

Before

Your Visit

- [Schedule an Appointment](#)
- [While You're Here](#)
- [Visitation Policy](#)
- [Locations](#)
- [Planning Your Visit](#)
- [After Your Visit](#)
- [Cheer Cards](#)
- [Our Hospital on Anschutz Medical Campus](#)

- [Building Our Hospital](#)

- Family Services**
- [Interpretation Services](#)
- [Clinical Social Workers](#)
- [Palliative Care](#)
- [Health Library](#)
- [Chaplains & Spiritual Care](#)
- [Patient/Parent Rights & Responsibilities](#)
- [Patient Advocates](#)
- [Grievance Procedure](#)

How We Work with Families at Children's Hospital Colorado



For kids, a stay in the hospital can be frightening, and often they're comforted by one thing only: their families. At Children's Hospital Colorado, our staff recognizes that families are our partners in care, which

While You're Here at Anschutz Medical Campus



For Patients

- [Teen Zone](#)
- [Seacrest Studios](#)
- [Dining](#)
- [RX Pet Program](#)
- [Play Areas](#)

For Parents

- [Hospital Services](#)
- [Patient Financial Services](#)
- [Places to stay](#)
- [Concierge](#)
- [Electric Charging Stations](#)

For Families

- [Family Services](#)
- [Enjoying Denver](#)
- [Blood Donor Center](#)
- [Family Use Areas](#)
- [Volunteer Office](#)

What to expect when you come to Children's

This section of our site will help you know what to expect when you come to Children's for your appointment or hospital stay. We've provided detailed information depending on the type of visit you have planned, including a [doctor appointment or clinic visit](#) with one of our pediatric specialists, an [overnight stay](#) or [surgery](#). We understand that going to the doctor's office or hospital can be an unsettling time for children and their family. Whether it's trying to find the doctor's office, knowing where to park, or making sure that you have all of your child's necessary medical records, or preparing for an overnight hospital visit - keeping track of it all can be a challenge. However, we think that a little information before your visit can go a long way to making it easier on everyone.



You're in the best of hands

You can be assured you will receive excellent care for your child at Children's Hospital

Your Visit

[Schedule an Appointment](#)

[While You're Here](#)

Visitation Policy

[Locations](#)

[Planning Your Visit](#)

[After Your Visit](#)

[Cheer Cards](#)

[Our Hospital on Anschutz
Medical Campus](#)

Visitation Policies at Children's Hospital Colorado Locations



At Children's Hospital Colorado, our primary concern is the health and safety of our patients, families and staff. The following visitation policies and procedures are in place to help our patients heal as quickly as possible and to prevent the spread of infections.

Thank you for your cooperation and adherence to these procedures.

Effective May 1, 2019

Inpatient areas at Children's Hospital Colorado on Anschutz Medical Campus, South Campus and Parker Adventist Hospital:

- Visiting hours are from 9 a.m. – 9 p.m. daily.
- All visitors, including parents and siblings, must receive a brief health screening and apple sticker upon entry to the unit on each visit.
- Ill visitors will not be allowed to visit and will be asked to leave the hospital.
- Some units may have additional restrictions.
- Visitors under the age of 18 will not be permitted to stay after visiting hours unless an exception has been approved.

Outpatient Pavilion, Village Pavilion and Regional Location Clinics, Therapy Areas, Surgery Centers and Radiology

- Please do not bring additional family or friends to these visits.
- All visitors will undergo a brief health screen.
- Visitors will be asked to wash their hands upon arrival.
- If you or your child are experiencing respiratory/flu-like symptoms (e.g. fever, cold, cough, runny nose or sore throat), you will be asked to wear a mask.

Emergency and Urgent Care Centers

- All visitors will be asked to wash their hands upon arrival.
- If you or your child are experiencing respiratory/flu-like symptoms (e.g. fever, cold, cough, runny nose or sore throat), you will be asked to wear a mask.

Overnight Stay | Children's Ho x +

https://www.childrenscolorado.org/your-visit/prepare-for-your-visit/overnight-and-inpatient-stays/

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Healthcare Professionals Contact Locations MyChart Schedule an Appointment

Children's Hospital Colorado

Doctors & Departments Conditions & Advice Your Visit Community Research & Innovation | Q

General Tips

Doctor Appointment or Clinic Visit

Overnight and Inpatient Stays

- What to Pack
- Before Your Stay
- Arriving for Your Overnight Stay
- During Your Stay
- Going Home

Places to Stay

Virtual Tour

Traveling to Denver, Colorado

Care Team

Enjoying Denver


Emergency Department Facility Fee

Charges for All Healthcare Services

Most Common Diagnostic Tests and Procedures in the Emergency Department

Most Common Inpatient Charges

Preparing yourself for a hospital stay



It's natural to be anxious about any hospital stay, even when you know you are in great hands. But we want to put your mind at ease, because if you are nervous, your child will pick up on it. So, do everything you can to feel as calm and confident as possible.

Learn as much as you can about where you are going, what you'll need to do and what will happen while you are here. Our experience has shown the more parents know about what to expect, the better parents and kids feel.

Understand your child's care and condition

Talk with your child's doctor or staff before you check in. Go over procedures or tests in detail, so you'll know exactly what to expect. Use this website or our [Family Health Library](#) to do some research on your own.

Learn your way around our facilities

While no place will ever be as comfortable as your own home, we try very hard to make sure all of the necessary amenities are here for you. Depending on your child's treatment, you'll probably be able to stay with your child and your child will be able to have visits from friends and other family members. Use the [About Your Visit](#) section of this site to learn all you need to know.

Take time before your visit to learn how to get to the hospital, where to park and where to go once you get here.

Meeting other patients and families



While You're Here at Anschutz Medical Campus



For Patients

- [Teen Zone](#)
- [Seacrest Studios](#)
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https://www.childrenscolorado.org/your-visit/our-hospital/

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Doctors & Departments Conditions & Advice Your Visit Community Research & Innovation | Q

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- While You're Here
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- Locations
- Planning Your Visit
- After Your Visit
- Cheer Cards

Our Hospital on Anschutz Medical Campus

- Building Our Hospital
- Family Services
- Healthy Hospital
- Hospital Services
- Seacrest Studios - BBOY45
- Unique Artwork

About Our Hospital on Anschutz Medical Campus

[f](#) [t](#) [in](#) [v](#)

Our healing hospital for kids

Our hospital is the cornerstone of our growing network of pediatric health-care services. It is located on 48 acres at the juncture of I-225 and Colfax on the Anschutz Medical Campus in Aurora, Colorado, at the eastern edge of the Denver metro area. Visit our [interactive campus map](#) to learn more. The hospital on Anschutz Medical Campus is an amazing blend of art, design and state-of-the-art technology. Every detail -- from layout to patient flow, design to decor, landscaping to color schemes -- was built to help kids heal faster, based off data from evidence-based design. Should you need us, we will provide you and your child with outstanding pediatric care at our hospital.

Our hospital is adjacent to The University of Colorado Hospital and School of Medicine. The University is home to world-class education and research facilities and doctors from the prestigious Department of Pediatrics. This means our doctors and your children have access to some of the best minds, hands and hearts in pediatrics from across the country.

Family-friendly environment

A stay in the hospital can be frightening for kids, and they're often comforted by only one thing: their families. This is why we've incorporated family-style conveniences in every aspect of our hospital. From private patient rooms to expanded sibling child care, our hospital makes your visit easier on you and your child. Helpful features include:

- Private rooms with full-size pull-out beds and ample storage easily accommodate two family members overnight
- A private bathroom, complete with a shower and some with tubs for bathing small children
- All rooms feature flat-screens TVs, video on-demand and internet access to help ease boredom and keep your child's mind engaged in fun activities while they're here
- The Family Hospitality Suite features additional respite rooms, washers and dryers and a kitchenette. Because rest and eating well are important for families as well as patients
- A "room service" menu features plenty of healthy and fun meal and snack choices to make sure kids and parents eat well during their stay
- Playrooms on every floor that help kids heal and get back to the business of being a kid
- Respite areas for a chance to relax

After

Your Visit

Prepare for Your Visit

[Urgent vs. Emergency Care](#)[Inpatient Charges](#)[Outpatient Charges](#)[Charges for Healthcare Services](#)[ED Facility Fees](#)[ED Tests and Procedures](#)[Your Overnight Stay](#)[Send a Cheer Card](#)[Family and Patient Resources](#)[Insurance and Financial Resources](#)[Online Bill Pay](#)[Medical Records](#)[Legal Policies and Procedures](#)

Prepare for Your Visit to Children's Hospital Colorado



Getting ready for your clinic or hospital visit often takes time and planning, which is why we've compiled a list of to-dos to make it a little easier.

✔ Pre-register

We want to make the registration process as simple as possible. You can pre-register by calling [720-777-6797](tel:720-777-6797). Please have your insurance card on hand. The pre-registration process should take less than 10 minutes.

After you pre-register, a staff member will talk to your insurance company to approve your visit. Please keep in mind that an authorization is not a guarantee of payment.

✔ Contact your insurance company

Talk to your insurance company before your visit to figure out specific insurance plan benefits. This will also make the process for payment after your appointment easier.



Your Visit

[Prepare for Your Visit](#)**[Your Overnight Stay](#)**[Send a Cheer Card](#)[Family and Patient Resources](#)[Insurance and Financial Resources](#)[Online Bill Pay](#)[Medical Records](#)[Legal Policies and Procedures](#)

Your Overnight Stay



It's normal to be nervous about an overnight hospital stay, even when you know you are in great hands. To help put your mind at ease, we're sharing what to expect before, during and after your child's overnight stay at Children's Hospital Colorado.

[Preparing for your child's overnight stay](#) [+](#)

[Arriving for your overnight stay](#) [+](#)

[During your overnight stay](#) [+](#)

[After your overnight stay](#) [+](#)

Your Visit

Prepare for Your Visit

Your Overnight Stay

Send a Cheer Card

Family and Patient Resources

Insurance and Financial Resources

Online Bill Pay

Medical Records

Legal Policies and Procedures

Your Overnight Stay



It's normal to be nervous about an overnight hospital stay, even when you know you are in great hands. To help put your mind at ease, we're sharing what to expect before, during and after your child's overnight stay at Children's Hospital Colorado.

Preparing for your child's overnight stay

To get ready for an overnight stay at [one of our locations](#), you should learn about where you are going, what you'll need to do and what will happen while you are here. The more parents know about what to expect, the better parents and kids feel.

Here are our suggestions for what to do when you learn that your child will need to spend the night at the hospital.

Learn about your child's care and condition

Before your stay, talk with your child's doctor or staff about the procedures or tests so you'll know exactly what to expect. It is helpful to learn about your child's symptoms or condition so you can advocate for him or her during their stay.

Use our Family Health Library or search for [information about your child's condition](#).

Share what to expect with your child

The more your child knows about what to expect from their overnight stay, the more comfortable and relaxed they will be. It can be helpful to talk to your whole family to make sure your child doesn't feel alone and that your family knows what to expect.

Here are a few tips for talking about an overnight stay with your child

- **Be honest:** It's important to let your child know that some things might hurt. But let them know it is normal to be scared, and it's okay to cry. They need to express their feelings, ask questions and also know that things will get better.
- **Explain why:** Talk to your child about the reason for their overnight stay, what the doctors and nurses will do and that it's OK to be scared. Make sure they understand that the hospital stay is temporary.
- **Talk about [who you'll meet](#):** Talk about the types of healthcare professionals they might meet during their visit (such as doctors, nurses and therapists), and explain that these people are there to make sure they get better quickly.



Your Visit

- [Prepare for Your Visit](#)
- [Your Overnight Stay](#)
- [Send a Cheer Card](#)

Family and Patient Resources

- [Your Healthcare Team](#)
- [Clinical Social Workers](#)
- [Patient Advocates](#)
- [Interpretation and Translation](#)
- [Spiritual Care](#)
- [Palliative Care](#)
- [Healthy Hospital Initiative](#)
- [Visiting Colorado](#)
- [Insurance and Financial Resources](#)
- [Online Bill Pay](#)
- [Medical Records](#)
- [Legal Policies and Procedures](#)

Resources Available to You at Children's Hospital Colorado



For kids, a stay in the hospital can be frightening, and often they're comforted by one thing only: their families. At Children's Hospital Colorado, our teams recognize that families are our partners in care, which is why we are committed to providing family-focused resources and support.

As part of that commitment, we work closely with you and provide several services and resources to help make a difficult experience as easy as possible.

We are committed to excellence in caring for kids. Learn what we do to [make Children's Colorado safer](#) for patients and families.

We have a team to make your visit easier

During your time at any Children's Colorado location, you will have access to a variety of family resources.



Chaplains and spiritual care
Spiritual care for people of any faith



Child life specialists
Help children feel comfortable in the hospital



Clinical social workers
Emotional support for families and children in crisis or during a long hospital stay



Financial services and assistance
Resources and information about medical business and insurance



Grief and bereavement
Family-centered program that offers support, education and resources



Medical translators and interpreters
Help families understand their child's care in a hospital setting



Palliative care
Reducing suffering, whether it's pain, nausea or fear



Patient advocates
Liaisons between patients, families and staff to serve and ease tension

Anschutz Medical Campus, Aurora

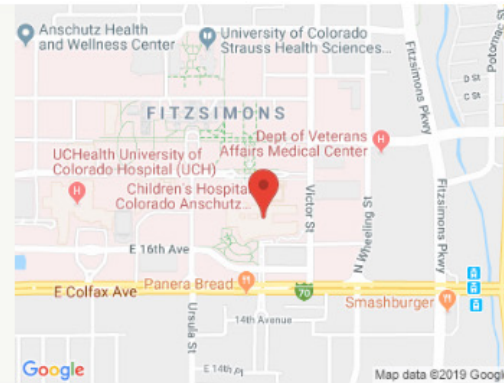
- Clinical Services
- Resources Available
- Hospital Map
- Local Area Guide

Getting to Anschutz Medical Campus, Aurora

Address

Anschutz Medical Campus, Aurora
[13123 East 16th Avenue](#)
[Aurora, CO 80045](#)

[Leave a Google review →](#)



Location details

Emergency Care Open
Monday - Sunday: 24/7

Outpatient Care By appointment
Monday - Friday: 8:00 a.m. - 5:00 p.m.
Saturday - Sunday: Closed

[Visitor policy](#) +

[Accepted insurance](#) +

Directions and parking

[Directions from across the state](#) +

[Parking and valet](#) +

[Construction delays and increased traffic](#) +



Our children's hospital in Aurora, Colorado is the cornerstone of our growing system of pediatric healthcare services. It is located on 48 acres at the juncture of I-225 and Colfax on the Anschutz Medical Campus, at the eastern edge of the Denver metro area.

Here, we provide comprehensive medical care for kids from birth through adolescence. In addition to being the only pediatric Level 1 Trauma Center in the region, we treat virtually all conditions that affect children. Learn more about the broad range of [conditions we treat](#), from the most minor to the most severe.

Our care team members are experts in treating kids and understanding their special needs. They understand that a child's illness or injury, no matter how big or small, affects the entire family. Our doctors are pediatric specialists in a wide range of fields, from pediatric emergency care to primary care. We also provide hospital services from doctors solely dedicated to caring for kids during their hospital stay and maintaining communication with your primary care physician.

Our hospital on Anschutz Medical Campus is an amazing blend of art, design and state-of-the-art technology. Every detail – from layout to patient flow, design to decor, landscaping to color schemes – was built to help kids heal faster based off data from evidence-based design.

Our hospital is adjacent to The University of Colorado Hospital and School of Medicine. The University is home to world-class education and research facilities and doctors from the prestigious [Department of Pediatrics](#). This means our doctors and your children have access to some of the best minds, hands and hearts in pediatrics from across the country.

Pediatric-only services

Our doctors specialize in a wide range of fields just for kids: from pediatric emergency care to primary care.

[View clinical services →](#)

