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 North Clinic in Everett
1815 13th St.
Everett, WA 98201-1679

Seattle Children’s Main Campus, Ocean 6 (Entrance on Ocean 7)
4800 Sand Point Way NE
Seattle, WA 98105

Hours of Operation
Open Monday to Friday
5 p.m. tp 10:30 p.m.
Saturday and Sunday
11 a.m. to 8 p.m.

Same-day appointments available at all 4 locations.
Learn more
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

Seattle Children’s
Emergency or Urgent Care Referral Guide

Emergency Department and Urgent Care Communications Center
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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 |  
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 (children over 2 months old) | Urgent Care |  
Fracture (little to no deformity) | Urgent Care |  
Fracture (obvious deformity) | Emergency |  
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 no sedation) | Urgent Care |  
Laceration (complex/severe or needing sedation) | Emergency |  
Mental health concerns | Emergency |  
Nausea | Urgent Care |  
Non-accidental trauma | 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.
- IM antibiotics
- Suturing, splints, simple I&D of abscess that does not require sedation

### 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
- IV antibiotics

### Diagnostics, Pharmacy and Staffing

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<tr>
<th>Test</th>
<th>Bellevue UC</th>
<th>Everett UC</th>
<th>Federal Way UC</th>
<th>Seattle UC</th>
<th>ED</th>
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<td>on-site</td>
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<tr>
<td>MRI</td>
<td>on-site</td>
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**Provider Staff**
All locations are staffed with physicians, nurse practitioners or physician assistants, nurses, and medical assistants. 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

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