



Welcome to Perth Children's Hospital Emergency Department

We are here to help your child get the care they need.

We care for children aged 15 or under with medical or mental health emergencies. It is free for Australian citizens or residents.

Perth Children's Hospital is also called PCH. Emergency Department is also called ED.



Interpreter service

Ask for an interpreter if you don't understand or to help you speak with us.
The service is free.

Waiting times

It can be busy in the Emergency Department with lots of sick children waiting to be seen. The sickest children are seen first. The order and waiting times are the same if you arrive by ambulance.

Please tell us if you plan to leave before we have treated your child.

What happens in the Emergency Department



Triage

Triage helps staff decide how quickly your child needs to be seen by a doctor. They will check your child and ask you some questions.



Wait to be seen

You will go inside the Emergency Department to wait for a nurse or doctor to see your child. A clerk will ask you some questions while you are waiting.



Seen by the nurse or doctor

They will ask questions and check your child to help understand what is wrong.



Talk with your nurse or doctor

The doctor or nurse will explain what is wrong and what your child needs.
Ask us questions at any time.



Tests and treatment

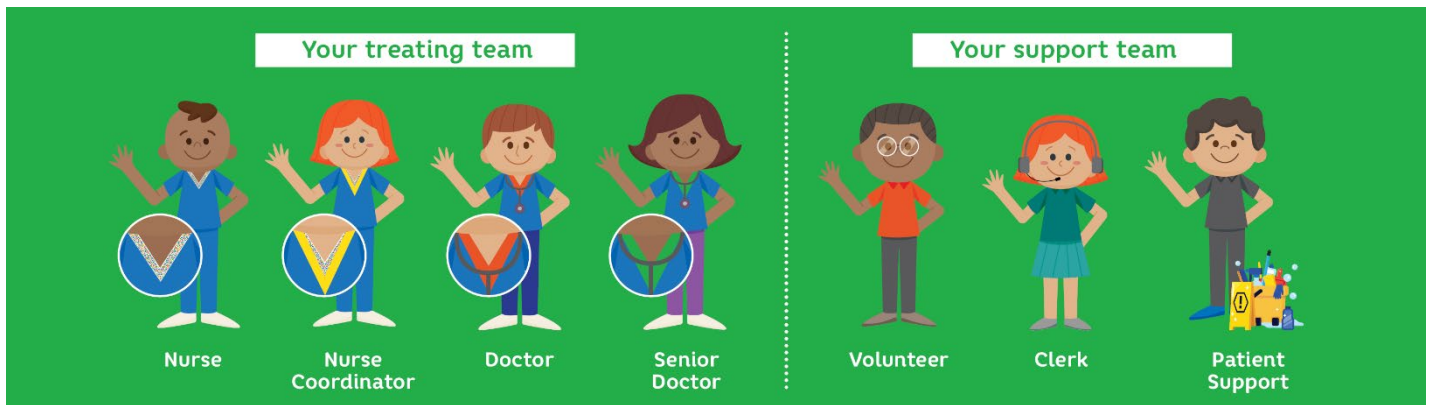
Your child might need a blood test, x-ray, or some other tests to find out what is wrong.
They may also receive treatment while in the ED. You may need to wait during this time.



Wait to leave or stay for more treatment

Your doctor may need to observe your child to ensure they are not getting worse or to see their response to treatment. You will get any instructions before you leave. If your child needs to stay for more care, they will be moved to another room in the hospital.

Meet your healthcare team: there are lots of people who help care for your child



If you think your child is in pain

Please talk to a nurse who will assess your child and organise appropriate pain relief.

Are you worried? We need to know.



If your child seems sicker or is behaving unusually, tell us right away. You know your child best. We will listen to you.

If your English is limited say 'Emergency Waiting Room' or just your room number.



Going home

When your child is ready to go home, the doctor or nurse will give you some information about what you need to do to care for your child. Please ask us any questions you may have. We may also give you a letter for your local doctor.

When you are home

Follow any instructions given to you by the doctor. If you are worried that your child is not getting better, you can:

- visit your local doctor;
- call Health Direct on 1800 022 222; or
- visit a GP Urgent Care Clinic.

If it is an emergency, call 000 for an ambulance or come back to the Emergency Department.

Find out more about your time at PCH

Visit our website at pch.health.wa.gov.au or ask a staff member or volunteer about:



- parking (remember to move your car from the 'quick drop' area to a carpark)
- toilets, accessible facilities, parenting facilities and change tables
- food and drinks
- feedback, compliments and complaints
- free PCH Wi-Fi (HEALTH-Guest network, no password needed)