

# Parents waiting for test results from the Paediatric Assessment Unit (PAU)

<https://kingstonhospital.nhs.uk/information/parents-waiting-for-test-results-from-the-paediatric-assessment-unit-pau>

This offers information for parents who are waiting for their child's test results from the Paediatric Assessment Unit (PAU).

## Why have I been given this information?

Some children will be discharged home from the PAU before their test results become available.

This is because some laboratory tests take a few days, or sometimes weeks, to come back.

Your child's medical team will have assessed them as safe to go home while waiting for these results.



## How long does it take for tests to come back?

The amount of time it takes depends on the type of test. Some tests take only a few hours, and most children wait to receive the results before going home.

Cultures take 48 to 72 hours. (A culture is a test that looks for germs which cause infection. Common cultures are blood, urine or throat swabs).

Some complex tests can take weeks or months to return results.

The doctor or nurse who discharges your child will tell you what to expect.

## How will I hear about my child's results?

If the results come back **within a week**, a hospital doctor will call you with results.



If the results take **more than a week** to come back, we will either:

- Call you and give you the results, or
- Arrange a follow-up appointment so we can discuss the results with you.

➔ Before you take your child home from the hospital, make sure we have the correct contact details for you.

➔ Let us know if you will need an interpreter when we call you with your child's results.

## What can I do if I do not hear about my child's test results?

<p>If you have not heard about results expected back <b>within a week</b></p>	 <p>Call Dolphin Ward (020 8934 2328). The ward will take your details and arrange for a doctor to call you.</p>
<p>For results expected to take <b>longer than a week</b></p>	 <p>Call our admin team (020 8934 6403). They will get in touch with your child's consultant and they will let you know the results.</p>


## What if I am worried about my child's condition?

The PAU cannot give medical advice over the phone.

If you are worried about your child, contact your GP or call NHS 111, or go to your nearest Emergency Department (A&E).

## Contacts

Dolphin Ward 020 8934 2328  
 Paediatric Assessment Unit Admin Team 020 8934 6403

<p><b>Translate</b></p>	<p>Please speak to a member of staff before or during your visit to the hospital if you require translation.</p>
<p><b>Accessibility</b></p>	<p>Please contact the Patient Experience Team on 020 8934 3850 if you need this information in a different format.              For information accessibility please visit Kingston Hospital AccessAble <a href="http://www.accessable.co.uk/kingston-hospital-nhs-foundation-trust">www.accessable.co.uk/kingston-hospital-nhs-foundation-trust</a></p>
<p><b>Support services</b></p> <p>Visit the hospital website, ask a member of staff, or ring us for details.</p> <p><a href="http://www.kingstonhospital.nhs.uk">www.kingstonhospital.nhs.uk</a></p> <p>Switchboard 020 8546 7711</p> 	<ul style="list-style-type: none"> <li>• 'Find Us' page for maps, transport, registering a blue badge, disabled access</li> <li>• Information, advice and support for patients and relatives (PALS) 020 8934 3993</li> <li>• Pastoral and Spiritual Support 020 8546 7711</li> <li>• Learning Disability Liaison Team 020 8934 6895</li> </ul>