

Navigate to

Welcome to the Willem-Alexander Children's Hospital

We welcome children aged 0 to 18 with all kinds of illnesses and conditions.

Our motto is: The Child is King! This means we do everything we can to make your child feel safe and valued, from the very moment you walk through the door. This includes ensuring they receive the very best care.

- ★ Should the 'The Child is King' logo be translated too?
 - ★ The video is also available in Dutch: [Willem-Alexander Children's Hospital](#)
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How can we help you?

Visiting our children's hospital soon?

- Appointment or admission to the WAKZ
- Preparing your child
- Patient leaflets
- Ronald McDonald Children's Fund
- Parent involvement

Find out more about the WAKZ

- Practical information
- Specialisms
- Personal accounts
- Ambassador Jeffrey Parmentier

Latest news

Planning a visit to our children's hospital soon?

Why the WAKZ?

At the Willem-Alexander Children's Hospital, we help address complex healthcare issues, rare conditions and acute care needs at every stage of a child's life. Our children's hospital provides multidisciplinary paediatric care, attracting children from all over the country.

A child's admission and treatment are often life-changing experiences. Not only for the child themselves, but also for parents and their loved ones. Uncertainty about the future, fear of treatment, or the challenge of adapting to a changed situation can raise questions and/or cause stress. In a pleasant and child-friendly environment, we try to take as much of the burden off families as possible.

Appointment or admission to the WAKZ

→ Appointment at the Stad paediatric outpatient clinic

My child and I have an appointment at the outpatient clinic

When your GP refers your child to the hospital, you will be given an appointment with a specialist paediatrician. You will then have an appointment at the WAKZ City Outpatient Clinic, Willem Alexander Children's Hospital. Here, we pay special attention to supporting your child to ensure the visit goes as smoothly as possible. Our staff are specially trained for this. Our motto is: the child is king!

Share this page

How can we help you?

- [Book or change an appointment](#)
 - [This is what the Stad department looks like](#)
 - [Preparing for your visit with your child](#)
 - [We have an appointment](#)
 - [Contact and location](#)
-



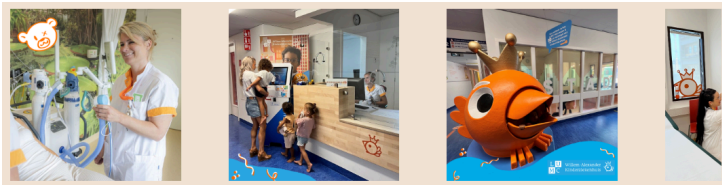
Book or change an appointment

Your GP will send a referral to the Stad paediatric clinic at the Willem-Alexander Children's Hospital. We will then assess which doctor is best placed to help your child. A member of staff from our paediatric clinic will then book an appointment for you. You will receive an email. If we need any further information from you, we will let you know.

If you wish to change, reschedule or cancel an appointment, this is possible. You can call us from Monday to Friday between 8.45 am and 12.30 pm on 071 526 28 22.

For urgent or emergency enquiries, you can contact us on working days between 8.00 am and 5.00 pm.

This is what the City department looks like



Preparing for your visit with your child

- Is anyone at home or at school feeling unwell?
This is important!

If you think there are childhood illnesses, such as chickenpox or measles, in your family, at school or elsewhere in your neighbourhood, please ring our outpatient clinic before your visit. You should also let us know in advance if your child has been admitted to a hospital abroad.

Please contact the Stad Outpatient Clinic. Telephone number: 071 526 28 11.

- Preparing for your appointment with the paediatrician
You can prepare for the appointment by writing down a few things in advance. This way, you can be sure you won't forget anything during your consultation with the paediatrician.

For example, make a list of the questions you want to ask.
If your child is old enough, they can of course ask questions themselves.
Discuss this with your child beforehand.

And if your child has a lot of symptoms, keep a diary of them. Also note down how long the symptoms last and when they occur.

- Preparing your child
A visit to the outpatient clinic can cause your child to be anxious. It helps to prepare your child for this. You can do this by explaining clearly what is going to happen. What exactly you tell them will depend on your child's age. Always tell your child honestly what is going to happen and do not make promises you are not sure you can keep. (Young) children like repetition. So tell them several times what is going to happen.

You can use books that explain what happens in a hospital, for example:

- Dick Bruna – Nijntje in het ziekenhuis (ages 2–4)
- Stefan Boonen – Lucas en de fotodokter (aged 5 and over)
- Stijn Moekaars – Milan in het ziekenhuis (0–6 years)

On the website of the [National Association for Children and Hospitals](#), you'll find more information on how to prepare and support your child.

Focus language (positive language use)

When talking to your child, avoid using words such as 'pain' and 'injections', but use phrases such as 'not pleasant', 'annoying', 'scratchy' or 'tingling' instead. Our healthcare professionals also use this so-called 'focus language'. In the leaflet '[Supportive Language](#)', you can read more about which words are best to use.

➤ The 'Supportive Language' leaflet needs to be translated too!

→ EMLA instructions for children

Please read the instructions in the leaflet below.

→ [EMLA instructions for children](#)

→ Hospital Hero app (to help prepare your child)

Turn your child into a Hospital Hero

The Hospital Hero app has been created to make children's visits to the children's hospital less daunting. This app prepares you and your child for your visit to the Willem-Alexander Children's Hospital.

Playing and learning with the app starts at home. When you open the app at home, your child can choose a favourite animal friend to take them on a journey through the children's hospital. Through short videos, children learn about every step involved in a visit to the children's hospital.

At the children's hospital, your child can continue playing with the app. In the waiting rooms, you can search for animals hidden behind QR-codes.

Want to find out more? Visit the website www.hospitalhero.nl or download the app straight away from the App Store or Google Play Store.

→ [Turn your child into a Hospital Hero](#)

→ Information for children

We have a special children's page, which includes a virtual tour of the Willem-Alexander Children's Hospital.

→ [Children's page \(no parents allowed\)](#)

→ Practical tips

Make sure your child is wearing comfortable clothes when you come. This makes it easier when we measure and weigh your child.

If your child is under 4 years old, please bring their growth chart with you.

A first visit to the outpatient clinic takes just over one to one and a half hours. If further tests are scheduled afterwards, this will naturally take longer.

→ This is our first visit to the WAKZ

Safe care begins with proper registration. We ask you to register your child on their first visit to our hospital. To do this, please report to the registration desk in the central hall of the LUMC 30 minutes before your appointment.

Please bring valid identification with you. The Identification Act forms part of the Health Insurance Act and also applies to children in hospital. In addition to your personal details, a digital portrait photograph will be taken, which will be added to the medical record.

For this registration, we require the following details from you:

- Your child's identification
- Personal details
- Address
- Telephone number(s)
- Your child's health insurance card
- General practitioner
- Pharmacy
- Dentist

Once you have registered, you will be given a ticket. You should then follow route 652 to the STAD department. This route takes you to the 6th floor via the J-core.

When you arrive at the STAD department, there will be another check-in kiosk at the reception. Scan your ticket here. The kiosk will then show you which waiting room to go to. Please wait here until your child is called.

→ We have been to the WAKZ before

Is your child already registered at the LUMC? If so, you can go straight to the registration kiosk in the main hall. Here, you will scan your child's passport or identity card.

You will then be given another ticket, after which you can follow route 652 to the STAD department. This route takes you to the 6th floor via the J-core.

At the entrance to the STAD ward, scan your ticket again. The waiting room is indicated on the registration kiosk. Please wait here until your child is called.

Has your child not yet been registered? If so, please report to the registration desk in the main hall first.

→ Paediatric Blood Sampling Unit

Is your child already registered at the LUMC? Blood can only be taken if this is the case. We ask you to make an appointment for this.

→ [Read about the paediatric blood sampling clinic](#)

→ What happens at the outpatient clinic?

Before you and your child attend the consultation, your child will first be called in to have their height and weight measured. This is done by the doctor's assistant. If the paediatrician deems it necessary, their blood pressure will also be taken or an ECG will be performed.

After the measurements and weighing, you and your child will return to the waiting room. This is followed by a consultation with the paediatrician. He or she will ask questions and examine your child. Sometimes it is necessary to provide a urine or stool sample. It may also be necessary to test your child's blood. The paediatrician will let you know this straight away.

During the visit, you will be told whether a further appointment is required. You can book this appointment at the reception desk of the STAD ward of the Willem-Alexander Children's Hospital. At any subsequent visit, your child will again be measured and weighed first.

→ Who is my child's doctor?

The email you receive from us will state which doctor your child has an appointment with.

→ Click here for an overview of the healthcare professionals at the Willem-Alexander Children's Hospital.

[Our team](#)

→ PARK clinic (additional support during medical procedures)

Read about the PARK clinic below

→ PARK Outpatient Clinic

[PARK Outpatient Clinic, information leaflet for parents](#)

→ Laughing gas sedation for children

[Laughing gas sedation for children](#)

→ Appointment with the Bear Doctor

Appointment with the Bear Doctor

Does your child have a soft toy that isn't feeling very well? If so, please bring it along to your next visit to the outpatient clinic. The Bear Doctors hold consultations every Monday, Wednesday and Thursday from 1.30 pm to 3.30 pm, and on Tuesdays from 10.00 am to 12.00 pm.



At the Paediatrics Outpatient Clinic, children can step into the shoes of a real doctor for an afternoon. As special 'Bear Doctors', they get to make their own sick teddy bear and/or soft toy better.

The Bear Doctor makes sick toys better again. At the Bear Doctor's, medical students, amongst others, help children to make their cuddly toys better. Both children who are in hospital and those visiting the LUMC are very welcome. By playing the role of a doctor themselves, they are introduced to the healthcare system. In this way, we aim to help children through the coping process and to deal with their fear of doctors and the hospital. And for the participating students, it is a wonderful opportunity to gain an insight into medical practice in a hospital.

'Berendokter' is a project run by IFMSA-NL (International Federation of Medical Students' Associations) and is made possible in part by the Willem-Alexander Children's Fund. 'Berendokter' is a role-play activity in which children in hospital take on the role of a doctor to help their sick teddy bears get better.

→ LEEF Outpatient Clinic
Click below for more information.
[LEEF Outpatient Clinic](#)

Patient leaflets

Contact and location



Route number: 652

Location: J-06-Q

For enquiries and repeat prescriptions, please email kinderpoli@lumc.nl

Appointments

Appointments: 071 526 28 22

Mon – Fri 08.45 – 12.30

Emergency?

Emergencies during office hours: 071 526 28 11 (for urgent enquiries, if you are unable to email)

Emergencies outside office hours: 071 526 91 11 (Ask for the paediatrician on duty)

Centres of expertise

- General paediatrics
- Paediatric cardiology
- Paediatric stem cell transplantation