

McMaster Children's Hospital: Specialized emergency care for children of Hamilton and surrounding region

Welcome to Phase One of our new Children's Emergency Department at McMaster Children's Hospital.

Beginning in April, 2011, we became an Emergency Department serving only children and youth ages 17 and under.

Now we are opening the first of two major phases of our emergency designed specifically to suit the needs of children and their families.

A Children's Emergency delivers unique care:

- **Child-friendly** to put children and their families at ease. We know stress is a contributing factor to illness. Colours, sizes and distractions are all designed with children and families in mind.
- **Comfort.** Waiting areas and treatment areas are large and open to accommodate families, strollers, and movement of young children. We are a family-centred service.
- **Safe place for kids.** A visit to the Emergency Department is tough enough. We want to limit as much as possible children's exposure to trauma. So we have separated the ambulance entrance from the walk-in entrance, and created isolated trauma bays and treatment rooms. We want children to feel safe here.
- **Fast track area.** A new fast-track area for less severe illnesses and injuries will help speed the movement through the emergency department. This new area will be fully operational when the second phase of the Children's Emergency Department opens. Please understand that we can never guarantee how long you will have to wait to see a doctor. Wait times will always depend upon staffing, the number of sick children, and the nature of their problems.

Serving the children and youth of Hamilton and surrounding area

More than 40,000 children and youth seek treatment in Hamilton's Emergency Departments and Urgent Care Centres annually. Since our conversion to treating only children, McMaster Children's Emergency has become the destination of choice for those children. We expect to see nearly 30,000 patients this year, with numbers continuing to grow.

We are the regional trauma centre for children, providing care for children from Niagara, Brant, Haldimand, Kitchener and beyond. Children are regularly transported here by ambulance and helicopter. Children are sent here because of our expertise. As McMaster Children's Hospital continues to be a leader in children's health care, we are able to attract more specialists to our hospital. The conversion to a children's-only Emergency Department has helped us to expand the number of children's emergency doctors with experts from all over the world. In addition, our nurses, child life specialists, social workers, respiratory therapists and volunteers are all trained in children's emergency care.

Celebrating growth continues

Our Children's Emergency Department is not complete. You will hear and see more construction when you come here, and it means that the space will remain slightly cramped. Please be patient. This two-phase, \$10 million project is expected to be complete by Fall 2012. In the second phase, we will have added major treatment areas, procedure rooms and another trauma room. In all, we will have more than doubled the previous size of our emergency area.



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Above: A separate ambulance entrance helps to separate the more serious issues from those less severe.



Right: Bright, open waiting area with interactive screens to distract children.

A child's journey through the children's Emergency Department.

Step 1

A "triage" nurse will look at you, ask questions and take tests such as your temperature. This will help decide how quickly you need to be seen by a doctor.

Step 2

You will be registered at the desk and asked for identification and health card.

Step 3

You are now in the queue to be seen by a doctor. While you are sitting in the waiting area, it is important to tell the triage nurse of any change in how you feel.

Step 4

You will be called into the treatment area. A nurse will ask you questions and take some tests (such as your temperature) if needed. The doctor will ask questions and examine you. You may also be seen by a "resident," a doctor who graduated and completed an internship, and is now getting specialized training in the children's hospital.

We will try to get you to a doctor as fast as possible, but the sickest and most hurt must be treated first. Many things affect how quickly you will be seen.

- How busy the Emergency Department is
- How sick or injured all children in the Emergency Department are that day
- How many doctors are available at this time

The Emergency Department is often busier at certain times of the day. It is usually busiest in the late afternoon and evening and often quieter in the morning.

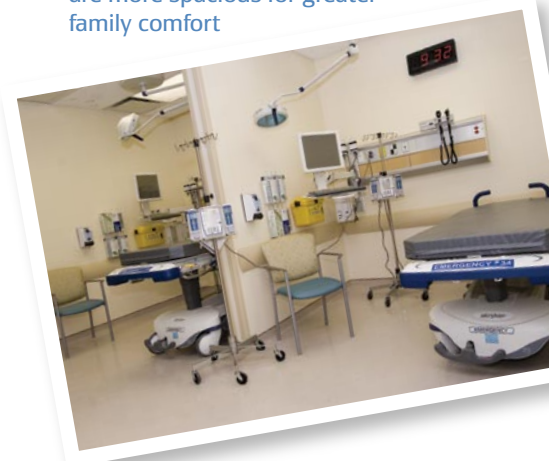


Middle: Entrance to Children's Emergency Department leads to nurse's "triage" area.



Above: Specialized treatment rooms include ear-nose-throat and casting.

Below: New treatment areas are more spacious for greater family comfort



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