



Welcome to the Emergency Department (ED) at Children's Hospital Boston. We understand that a visit to the ED can be a stressful event. This information will help you know what to expect while you are here.

A trip to the Emergency Department is comprised of three steps.

Step 1: Triage

An ED staff member will greet you and ask why you are here. A nurse will see you/your child within minutes of your arrival. He will ask some questions, take vital signs (temperature, pulse), weigh you/your child and perform a brief exam. Patients, in general, are seen in the order of arrival, but some illnesses or injuries may need to be seen right away. In this case, you may notice patients being taken out of order.

An administrator will also ask for your home address, your/your child's primary doctor and insurance information. This information is important so that we may identify you/your child properly. If the ED exam rooms are all filled, you will be asked to take a seat in the Reception Area.

Step 2: Reception Area

Please note that we are working hard to make your time in the Reception Area as short as possible. If there is a change in your/your child's condition or your child needs a scheduled medication while waiting, please contact the Triage Nurse immediately.

As soon as an exam room is available, you will be called into the Treatment Area. There are three different Treatment Areas. Each area is set up for specialized care (e.g., orthopedics, infection).

You may notice that a child who arrived after you is taken into the Treatment Area before you. This is because an exam room in that specialty area has become available. We will see you/your child as quickly as possible. If, for any reason, you decide to leave the ED at any time prior to discharge, please inform the ED staff.

Step 3: Treatment Area/Exam Room

Once we bring you/your child into the Treatment Area, you will meet the Pediatric Emergency Nurse and the Pediatric Emergency Medicine staff doctor who will care for you/your child while in the ED. Because Children's is a teaching hospital, you may also see other doctors (e.g., residents or fellows).

After the doctors talk with you and examine you/your child, some tests and treatments may need to be performed. When the test results have returned and the treatments are completed, the doctors will review these with you and make a plan for follow-up care or arrange admission to the hospital.

What to Bring:

- your child's blue Children's identification card (if you have one)
- insurance information
- X-rays you have on hand (i.e., brought from home or from your doctor's office if you are coming straight from there)
- snacks and magazines for parent, guardian or sibling; please check with a member of our staff to determine if it is safe for you/your child to eat based on the presenting illness or injury
- list of your/your child's medications

We hope your child gets well quickly and your experience here is positive. Please feel free to speak to your nurse or physician if you have questions about your child's care.

REFERRING CLINICIANS: PLEASE NOTE THAT PROVIDING THIS SHEET TO YOUR PATIENT DOES NOT TAKE THE PLACE OF A PHONE CALL TO THE ED'S EXPECT LINE AT 617-355-2170



Referring clinician: _____

Referring clinician's telephone: _____

Patient name: _____

Date: _____ Time: _____

Reason for referral: _____

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Children's Hospital Boston is located at 300 Longwood Avenue, in the Longwood Medical Area in Boston.

Valet parking is available 24-hours, Monday through Friday, for an additional \$3 above the parking garage fee. Parking tickets for the Children's parking garage may be validated at the information desk in the ED or in the hospital's main lobby.

Directions From the West

Via the Massachusetts Turnpike (I-90)

- Take Exit 22 at Copley Square/Prudential.
- Follow the left lane, labeled Prudential Center, and take Huntington Avenue west to Longwood Avenue.
- Turn right onto Longwood Avenue, and go past Harvard Medical School.
- Children's Main Entrance is on the left.
- Children's Parking Garage is on the right, across the street from the hospital.

Via Route 9

- On Route 9 proceed to Brookline Village.
- After passing the fire station on your right, at the next large intersection (at the Brook House Apartments) take a left onto Brookline Avenue.
- Proceed through four traffic lights to the Longwood Avenue intersection.
- Turn right onto Longwood Avenue.
- Children's Main Entrance is two blocks down on the right.
- Children's Parking Garage is on the left, across the street from the hospital.

Directions From the South

Via Routes 1, 28, 138

- From Route 1, continue to the Jamaica way.
- From Routes 28 or 138, proceed via Morton Street and the Arborway to the Jamaica way.
- Continue on the Jamaica way as it turns into the Riverway.
- At the Brookline Avenue traffic light, turn right onto Brookline Avenue.
- Continue to the third traffic light, and turn right onto Longwood Avenue.

- Children's Main Entrance is two blocks down on the right.
- Children's Parking Garage is on the left, across the street from the hospital.

Directions From the North

Via Routes 1, 93, 28

- Follow the signs to Storrow Drive.
- After the Copley Square/Massachusetts Avenue sign, take the left exit off Storrow Drive marked Fenway, Route 1.
- Take the right fork marked Boylston Street, Outbound.
- At the first major intersection, continue onto Brookline Avenue, past Beth Israel Deaconess Medical Center—East Campus to Longwood Avenue intersection.
- At this major intersection, turn left onto Longwood Avenue.
- Children's Main Entrance is two blocks down on the right.
- Children's Parking Garage is on the left, across the street from the hospital.

From Logan Airport

- Take the Summer Tunnel to Storrow Drive.
- Follow the directions from the North, above.