

## REPORTING UNPROFESSIONAL BEHAVIOR

Anyone suspecting unprofessional, unsafe behavior by a Delaware licensed healthcare provider may submit a complaint of such behavior to the Delaware Division of Professional Regulation's Investigative Unit.

### SEND COMPLAINTS TO THE ATTENTION OF:

Investigative Supervisor  
Division of Professional Regulation  
861 Silver Lake Blvd., Suite 203  
Dover, DE 19904-2467  
(302) 744-4500

### REPORT CHILD ABUSE

Every Delawarean has the duty to report suspected child abuse and neglect. If you suspect child abuse or neglect please call the child abuse hotline at 1-800-292-9582.

# Beebe Healthcare

## YOUR CHILD'S DOCTOR VISIT



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## YOU AND YOUR CHILD'S VISIT TO THE DOCTOR

A trip to the doctor can be an unsettling experience for a child who has little or no prior familiarity—but it doesn't have to be. All of us are committed to working with you to ensure your child receives the best, safest, and most comforting healthcare available. We hope this guide will help you and your child to make a trip to the doctor a positive and successful adventure.

## PREPARE

- If your child is old enough to understand, explain why he or she is going to see the doctor. Make it clear that the doctor is there to help.
- Before taking your child to the doctor, prepare a list of the questions and concerns you have, as well as information about your child you want the doctor to know. If your child previously was seeing a different doctor, bring those records with you.
- If your child is sick, bring notes about the symptoms, how long you've witnessed them, when they occur, etc.
- If your child is taking any medication (over-the-counter and/or prescription), bring a list for the doctor to review.
- Be prepared to discuss your personal and family medical history with the doctor.

*“If your child is old enough to understand, explain why he or she is going to the doctor.”*



## COMMUNICATE

- If and when possible, let your child do the talking. At least at the beginning of the consultation, encourage your child to describe what's wrong and to answer the doctor's questions. It's possible your child may be even more forthcoming with the doctor than he or she has been with you.
- Listen carefully to what your child has told the doctor and be prepared to interject any information you feel will help the doctor get a clearer picture.
- If the doctor offers a diagnosis, make sure he or she explains it to you.
- Be sure you understand what you need to do to treat any issues that have been identified.
- If medication is prescribed, make sure you understand the dosage requirements and any potential side effects.
- If it's determined your child needs to see a specialist, ask your doctor to recommend someone who is knowledgeable, experienced, and friendly.
- Don't hesitate to ask questions until you are comfortable that you understand exactly what is wrong with your child and the doctor's recommended course of action.

*“If and when possible, let your child do the talking.”*



## STAY

- You should stay with your child during all examinations and consultations. This will not only help you understand your child's medical care, but it will also make your child feel more comfortable.
- For any kind of intimate examination of your child, we offer a trained chaperone to join you and your child to ensure the examination is conducted in a proper and professional manner.

*“You should stay with your child during all examinations and consultations.”*

## FOLLOW UP

- After leaving the doctor's office, make arrangements for filling prescriptions and scheduling any necessary tests as soon as possible.
- Call the doctor if you have any concerns or questions about the instructions on any prescriptions the doctor has ordered.
- If your child's health doesn't improve, or seems to get worse, contact the doctor immediately to schedule another appointment.

*“Call the doctor if you have any concerns or questions about the instructions on any prescriptions the doctor has ordered.”*



**Be Confident**