



Why your child's treatment, surgery or operation has been delayed

When your child needs a specialized treatment, therapy or operation, the staff at BC Children's Hospital does everything they can to make sure it is scheduled at the right time. Sometimes, your child may have to wait for the procedure they need. Here are some of the reasons why:

1. Sometimes care providers have to spend a period of time observing your child's condition. This type of waiting is an important part of the treatment.
2. Sometimes there might be reasons why we think it would be best for your child to wait for the treatment. They might need to be a little older, able to get around better, etc.
3. Sometimes there can be a lot of patients at the Hospital needing care. When this happens, there may be a wait for the right care provider to be available. This could be a doctor, a nurse, or other professional that is required for the care your child needs.
4. Sometimes when there is a lot of demand occurring all at once, there may be a wait for the operating room or other important equipment needed for your child's treatment, therapy or operation.
5. Sometimes another child might need emergency help and they need to receive treatment first. This can delay your child's treatment, therapy or operation.

If you don't know why your child is waiting for a procedure, or if you are worried about how your child is doing while waiting please talk to a member of your health care team and/or ask to make an appointment with your child's doctor. The doctors, nurses and other care providers at BC Children's Hospital try to keep you up to date, but if you have any concerns please ask.

Your child's surgery, treatment or procedure has been delayed. What should you do now?

As the person who knows your child best, we consider you to be an important part of the health care team. Here are some ideas about how you can get the information you need before, during and after your child's appointments:

1. To find out more general information about your child's diagnosis and other resources available to you (like travel ideas and places to stay when you are in Vancouver) contact the Family Support & Resource Centre. Ask someone on your healthcare team where it is, or you can find out more on the internet at: www.bcchildrens.ca/fsrc or email: fsrc@cw.bc.ca

To speak to someone directly about available resources, contact the **Family Support Coordinator**.

Local: 604-875-2345 ext. 7037

Toll free phone line (in B.C. only): 1-888-3038 ext. 7037

2. Here are some questions to ask your health care team:
 - a. Where can we learn more about our child's treatment, therapy or operation?
 - b. Are we on a waitlist? Why? How long will we wait?
 - c. Is it safe for my child to wait for this procedure?
 - d. Are there options so that my child does not have to be on a waitlist? Are those options safe?
 - e. What you need to do while we wait? What should I do while we are waiting? Is there anything I can do for my child at home?
3. Do you have other questions or concerns about care or wait times?

Call the **Patient Care Quality Office** toll free: 1-888-875-3256

Or email: pcco@phsa.ca

Or learn more about the Office:

<http://www.phsa.ca/AboutPHSA/PHSA-Patient-Care-Quality-Office/default.htm>

