



Please **DO NOT** allow your child to eat OR drink anything without asking the nurse or doctor. Doing this may alter or delay treatment that is being planned for your child. Please ask your nurse or doctor/provider if you have any questions.

**If you have concerns about how your child looks while you are waiting, or if something changes from when you initially arrived, please NOTIFY/ALERT the staff IMMEDIATELY by approaching any of the staff.**



On behalf of staff at Lurie Children's, we welcome you and express our commitment to provide your child with the best and most compassionate care during their stay in the Ken and Anne Griffin Emergency Care Center. We hope you will find the following information helpful.

# Triage is the first step, and this is where our care begins

Triage is the process hospitals use to make sure that patients with the most serious needs are treated first. Our triage nurses are specially trained in pediatric emergency nursing. The triage nurse will ask questions about:

- Current illness/injury
- Immunizations/Vaccines
- Allergies/Medical problems
- Exposure to contagious illnesses
- Medications given at home
- Recent travel inside and outside the U.S.

While we understand that you may frequently visit the hospital, it is safer and more efficient for the staff to ask these questions even if they are available in the previous charts, as they may not be up to date in the chart created in the Emergency Department (ED). If there are empty rooms available, you will be sent back when the second nurse or staff member obtains a current weight. We ask that you remove any heavy clothing such as sweatshirts and jackets, as well as heavy boots. Otherwise, we kindly ask that you have a seat in the waiting area for a room to become available and ready for you.

The next staff member you see will weigh your child on the appropriate scale. They may be checking:

- Temperature
- Blood pressure
- Heart rate
- Lung/heart sounds
- Oxygen level (if needed)
- Doing a specific exam of the injury

The nurse will use all the information found to make a decision on who needs to be called next to a room.

▶ **The ED sees many types of patients, and this helps determine the order in which patients are seen.**

## Reasons for waiting...

We know that it is difficult to wait to see the doctor when you are worried and your child is not feeling well. Reasons for a delay in going back to a room and seeing the doctor can include:

- Another patient requires IMMEDIATE treatment after seeing the nurse
- Beds or treatment rooms are full or need to be cleaned

Lurie Children's is a Level I Pediatric Trauma Center, which means that seriously ill/injured patients may be arriving through another door. The Emergency Department has different areas with different providers who will treat your child. Depending on the category assigned by the triage nurses, you may also be waiting for a specific room in a specific area. The staff may direct you to a particular area where your child will be seen, so please listen carefully to any instructions. The nurses in front will try their best to answer any questions you may have about your visit, but **an estimated wait time may not be accurate and may not be given**. We will do our best to keep you informed.

## While you wait

To help move your visit along, the nurses may order an x-ray of an injured arm, leg, finger or toe. They will also try to make your child more comfortable by giving medications for fever, pain or itching if able. In addition to medications, a heat/ice pack may be given. Breathing treatments may also be started if the nurse feels it's necessary but a room is not available yet. In the meantime, the nurses who work in the triage area will monitor your child while they are waiting and may call you to the desk again to recheck him/her.

# All, for your one.®



It is important for us to know that your visit in our department met your needs and expectations. Lurie Children's will send you a text or phone call survey within two days of your discharge. Please take a few minutes to reflect on your visit and share your experience in the ED. It is important to us to identify what we can do better to serve you — this survey allows our staff to get feedback on the quality of their work and our facilities. If we did not meet your expectations or you have a positive comment/experience you would like to report, please call Patient Relations at 312.227.4940.

**Ann & Robert H. Lurie  
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## While you are in the Emergency Department and hospital...

More Info	Description
<p><b>Year-round Visiting Hours</b></p> <ul style="list-style-type: none"> <li>• Emergency Department</li> <li>• Inpatient</li> <li>• NICU/PICU/CCU (Intensive Care Units)</li> </ul>	<p><b>We kindly ask that visitors wear the badge that is given to them upon arrival by security.</b></p> <p><b>EMERGENCY DEPARTMENT VISITS:</b> While we do not have visiting hours, <b>we do recommend that you keep the number of visitors at the bedside to a minimum.</b> We understand and appreciate family and friends at the bedside. However, the number of people at the bedside should stay small since <b>it is important that medical staff have access to the child in case of an emergency.</b> We allow family and friends to trade in/out of the room as many times as they want. Please see the security officers for access back into the emergency room.</p> <p><b>INPATIENT VISITS:</b> 10 a.m.–8:30 p.m. for all visitors. Parents are allowed 24/7. All healthy visitors over the age of 16 years and healthy siblings of ANY age can visit during regular hours ONLY (no overnight visits). The number of visitors allowed is at the hospital's discretion and dependent on seasonal flu and outbreaks. If the PATIENT IS IN ISOLATION, parents are allowed 24/7 and healthy siblings must be over the age of 12 years to visit.</p> <p><b>ICU VISITS:</b> Same as inpatient visits, but only THREE visitors are allowed at the bedside. NO CHILDREN UNDER 12 YEARS OLD are allowed at any point.</p> <p>It is important to check with staff in any department where you are being admitted to see what the visitor restrictions are. The hospital will do their best to display notifications, but staff can also answer your questions regarding this matter.</p> <p><i>**If at ANY TIME any visitors have a cough/runny nose, please wear a face mask when in the hallway or around the hospital to help prevent spread of infection. There are multiple hand sanitizer dispensers throughout the department if needed, as well as sinks in the patient rooms and bathrooms for your use.**</i></p>
<p><b>Wireless Network (WiFi) and Cell Phone Charging</b></p>	<p>The network is Lurie Children's Guest. No password is required.</p> <p>There is a charging station located in the waiting area for your use. Please be aware that we are not responsible for any lost, stolen or damaged belongings.</p>
<p><b>Interpreting Services</b></p>	<p>In-person Spanish interpreters are available 10 a.m.–12:30 a.m. Telephone interpretation and video interpreting services are available at the bedside to provide immediate access to more than 200 different languages 24/7. All are free of charge. <i>Please ask for one if one is not provided.</i></p>
<p><b>Bathrooms</b></p>	<p>Bathrooms are located in the alcove across from Security. There are changing tables in the bathrooms which are located on your way through the glass doors exiting the emergency room waiting area. Please check with staff if you need a specimen cup for a urine sample, and keep it with you until you are sent back to a room.</p>
<p><b>TV/Other Distractions</b></p>	<p>The TV remote is controlled by staff. Child-appropriate stations are usually chosen with a low volume. If the TV is not on, please see the nurse or security officer, who will happily turn it on for you.</p> <p>There is also a supply of crayons and coloring papers for children while they are waiting. Please ask staff at the desk for a packet if you are interested. Occasionally hospital volunteers will also be in the waiting area playing with children to keep them distracted while you wait.</p>

## Thank you!