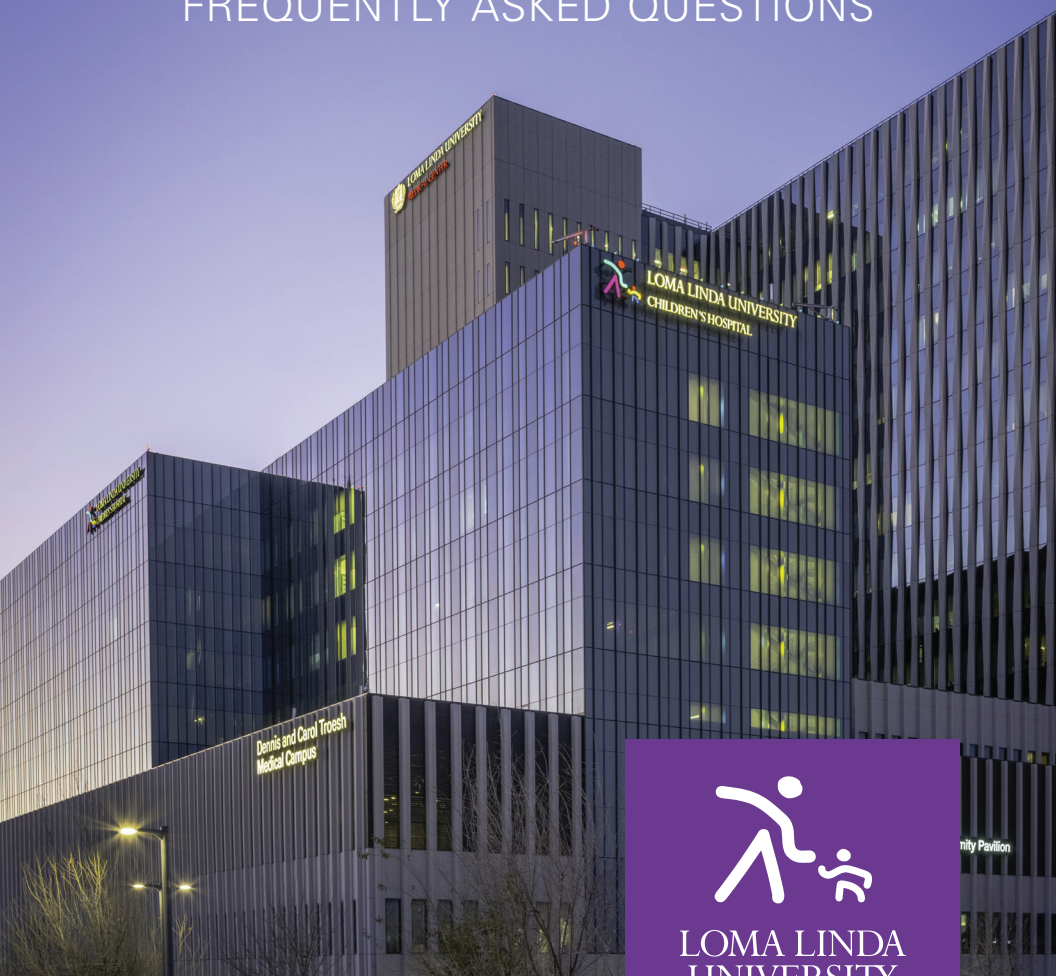


# Welcome to Loma Linda University Children's Hospital Emergency Room

FREQUENTLY ASKED QUESTIONS



LOMA LINDA  
UNIVERSITY

CHILDREN'S  
HOSPITAL

# Welcome to Children's Hospital Emergency Room (ER)

We are privileged that you chose us to care for your child. A little bit about us:

## **Region's Only Dedicated Children's Emergency Room**

We are the region's only dedicated emergency room for children, treating more than 47,000 kids each year. Your child has access to all the care they need.

## **Level I Pediatric Trauma Center**

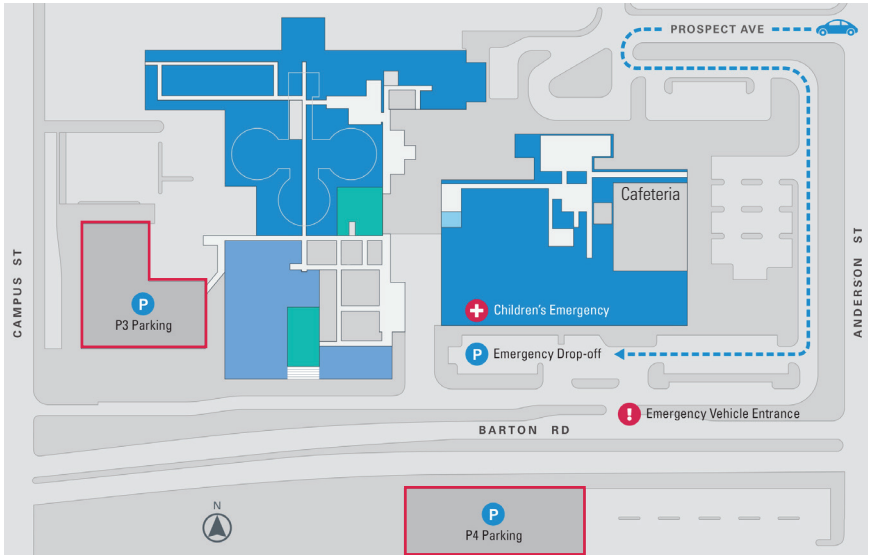
As the region's only pediatric trauma center, we provide care for every level of injury at every stage of recovery. We see over 3,000 pediatric trauma cases yearly.



# Table of Contents

Parking.....	2
Assessment Process .....	3
Talking With Staff.....	4
Pain Medication for Your Child in the Lobby .....	5
Food Options for Patients .....	5
Food Options for Family and Visitors.....	6
Tylenol and Motrin Questions.....	7
Tylenol Administration .....	8
Motrin Administration.....	9
MyChart .....	10
Nurse Recognition - DAISY Award.....	11
Follow-up Phone Survey .....	12
Your Care Team.....	12

# Parking



- In front of Children's Hospital emergency department is a small parking lot and drop-off area.
- We recommend parking your car across the street in the P4 structure. There is a bridge on the second floor that leads from the parking structure to the Children's Hospital emergency department.
- If the P4 structure is full, P3 structure is another parking structure you can park in.
- If your child is hospitalized and moved upstairs, we ask that you please move your car to either P3 or P4 structure, as the lot in front of the Children's Hospital emergency department is for temporary 20-minute parking only.

# Assessment Process

- When you bring your child to the emergency department, one of the first staff members you will talk with is the triage nurse.
- This specially trained nurse will ask you questions about your child's illness.
- The triage nurse will then place your child in line to be seen by a doctor based on their assessment.
- We have several treatment areas that include trauma, critical care and fast track.
- Because of our different treatment areas, you might see children that arrived after you go back first. This means we are waiting for an opening in the treatment area based on your child's needs.
- Unfortunately, we are not able to provide wait times, but please know that we are working as hard and carefully as we can to bring your child back as fast as possible.



# Talking With Staff

- Be open and honest with staff. This helps us to treat your child to the best of our best abilities.
- Let the staff know you trust them to care for your child.
- Please ask questions, but know that medical decisions, diagnoses and prescriptions are based on what is best for your child's health.
- For example, as a parent we might expect a drug or medicine to treat a cold, when research shows that a wait-and-see approach is often better.
- Before you leave the emergency room (ER), make sure you understand what follow-up visits, medications, or appointments your child needs.
- Take notes about any instructions to help you better remember them. If you do not understand how to give a medication or treatment, ask the nurse or doctor before you leave.
- We want you to be comfortable with your child's care when you go home. Please feel free to ask questions before you go about anything related to your child's care that is unclear.
- Do not forget to ask for any school or work notes before you leave!



# Pain Medication for Your Child in the Lobby:

- Until your child is seen by a nurse practitioner or a doctor, we cannot give your child pain medications.
- We can give your child heat packs and/or ice packs for pain and comfort until a provider has seen your child.
- Please let us know if your child would like these comfort measures and we will get them to you as soon as possible.

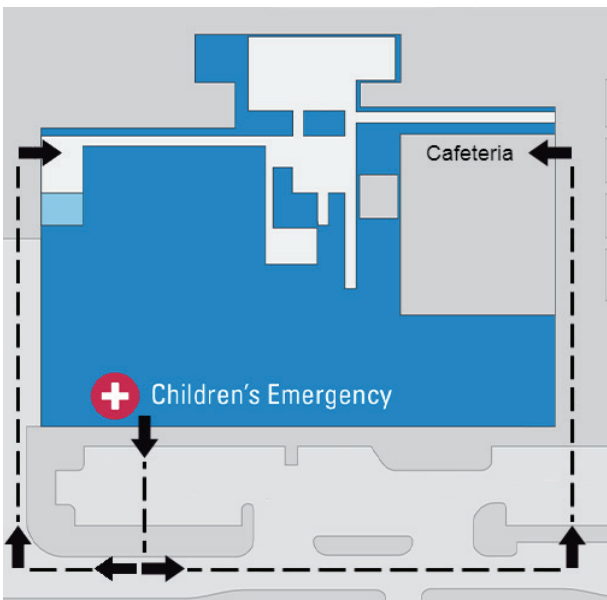
# Food Options for Patients:

- When your child comes into the emergency room, we highly recommend your child not eat or drink anything until the doctor says it is okay to do so.
- There may be tests that require your child to fast, not have any food or liquids in their stomach. If they do eat and drink, it can make caring for your child take longer.



# Food Options for Family and Visitors:

- Loma Linda University Health offers an on-site cafeteria with a range of food and dietary options.
- Open 6 a.m. to 10 p.m. daily.
- To help minimize infections and keep patients safe from falls, patients are not allowed in the cafeteria serving areas.
- Loma Linda University Health is a Seventh-day Adventist facility, which means there is no meat or caffeine available in the cafeteria. However, they do offer many vegetarian/plant-based meal options.
- If your dietary needs are not met by the food within the cafeteria, some food delivery services will deliver to the lobby.
- Feel free to use those services as you need, but Loma Linda University Health staff are not responsible for any food you order and will not be responsible for reimbursement of any lost, stolen or misplaced food.





# Tylenol and Motrin Questions

## Q: What is a fever?

**A:** A fever is when the brain tells the body to raise its temperature in response to an infection, illness or another cause.

## Q: But why?

**A:** Researchers believe that by increasing the body's temperature, it makes it more difficult and less comfortable for germs to survive.

## Q: How do I medicate my child?

**A:** A child may receive acetaminophen (Tylenol) at any age, and it may be administered **every four to six hours**, as needed for fever or pain. However, **do not** give more than four doses per day.

A child may receive ibuprofen (Motrin, Advil, etc.) when they turn six months old, and it may be administered **every six to eight hours**, as needed for fever or pain. However, **do not** give more than four doses per day.

## Q: How do I remember all this?

**A:** The easiest way, perhaps, is to medicate your child every three hours by alternating between acetaminophen and ibuprofen. This allows for six hours between doses of the same medication.

## Q: How do I alternate?

**A:** Example medication schedule:

9 a.m.	Give dose of acetaminophen
12 p.m.	Give dose of ibuprofen
3 p.m.	Give dose of acetaminophen
6 p.m.	Give dose of ibuprofen

# Acetaminophen (Tylenol)

Age	Weight (lbs)	Weight (kg)	80 mg/ 0.8 ml	160 mg/ 5 ml	80 mg per tablet	160 mg per tablet	325 mg per tablet
1-3 months	6-11 lbs	2.7-5 kg	1/2 dropper				
4-11 months	12-17 lbs	5.5-7 kg	1 dropper	1/2 teaspoon			
12-23 months	18-23 lbs	8-10 kg	1-1/2 droppers	3/4 teaspoon			
2-3 years	24-35 lbs	11-16 kg	2 droppers	1 teaspoon	2 tablets	1 tablet	
4-5 years	36-47 lbs	16-21 kg		1-1/2 teaspoons	3 tablets	1-1/2 tablets	
6-8 years	48-59 lbs	22-27 kg		2-1/2 teaspoons	4 tablets	2 tablets	1 tablet
9-10 years	60-71 lbs	28-32 kg		3 teaspoons	5 tablets	2-1/2 tablets	
11 years	72-95 lbs	33-43 kg			6 tablets	3 tablets	1-1/2 tablets
12-13 years	96-115 lbs	44-52 kg				4 tablets	2 tablets
14+ years	116+ lbs	53+ kg					2 tablets

- If your child is 30 days old or less and has a fever (temperature 100.4°F or greater), your child should be evaluated by a physician as soon as possible.

# Ibuprofen (Motrin, Advil, Etc.)

Age	Weight (lbs)	Weight (kg)	50 mg/ 1.25 ml	100 mg/ 5 ml	100 mg tablet	200 mg tablet
0-6 months	—	—	—	—	—	—
6-11 months	12-17 lbs	5.5-7 kg	1 dropper			
12-23 months	18-23 lbs	8-10 kg	1-1/2 droppers			
2-3 years	24-35 lbs	11-16 kg	2 droppers	1 teaspoon	1 tablet	
4-5 years	36-47 lbs	16-21 kg		1-1/2 teaspoons	1-1/2 tablets	
6-8 years	48-59 lbs	22-27 kg		2 teaspoons	2 tablets	1 tablet
9-10 years	60-71 lbs	28-32 kg		2-1/2 teaspoons	2-1/2 tablets	1-1/2 tablets
11 years	72-95 lbs	33-43 kg		3 teaspoons	3 tablets	1-1/2 tablets
12-13 years	96-115 lbs	44-52 kg			4 tablets	2 tablets
14+ years	116+ lbs	53+ kg			4 tablets	2 tablets

- Motrin **should not** be administered to children under six months of age.
- You may medicate your child for a fever before bringing them into the ER. Sometimes delays mean we cannot medicate quickly for fevers while waiting to see a provider.

# MyChart

- MyChart is a free tool that allows you to communicate with your child's primary care provider.
- You can access your child's test results as well as discharge teachings from your child's emergency room visit online or in the app.
- For more information or to sign up today, scan the QR code below or visit: **[mylluhealth.org/MyChart/Signup](https://mylluhealth.org/MyChart/Signup)**



# Nurse Recognition - DAISY Award



**FOR EXTRAORDINARY NURSES**

---

**IN MEMORY OF J. PATRICK BARNES**

- Did your nurse do an extraordinary job?
- DAISY Award Honorees personify Loma Linda University Health's remarkable patient experience.
- These nurses consistently demonstrate excellence through their clinical expertise and extraordinary compassionate care, and they are recognized as outstanding role models in our nursing community.
- For more information, scan the QR code below or visit: **[lluh.org/DaisyAwardNomination](https://lluh.org/DaisyAwardNomination)**



# Follow-up Phone Survey:

- After leaving the ER, you may receive a phone survey asking about your experiences within the ER.
- We encourage you to take the survey to help us grow and improve the care of our patients.
- Feel free to mention any staff that stood out and helped care for your child.

## Your Care Team:

Attending Doctor: \_\_\_\_\_

Resident Doctor: \_\_\_\_\_

Nurse: \_\_\_\_\_

Nurse: \_\_\_\_\_

Respiratory Therapist: \_\_\_\_\_

## **Questions after discharge?**

Our Communications Nurse is available  
Monday through Friday, 9 a.m.-5 p.m.  
909-558-8772

**Please take a quick survey to help improve  
this handout, scan the QR code below or visit:  
[lluch.org/ImproveHandout](https://luch.org/ImproveHandout)**



**Loma Linda University Children's Hospital**  
11234 Anderson Street  
Loma Linda, CA 92354

**909-558-4000 | [LLUCH.org/ER](https://lluch.org/ER)**



LOMA LINDA UNIVERSITY

---

CHILDREN'S HOSPITAL

**HEALING. HEALTHY. HAPPY.**  
*A Seventh-day Adventist Organization* | [LLUCH.org](http://LLUCH.org)