

FOR PATIENTS AND FAMILIES

Coming to hospital

Preparing your child for hospital

http://www.rch.org.au/kidsinfo/fact_sheets/Preparing_your_child_for_hospital/

Preparing for hospital – A parents guide

http://www.rch.org.au/kidsinfo/fact_sheets/Preparing_for_hospital_a_parents_guide/

Inpatient wards.

Cockatoo Ward provides comprehensive care to patients with neurological, neurosurgical, metabolic, Endocrine and complex gastroenterology and hepatology conditions.

http://www.rch.org.au/neuroscience_unit/

Day Medical Care is a nurse-led unit that assists in the care and diagnosis of patients from many specialty medical departments. The highly experienced nursing staff perform many tests and procedures, and provide treatment and ongoing management, of patients with chronic medical conditions including: haemoglobin and blood disorders, bone and joint disorders, gastroenterological disorders and immune deficiencies.

<http://www.rch.org.au/daymedical/>

Possum - Surgical Short Stay is located in the Surgery area on Level 3 - Tree Tops in the East Building of The Royal Children's Hospital. The 14-bed unit caters for overnight-stay patients following surgery.

<http://www.rch.org.au/possum/>

The **PICU** provides intensive care services to critically ill infants, children and young people. The service provides specialist care for children post cardiac surgery, cardiac & liver transplantation.

<http://www.rch.org.au/rosella/>

Kelpie ward delivers developmentally-appropriate inpatient care and treatment to young people between the ages of 12 and 20 with acute and chronic health issues. The ward's multi-disciplinary model of care involves physical care, treatment, emotional support, advocacy and education.

<http://www.rch.org.au/kelpie/>

Departments and Services

The RCH pharmacy provides medication and information in a safe, timely way for the benefit of patients. <http://www.rch.org.au/pharmacy/>

The Equipment Distribution Centre (EDC), located at the Royal Children's Hospital, provides medical equipment hire and sales for children in Melbourne, clients of the hospital and also to the wider community. <http://www.rch.org.au/edc/>

The RCH is committed to providing the best possible care to families as close to home as possible. **Online video consultations (telehealth)** are available for **rural, regional** or **interstate** families and patients of the RCH. <http://www.rch.org.au/telehealth/>

My RCH Portal connects you with information in the RCH medical record, when and where it suits you. My RCH Portal is for parents and legal guardians of RCH patients and for RCH patients aged 12 years or older. <http://www.rch.org.au/my-rch-portal/>

Anaesthesia and good **pain management** play a vital role in the treatment and rehabilitation of patients at the Royal Children's Hospital. Our specialist Paediatric Anaesthetists work in close collaboration with other departments to provide exceptional patient care, equal to the best available anywhere in the world. http://www.rch.org.au/anaes/pain_management/Childrens_Pain_Management_Service_CPMS/

The Medical Imaging Department is a specialised department that aims to provide the best possible medical imaging for children with minimal irradiation and discomfort. The imaging is performed with specialised paediatric techniques and modern equipment in the best possible surroundings. http://www.rch.org.au/med_imaging/

The Family Services and Volunteers Department aims to improve the hospital experience for our patients, families, carers and friends by providing five, family-centred services backed by a team of dedicated staff and volunteers. <http://www.rch.org.au/familyservices/>

Need somewhere to relax, make a cup of tea, feed your baby, catch up on emails, seek information or find activities for the kids? Head to **The Family Hub** on the ground floor of the North building, behind Degani café. The Hub is a home away from home for families and visitors to the hospital, providing a supportive, non-clinical space with friendly and extremely knowledgeable volunteers and staff on hand to assist with any queries or to provide practical support and assistance. <http://www.rch.org.au/frc/>

The **RCH Transition Support Service** provides support and assistance in developing and coordinating optimal transition and transfer processes and pathways, in collaboration with referring teams and adult health services. They offer transition support and education for patients from 15 years and above and their parents/carers, in conjunction with 'transition leads' from referring specialty. <http://www.rch.org.au/transition/>

The **Department of Nutrition and Food Services** at The Royal Children's Hospital provides a dietetic service to all inpatient units and to specialist outpatient clinics. <http://www.rch.org.au/nutrition/>

Bringing a child to hospital, whether it be for tests or major treatment, can be a stressful and disorienting experience. Chaplains are available to support you during this time. **Pastoral and Spiritual support** is likely to be of benefit whether or not you are religious or if you belong to a church, temple, synagogue, mosque, or other practice. <http://www.rch.org.au/cpc/>