

## Emergency Department and Urgent Care Communications Center

If you are referring a patient to the ED or Urgent Care call the Communications Center at **206-987-8899**. Call 911 if illness or injury is life-threatening.

### Urgent Care Locations

#### Seattle Children's Bellevue Clinic and Surgery Center

1500 116th Ave. NE  
Bellevue, WA 98004

#### Seattle Children's South Clinic in Federal Way

34920 Enchanted Parkway S  
Federal Way, WA 98003

#### Seattle Children's Mill Creek Clinic

12800 Bothell-Everett Hwy  
Suite 150  
Everett, WA 98209

#### Seattle Children's Main Campus, Ocean 6 (Entrance on Ocean 7)

4800 Sand Point Way NE  
Seattle, WA 98105

### Hours of Operation

Open Monday – Friday  
5 p.m. – 10:30 p.m.

Saturday, Sunday and Holidays  
11 a.m. – 8 p.m.

### Learn more and view wait times

[seattlechildrens.org/urgentcare](http://seattlechildrens.org/urgentcare)

### Emergency Department Location

#### Seattle Children's Main Campus

4500 40th Ave. NE  
Seattle, WA 98105

### Hours of Operation

Open 24 hours a day, 7 days a week

### Learn more

[seattlechildrens.org/emergency](http://seattlechildrens.org/emergency)

## Seattle Children's

# Emergency or Urgent Care Referral Guide

## Emergency Department and Urgent Care Communications Center

If you are referring a patient to the ED or Urgent Care call the Communications Center at **206-987-8899**.

## Emergency Department and Urgent Care Referral Information

Information the ED and UC needs when you call

1. Your patient's name
2. Age or date of birth
3. A brief history of present illness and condition
4. Potential isolation issues
5. Any specific issues to be addressed during your patient's visit
6. A contact number for updating and collaborating on your patient's condition (if needed)

## Communication Standards

- Discharge instructions given to family
- Faxed discharge summary
- Notification of admission by FAX and call as per practice preference

Condition	Urgent Care	Emergency Department
Abdominal pain (mild)	Urgent Care	
Abdominal pain (severe)		Emergency
Allergies	Urgent Care	
Asthma exacerbation (mild/moderate)	Urgent Care	
Asthma exacerbation (severe)		Emergency
Bleeding that won't stop		Emergency
Broken bone (little to no deformity)	Urgent Care	
Broken bone (obvious deformity)		Emergency
Bronchiolitis (mild)	Urgent Care	
Bronchiolitis (moderate/severe)		Emergency
Burn (minor)	Urgent Care	
Burn (moderate/severe)		Emergency
Cast problem (soiled or wet)		Emergency
Conjunctivitis	Urgent Care	
Cough	Urgent Care	
Dehydration (mild/moderate)	Urgent Care	
Dehydration (severe)		Emergency
Diarrhea	Urgent Care	
Dizziness	Urgent Care	
Earache and ear infection	Urgent Care	
Fainting		Emergency
Fever (infants less than 2 months old)		Emergency
Fever (children over 2 months old)	Urgent Care	
Headache	Urgent Care	
Migraine headache		Emergency
Head injury (minor and without loss of consciousness)	Urgent Care	
Head Injury with loss of consciousness, altered mental status or severe mechanism of injury		Emergency
Insect or minor animal bite	Urgent Care	
Laceration (minor)	Urgent Care	
Laceration (complex/severe)		Emergency
Nausea	Urgent Care	
Pharyngitis	Urgent Care	
Pneumonia		Emergency
Poisoning		Emergency
Rash	Urgent Care	
Seizure		Emergency
Shock		Emergency
Sprain or strain	Urgent Care	
Swallowed object		Emergency
Upper respiratory infection	Urgent Care	
Urinary infection	Urgent Care	

### Refer to Urgent Care

- Limited work ups (i.e. infection, mild abdominal pain). Ultrasound is not available at Urgent Care.
- Mild anxiety for simple procedures
- IM antibiotics
- Suturing, splints, simple I&D of abscess that does not require significant anesthesia

### Refer to Emergency Department

- Access central lines (i.e. PORT), catheters (i.e. dialysis)
- Concern for admission to SCH
- Medically complex patients who require sedation (including patients with Autism)
- Mental health patients
- Need for consulting specialty services
- Need for imaging beyond X-ray
  - Abdominal pain
  - Concern for appendicitis/surgical abdomen
  - Concern for ovarian torsion
  - Testicular pain
- Reinsertion of gastric and tracheostomy tubes
- Sedation for lab draws and/or NG tube insertion
- Surgical wound infections
- Tracheal aspirate/culture

### Diagnostics, Pharmacy and Staffing

	Bellevue UC	Federal Way UC	Mill Creek UC	Seattle UC	ED
<b>Lab</b>	on-site	on-site	off-site	on-site	on-site
<b>X-ray</b>	on-site	on-site	on-site*	on-site	on-site
<b>Pharmacy</b>	on-site	off-site	off-site	on-site	on-site
<b>Ultrasounds</b>	unavailable				on-site
<b>CT</b>					on-site
<b>MRI</b>					on-site
<b>Provider Staff</b>	All locations are staffed with physicians, nurse practitioners or physician assistants, nurses, and nurse techs. Provider and nursing staff all with pediatric training and experience.				Pediatric emergency medicine physicians

**Off-site labs:** Must be sent to either SCH main campus or Bellevue Lab

**Off-site pharmacy:** Families must fill Rx's at outside pharmacy

**\*Mill Creek X-rays:** Because X-rays at our Mill Creek Clinical location are done by Providence Health Services, patients may receive up to 3 bills. The groups that may bill include Seattle Children's, Providence Health Services, and Radia Radiology Group. Children's Financial Assistance does not apply to radiology services provided by Providence and/or Radia.

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