

What to Expect at Your Next Appointment

Getting Back
To Getting Better



Children's Mercy

Parents/Caregivers:

The pictures below can help your child get ready for their appointment at Children's Mercy. Child Life specialists are here to help your child with their hospital appointment and understand what is happening. If you have any questions or need more support, please message "child life messages" on the [MyChildrensMercy](#) patient portal or call the Child Life support and education phone at: [\(816\) 986-6870](tel:8169866870)

Thank you,

The Child Life Department
Children's Mercy Kansas City

What happens when you come to an appointment?

When you come to the hospital, only one adult will be able to come with you. This is to help people share less germs. All people in the hospital will be wearing masks. You will not be able to see their nose or mouth. They can still talk to you and you can still talk to them.





When you come inside, there will be a person who asks where you are going. They will send you to a desk to get checked in. The adult who comes with you may need to check in at Security and show their picture ID.



The person at the check-in desk will ask you and the adult who came with you if you have had a fever, had a cough or been sick. They will also take your temperature with a thermometer. The thermometer will not touch your head or hurt you. You and the adult who came with you will each get a sticker to wear.

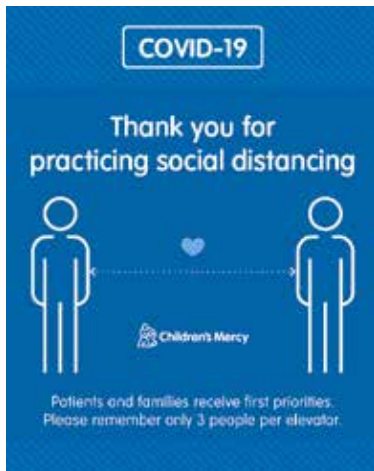


Both of you will also get a mask to wear if you don't already have one. You will need to wear a mask the whole time you are in the hospital. This will help you not get germs and not share germs with others.

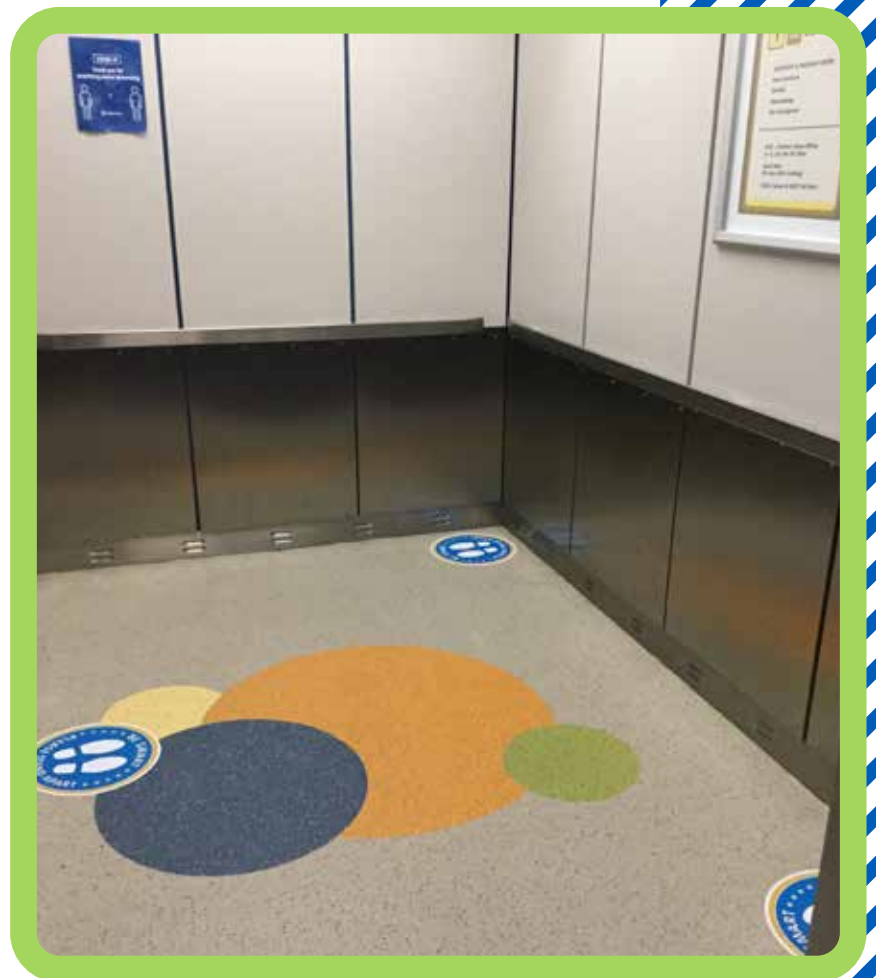


The mask will need to go over your nose and mouth and you need to make sure you wear it until you leave the hospital. You can still smile, play and talk to people while you wear it.

You may notice signs and stickers in a lot of places in the hospital. These are to remind us that we need to keep space between ourselves and other people. This helps us not share germs, too.



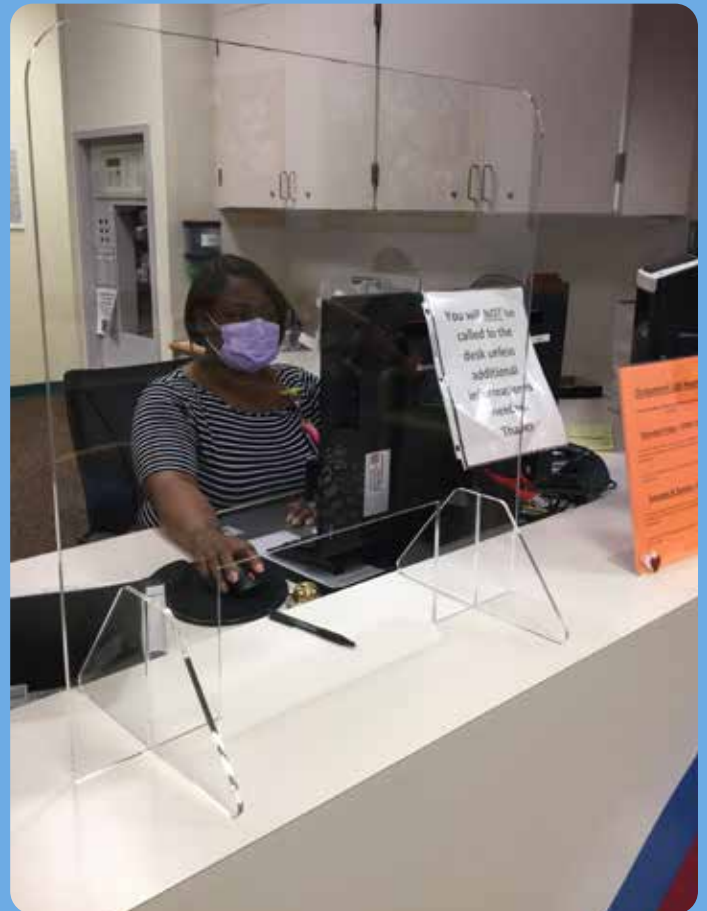
You may ride an elevator to get to your appointment. Only 3 people or less should ride together on the elevator.





When you get to the waiting room, you and the adult who came with you can sit together. There will be signs to remind you not to sit too close to other kids and their families. In some clinics, you may go right back to the exam room to see your doctor and not wait in the waiting room.

The person at the front desk will have a clear board in front of them. This is to help not share germs with each other.



There will be no toys or books out to play with in the waiting room. But you can bring something from home to play with while you are at your appointment.



Hospital staff may also wear a gown, gloves or eye shield. Just like masks, these help us not share germs.



You will leave the hospital when your appointment is over.
You can take off your mask when you are in your car or away
from other people.



Thank you for doing everything you can to help
us keep each other safe while at the hospital!



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