Inpatient Units (Floors 4, 6, 7, 8)

Welcome

At Randall Children's Hospital, we believe that parents and families are **the** most important members of the child's care team and play a vital role in their healing. This is at the heart of our family-centered care philosophy.

We encourage you to be a partner in your child's care — from helping make decisions about treatment to supporting your child during medical procedures to staying overnight with your child. Randall Children's Hospital is designed to allow families to stay together as much as possible. It is our goal to treat everyone with courtesy and respect, to listen carefully and to provide a clean, quiet and safe healing environment. If you have any questions, please call us any time day or night.

While in the hospital

- Please wash or sanitize your hands when entering and leaving a patient room.
- "It's OK to ask" about anything that may concern you, at any time. Be sure that you understand why vour child has been hospitalized. Children whose parents are more active in their child's health care tend to heal faster and stay safer. We depend on you to provide accurate information, and we welcome you to speak up when you have questions or concerns.
- Remember your own needs and your need to rest.
- Let the staff know about your child's likes and dislikes, special nicknames, routines and special words. Ask how to personalize your child's room.
- Continue routines that comfort you and your child.
- Tell your child that the doctors and nurses are here to help. Children often do not know why they are in the hospital.
- Explain that nurses and doctors might wear special clothes or masks.
- Please let us know if you or your child has any special needs. We are happy to do whatever we can for you and your child.

RANDALL CHILDREN'S HOSPITAL Legacy Emanuel

- A team of physicians and staff will visit daily to discuss your child's care; parents are encouraged to participate.
- Our building has free Wi-Fi.

Safety and special considerations

- Make sure the rails of the bed or crib are raised for patient safety, at all times.
- Wash bottles or toys dropped on the floor.
- Please don't share toys between siblings.
- Please respect the rights and privacy of others.
- Live plants and latex balloons are not allowed.
- Please put cell phones on vibrate while in the unit.

Family-initiated rapid response

A Rapid Response Team (RRT) is a team of critical care specialists who are available to rush to the bedside of any patient whose condition seems to be becoming worse. The Randall Children's Hospital Rapid Response Teams include the child's nurse, the Pediatric Intensive Care Unit charge nurse and a neonatal/pediatric respiratory therapist. The team works together to assess and stabilize the patient in consultation with the attending physician.

If there is an emergency, please dial x32911 from your child's bedside phone to contact this team. (A cell phone or phones outside the hospital will not work.)

Visiting

Parents or quardians are the most important part of the care team and are welcome any time, day and night. Your child's room has a bed for parents. In addition, the hospital has many family areas: lounges, kitchens, a wellness center and a garden.

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LEGACY

Visiting hours for inpatient pediatric units are **9 a.m. to 9 p.m.**

For the well-being of all, please follow these basic guidelines on visiting:

- Siblings are welcome during visiting hours and should be accompanied by a parent at all times.
- Families and visitors who have been exposed to or have signs of illness are asked not to visit.
- Ask visitors to leave by 9 p.m.

What to bring

The hospital supplies most of the items your child needs. GetWell Network, televisions, video games, music, toys and books are available. Among the items you should bring for your child:

- · Robe and slippers
- Toothbrush and toothpaste
- · Comb and brush
- Pictures of family and friends
- Favorite stuffed animal, blanket, book or toy

Questions?

We welcome all questions. Please contact your nurse if you have any questions; they can provide contact information if you need to leave the hospital. You are welcome to call any time day or night for updates about your child's progress. Please have friends and relatives contact you for updates. We release information only to parents.

