

Preparing your child for Hospital



Thank you for choosing the Mater!

At the Mater, our paediatric staff are knowledgeable, experienced and happy to talk with you about your child's hospital journey.

We strive to make your stay as pleasant and comfortable as possible, and we value your input.

Please let us know your preferences and needs for your child's care, including any cultural considerations, and what matters to you whilst you are with us.

No one knows your child better than you, so we look forward to working together to ensure your child has a positive hospital experience.

If you have any questions or would like to talk to us about your child's admission please call the Clinical Support Nursing Manager on 02 9900 7300.



Preparing your child for Hospital

We know that a hospital visit can be a stressful time for all families, and we encourage you to ask as many questions as you need to.

It is important to speak with your child about what is going to happen in hospital. By preparing your child for their visit you can help make it a better experience for them and your family. It's best to tell them the truth about why they're coming to hospital.

Telling your child a few days prior to their admission gives them time to ask questions and to increase their understanding of what's going to happen.

If you have a young child or infant, use simple language that doesn't make them fearful. Remind your child that the Doctors and Nurses are going to look after them, and you will be with them through the process.

The following video might be helpful to engage with your child to prepare for coming to hospital.

Rees Bear has an Anaesthetic



REACH Program

REACH is safety initiative that empowers patients, families, and carers to speak up if they notice a worrying change in the patient's condition.

If something doesn't feel right, **REACH** ensures concerns are heard and acted on quickly.

- A **REACH** poster is displayed in every patient room
- Staff will explain **REACH** during admission

REACH
OUT TO US

Are you worried about a change in your condition?

Talk to your nurse

if still concerned

Ask for a review by the ward doctor

if still concerned

Medical Emergency
dial 444 for the
Rapid Response Team



What to bring to Hospital

- Any regular medications, including puffers or EpiPens
- A spare change of clothes
- A favourite toy blanket, teddy or other comfort items
- An activity/book/puzzle/game
- Nappy bag (if required)
- An overnight bag including toiletries (if required)

Arrival to hospital

A SMS will be sent the business day prior to the admission date, containing admission time, fasting instructions and which area of the hospital to present to.

On arrival our Admission team will confirm personal details and complete any outstanding documentation.

Nursing Staff

Our Nursing team will then complete the clinical admission. The nurse may take the following observations:

- temperature
- oxygen levels
- weight
- confirm fasting details

Nursing Staff will ask the child to change into a hospital gown and place an ID band on the wrist and leg.

Theatre Transfer:

- Please note the operation list order is determined by the Doctor
- There maybe a wait time between being admitted and going to Theatre
- Please bring in books or activities which your child may like to play with
- One adult is permitted to attend and be with the child prior to Theatre transfer in the admission area
- Please note Theatre can be cold - we have warm blankets to keep your child warm
- One adult is welcomed to be present in theatre as your child goes to sleep, and to attend recovery once they wake up

- We supply all linen and meals for the patient, and if staying overnight, the adult also.
- We do not supply nappies, pull ups, wipes, formula or bottles so please make sure you bring these with you.
- If your child is a particularly fussy or a restrictive eater, bringing some familiar snacks can be helpful for them.
- If your child has additional sensory processing needs, consider bringing headphones, fidget toys, or items that help them self-regulate.

After the Operation

- Our team will contact you when your child arrives in recovery
- When our Nursing Staff are happy with your child's observations, your child will head back to either Day Surgery (if day only case) or to the Clinical Ward if staying overnight
- Fluid and Food will be offered as per the Doctors orders

Facilities

- We have private rooms for children staying overnight and we cater for one adult to stay overnight. The adult will have a fold-out bed by the child's bedside
- There is a Kitchen located on the ward with tea/coffee/water facilities, microwave and a fridge. Our team will provide an orientation on your arrival to the ward
- Meals are provided through Room Service and are included for patients and the adult staying overnight adult
- We cater for all allergies and dietary requirements

Marty Bear Journey

On admission, all kids are encouraged to 'Join Marty Bear' as he goes to hospital. The interactive map enables children to focus on a hospital adventure and foster a positive hospital experience.



How to get here

The Mater Hospital is located at:

25 Rocklands Road, North Sydney NSW 2060