

## **Local Pediatric Emergency Room Short Stay Observation (SSO)**

*Useful information for parents*

**Dear parents,**

**in this guide you will find information regarding the organization of our facility, which may prove useful during your short stay observation (SSO) at the Emergency Room.**

**Thank you for reading.**

### **General information**

- Parents will be provided with updates on the patient's clinical condition in accordance with the assistance of emergency cases.
- The stay in SSO generally is a maximum of 48 hours.
- Were the SSO extended to hospitalization in an inpatient ward, the destination department will provide all necessary information regarding your child's hygiene and comfort.
- Blood exams can be carried out at any time, if the doctor on duty prescribes them and deems them appropriate.
- Instrumental examinations can be performed at any time of the day. It will be our concern to notify you in advance where possible.
- Administration of therapy is done according to the established times and/or according to the needs of the patient.
- Patients are provided with three meals a day (breakfast, lunch and dinner) and/or snacks are provided as needed, unless fasting is indicated.
- Infant formula is provided, suitable for age groups up to one year of age.
- Nursing mothers are entitled to free food.
- Toys and books are made available to the child. Once used, we ask you to store them in the appropriate container for sanitization.

### **Behavior**

- We kindly ask you to make limited use of mobile phones and turn off the ringtone so as not to disturb.
- Please maintain a decent attitude and use a moderate tone of voice.
- It is forbidden to touch monitors or electro-medical devices, and to independently silence alarms.
- In order to avoid risks of infection between patients, we ask patients and carers not to approach other beds.
- When leaving SSO and/or if needed, we ask you to wash your hands using the alcohol gel placed at each headboard.

- Please do not interrupt doctors and nurses during their care activities (visits, administration of medication, instrumental examinations, etc.).
- It is recommended to use a mask when leaving your bed.
- In order to prevent falls while walking, we invite you to use footwear appropriate to the age of the child, and to request a wheelchair if necessary and/or if you do not feel safe.
- Each bed can be adjusted to ensure the comfort of the child by using a special keypad. We recommend you to keep the bed in a low position and with the sides up (according to the necessity and the age of the child).
- **Please do not leave your personal belongings unattended, as the hospital is not responsible for them.**

### **Carers**

At the time of admission to SSO the carer will provide the name, surname and role of the family member that could possibly replace them next to the child.

The name of the second carer will be noted on the clinical diary of the SSO worker.

All carers who come in must be swabbed for Covid at the time of access.

Only one daily change of carer is allowed, in the afternoon from 14:00 to 22:00.

The change of carer is allowed as long as only one person at a time stays with the child.

It is preferable to change between parents (or guardians) or, alternatively, first-degree relatives.

Changes of carers with non-parental figures (ex. babysitters) are not allowed.

### **Please remember**

You will have a nurse, a healthcare operator and a doctor as a point of contact at all times.

Feel free to communicate to them your needs, concerns and expectations regarding your child's condition and the care provided. There are no useless or wrong questions.

Any information can be useful to provide a better assistance: inform them of any situation or event, even if it might seem trivial.

*Hoping to have been useful with our guidance, for any further information or clarification the staff is at your disposal*