Pain: Use your hospital’s pediatric pain assessment. Ask:
- Current pain: “How is your pain right now?”
- Worst pain: “What was the worst pain you have had since this happened?”

Fears and Worries:
- “Sometimes children are scared or upset when something like this happens. Is there anything that has been scary or upsetting for you?”
- “What worries you most?”

Grief or Loss:
- Anyone else hurt or ill?
- Other recent losses? (loss/damage to home, pet, etc.)
How to help: Distress
Tips to help families of injured or ill children

1. Provide the child with as much control as possible over the clinical encounter. The child should:
   - understand what is about to happen
   - have a say in what is about to happen
   - have some control over pain management

2. Actively assess and treat pain.
   - Use your hospital’s pain management protocol

3. Listen carefully to hear how the child understands what is happening.
   - After explaining diagnosis or procedure, ask the child to say it back to you.
   - Remember that the child’s understanding may be incomplete or in error.

4. Clarify any misconceptions.
   - Provide accurate information.
   - Use words and ideas the child can understand.

5. Provide reassurance and realistic hope.
   - Describe what is being done to help the child get better.
   - State that there are many people working together to help the child.

6. Pay attention to grief and loss.
   - Mobilize your hospital’s bereavement service and/or grief protocols.
   - Encourage parents to listen to their child’s concerns and be open to talking about their child’s experience.