Neonatal Intensive Care Unit (NICU)

Welcome

At Randall Children's Hospital, we believe that parents and families are the most important members of your child's care team. This is 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 the unit and 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 your 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.
- As a parent, you know your baby better than anyone. Please let us know any nicknames or special routines you may have for your baby.
- Partner with your baby's nurse to identify comforting techniques for your baby.
- Please let us know if you or your child has special needs. We are happy to do whatever we can for you and your child.
- Our building has free Wi-Fi.

Safety and special considerations

- Make sure the rails of the isolette 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.

Visiting

Parents or guardians 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.

Visiting hours for the NICU are 9 a.m. to 9 p.m.

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

- Visitors are welcome, but we may ask to limit the number if your infant's status warrants it.
- Siblings are welcome to visit, unless they have had vaccinations within three weeks of your newborn's birth. Non-sibling children must be 16 years of age or older. All siblings must be accompanied by a parent at all times.
- Family and visitors who have been exposed to or have signs of illness are asked not to visit.

If you, anyone in your family or any of your visitors has any of the conditions below, please contact the NICU at **503-276-9200** before visiting your newborn.

- Cold or flu symptoms
- Cough, running nose
- Diarrhea, fever, nausea, stomach ache, vomiting
- Open skin lesions or draining wounds
- Cold sores on the lip
- Chicken pox/herpes zoster (shingles)
- Rash

continued...



LEGACY

LEGACY HOSPICE

Hand hygiene

- Wash your hands before entering the NICU.
- For your baby's safety, hands should be washed before/ after diaper changes, breast pumping and feeding your newborn. Hand sanitizer can be used at these times instead of soap and water.
- If you have more than one newborn in the NICU, you must wash your hands between handling babies.

Questions?

We welcome all questions or calls to check on your child's progress any time day or night. Parents please call **503-276-9200**. Please have friends and relatives contact you for updates. We release information only to parents.

