



# Infusion Services

## What to expect and how to prepare

Answers to  
common questions  
about a visit to  
Infusion Services in  
Seattle, Bellevue  
and Federal Way

### What is an infusion?

An infusion is one way to give therapies to a child through their vein by IV or a central line. We work with a variety of patients who need infusions. Some of these infusions are:

- Blood products, such as red blood cells or platelets
- Chemotherapy to treat cancer
- Biotherapies
- Immunoglobulin
- Antibiotics or medicines for other conditions

Our Bellevue Clinic and Surgery Center or South Clinic (in Federal Way) location does not do blood product or chemotherapy infusions.

### What should we bring to the visit?

- Activities, quiet toys or movies from home. Long clinic visits and infusions can feel even longer when your child is bored. We have some toys and videos, but things from home may be best for your child.
- A snack or meal for your child, or money to purchase food. At our Seattle location, if your child's infusion is 2 hours or longer, you can order food from our cafeteria.

### Medicines

If your child takes other medicines and is scheduled for a regular dose during the infusion visit, we have to get it from the Seattle Children's pharmacy.

### How can I prepare my child?

- If your child needs an IV or has a Port-a-Cath (Port), ask the doctor who referred you for a prescription for EMLA cream. This is a cream that you put on your child's skin to help numb the skin before the IV or Port is started. **Put it on your child's skin 1 hour before** they receive an IV or Port.
- If your child has a history of anxiety with IV starts or needles:
  - Talk with your child's nurse or doctor.
  - Contact a Child Life specialist at 206-987-2037. They can talk with you about ideas that may help your child cope.
  - Visit [www.seattlechildrens.org/pdf/PE2005.pdf](http://www.seattlechildrens.org/pdf/PE2005.pdf) to read about "What to Expect When Getting an IV at Children's."

### To Learn More

- Infusion Services  
206-987-5700
- On weekends or if you are running late: Call 206-987-2000 and ask for the charge nurse in Infusion Services
- Ask your child's healthcare provider
- [www.seattlechildrens.org](http://www.seattlechildrens.org)

### Free Interpreter Services

- In the hospital, ask your child's nurse.
- From outside the hospital, call the toll-free Family Interpreting Line 1-866-583-1527. Tell the interpreter the name or extension you need.

## Who can stay with my child during the visit?

- **Parents/caregivers:** We expect parents to stay with their child during their visit. If this is not possible, contact Infusion Services at 206-987-5700 **at least 24 hours before** your child's visit.
- **Family members, siblings:** Each infusion space has room for your child and **2** family members/caregivers. Siblings are welcome to stay with your child if they are with an adult. **Sick family members or visitors may not stay for infusion.**

## What if my child is sick or has a cough?

If your child is sick or has a cough, call your child's Seattle Children's provider to find out if you should keep your infusion appointment.

- If it's OK to **keep** the appointment, let us know when you check in that your child is sick. Tell them if your child needs to be kept away from other patients.
- If you need to **cancel** the appointment:
  - **Weekdays:** Oncology patients call 206-987-2106. Other infusion patients call 206-987-5700.
  - **Weekends:** 206-987-2000 and ask for the charge nurse for Infusion Services.

## Check-in and parking

### Main Hospital Campus (Seattle)

Your child will have their infusion in one of two places at our main campus. Park in the Ocean garage, and stop at the entrance desk for a photo name badge. We will direct you from there.

### Bellevue Clinic and Surgery Center

Park in the underground lot, then check in at the registration desk.

### South Clinic (in Federal Way)

Park in the lot in front of the building and check in at the registration desk.

## What if I'm late or need to cancel?

- **Weekdays:** Oncology patients call 206-987-2106. Other infusion patients call 206-987-5700.
- **Weekends:** Call 206-987-2000 and ask for the Infusion Services charge nurse. If you are more than **15 minutes late**, we may need to reschedule.

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Seattle Children's offers interpreter services for Deaf, hard of hearing or non-English speaking patients, family members and legal representatives free of charge. Seattle Children's will make this information available in alternate formats upon request. Call the Family Resource Center at 206-987-2201.

This handout has been reviewed by clinical staff at Seattle Children's. However, your child's needs are unique. Before you act or rely upon this information, please talk with your child's healthcare provider.

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