

# Welcome to the Ken and Anne Griffin Emergency Care Center



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.

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 Emergency Department (ED). We hope you will find the following information helpful.

## Staff of the Emergency Department:

In the Emergency Department, we work as a **team**. This team includes paramedics, nursing assistants, nurses, nurse practitioners, and doctors. Each member of our staff is identified by their hospital ID and title label on their badge. This means that there will be many different people entering your child's room. You will have an assigned nurse, but different nurses may come into the room to complete orders from the medical providers or to answer the call light.

You will also have an assigned medical provider, usually a resident physician or advance practice registered nurse (APRN). This person will be your central provider and contact with the emergency team. They are usually the first provider you will see during your visit. Below is an explanation of the different types of providers:

Resident Physician	Advanced Practice Registered Nurse (APRN)	Fellow Physician	Attending Physician
Licensed doctors who are getting additional training in pediatrics, and who may serve as the main medical provider for your child in the ED	A licensed independent provider who performs various aspects of patient care including diagnosis, treatments and consultations. They may conduct physicals, order tests, prescribe medications and serve as a patient's primary healthcare provider.	Licensed doctors who have completed their residency training in general pediatrics, and who are now training to be specialists in pediatric emergency medicine	Licensed doctors who have completed all of their training to specialize in pediatric emergency medicine, and now serve as the leader of your ED medical team. This doctor may be also referred to as the "head" doctor.

Lurie Children's is a teaching hospital. This means we train new doctors/staff how to appropriately take care of children. We ask for your patience during your visit.

## 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. Some of the reasons for delays in seeing the doctor once you are in the room can include:

- Another child is requires IMMEDIATE treatment
- Other children are currently being seen by the doctors/providers

Lurie Children's is a Level I Trauma Center. The ED sees patients first by how sick they are, then by the time they arrived. This makes it difficult to estimate how long it will be before you see the doctor/provider, but usually someone will see you within an hour after you are sent back to the room. In the meantime, the nurse will monitor your child and may start treatment, if necessary, while you are waiting.

Other reasons for delays/waiting after you have seen the doctor/provider include:

- Lab/imaging results — Take approximately 45 to 60 minutes
- Transfer to inpatient room — Approximately 45 to 60 minutes from the time the bed is ordered
- Consult with specialty service (i.e., Orthopedics, Neurology) — It is difficult to estimate an approximate wait time. We will keep you informed of any delays
- Need a plan from the specialty service
- Doctor/provider is writing discharge instructions and the nurse will be in as soon as he/she can

**If you have concerns about how your child looks while you are in the Emergency Department, please notify/alert staff IMMEDIATELY.**

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.**



# All, for your one.®



## 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> <li>• Observation 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><b>OBSERVATION UNIT VISITS:</b> Same as inpatient visits, and number of visitors allowed would be at the hospital's discretion and dependent on seasonal flu and outbreaks.</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 Emergency Department 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)</b></p>	<p>The network is Lurie Children's Guest. No password is required. Please ask staff for assistance if you have any problems.</p>
<p><b>Pillow Speaker (TV remote and call light)</b></p>	<p>This is the "remote" that has buttons for the nurse call light and TV. The red "Nurse" button alerts staff that you need assistance. You may hear a voice from the speaker on the wall, or staff will come to the room to assist you and turn the call light off.</p> <p>To access the <b>TV</b>, press "power" and then press "TV" to view our limited local/cable channels. Use the arrow buttons to navigate the channels (child stations are 15–20). The volume is on the side. We also have a number of movies available, please ask staff to help you turn one on if you are interested. We ask that you choose appropriate viewing for your child.</p>
<p><b>Parking</b></p>	<p><b>Self Parking:</b> Cost is \$11 for up to 7 hours, and \$15 for up to 24 hours with a validated ticket. Please see the security guard at the 2nd floor desk to validate your ticket.</p> <p><b>Valet Service:</b> Available Monday–Friday, 5:30 a.m.–9 p.m. from the driveway. Cost is \$15 for up to 7 hours, and \$20 for up to 24 hours. Cash and major credit cards accepted FOR BOTH.</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. Please ask for one if one is not provided.</p>
<p><b>Child Life</b></p>	<p>Child Life Specialists are healthcare professionals who help patients and their families navigate the process of illness, injury or hospitalization. They provide additional support to children and families during their time at Lurie Children's. Check with your nurse for Child Life Specialist availability.</p>
<p><b>Bathrooms</b></p>	<p>Located in the hallways. There is a changing table in the Family Lounge (near room 7 if not occupied) or in the bathrooms in the waiting room. Please check with staff if you need a specimen cup for a urine sample.</p>
<p><b>Food/Coffee Options</b></p>	<p>Food/drinks are allowed in the rooms. <b>ALWAYS</b> ask staff before giving your child anything. If your child cannot eat/drink, we recommend that you enjoy your food/drink outside the room.</p> <ul style="list-style-type: none"> <li>• <b>Sky Café (cafeteria):</b> 11th floor using the elevators in the main lobby</li> <li>• <b>Dunkin' Donuts:</b> At Prentice Hospital</li> <li>• <b>Starbucks:</b> At Northwestern Hospital</li> </ul> <p><i>There are also other options in the area around the hospital for food. Feel free to ask if you have any questions or need directions.</i></p>
<p><b>Phones</b></p>	<p>To use the phone in your room, dial 9-1-area code-number. You can also use your cellphone in the room. If your cellphone needs to be charged, we have a charging station available in our waiting room for most phones.</p> <p><i>Disclaimer: We are not responsible for unattended, lost or stolen devices.</i></p>
<p><b>Pharmacy</b></p>	<p>Outpatient Walgreens located <i>inside</i> the hospital is available M–F, 8 a.m.–7 p.m. and Saturday 9 a.m.–4 p.m. on the 3rd floor.</p> <p><i>We apologize for the inconvenience, but at this time we do not call ahead prescriptions.</i></p>
<p><b>Chaplain</b></p>	<p>We have a chaplain available 24/7. Please ask staff to contact the chaplain at any time. The Chapel is located on the 12th floor and open 24/7.</p>



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Thank you!