

## Help us improve

How is your care experience today?

Please take our  
**Real Time Patient Experience Survey**

Let me share my thoughts

### Step 1.

Using a smart device:

- Open the camera and hover over this Quick Response (QR) code, **or**
- Download a QR Code Reader app to your device then scan the code, **or**
- Enter this web address into a web browser.  
[tinyurl.com/CGHpedsSurvey](https://tinyurl.com/CGHpedsSurvey)

### Step 2.

If you see this message, tap the webpage link to start the survey.

Webpage  
Tap here to go to

### Step 3.

Take the survey. It takes about 5 minutes.  
Please leave out any personal information.

If you prefer, you can ask us for a paper copy of the survey.

Any time you have an urgent question or concern about your current care, please speak with your care provider, the patient care coordinator, or the unit manager.



Your feedback is valuable and helps us improve the patient experience.  
We are committed to Patient Family Centred Care.  
Thank you!

## Follow-up appointments

Date: \_\_\_\_\_ Time: \_\_\_\_\_

Where: \_\_\_\_\_

Date: \_\_\_\_\_ Time: \_\_\_\_\_

Where: \_\_\_\_\_

Date: \_\_\_\_\_ Time: \_\_\_\_\_

Where: \_\_\_\_\_

We try to see your child as close to their appointment time as possible. If there is an emergency, the appointment could be delayed.

If you will be late or need to cancel the appointment, please call the unit as soon as possible to let us know.

## Pediatric Observation Unit 604-701-3621

Chilliwack General Hospital  
45600 Menholm Road  
Chilliwack

[www.fraserhealth.ca](http://www.fraserhealth.ca)

This information does not replace the advice given to you by your health care provider.

Catalogue #264807 (July 2022)  
To order: [patienteduc@fraserhealth.ca](mailto:patienteduc@fraserhealth.ca)

## Pediatric Observation Unit

Chilliwack General Hospital



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*Caring for families from illness to wellness*

 **fraserhealth**



## Our services

There are several reasons why a child might be referred to our unit.

Examples of our services:

- A child needs to stay in the hospital for a short time so we can observe their health and medical condition.
- A doctor in the community needs a child to see a pediatrician urgently.
- A child needs fluids or medicine by intravenous.
- A child needs to come in during the day for a medical procedure (such as placing a feeding tube), or to change bandages on wounds.

## Parking and transit

Pay parking on the hospital site is limited. The surrounding neighborhood has strict parking restrictions. Please allow yourself enough time to find parking.



Buses stop outside the hospital.

## Our care team

The care team includes:

- pediatricians
- nurses
- other health professionals as needed, such as a physiotherapist, social worker, respiratory therapist

We have a family-centred, child-friendly approach to care. We value the well-being as well as the emotional, physical, social, cultural, and spiritual safety of the children we care for and their families.

We work with healthcare providers in the community, the Emergency Department, and the Maternity unit.



## Hospital site

For more information about the hospital site and services, go to [fraserhealth.ca](https://fraserhealth.ca) or scan this QR code.



## Slips, trips, and falls

Most slips, trips, and falls can be prevented. Please help your child move around the room or unit when they feel dizzy, light-headed, unsteady, or when they have just had a procedure.

Please make sure your child wears non-slip footwear when walking about the room or unit.



Remind your child to always walk, not run, in the hospital.

## Safety and security

A hospital identification (ID) band must be kept on your child during their stay. We check the band to make sure we are giving the care ordered by the doctor for your child.



Every member of the healthcare team wears Fraser Health photo identification. If you are not sure who a staff member is, please ask. Do not allow your child to go with someone who does not have proper identification.

