

Children's virtual fracture clinic

Information for children, families and carers

We have given you this factsheet because your child has sustained an injury and has been referred to our children's virtual fracture clinic for an assessment. It explains what will happen next and what the children's virtual fracture clinic is. We hope it will help to answer some of the questions you may have. If you have any further questions or concerns, contact us using the details at the end of this factsheet.

What is the virtual fracture clinic?

This is a service also known as a 'virtual triage clinic assessment' where we will review your child's case and decide what the next steps are for their care. This means you and your child do not need to come into hospital for the assessment to take place.

Why have we introduced the virtual fracture clinic?

By doing your child's assessment virtually, we can make sure they get the best treatment as quickly as possible. It also means you can avoid an unnecessary visit to the hospital.

What happens next?

After your child has been seen in the emergency department or urgent treatment centre, they will be able to go home. Please follow the instructions given to you by the acute care team.

One of our consultant paediatric orthopaedic surgeons will then review your child's x-rays and medical notes (usually within 48 hours). They will then decide on the best treatment plan for your child. Your child will not need to come back into hospital for this. Occasionally you might get a call if further information is needed about your child's injury.

It is important that we have an up-to-date mobile and/or landline number for you, as this is the number we will call you on. Please expect a call from 023 8235 4980 (occasionally this may show as a withheld number). If we aren't able to get hold of you on the number we have for you, we will leave a message explaining the reason for our call and send you a letter in the post.

If you have not heard back within a week, call **023 8120 4477**. Please have your child's hospital number ready.

Contact us

Children's outpatient department

Telephone: **023 8120 4477** (Monday to Friday, 8am to 4.30pm)

What to do in an emergency

Contact your GP immediately or take your child to your nearest emergency department if:

- they experience worsening pain in and around the fracture
- there is a large amount of swelling or bruising, or the swelling or bruising is getting worse
- your child has a very high temperature or feel hot and shivery

Useful links

www.bupa.co.uk/health-information/muscles-bones-joints/fractures

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For help preparing for your visit, arranging an interpreter or accessing the hospital, please visit **www.uhs.nhs.uk/additionalsupport**

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