

## **Waiting Time for Child**

Claire took her young child to the Emergency Department after she cut herself in a fall at home. Claire lodged a complaint with the HCSCC as she had to wait four hours for attention, during which time the wound was not washed or assessed. When the child was seen, they were sent away again as she was told that a general anaesthetic would be required to stitch the wound and this would not be possible until the next day.

Enquiries into the complaint indicated that the waiting time was within the expected parameters, but that as the family had private health insurance, they could have been sent to a private practice for attention at a much earlier stage. The provider conceded that this was the case and undertook to reinforce the need to seek this information from people attending ED.

Concerns about lengthy waiting times for young children was raised with the provider for consideration and placed on the systemic issues register.