

# What is the Family Information Center?



Children's Hospital Los Angeles provides a safe space to families during a disaster.

The Family Information Center (FIC) will:

- Be a secure and controlled area for families of patients to go.
- Provide information for family members to help identify patients.
- Collect and provide information to help family members reunify or find each other. This includes unaccompanied minors (children who do not have a caregiver with them or cannot find them).
- Provide emotional and spiritual support to family members.
- Assist with getting you support services if you need them, such as food, counseling, and temporary shelter.

## What information do we have and what can we share?

We only have information about patients that are at our facility. We can also contact other healthcare facilities to find out if someone you know or a family member is at another facility. We can only share the location of the person if you are the legal guardian or caregiver of the patient.

Information we can share	Information that we cannot share
<ul style="list-style-type: none"><li>• Location of patients</li><li>• Location of family members at other healthcare facilities</li><li>• Health updates of patients at our facility</li></ul>	<ul style="list-style-type: none"><li>• Sensitive health information about patient's medical condition</li></ul>

## What resources do you have to offer?

- Nursing: to answer questions about medical conditions.
- Social Worker: refer to resources such as food, shelter, and transportation; provide supportive and crisis counseling
- Chaplains: to assist families with spiritual needs
- Other Resources: Staff can look at your individual needs and refer you to any other resources that can

## THINGS TO REMEMBER

- This is a secure area – everyone must sign in and out. No press/media are allowed.
- We only share information to the intended recipient.