



3020 Children's Way
San Diego, California
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Our staff at Rady Children's Hospital-San Diego understand that it's stressful anytime you bring your child into an emergency department. To help ease your fears and answer questions you may have about this unfamiliar experience, we have created Rady Children's Hospital *Emergency Guide*.

About the Sam and Rose Stein Emergency Care Center at Rady Children's Hospital

- Comprehensive emergency care is provided to children 24 hours a day, 365 days a year.
- Our staff members are educated and trained to care for the special needs of children.
- Physicians are board-certified in pediatrics and emergency medicine; nurses are highly skilled in pediatric emergencies and trauma.
- Specially trained social workers are available to assist families.
- Interpretation service is available for all major languages.

What Happens When You Arrive

- The first person you meet is the triage nurse who will assess your child's medical needs.
 - You will then register your child and provide important information.
 - Following registration, you will be asked to take a seat in the waiting room.
- Please note – Do not give your child anything to eat or drink until they have been assessed and given the okay to do so by the triage nurse.*

While You are Waiting

- Our staff will determine who needs to be seen first based on each child's assessment. Patients are not seen in the order in which they arrive.
- As San Diego's designated pediatric trauma center, children may be coming in through alternate entrances by helicopter, ambulance, or the CHET (Children's Hospital Emergency Transport) team, requiring the staff to focus attention on those most critically ill or injured.
- **If your child's condition changes while you are waiting, please alert the triage nurse.**
- Please know we are doing our best to provide the highest quality care as quickly as possible.

Who Will See Your Child

- Your child may initially be examined by a medical student or resident physician who will then discuss your case with our pediatric emergency medicine physicians.
- The physician may then decide if your child needs x-rays, other tests or procedures.
- Once all necessary tests are completed, you will receive written discharge instructions and then your child is free to go home.

What Happens When You Go Home

- A detailed report of your visit will be provided to your child's primary care physician.
- We encourage a prompt return to the care of your child's doctor.
- If your child needs a primary care doctor, call our Physician Referral Service weekdays at 800-788-9029 to find a pediatrician in your neighborhood.

Other Helpful Information

- Restrooms and vending machines are located to the right of the Triage Desk.
- McDonalds, pay phones and our gift shop are available down the hall to the left.

Because we care... within the next two to three weeks you may receive a survey in the mail. Please take a moment to complete and return it. Your opinion is very important to us.