

WELCOME TO THE ALBERTA CHILDREN'S HOSPITAL CLINICS LOCATED AT THE CHILD DEVELOPMENT CENTRE

We would like to welcome you to our community outpatient clinics. As a patient or parent of a patient, you are an important member of our health care team. As a new or returning patient, please find helpful information below.

TOGETHER WE'RE BETTER - PATIENT AND FAMILY CENTRED CARE

- At Alberta Children's Hospital Child Development Centre clinics, children, youth, families, staff and physicians partner together to provide excellent care. We treat each other with respect, listen to one another, share ideas and information, ask and answer questions, create a safe environment and make decisions together.
- We are a teaching center committed to excellence. Your appointment may include a supervised trainee (student). We appreciate your support of this learning opportunity.
- If you are a teen, we will help you and your family prepare for your transition to adult care.

YOUR APPOINTMENT

- Allow yourself some extra time to find parking and locate your clinic.
- Please arrive a few minutes early for your appointment to update your information at our reception desk on the 2nd floor. If you arrive late, we will do our best to accommodate you, but we may need to see other families first or reschedule your appointment.
- If you need to cancel or reschedule your appointment due to illness or for another reason, please call us as soon as possible so we can offer your appointment to another patient/family at **403-955-5900**.
- If you miss clinic appointments without notifying us, you may be asked to get a new referral from your primary care doctor.

PREPARING FOR YOUR APPOINTMENT

- Every clinic should provide you with specific information about where the clinic is located, approximately how long your appointment will be and how to prepare for your appointment.
- If the clinic you are attending asked you to fill out specific forms or provide other information, please remember to bring these with you.
- Please write down any questions you have before your appointment so that we can cover all of your concerns in the appointment.
- Please bring all your current medicines including any vitamins, supplements or other therapies you use. Medication tracking lists and tools can be found at www.albertahealthservices.ca/medlist.
- Remember to bring your Alberta Health Care card to every appointment.

CLINIC INFORMATION

- Clean hands prevent the spread of diseases and infections. It's okay and encouraged to ask your care team if they cleaned their hands. Please clean your hands when you arrive and before you leave.
- To protect everyone's privacy, filming, recording or photographing by anyone without permission is not permitted.
- When your care in the clinic is complete, you will be discharged back to your primary care doctor.

SITE INFORMATION

- Emily's Backyard is on the 2nd floor for free short-term (1 ½ hours maximum) supervised play for patients or siblings of patients visiting our clinics. Please call 403-955-2500 to schedule a visit.
- Donations are welcome to cover the cost of this service.

ALBERTA CHILDREN'S HOSPITAL INFORMATION (ACROSS THE STREET)

- There is a Family & Community Resource Centre on the 2nd floor of the hospital. We encourage you to visit. They have information on many child health conditions as well as many supports for families. You can also visit their website at www.fcrc.albertahealthservices.ca.

PARKING

The Child Development Centre is located at 3820 - 24 Avenue NW on the corner of 24th avenue and West Campus Drive across the street from the Alberta Children's Hospital.

Parking is available in Lot 53 beside the Child Development Centre accessed from Collegiate Road NW.

Lot 53 is operated by the University of Calgary. Their parking machines accept coins and credit cards only. You can also pay for parking on your phone with the free "Way to Park" app and Zone 7153.

Additional parking is available across the street at the Alberta Children's Hospital parkade or surface lots. *There is no street parking around the Child Development Centre or the Alberta Children's Hospital.* Alberta Health Services requires you to pay for parking when you arrive.

For more information about parking visit: www.albertahealthservices.ca/facilities/ACH.

CALGARY TRANSIT

There are a number of buses that come to Alberta Children's Hospital – the 8, 31, MO (MAX Orange) and 90. The Brentwood LRT station is the closest train station. If you need help to plan a trip, call Calgary Transit at 403-262-1000 or visit www.calgarytransit.ca for schedule and route information.

QUESTIONS?

Please let the clinic know if English is not your first language and you need interpretation services or if you are having difficulties travelling to your appointment for financial reasons.

If you have health questions or concerns when you are at home, Health Link Alberta is a free telephone nurse advice service that operates 24 hours a day, seven days a week. Dial **811** from anywhere in the province to access this service.

Sincerely,

Alberta Children's Hospital Staff and Physicians

