

## McMaster Children's Hospital Emergency Department: A Resource for Hematology/Oncology Patients and Families

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We know that coming to the emergency department can be very stressful for you and your child. We hope this information will be helpful.

### **BEFORE you come to the emergency department, please bring:**

- ✓ Your child's health card
- ✓ Your child's medications
- ✓ Comfort items for your child
- ✓ Items that help your child cope with procedures
- ✓ Chargers for your electronics

Your child will likely need blood work done during their visit. This helps the doctors learn more about why your child is sick.

Sometimes the nurse may be able to apply a numbing cream to your child's hand or arm. The cream takes 45 minutes to work. If the doctor feels there is time to wait for the cream to work, the nurse will talk to you about using it.

### **If my child has a central line**

It is important for you to know the type of central line your child has.

#### **If your child has a port:**

- Apply numbing cream to the port site and cover it with a clear sticker before you leave home
- Know your child's port needle size
- Know if your child has a power port

## **WHEN you arrive at the emergency department:**

- Register your child at the reception desk with your child's health card
- Tell the business clerk your child is a hematology/oncology patient
- If your child is over 18 years old, tell the business clerk you have arrangements with the hematology/oncology team to continue treatment at McMaster Children's Hospital

## **AFTER you register:**

- Your child will meet with a triage nurse who will assess your child's medical needs by taking their vital signs, current weight, etc.
- You will be brought into a room as soon as possible, based on your child's level of need and the level of need of other children in the emergency department

## **WHO will see my child?**

A team of emergency medicine doctors will assess and care for your child. Together with you, they will work out a plan of care. If needed, they will talk to the hematology/oncology team.

If your child's health changes while you are in the emergency department, please talk to a nurse right away.

## Who else may see my child?

- ✓ Nurses who are trained in emergency and central line care
- ✓ Child life specialists who can help explain procedures to your child, help with coping strategies, and provide activities, toys and distractions
- ✓ Social workers and volunteer services may be available
- ✓ Since we are a teaching hospital, trainees such as nursing students and medical students may be involved in your child's care. They work closely with the nurses and doctors who are caring for your child.

Your child's well-being and safety is our priority during your care in the emergency department. We will accommodate your child's requests whenever possible.

Please know that we will do our best to provide choices, follow coping plans and provide the best care for your child.