

# Your Medical Treatment within the Pediatric Emergency Service



## Assessment

### What is the Purpose of this Booklet?

This booklet explains you how the service operates and shows you the steps implied by the medical care of your child.

The Pediatric Admission and Emergency Service welcomes you and undertakes to provide quality care and make your waiting enjoyable.

### How does the medical care of your child start?

When you arrive at the pediatric emergency service, by yourself or with an ambulance, a trained nurse will take care of your admission. This health care professional is there to listen to you. Along with the medical director of the clinic, he/she determines the severity of the medical problem of your child after finding out the complaints and other elements, such as temperature, breath, pulse, pain, etc.

This first fast assessment is essential, as it enables to assign an emergency degree ranging from 1 to 5 to the condition of your child. This emergency degree indicates the rapidity of the medical care.



# Medical Care

## What are the steps preceding the doctor's visit?

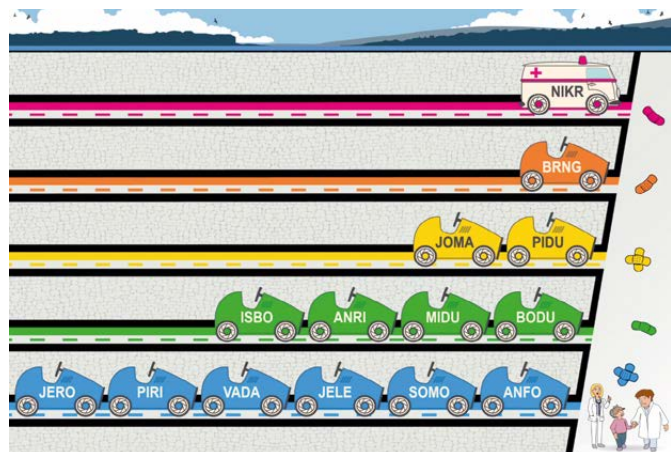
Immediate medical care is ensured for all life-threatening emergencies (degree 1). In other cases you are directed to the waiting room. A fever or pain treatment may be administered directly by the nurse following the initial assessment.

As soon as a room is free, the nurse will see you there and your child will be examined by a doctor as soon as he/she becomes available. While waiting, the medical staff will regularly reassess his/her condition. In case you notice any worsening, it is important to immediately alert the medical staff.

## Is it possible to be informed how long the waiting will take?

The medical staff may communicate you at any moment the estimated waiting time. However, this is an estimation, knowing that some of the patients coming after you require more urgent care that may mobilize several health care professionals at the same time. Nevertheless, the emergency service takes all efforts to optimize your waiting time.

A screen will inform you in real time of the position of your child in the waiting line taking into account his/her emergency degree. Follow the car bearing his/her initials.



# Emergency Degree

## How long you wait for the medical care

EMERGENCY DEGREE	RECOMMENDED TERM
<b>Degree 1: intensive care</b> Example: drowning	<b>No term</b>
<b>Degree 2: very urgent</b> Example: severe asthma attack	<b>15 minutes</b>
<b>Degree 3: urgent</b> Example: displaced fracture of the forearm	<b>30 minutes</b>
<b>Degree 4: urgent</b> Example: chin wound	<b>60 minutes</b>
<b>Degree 5: non-urgent</b> Example: chicken pox	<b>120 minutes</b>

## An SMS informs you

An SMS reminder service is in place in case of service overloading and implicitly of long waiting times. It enables you to leave the emergency service for the moment if allowed by the health condition of your child, while keeping your position in the waiting line. You will receive an SMS 20 minutes before the estimated time your child's medical care begins, inviting you to return to SAUP for consultation.

## Why is it possible that sometimes you should wait longer for your child's medical care?

Once your child is introduced and seen by the doctor, you may have to wait in certain cases for the results of the tests or the coming of a specialist who is not immediately available. In other cases, the doctor may need to monitor the evolution of health condition of your child, which may take several hours.

Books and games are available, please feel free to ask them to the nurse.

In case you have any question, do not hesitate to approach the medical staff.

## After the Assessment

### Info +

#### Invoicing

In case you choose to leave the hospital before seeing a doctor, you will be invoiced for the assessment made by the nurse upon the admission of your child. This service is covered by the basic insurance.

#### What happens when the examination and evaluation are completed?

There are three options:

- You return home and the emergency doctor immediately draws up a medical report and sends it directly to your pediatrician by secured e-mail.
- The condition of your child requires up to 24 hours' monitoring before making a decision on the admission or the discharge: you will be then directed to the observation unit.
- Your child needs to be hospitalized. In this case, the role of the service is to find a place that is fit for his/her condition. Depending on hospital occupancy, you are sometimes required to wait until a bed becomes available. In the meanwhile, your child remains in the examination room or is placed in the observation unit.

Before leaving the emergency service, remember to share all your concerns with the doctor for the return home and request him/her all certificates you may need (for school, sport, work). Once arrived home, you may contact us whenever you need at ☎ 022 372 45 55.

#### Further information

The Pediatrics Emergency Service means in particular:

- a work volume of 60 to 110 patients per day (25,000 per year)
- about 70 professionals specializing in pediatric emergency management, 12 administrative agents organized in teams ready to act 24/7
- a technical platform (X-ray, laboratory, surgical unit) available 24/24
- medical consultants and on-duty professionals available 24/24.

# Practical Information

## Pediatric Admission and Emergencies Service

Pr Alain Gervais, Medical Director of the Service  
Annie-Claude Paubel, Nurse and Manager of the Unit  
Avenue de la Roseraie 47, 1205 Genève


 022 372 45 55 (24h/24)

[www.hug-ge.ch/accueil-et-urgences-pediatriques](http://www.hug-ge.ch/accueil-et-urgences-pediatriques)

[www.monenfantmalade.ch](http://www.monenfantmalade.ch)

## Children's Hospital

Rue Willy-Donzé 6, 1205 Genève


 022 372 40 00

## Pediatric On-duty Medical Units in Geneva

### Clinique Générale-Beaulieu

(6 pm-10 pm weekdays, 8 am-10 pm weekends and holidays)

Chemin de Beau-Soleil 20, 1206 Genève

 022 839 54 12

### Clinique des Grangettes

(7 am-11 pm weekdays, 8 am-11 pm weekends and holidays)

Chemin des Grangettes 7, 1224 Chêne-Bougeries

 022 305 01 11

### Groupe médical du Petit-Lancy

(6 pm-10 pm weekdays, 8 am-10 pm weekends and holidays)


Avenue du Petit-Lancy 29, 1213 Petit-Lancy

 022 879 57 01

### Hôpital de la Tour

(24/24)

Avenue Jacob-Daniel-Maillard 3, 1217 Meyrin

 022 719 61 00

Life-threatening  
medical emergencies

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