



Our team is dedicated to providing your child with excellent care. We will do our best to see your child and give them the care they need as soon as possible. Please let us know if you have any questions or concerns. We are here to support you.

When You Arrive

- For everyone’s safety, all patients and visitors walk through a metal detector before entering.
- You will be greeted by our registration staff and triage nurse.
- We will ask for important information about your child’s health history and why you are here. Being clear and to the point helps us to develop the best plan of care.
- Starting your child’s care is our top priority. To start their care as quickly as possible, they may be asked to give a urine sample, receive x-rays, or have a swab test while waiting in the waiting area.
- Your child may be offered medicines to help with pain or other symptoms.
- We provide the following items for your comfort:
 - Toiletries
 - Lip balm
 - Tissues
 - Phone charging station
- If, while waiting, your child’s condition worsens, such as new or increased dizziness, nausea, lightheadedness, or new or increased pain, let us know right away. A triage nurse can offer support and discuss options while you wait.
- Eating or drinking may affect test results or prevent us from doing a procedure if needed. Please talk to a care team member before your child eats or drinks.
- Your child will be called to the front desk to confirm their information and receive a wristband.

While You Wait

- The wait times shown are only estimates and may change throughout the day based on patient volume and medical urgency.
- Please know that your child may not be seen in the order you arrived, even if your doctor pre-ordered testing or an evaluation ahead of time. Patients with urgent or life-threatening conditions are seen first. We will do our best to see you as soon as possible.

In the Treatment Area

- When your child’s name is called again, they will be taken to the treatment area where they will change into a gown in a private setting.
- You may be asked to tell us about your child’s symptoms more than once. This helps make sure that every member of the care team understands your child’s condition.

continued >



Testing

If your child needs to have testing done, here are the estimated times for us to receive results:

- Blood and urine tests – 1.5 to 2 hours
- X-rays – 1 to 1.5 hours
- CT scans and ultrasounds – 2 to 4 hours

Your Care Team

- Doctors, including Residents (MD or DO), diagnose, prescribe treatment, and oversee your child's care. They will consult with a specialist if needed.
- Specialists (MD or DO) are doctors in specific areas of medicine. They may meet with your child's care team to discuss their care plan.
- Advanced Practice Providers (Nurse Practitioners and Physician Assistants) work closely with doctors to help provide emergency care. They are highly trained and may see and treat your child without a doctor being present. Doctors are always available for consultation and oversight when needed.
- Registered Nurses (RNs) draw blood, give medicines, help coordinate your child's care, and will keep you updated on your child's care plan.
- Patient Care Technicians (PCTs) take vital signs, draw blood, and will transport your child to tests if needed. PCTs wear green.

Support Persons

We allow 2 support persons to be with your child in the ED. Support persons may be asked to step out during exams, procedures, and for medical emergencies.

We will ask for your permission before asking about or sharing any of your child's personal health information in front of family members, friends, or support persons.

We believe in, support, and promote dignity, inclusion, and belonging. Kindness and respect are expected from –and for–all who enter our doors.

After Your ED Visit

If your child is discharged:

You will receive paperwork that includes:

- The name of the provider who saw your child
- Your child's diagnosis and tests done
- The plan for their follow-up care
- Prescriptions if needed

If your child is admitted:

- They may stay in the ED until a hospital room becomes available.
- **Your child will receive the care they need during this time.**
- Please ask a support person to take any personal belongings home or ask security to hold them somewhere safe for you.

Thank You

We appreciate your patience as we work to give your child the care they need as quickly as possible.

We know you have choices when it comes to your child's care, and we thank you for choosing UPMC Children's Hospital of Pittsburgh. We take your comments very seriously and use them to improve our care of patients and their families.

If you have any questions or concerns, please let your child's doctor or nurse know, or contact Patient Representatives at **412-692-5489**.

UPMC Children's Hospital of Pittsburgh

Emergency Department
4401 Penn Ave.
Pittsburgh, PA 15224

Phone: **412-692-8430**



Created with input from the UPMC Patient and Family Advisory Council (PFAC)