

## Parent Information Leaflet on Postal, Telephone and Email Communication with The Child & Family by the Clinical Nurse Specialist (CNSp)



As a parent of a child in the care of CHI at Crumlin, you will need to contact the nursing and medical staff from time to time with queries you have about your child's condition, care and management.

In order to make this as easy for you as possible we have designed this Parent Information Leaflet to assist you with this contact and communication.



### Post

If you contact staff by post, please be sure to clarify the full postal address to which you will be sending any information to CHI at Crumlin such as specimens etc.



### Telephone

Prior to your discharge, the Clinical Nurse Specialist will ensure you have the contact phone numbers that you will require. **Remember some of these numbers will have voicemail and this voicemail may not be checked every day. Any emergencies should be directed to your Emergency Department or GP.**

During working hours, the hospital switch can bleep the specific CNSp for you.



### Email

Some children and their families may request to communicate with a CNSp by email. It is important that **you as parents/guardians remember the emails sent to and from the CNSp are not encrypted and therefore could potentially be viewed by an unauthorised individual.** In order to ensure you and your child's privacy is protected and patient identity is not obvious, the following steps are suggested: If you as parents/guardians wish to communicate with the service in this way, we request that you email the specific CNSp initially.

- Use some pre-agreed identifier for your child such as initials, hospital number, nickname
- Do not include diagnosis in the email and keep information brief
- **If you email staff out of hours, the email will not be viewed until the following day so any urgent advice, must be directed to your Emergency Department or GP.**

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