

Welcome to Cook Children's Emergency Department

We understand that when your child is sick or injured, you want him or her to feel better as soon as possible.

At Cook Children's, we want the same. We want to help you understand what to expect, so your visit to the Emergency Department (ED) isn't a stressful one.

Here's a list of what we do, why we do it and when. The exact steps we follow will depend on your child's condition.

First step: Check in

At this time, we'll ask you some brief questions and take a quick look at your child.

Second step: Triage

This is when we'll take your child's temperature, blood pressure and listen to your child's heart and lungs.

We will ask:

- Why are you here?
- Does your child have other medical problems?
- What medicines does your child take?
- Does your child have any allergies?

Your child will then go to an ED exam room or back to the waiting room. If all exam rooms are full, you may need to return to the waiting room.

While in the waiting room:

- Tell us immediately if your child is getting sicker.
- Do NOT let your child eat or drink unless we tell you it's OK.
- Please check with us before taking your child to the bathroom. We may need a urine sample.

Third step: Registration

We may register you at the registration desk or in your child's room.

We need to know your:

- Address Phone number Insurance information, if available

Let us know if you have other questions, including financial concerns, transportation, etc.



Fourth step: Treatment

Getting tests if the exam rooms are full

We may start tests or treatments while you're still in the waiting room.

We'll take your child to a special room for testing. A Child Life specialist is usually available to help your child understand what we're doing.

If all of the exam rooms are still full, you may return to the waiting room after the tests or treatments.

Going into an ED exam room

This is when a doctor will look at your child and possibly order more tests or treatments. Nurses, paramedics, respiratory therapists or patient advocates also may help care for your child.

While we're waiting for lab work or other test results, we are watching your child to see how any medicines or treatments are working.

PLEASE ASK QUESTIONS

Please ask us any questions during your visit. If you don't understand our answers, please tell us. We're here for our patients *and* their families.



Fifth step: Going home

- **We will give you discharge instructions.**
- **We will tell you what signs or symptoms to look for at home.**
- **We will explain what to do if you have a problem and when to return to the ED.**

To make sure we have explained this in a way that makes sense, we'll ask you to tell us in your own words:

- What you need to know about your child's health problem.
- What you need to do.
- Why doing this is important.

We want to do the best job possible.

Once you are home, you may receive a survey asking what we did "very well" and what we need to improve. Your comments will help us give the best possible care to our patient families.

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