



# Information about the Pediatric Clinics

## 2G, 2Q and 3F

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### Welcome to the Pediatric Clinics: 2G, 2Q and 3F

The Pediatric Clinics provide care to children with many, different needs. Depending on your child's needs, he or she may visit one or more of the clinics. The staff in each clinic will strive to provide a comfortable and caring environment for your child and family.

Our care is family-centred. This means that you, your child and your family are an important part of the health care team. We will work together to plan your child's care.

To help you make decisions and take part in your child's care, we will give you information and support. We invite you to discuss your child's care with us and ask any questions you may have.

### When are the Pediatric Clinics open?

Pediatric Clinics are open Monday to Friday, from 8:30 am to noon and 1 pm to 4:30 pm.

Clinics are closed during the lunch hour and on holidays and weekends.

**Before coming to the hospital, please call the clinic:**

- if you or your child has a cold, flu or other illness
  - if your child has Chicken Pox or has been in contact with Chicken Pox or another infectious disease
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## Where are the Pediatric Clinics?

The Pediatric Clinics are located at the McMaster Children's Hospital, one of Hamilton Health Sciences' "family" of hospitals. The address is 1200 Main Street West, Hamilton.

The **2G** Clinic is on the 2nd floor (main floor), in the red section.

The **2Q** Clinic is on the 2nd floor (main floor), in the yellow section.

The **3F** Clinic is on the 3rd floor, in the red section.

There is an hourly rate (with a daily maximum) for parking in the underground parking lot. Keep your parking ticket with you. You need to pay when you exit the elevators on the parking level. If you visit often, you can get a half-month or month pass from the Parking Office. The Parking Office is open 24 hours a day and is located in the underground parking garage, near the Main Street entrance/exit.

## What should I bring to the clinic?

Each time you visit the clinic, please bring:

- your child's Ontario Health Card
- any x-rays, reports or letters from the doctor who referred your child to our clinic
- your questions for the health care team
- a list of your child's medications and dosages, and immunizations (vaccinations)

Please plan some extra time for your appointments, as some visits may take longer than expected. You may bring your child's favorite toy, medications, formula or drinks, special foods or snacks and diapers.

## What happens when we arrive?

When you arrive, please check the signs at the reception desk to find the Business Clerk for your child's clinic. The Business Clerk will let the team know that you have arrived.

Staff will do their best to make sure you are seen at your appointment time. If the clinic is running late, we will let you know. If you feel your wait time is too long, please speak with the Business Clerk.

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## **Who will provide my child's care?**

The care that your child receives is based on his or her particular needs. A team of health professionals and support staff will work closely with you, your child and your family to understand and meet your child's needs.

Everyone involved in your child's care will introduce him or herself to you and explain his or her role in your child's care. Each staff member wears a hospital identification badges with his or her name and picture.

McMaster Children's Hospital is a "teaching hospital". We provide education for health professionals such as doctors, nurses, social workers and dietitians. Each student is supervised by a fully trained health professional. If you do not wish for a student to be present during your visit, please let the team know.

**If you have questions at any time, please ask a member of your child's health care team.**

## **How can I learn about my child's health and care?**

We encourage parents to learn as much as they can. This can help you understand your child's condition, make decisions with the health care team and take part in your child's care. The health care team will help by talking with you and providing written information or other resources. You can also visit the Family Resource Centre in the 3F Clinic. The Resource Centre is staffed by volunteers and has a collection of books, videos and pamphlets that you can borrow. There is also a computer available for you to access health information on the internet. Please ask a team member if you would like a list of recommended websites.

## **How do I make or cancel an appointment?**

If you need to make, change or cancel an appointment, please call the Clinic. The Business Clerk will help you with this. Clinic telephone numbers are at the end of this booklet.

**If you need to change or cancel an appointment, please give our clinics a minimum of 48 hours notice.**

## **What if we have an emergency?**

The Pediatric Clinics do not provide emergency care. If your child has an urgent problem, call your family doctor or pediatrician, or take your child to the nearest hospital emergency department.

## **What if I have a suggestion or concern about my child's care?**

If you have a suggestion that could help us improve our services, please let us know. This will help us know how we can best meet the needs of patients and families.

If you have questions about your child's care, please speak with any member of the health care team.

If you have concerns or suggestions, you may call the Patient Relations Specialist at 905-521-2100, ext. 75240.

## Pediatric Clinics

Paul Agar, Clinical Manager: 905-521-2100, ext. 74813  
Ellen Bennett, Clinical Leader: 905-521-2100, ext. 73211

### 2G, 2<sup>nd</sup> floor, red section

Phone: 905-521-5097 or ext. 75097  
Fax: 905-521-2333

- Echo Lab
- Echo sedation
- Cardiology

### 2Q, 2<sup>nd</sup> floor, yellow section

Fax: 905-521-5056

#### Team 1

Phone: 905-521-5093 or ext. 75093

- Diabetes
- Endocrinology

#### Team 2

Phone: 905-521-5094 or ext. 75094

- General surgery
- Orthopedics

#### Team 3

Phone: 905-521-5095 or ext. 75095

- Neonatal Follow-up
- Eating Disorders
- Adolescent Medicine
- Cystic Fibrosis
- Immunology/Rheumatology
- Genetics
- Nutrition Clinic

#### Team 4

Phone: 905-521-5090 or ext. 78519

- Urology
- Plastics
- General Pediatrics
- Residents' Clinic

### 3F, 3<sup>rd</sup> floor, red section

Fax: 905-521-2654

#### Team 1

Phone: 905-521-5011 or ext. 75011

- Spina Bifida
- Nephrology
- Enuresis
- Neurosurgery
- Neurology
- Head/Brain Injury

#### Team 2

Phone: 905-521-5012 or ext 75012

- Respirology
- Asthma/Allergy
- CAAP
- Child Life Counselling

#### Team 3

Phone: 905-521-5013 or ext. 75013

- Gastrointestinal
- Social Work Counselling
- Feeding and Swallowing

#### Team 4

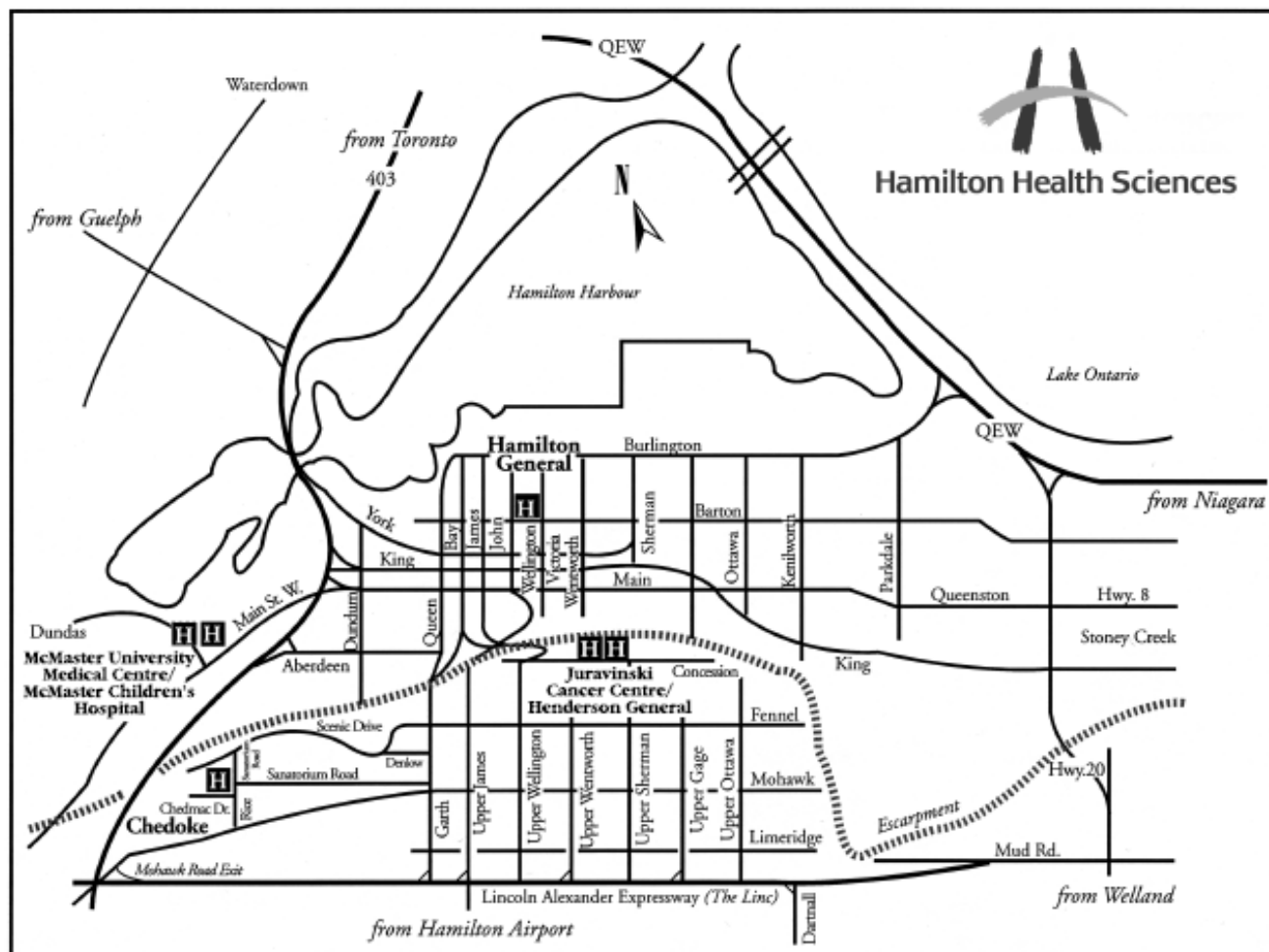
Phone: 905-521-5014 or ext. 75014

- Oncology/Hematology
- Oncology Sedation
- Aftercare Oncology Clinic
- Neuroncology
- Hemophilia
- Thrombophilia

# Directions to McMaster Children's Hospital

1200 Main Street West, Hamilton, ON L8N 3Z5

(On HSR bus route, 1A King) – see Transit at [www.myhamilton.ca](http://www.myhamilton.ca)



## From Toronto

- QEW to Highway 403 West (to Hamilton)
- Exit 403 at Main Street West
- At the end of the exit ramp, turn left on to Main Street West
- Continue along Main Street West for several blocks
- McMaster Children's Hospital is located inside the McMaster University Medical Centre building at 1200 Main Street West
- Turn right into the hospital's driveway and follow signs to parking

## From Brantford

- Highway 403 East (to Hamilton)
- Exit 403 at Aberdeen Avenue
- Turn left at Longwood Avenue (1st set of lights)
- Turn left onto Main Street West
- Continue along Main Street West for several blocks
- McMaster Children's Hospital is located inside the McMaster University Medical Centre building at 1200 Main Street West
- Turn right into the hospital's driveway and follow signs to parking

## From Niagara

- QEW to Highway 403 West (to Hamilton)
- Exit 403 at Main Street West
- Turn left onto Main Street West
- Turn right at McMaster University Medical Centre
- Follow signs to parking