



HELPING YOU FEEL BETTER

WHAT TO EXPECT WHEN YOU VISIT OUR EMERGENCY DEPARTMENT FOR KIDS

Welcome to the Makenna David Pediatric Emergency Center, which is UK HealthCare's emergency department for kids. This sheet is for children. We want to give you a sense of what will happen during your visit today. We will take good care of you.

CHECK-IN

- You will first walk up to the registration desk to tell the person there about you and why you are visiting the hospital.
- You will sit in the waiting area until you hear your name called.
- The waiting room has large windows and lots of chairs to sit in.
- This emergency department is just for kids, so once you are taken back to a room, you can play with toys, crayons or coloring pages.

UNDERSTANDING YOUR NEEDS

- A nurse will take you and the adult who is with you to a room where you will have your temperature, blood pressure and weight checked. The nurse will ask you some questions about how you are feeling.
- You may be asked to sit in the waiting room a while longer again, or you will be taken to another hospital room where you will wait to see a doctor.

YOUR ROOM

- Your room will have a bed with wheels and chairs for the person with you. The room will even have paintings of animals on the walls. You may also notice a lot of equipment on the walls and machines in the room, but most of those may not be needed to help you feel better.
- There is also a remote control for the TV and a special button that will call the nurse if you need anything.
- If you need to use the restroom, your nurse will show you where it is down the hallway.

SEEING THE DOCTOR

- Before seeing the doctor, you may need to change into a hospital gown so that it is easier for the doctor or nurse to examine you. Your room has a door that can be closed to give you privacy while you change.
- You will meet a few more people while waiting to see the doctor. The adult with you may be asked for more information. You will get a bracelet to wear that has your name and birthdate on it. You may also meet a Child Life Specialist who will help you understand everything about your hospital visit and make sure you know what to expect.
- You will meet your doctor, or a few, who will ask you questions about how you are feeling. The doctor may take a look at your body to see what needs to be done to help you feel better.

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- The doctor will decide what needs to be done to help you feel better. Sometimes they will give you medicine to take at the hospital or at home. Sometimes the doctor will use special hospital tools to take pictures of what is happening inside your body.
- If the doctor thinks you aren't healthy enough to go home yet, you will go to a different room to sleep overnight until you feel better. The adult with you will stay overnight, too.

LEAVING THE HOSPITAL

- Before you leave the hospital, the nurse will take any medical equipment off of you and let you change out of your hospital gown back into your clothes.
- The adult who is with you will need to sign some paperwork before you leave.

A NOTE TO ADULTS

It is normal for kids to feel anxious about visiting the hospital. You can help ease their fears by being honest, calm and clear about what to expect. It is also important to stay calm yourself, as children's emotions can be influenced by yours.

Before coming to the hospital, encourage the child to bring something comforting to them, such as a stuffed animal, toy or blanket. Packing snacks, drinks, electronic device chargers, and a change of clothes will also help you be prepared for your visit.

By showing the child that you are prepared and aware of what their emergency visit will look like, you will surely have a positive experience visiting the emergency department.



After your visit to the Emergency Department, you should be on your way to **feeling better soon.**