

Emergency Department Parent/ Carer Information on Triage

What is a Triage Nurse?

A triage nurse is specially trained to make a rapid assessment of your child's illness and prioritise the needs of all children waiting to be seen.

Who will be seen first?

Children with the most urgent problems need to be treated first. However, there are a number of different assessment areas in which your child may be seen.

How long Will I have to wait?

It is not possible for the triage nurse to give you an accurate waiting time. We are unable to predict how long each child's treatments will take as some treatments take longer than others.

Please be patient as we will do our best to see you in the shortest possible time. Unfortunately, it is not unusual to wait a long time as priority is given to children who are critically ill.

Why do others go first when we were here before them?

You will see children taken through the department that arrive after your child, however, these children will have either immediate medical requirements or have a condition that requires monitoring.

*We do understand that waiting can be frustrating. For everyone's comfort and safety please treat our staff, and others with respect.
We will not tolerate verbal or physical abuse*