



We understand a certain amount of anxiety comes with every visit to the Emergency Department. Our goal is to provide the best pediatric care possible and make your visit go as smoothly as possible.

This ED Brochure will outline some of the processes we work with in the Emergency Department and answer some of the most common questions we hear. Please be sure to review the material, as it provides some very valuable information.

Thank you for choosing Nationwide Children's Hospital

Welcome to Nationwide Children's Hospital, one of the top children's emergency departments in the country. You've come to the right place to find the best possible emergency care designed only for children.

Every day, we treat many children with different illnesses and injuries, requiring all levels of care. Nationwide Children's Hospital is the only area hospital where your child will be seen by experts in pediatric emergency medicine.

We want to see your child as quickly as possible. If your child seems to be feeling worse while you are waiting, please tell us. Also, if there is anything we can do to make your waiting time more comfortable, please let us know.

We understand the urgency of your situation and assure you that we will work as quickly as possible to see you in a timely manner. Remember, the very best care takes time. Patients with life-threatening conditions are always seen first. The time of your total stay with us will depend on your child's condition and the volume and severity of other patients that come into the Emergency Department.

The following information will help you better understand our policies and procedures. Of course, should you have any questions, feel free to talk to an Emergency Department staff member.

The total time of your visit will depend on many factors.

1. Your child's condition compared to other patients in the department.
2. Ambulances or sudden urgent cases that come into the department.
3. If the doctor orders additional tests to diagnose your child's condition.
4. If the doctor consults a specialist for your child's condition.
5. If hospital beds are full – this results in patients having to remain in our department longer than expected.



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A Step-by-Step Guide to Nationwide Children's Hospital Emergency Department



step 1

Arrival Welcome! Our goal is to provide you and your child with the best possible care. The Emergency Department is specially designed and staffed to care for a wide variety of pediatric illnesses and injuries. We are going to do our best to keep you comfortable and informed throughout your visit. We are committed to valuing and abiding by all HIPAA laws and regulations. In that, "We keep all patient information confidential and ask that everyone respect the privacy of every patient when speaking of medical care".

Remember, the sickest or most injured children will be treated first! However, in our attempt to provide care for everyone, you may see other families who arrived after you being treated before you. They are being seen in our FAST TRACK area for minor illnesses and injuries. The Fast Track is designed to treat and release patients who require fewer resources which ultimately lowers your wait time. If a child is injured, they may be called earlier for x-rays or pre-medication for sutures. This is also a separate area of the Emergency Department where suturing and casting take place.

step 2

Triage Evaluation A nurse or a Patient Care Assistant (PCA) will take your child's temperature, weight, heart rate, breathing rate and blood pressure. Your child will be taken to the exam room based on their level of sickness or injury. You will be given a registration form that requests information such as address, phone numbers, insurance information, etc. This helps us keep accurate records of your child's medical care. You may also be given a pager that will vibrate and beep when it is time for your child to be seen. Please do not leave the department with this pager. Pagers may not function outside of the ED and since our primary concern is the medical safety of your child, we prefer you remain immediately available in the treatment area.



step 3

Treatment Medical care is provided by pediatric emergency medicine certified doctors and nurse practitioners, as well as nurses and other health care workers. Most importantly, this means there are a number of qualified and experienced professionals focused on your child's care. If at any time you have questions about a test, the medical care or the specialists seeing your child, please ask the attending doctor or your nurse.

Observation over a period of time is an important part of caring for your child. It helps us see your child over time to make sure your child isn't getting sicker and that your child receives a thorough evaluation. As part of the treatment process, the following procedures may be required:

- X-rays
- Blood tests
- Examinations by pediatric specialists

As stated earlier, if we need to order any of these tests, your stay in the Emergency Department will be longer. While you are waiting, you are welcome to watch the TV. The Emergency Department staff can also help you find reading books, coloring books and crayons for your child.

step 4

Discharge Before you leave the Emergency Department, we will contact your primary care physician if you need to see them in 24 to 48 hours. A copy of the information from this visit will be faxed to your doctor.

Home care (discharge) instructions are VERY important to help your child get better. You will receive written home care instructions before you leave. If you have any questions about your child's follow-up care or medications, please ask before you leave. We also ask that you to talk to the doctor or nurse about the medications your child is already taking to make sure any new medications will not affect them.

Food Services Vending machines are located in the Emergency Department lobby. The cafeteria is on the first floor of the hospital and the Food 4 Thought food court is located in the lower level of the Education Center. There is also Q's Café located in the Outpatient Care Center. Hours for the cafeteria, food court and Q's Café vary. Please check with the nurse or doctor before giving your child something to eat or drink.

Phones It is okay to use your cell phone in the Emergency Department, but please end your call when the clinical staff is in the room caring for your child. Courtesy phones are available for local calls (area code 614). Push 9 to access an outside line. Please limit your call to 5 minutes. Pay phones are also available in the Emergency Department lobby.

Smoking Nationwide Children's Hospital is a non-smoking facility; smoking is not permitted inside the hospital or anywhere on its campus.

Parking The visitor parking lots and garage are operated by a token system. One token is needed to exit parking. Each token costs \$2.00 and can be purchased in token dispensing machines located on the first floor of the visitor parking garage and in the lobby of the Emergency Department. Security Officers are available to walk you or your visitors to your car. Please call the Emergency Communication Center at ext. 2-2128. We also offer \$4.00 valet services during peak hours.

Pharmacy The Outpatient Pharmacy is located in the Outpatient Care Center across from the Information Desk on the first floor.

Hours of Operation:
Monday – Friday 8:30 a.m. – 11 p.m.
Saturday, Sunday and Holidays 10 a.m. – 6 p.m.

ATMs Huntington Bank ATM's are located off the main lobby, on the way to the cafeteria (you can get \$1 bills from this ATM) and near Q's Café in the Outpatient Care Center. (There is no fee from Huntington, however, your financial institution may charge a fee). In addition, we also provide a Bill Changer. This machine is located on a marked pillar across from the Information Desk on the first floor of the Outpatient Care Center Pharmacy. It accepts \$10 and \$20 dollar bills and dispenses \$5 dollar bills.

Other Services Offered by Nationwide Children's Hospital

Pastoral Care & Children's Chapel Chaplains are available 24 hours a day. Ask your nurse if you would like to speak with a chaplain. The Children's Chapel is located on the first floor of the main lobby near the Family Resource Center.

Social Services Family support, access to emotional health needs and resources within the community are available. A clinical social worker is ready to provide support for you and your child. Ask your nurse or medical liaison for help in contacting a social worker.

Child Life Specialist Specialists are available during our busy evening hours to explain medical procedures (IVs, stitches, surgery, etc.) to children to calm their fears and help them understand what is happening. Your nurse will help you contact a Child Life Specialist.

Medical Liaison The Emergency Department Medical Liaison, a medical person trained in customer service, is available during the busiest hours of the emergency department, to assist patients and families in the lobby.

Customer Service Our goal is to provide the highest quality medical care in a family oriented, customer friendly manner. While you are in the emergency department, you may receive cards to evaluate our delivery of care to your child. We appreciate your comments and suggestions and take every evaluation seriously. We also have an Emergency Service Comment Line. For any comments, suggestions and/or concerns please feel free to call (614) 722-0478. Your call will be returned within 24 to 48 business hours.

Need Help Paying for Health Care?

Nationwide Children's Hospital has financial assistance programs for those who qualify. If you do not have health insurance, you may be able to sign up for Healthy Start/Healthy Families. This is low cost health coverage for children from birth through 19 years old. For more information, call (614) 722-6855.