

WELCOME TO OUR EMERGENCY DEPARTMENT

We understand that a visit to the Emergency Department can be a stressful time for you, your child and family. We have a team of people who are ready to care for your child and help make this visit a positive one. At CHEO, we believe that everyone should be treated with respect. Harassment or abuse will not be tolerated in the hospital.

What happens when you arrive?

1. A triage nurse will take your child's health card and find out the reason for your visit. Another triage nurse may assess your child or teen if needed.
2. You will wait in the waiting room until we call you to the registration booth to make a chart.
3. Based on the nurse's assessment, you will wait at in the main waiting room until you're called to an assessment room or take your chart to the Ambulatory Care Zone (AZ). You'll need to leave your child's chart in the basket and wait in the AZ waiting room across the hall.

How long will you have to wait?

We will always take care of the sickest children first, no matter when they arrive. Because things can change quickly in the ED, we can't tell you how long you'll have to wait. Our goal is to see most patients within three hours. Patients with less urgent problems will wait longer to be seen.

Did you know: Our ED sees about 190 patients every 24 hours!

Please tell us if:

- Your child or teen wants to eat or drink- the nurse can tell you if it's OK
- your child or teen gets worse, so that a nurse can reassess your child
- your child needs anything for pain or comfort
- you decide to leave before seeing a doctor

Safety first

Many children who visit the hospital have very severe allergies. Please help us keep CHEO peanut-free and latex-free. Please stay with your child at all times. To prevent falls, babies and children must be supervised closely.

Safety First

Preventing the spread of infections

- Only two adults may accompany a child or youth to CHEO's ED.
- Please stay in your assigned room or area with your child.
- Let the triage nurse know if your child has been in contact with chicken pox, measles, mumps or

MRSA (methicillin-resistant staphylococcus aureus) or TB (tuberculosis).

- Remember to use hand sanitizer. We have hand sanitizer available all over CHEO.
- Anyone with a cough must wear a mask.
- The best way to protect children and youth from infections is to make sure they get immunized (vaccinated). This includes a flu shot every year!

Questions

Each patient room has a whiteboard and markers. Use these to write down any questions you'd like us to answer.

Helpful information

Food services

- Oasis Coffee shop (Level 2, main floor). Open from 7:30 a.m.-11 p.m.
- Rainbow Cafeteria (Level 1, basement). Open Monday-Friday, from 6:30 a.m. – 2:00 p.m.
- Guest menu: delivered to your room and available on request from 8:00 a.m.-7 p.m.

Other

- A courtesy telephone is located in each room. Please dial 9 before your number. A pay phone is located outside the main waiting room. You can also use your cell phone.
- The daily parking rate is \$14. You can pay with cash, debit or credit card at pay stations. You can pay with a credit card at the parking lot exit.
- We have ATM machines at the main entrance and the Gary Cardiff Wing exit.
- Baby changing stations are available in all ED washrooms.
- The Ronald McDonald Family Room (5th floor, West) is available for children youth and families who need to rest and relax

Medications

Visit our Kids Care Pharmacy in the main lobby, Monday-Friday, 8:00 a.m. -6:00 p.m. You can also ask ED staff for a list of late-night pharmacies.

Numbers to know

Telehealth Ontario

Health information from registered nurses, 24/7

1-866-797-0000

TTY: 1-866-797-0007

Ottawa Public Health info line

613-580-OPHI (6744)

TTY: 613-580-9656

Toll free: 1-866-426-8885

Québec Info santé :811

Ontario Poison Centre

1-800-268-9017

TTY: 1 877 750 2233

Breastfeeding support: 613-736-0997

Find a physician

Ontario: 1-800-268-7096 ext. 626

Québec: 819-966-6200 ext. 3989

Do you have any comments about your experience?

Please share your feedback in an email to: edfeedback@cheo.on.ca. We look forward to hearing from you! Please note that we cannot give medical advice by email.