

Alberta Children's Hospital – Outpatient Services

The staff and physicians would like to welcome you to the Alberta Children's Hospital (ACH). Outpatient Services can include an appointment with an ACH clinic, program or service. Here is some information to help you prepare for an appointment. To find out more about our hospital, please refer to the ACH Family Guide – scan the QR code in the Resources section of this handout.

Together We're Better – Patient and Family Centred Care

- At ACH, 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.
- As a patient, parent or caregiver, you are an important member of our healthcare team.

Preparing for an Appointment

- You should receive specific information about where your appointment is located, how long it will be, where to park and how to prepare for it. You will get a phone call, an email and/or a letter in the mail.
- Please call us right away if you need to cancel or reschedule an appointment, so we can offer it to another family.
- You may find it helpful to write down any questions or concerns you would like to discuss at your appointment.
- Interpreters are available at every appointment if English is not your first language. Please let us know so we can arrange this free service.

Coming to an Appointment

- Please arrive early enough to find parking and the location of your appointment and to check in.
- Remember to bring:
 - ✓ Your child's Alberta Health Care card or Mobile Health Card.
 - ✓ Any information you have been asked to provide and/or any forms you were asked to fill out.
 - ✓ A list of all your child's current medicines including any vitamins, supplements or other therapies used. You can use our online medication lists and tools – see the Resources section.

General Information

- We are a teaching center committed to excellence. A healthcare provider who is doing their clinical training at ACH may be involved in your child's care. We appreciate your support of this learning opportunity and invite you to ask questions.
- Clean hands prevent the spread of diseases and infections. We ask that you clean your hands when arriving and before leaving the hospital. Please also follow any posted guidelines. We are all responsible for keeping each other safe.
- To protect everyone's privacy, filming, recording or photographing anyone without their permission is not allowed.
- There is a cafeteria and coffee shop on the main floor and a coffee shop on the 4th floor.
- We encourage you to visit the Family & Community Resource Centre (FCRC) on the 2nd floor. You will find information on child health conditions, support and resources for families, and a charging station for phones. Call 403-955-3272 or visit their website – see the Resources section.
- Emily's Backyard is a free, supervised play area that patients and/or siblings can use during a hospital stay or clinic visit. Children can stay for up to 1.5 hours. We ask that you book ahead by email at eby@ahs.ca or by calling 403-955-2500.
- If you are 13 years or older, we encourage you to start learning about and preparing for your transition to adult healthcare. Talk to your healthcare team about this. For more information visit the Well on Your Way website – see the Resources section.
- If you need directions, please stop at the Admitting and Information desk just inside the main entrance.

Parking

There is a large, indoor parkade beside the hospital's front entrance. It is open 24 hours a day. A heated walkway connects the parkade to the hospital. Handicapped parking is located on each level near the elevators/entrance to the hospital.

There are two outdoor lots. One lot is outside the Emergency Department for emergency patients only. The other lot is by the Rehabilitation entrance on the south side of the building.

Please note, you will need to pay for parking when you arrive. Please be aware, there is NO street parking around the hospital.

For more information, visit ACH Parking – see the Resources section.

Payment Options

AHS Parking App – Download this free app to your mobile device. It allows you to pay for parking, receive alerts when parking time is about to expire, and extend or stop your parking time as needed. Use **Zone 6013** for all ACH parking areas.

Paystations or Parking Office – You can pay at the Parking Office which is in the hallway between the parkade and the main entrance. You can also use any of the paystations that are located near the Parking Office, at all hospital entrances, and on each level of the parkade. They all accept cash, Visa, Mastercard or American Express. There is an ATM and change machine by the Parking Office if needed.

Calgary Transit

Bus routes 8, 19 and 303 MAX Orange (MO) all stop in front of the Alberta Children's Hospital on McLaurin Street.

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 their website for schedules and route information – see the Resources section.

Resources



Go to ahs.ca/achvisit#links or

Scan the QR code to view the resources referred to in this document.

