

### **WELCOME TO THE ALBERTA CHILDREN'S HOSPITAL**

We would like to welcome you to our outpatient clinics at the Alberta Children's Hospital. 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, 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. 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.
- If you miss clinic appointments without notifying us, you may be asked to get a new referral from your primary care doctor.

### **PREPARING FOR CLINIC**

- Every clinic should provide you with specific information about where the clinic is located 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](http://www.albertahealthservices.ca/medlist).
- Remember to bring your Alberta Health Care card to every appointment.

### **HOSPITAL 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 the hospital.
- To protect everyone's privacy, filming, recording or photographing by anyone without permission is not permitted.
- There is a Family & Community Resource Centre on the 2<sup>nd</sup> 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](http://www.fcrc.albertahealthservices.ca).
- Emily's Backyard is a play area for patients and siblings of patients designed for a short-term stay (1 1/2 hours maximum) while siblings are staying in the hospital or visiting clinics. Please call 403-955-2500 to schedule a visit. Donations are welcome to help cover the cost of this service.
- When your care in the clinic is complete, you will be discharged back to your primary care doctor.

## PARKING

There are two outdoor lots and one parkade on site. Parking fees are the same for all Alberta Health Services lots.

The parkade is 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 entrance/elevators to the hospital. There are pay stations on the way out of the hospital by the entrance to the parkade that accept cash, Visa, or MasterCard. A bank machine is also located beside the pay stations.

Pay parking is available outside the doors of the Emergency Department for emergency patients only. An additional pay parking lot is located outside the Rehabilitation entrance on the south side of the building.

The University of Calgary has a gravel parking lot on the northeast corner of the hospital property. You can park in this lot for a daily fee.

Please note there is no street parking around the hospital. For more information visit [www.albertahealthservices.ca/facilities/ACH](http://www.albertahealthservices.ca/facilities/ACH).

## CALGARY TRANSIT

Bus numbers 72, 73, 91 and 31 all come directly to Alberta Children's Hospital. The Brentwood LRT station is the closest train station and has buses that stop at the hospital. For schedules and route information, visit [www.calgarytransit.ca](http://www.calgarytransit.ca).

## QUESTIONS?

If you need directions when you arrive, please visit our Volunteer Desk or our Admitting and Information Desk just inside the main entrance.

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**

