to the toilet or walk through the ED – especially when connected to medical equipment. Help us prevent your child falling from a bed or cot by ensuring the safety rails are in the upright position. A fall from even the shortest distance can lead to serious injury.



The Sydney children's Hospitals Network



The Sydney children's Hospitals Network



# Welcome to the Emergency Department

A guide for families and carers

High Street Randwick NSW 2031  
Phone: (02) 9382 1111 | [schn.health.nsw.gov.au](http://schn.health.nsw.gov.au)

We consider you to be the expert about your child and a vital part of our care team. This brochure gives you some information on how to help us look after your child.

**If you feel your child is getting sicker, you need to tell a nurse or doctor immediately.**

## The Emergency Department (ED) journey

### Triage

On arrival at the ED, you will see a specialist emergency nurse called the 'triage nurse'. The triage nurse assesses the urgency of your child's condition and allocates a triage category.

**Sometimes children who arrive after you are seen before you – this is because the most urgent and seriously ill children are seen first. Please ask a nurse if you are concerned about your waiting time.**

As well as knowing why you have come to the ED with your child, we also need to know about:

- allergies
- existing conditions
- current medications
- risk of a serious infection that can spread to others

Our aim is to only admit children to hospital when necessary, so we look at other options to get them home sooner.

Minor illnesses and injuries may be treated in a separate area of the ED. This area has its own staff dedicated to looking after these problems.

Some children may be transferred to their local hospital for management if they require admission.

### Pain relief

If your child is in pain, or their pain becomes worse, please tell a nurse or doctor.

### While you are waiting

The ED staff work as a team. Often an experienced nurse will begin your child's treatment and continue to monitor your child's condition in the waiting room. We try to use the time you are waiting to monitor your child and provide treatment where required.

**You should always know what is happening next. Please ask if you are not sure.**

### Weighing your child

It's very important that we know your child's correct weight. This helps us to make sure we give them correct doses of medication. If we haven't weighed your child, or you think we have your child's weight wrong, please let us know.

### Eating and drinking

Please ask your nurse or doctor before you let your child eat or drink. Sometimes your child should not eat or drink anything because they may need an operation or tests which need them to have an empty stomach.

### Non-English speaking families

If you need an interpreter, please ask the nurse or doctor caring for you.

### Consent

Your consent is important. In the ED, we will explain treatments, tests and procedures to you and make sure you know what your choices are before you consent to treatment for your child. You know your child best, so please speak up if you are concerned about a treatment plan.

Sometimes, when it's an emergency, we need to treat your child quickly. We will do our best to explain things as we progress in urgent situations.

Please ask the nurse or doctor if you do not understand what care is planned for your child, or if you feel we haven't communicated information to you.

### Preventing infection

To reduce the risks of infection for all children, we:

- **ask screening questions** when you arrive
- **always wash our hands, or use gels or foams.** Please make sure that you and your child wash your hands too, and use hand hygiene products
- **make sure you are in the right place** – this may be in the waiting room, in a single room, or in a bed in the ED – depending on the type of infection your child has, or other children have
- **wear protective equipment** and may ask you or your child to wear this too.

If you are next to a child who needs infection precautions, you are not at risk. All children with highly infectious illnesses will be in a single room. If you are worried about infections, please talk to our staff who can give you more information.

We do ask that you respect other families by keeping your child with you at all times.

