



## Call Ahead

Families that are a part of the ACT program can call ahead to the emergency department and inform the staff of their arrival.

**Call: 513-636-4293**

When calling, let the staff know your child has an adaptive care plan and an emergency medical need.

Ask staff to review the care plan before your child arrives.

The operator **cannot** provide any medical advice or treatment recommendations.

## Arriving in the Emergency Department

Upon arrival check your child in at the greeter desk. Then proceed through appropriate triaging process.

## Improving Your Visit

- Tell staff that your child has an adaptive care plan in his or her chart.
- Make staff aware of things that cause your child to become upset or agitated.
- Bring preferred items with you that comfort your child and help them cope. *Do not forget electronic chargers.*
- Suggest a plan of care that was useful during past hospital visits. We encourage families to be a part of the care plan. (For example use of comfort holds; medications that are/are not helpful.) *You know your child best!*
- We will try our best to help your child throughout the visit.

# Adapting Healthcare Visits within the Emergency Department



Emergency department visits are often unplanned. Sudden illness or injury adds stress to medical visits. Because of this, emergency department staff has worked hard to include the adaptive care program (ACT) in to our practice. ACT can help provide a more positive experience for you and your child.



## Your Visit

- All patients go through a triage process. This often includes taking vitals (taking blood pressure, placing oxygen probe on the finger, taking temperature, and listening to heart and lungs).
- When possible, staff tries to reduce anxiety by providing shorter waits in the lobby or a quieter place to wait.
- Although staff considers many factors when providing care, those patients with the most *critical medical needs* will be seen first.
- Time spent in the emergency department may vary in order to provide the safest and most appropriate care to all patients.



## Support

- Mental Health Specialists and/or Child life specialists may be available to help you and your child. They can provide education and support for procedures and exams.
- Coping and sensory items are available for your child, such as:
  - squeeze balls
  - vibration items
  - oral-sensory items
  - fiber-optic lights
  - music and other toys
- iPads *may* be used for exam support. However, they cannot be left for patient use.