

# PATIENT HANDBOOK





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## WELCOME

The administration, physicians and staff would like to take this opportunity to welcome you and your child to our hospital. HealthBridge Children's Hospital was

founded to provide complex nursing care and rehabilitation in a home-like atmosphere, where your child can achieve his or her highest potential, and where you can learn to take care of them before you go home.

An interdisciplinary team approach is the foundation of this care, and you and your child are the most important members of this team. Your input and involvement is vital to success. We recognize the many questions and difficulties you may have encountered regarding your child and we are here to provide care, support, and education to aid in overcoming those difficulties.

It is our pleasure to provide you with this booklet to assist you in learning about HealthBridge Children's Hospital and the support services available to you and your child. Our primary goal is to ensure your child receives the best possible care and that you learn to be comfortable providing that care when you go home.

### **ROBERTA CONSOLVER, RN**

Chief Executive Officer, Chief Clinical Officer

## **MISSION**

Return patients to lives of productivity and meaning.

## **PHILOSOPHY OF CARE**

We value our ability to partner with parents and family members in the care of their children. We recognize the family as a constant source of support and essential participant in the care of each child as they progress through their stay. While we play an important role, families maintain the central role. The family-professional partnership is based on mutual respect for the understanding that each brings to the situation.

We are committed to each family and their child. Every staff member at HealthBridge Children's Hospital has an immense passion for what we do. We treat every child as if they were our own and put our patients first. We strive to provide the finest medical care that reflects compassion and promotes the optimal growth and development of each child. Throughout every families' duration at our hospital, we encourage and support family involvement and will help facilitate access to tools and services to transition to a successful home plan.

## **VISION**

To be nationally recognized as the leader in providing specialized pediatric care facilitating the transition for children and families from hospital to home and community.



# PATIENT RIGHTS & RESPONSIBILITIES

We believe everyone deserves special treatment and high-quality healthcare. You and your child have rights under California law, and HealthBridge Children's Hospital wants you to understand these rights and responsibilities. If for any reason you do not understand these rights and responsibilities or need help, we will do everything possible to ensure that you and your loved ones comprehend your rights and responsibilities, including immediate access to an interpreter through the language line.

## **YOU AND YOUR CHILD HAVE THE RIGHT TO:**

1. Receive care and treatment without discrimination as to age, race, color, religion, sex, national origin, disability, sexual orientation, or ability to pay.
2. Receive considerate and respectful care in a clean and safe environment free from unnecessary restraints.
3. Know the name of the doctor and any hospital staff who will be in charge of your child's care.
4. Receive emergency care if your child needs it.
5. Receive quality care and services in a timely manner to meet your child's needs, including pain relief if needed.
6. Freedom from abuse, neglect, and exploitation.
7. Request a second opinion regarding any treatment. If your insurance does not cover the cost of a second opinion, you will be responsible for payment.
8. Be fully informed of the reasons if your child needs to be transferred to another facility.
9. Be told about your child's illness, treatment, and prospects for recovery in the language and words you understand.

10. Receive as much information as you may need in order to give or refuse informed consent for any proposed procedure or treatment. This information should include the possible risks and benefits of the procedure or treatment.
11. Refuse care, treatment, or services and be told what effect this may have on your child's health. This includes leaving the hospital against the advice of your doctor.
12. Refuse to take part in research. In deciding whether or not to participate, you have the right to a full explanation.
13. Confidentiality and privacy: All communications and records pertaining to your child's care will be treated confidentially. Consultation, examination, treatment, and discussions about your child will be conducted as discreetly as possible.
14. Have your cultural, psychosocial, spiritual, personal values, personal dignity, beliefs, and preferences respected.
15. Ask the Ethics Committee for help with difficult medical decisions.
16. Voice questions or concerns about care, services, or safety by communicating with appropriate staff.
17. Participate in your child's care and discharge planning. The hospital will provide you with a written discharge plan.
18. Review your child's medical record with a health care provider without charge and obtain a copy for a reasonable charge. To access or request amendment and receive an accounting of disclosures regarding health information as permitted by law.
19. Receive an itemized bill with an explanation of charges.
20. Know the hospital rules and policies that apply to your child, your family, and your visitors as referenced in the visitor policy.

# PATIENT RIGHTS & RESPONSIBILITIES *(continued)*

## **YOU AND YOUR CHILD HAVE THE RESPONSIBILITY TO:**

1. Actively participate in decisions about care and treatment. Discuss needs and expectations. Accept responsibility for the outcomes if you do not follow your child's care, treatment, and service plan.
2. Treat others with respect and dignity.
3. Be considerate of other patients, families, and staff.
4. Follow hospital rules about patient, family, and visitor conduct.
5. Respect hospital property and the property of others.
6. Let us know if you have any questions or concerns about your child's treatment, care, or safety.
7. Know your child's health care requirements following discharge, including follow-up care.
8. Follow the hospital rules and regulations, including infection control measures and isolation procedures if ordered.



9. Be part of our health care team:
  - » Provide accurate and complete information about your child's health, past, and present.
  - » Answer questions honestly and accurately.
  - » Ask questions so you understand what is happening and why.
  - » Know and follow the treatment your doctors and nurses have planned.
  - » Tell us about changes in condition, including any pain or discomfort.
10. Know the doctor who is in charge of your child's care.
11. Provide copies of information regarding guardianship of the patient and the custodial rights of each parent following divorce proceedings (from the decree).
12. Provide accurate and complete information about your child's health insurance/payments. Immediately report any change in the insurance company, payor, or coverage. Pay bills in a timely manner.



# YOU AND YOUR CHILD'S STAY

## **CONFIDENTIALITY**

Upon admission you will receive a patient identification code that is to be used if you call into the hospital for information about your child. When you call, reveal the code to the nurse (*person taking the call*) and they will answer your questions and give you a condition update. If you lose the code, you can return to the facility to have it reissued to you. The code is used to ensure we are giving information to the appropriate person. You must designate who has your security code.

A visitor's list will also be established with the names of people you authorize to visit your child (*visiting privileges*).

Any medical information regarding your child's diagnosis and treatment is given to you by your physician. Condition updates may be obtained from the nurse.

## **VISITATION**

One parent or adult guardian may stay overnight. All visitors (*including parents*) who present to the hospital after visiting hours will not be admitted without prior administrative approval. Additionally, the parent staying with the child must arrive before 10:00 p.m. Any parent leaving the building after 10:00 p.m. may not return to the building until 8:00 a.m. For security purposes, we ask that you do not go out for smoking or other reasons after 10:00 p.m. Overnight guests that are not a parent or guardian are not permitted. Siblings, extended family, or significant others that are not parents or guardians must follow regular visiting hours.

### **Visiting Hours**

General: 8:00 a.m. – 8:00 p.m.

Parents/Guardians: 8:00 a.m. – 10:00 p.m.

All visitors, including parents/caregivers will be given a bracelet to wear while visiting your child at HealthBridge Children's Hospital. This is part of our security and identification efforts within the building. Even with the bracelets, you must sign in and out at the front reception desk and sanitize your hands with the available

foam. All visitors are required to present I.D. and sign in and out on the visitor's log located at the reception desk.

Visitors are limited to four (*2 parents; 2 other*) in the patient room during visiting hours. Visitors may be asked to step out of the room, so the staff can provide care to the patient. Please feel free to discuss any special visitation requests with the charge nurse or administration.

Siblings and other children are allowed to visit regardless of their age, but visitors under 18 must be accompanied by an adult. Children must be supervised and follow basic safety rules: no running, standing on furniture, throwing things, etc. Hallways must remain clear of visitors.

You should not visit if you have a cold or signs of infection (*runny nose, cough, or other symptoms suggestive of respiratory infection, diarrhea, vomiting, fever, rash, itching, lice, or any other contagious conditions*). Children who are too sick to attend school should not visit. Please use other means of communication to check on your loved one until your health condition improves.

Visitors are expected to practice good hand hygiene. Please sanitize or wash your hands before and after any physical contact with patients. You will find hand sanitizer on the wall in each patient's room and in the hallways.

**If there is an "isolation" sign on the door**, please follow all instructions and check with the patient's nurse for any questions or concerns. This is to prevent bacteria from spreading throughout the hospital to other patients.

Please speak to the nurse or doctor for permission before bringing any type of food to patients. As a courtesy to our patients and staff, no eating and/or drinking is allowed in patient rooms. Please see designated areas where food and drinks are permitted. No drinks including water may enter the facility without having a proper lid.

# YOU AND YOUR CHILD'S STAY *(continued)*

## **VISITATION** *(continued)*

Flowers, live plants, and live animals are not allowed in the patient rooms.

**A "NO VISITORS" sign** may be posted on the door upon your request.

The HealthBridge Children's Hospital visitation policy is designed to protect patient privacy, promote safety, and meet the emotional needs of our patients. Our purpose is to create a reasonable, enforceable standard that provides all patients with the opportunity to rest and recover in a comfortable surrounding while enabling family, friends, and others to be involved in the patient's care. You will not be restricted, limited, or denied visitation privileges based on race, color, nationality, origin, religion, sex, sexual orientation, gender identity, or disability. This visitation policy reflects our commitment to provide a safe environment for all patients, visitors, and employees.

If you are your child's legal guardian, you have the right to choose who may visit your child. Individual preferences regarding the hours and duration of visitation will be accommodated as appropriate. Please make sure to fill out the visitation form provided to you. All visitation decisions will be based on the information you provide in this form.

**Patients, families, and visitors may not enter other patient rooms at any time.**

We want to provide a safe, healthy environment free from violence or threats of violence. Therefore, HealthBridge Children's Hospital does not tolerate behavior that is violent, threatens violence, harasses, or intimidates others, interferes with an individual's legal rights of movement or expression, or disrupts the workplace, the environment of care, or the hospital's ability to provide and deliver safe, quality care, service, and treatment. This includes inappropriate behavior that is direct or through the use of hospital facilities, property, or resources.

Visitors (*including parents*) who do not comply with hospital regulations and infection control requirements may be asked not to visit the facility.

Parking is available in the front and side of the hospital. Please do not park in the covered entrances as these are designated for ambulances and emergency vehicles.

## **QUIET TIME & BEDTIME**

**Quiet Time: 1:00 p.m. – 2:00 p.m.**

### **Bedtime for Age 12 and Under:**

In room at 8:00 p.m., lights out and TV off at 9:00 p.m.

### **Bedtime for Age 13 and Over:**

In room at 9:00 p.m., lights out and TV off at 10:00 p.m.

It is beneficial for children to maintain a normal routine while in the hospital, and healthy sleeping habits help to promote healing. Therefore, HealthBridge Children's Hospital has scheduled quiet times and bedtimes. During quiet time, patients must be in their rooms. Use of personal electronic devices is permitted during quiet time. At bedtime, "lights out" means use of TV, music, phone, computer, etc. is not allowed. Noise should be kept at a minimum.



# YOU AND YOUR CHILD'S STAY *(continued)*

## **TELEPHONES**

The hospital's main phone number is 714.289.2400.

Cellular phones and similar devices should not be used in the hallways, since they may interfere with our monitoring equipment. We encourage cellular phone and similar device use outside the building.

## **TELEVISION**

Each room is equipped with a television. If desired, a selection of movies is available for use in the activity room. Ask the Activities Department or the nurse to check out a DVD or video game. Return the item as soon as you finish so other children may also enjoy it. Wifi internet access is available in the patients' rooms. Ask the nurse how to gain access.

## **MAIL**

Mail which is received for your child will be delivered to your child's room. Outgoing mail may be dropped off at the front reception desk for pick up by the post office (*Monday through Saturday*).

### **Please address mail as the following:**

Child's Name  
HealthBridge Children's Hospital  
393 S. Tustin Street  
Orange, California 92866

## **VALUABLES**

Please leave your child's valuables at home. We cannot be responsible for valuables left in your room, kept at bedside, or in your car. We want your child to feel comfortable and we encourage bringing favorite toys or stuffed animals (*they must be washable to prevent infection*). Pictures may be placed on the bulletin board in each room. Due to fire laws and other regulations, please do not hang anything from the ceiling or overhead light fixtures.

Special equipment (*wheelchairs, walkers, orthotics, glasses, etc.*) should also be brought in for evaluation by the hospital team. Needed equipment during and after your child's stay at HealthBridge Children's Hospital will be obtained as ordered by the physician.

Please do not bring latex balloons or latex products into the hospital due to the potential of others being allergic to this material. Mylar balloons, however, (*usually silver with designs on them*) are allowed as they do not contain latex.

## **SCHOOL**

Orange Independent School District provides teachers for your child's continued education. All school age children are evaluated for educational services which are delivered at your child's developmental/educational level as identified following an evaluation by the OISD school teacher. The teacher will meet with you regarding the educational plan. If there are questions or concerns regarding withdrawing your child from their home school, please discuss those with the Social Services Department.

# YOU AND YOUR CHILD'S STAY *(continued)*

## **MEALS**

Your child's nutrition is a major part of their care. Before bringing any food, beverages, or snacks for your child, we ask that you check with the nursing staff or dietitian to make sure it is allowed with the diet ordered by the doctor. You and your child may use the family dining room for meals, as long as isolation precautions have not been ordered and care needs do not prevent it. Please consult the nurse.

Parent meals are offered at each scheduled meal time for an additional fee. Upon payment, complete a menu and turn it in at the reception desk. A family refrigerator and a microwave are located in the family dining room for your use. Any food placed in the refrigerator must be dated and labeled. Food may not be taken to the child's room and must be returned to the refrigerator (*Infection Control and City Health Department Requirement*). Refrigerated items may be kept for three days only. Food will be discarded if there is no label or if it is over three days old.

Food should not be stored in the patient's room. Ice chests, baskets, and food storage containers are not allowed in the patient room due to limited space, infection control, safety, and the possibility of attracting bugs (*ants, roaches, etc.*). Beverage and food vending machines are located in the family dining room.

## **PETS**

With your permission, your child can enjoy the Pet Therapy Program. The animals are checked for health and temperament, and are certified by a service organization. If you would like to bring your family pet to visit, coordinate with the house supervisor. You will be asked to provide an up-to-date vaccine schedule for your pet prior to gaining permission for this activity. The pet can be brought to the front porch area for your family interaction only. Please do not include other patients or families.

## **PLAY AREAS**

According to the Center for Disease Control and Prevention, patients in isolation have “restrictions” placed on their movement in and out of their rooms. Infection control should be consulted for further information of what your child may do.

### **Children using the play areas should:**

- » Ask their nurse for permission
- » Wear shoes/socks at all times
- » Wash their hands upon entrance and exit
- » Be supervised by staff or volunteer
- » Pick up the play area before leaving
- » Place used toys in the “dirty toy” bin. Toys are disinfected before being used again
- » Report broken items and remove them (*if possible*) from the reach of other children
- » Be respectful of property
- » Return toys, videos, etc. when done
- » Not have food in the play area

*Siblings are allowed in the play area if accompanied by the patient and parent.*

# YOU AND YOUR CHILD'S STAY *(continued)*

## **BACKYARD USE**

- » Must have permission of the staff
- » Must be accompanied by an adult
- » Must wear closed toe shoes and no loose clothing
- » No use after dusk or when wet
- » No food or drinks
- » No climbing on the fence

*Please report any safety concerns to administration or to the Child Life Department.*

## **PROPERTY LOSS**

HealthBridge Children's Hospital will make all reasonable efforts to safeguard your child's belongings, however, we are not responsible for missing items. You will be asked to maintain a patient belongings list during your child's stay. If an item is missing, notify the nurse immediately so efforts are quickly made to find the missing item. Patient belongings left here for more than 60 days following discharge will be donated to charity.

## **FINANCIAL QUESTIONS**

Please check with the Case Manager or Social Worker if you have questions regarding payment or Medicaid/insurance coverage. You can also receive community resource information from these individuals.

## **MEDICAL RECORDS**

Copies of the medical record for continuing care, other medical institutions or physicians, and personal use are obtained with proper consent of a parent or legal guardian for a fee. Consent forms and fee schedule can be obtained by contacting the Medical Records Department at 714.289.2400 ext.1870.

*Charts may not be copied for any reason without Medical Records involvement.*

## **PATIENT CARE**

### **ACUTE CARE STAY**

During the first week at HealthBridge Children's Hospital, our interdisciplinary team as directed by the physicians, nurses, case managers, rehabilitation therapists, respiratory therapists, Child Life specialists, and dietitians will assess your child's medical problems and functional deficits. The Case Manager will meet with you to explain the process, assist in answering your questions, and obtain your thoughts, goals, and concerns.

After the first week a family meeting is scheduled with the team. In the family meeting your child's treatment goals, plans and estimated discharge date are discussed. Discharge is discussed from admission in order to help you plan ahead for any modifications that must be made in your home or life based on our assessment and your information.

Follow-up meetings are held on a regular basis to assess progress and discuss changes necessary in the treatment plan. Meetings with physicians or other specific members of the team are also available — just request what information you need to receive/know from the case manager, social worker, doctor, or nurse.

### **SUB-ACUTE CARE STAY**

After the first month a family meeting is scheduled with the team. In the family meeting your child's treatment goals, plans and estimated discharge date are discussed. Discharge is discussed from admission in order to help you plan ahead for any modifications that must be made in your home or life based on our assessment and your information. Sub-acute meetings will be conducted monthly during the duration of the stay.

Your participation in care, training, and education are extremely important. Family training and education are an essential part of your child's long-term care. Care of your child is a partnership between you and staff members.

# YOU AND YOUR CHILD'S STAY *(continued)*

## **SUB-ACUTE CARE STAY** *(continued)*

Staff members will teach you and properly demonstrate tasks and care. You and other family members will then perform these tasks until you are comfortable with them. We call this process "Care by Parent," and we want you to do it correctly so you feel confident and comfortable when you go home and give this care.

Ask questions and express your concerns. Our staff is willing to assist you. If you need an interpreter, we will use a language telephone service to ensure your questions are answered adequately. Also, if adaptive communication devices are required, let the charge nurse or case manager/social worker know.

## **PAIN MANAGEMENT**

We recognize that each child responds to pain differently. To properly assess and treat pain, we need your assistance. It is important that we are able to distinguish between the normal pain or soreness experienced during physical rehabilitation compared with pain that is a result of the illness or injury.

Upon admission, the nurses will perform a pain assessment on your child. Also, in your child's room you will see a "Faces" pain scale used to determine the amount of pain your child is experiencing. Notify the nurse if you think your child's pain is increasing and medication is needed for relief. We do not want your child to be in pain and will call the doctor if the pain is not relieved. Healing may occur faster if pain is controlled.

## **RESIDENTS/STUDENTS**

HealthBridge Children's Hospital serves as a training hospital for healthcare professionals (*medical residents, nursing students, allied health students, etc.*). Patient care remains under the supervision and direction of the HealthBridge Children's Hospital staff at all times. Please tell us if you have concerns about this.

## **RAPID RESPONSE TEAM**

If you are concerned about a life-threatening change in your child's medical condition, please pick up the phone, dial "88" and say "Rapid Response Team to Room #." Repeat 3 times.

## **RELIGIOUS/SPIRITUAL SUPPORT**

We respect the religious, spiritual, and cultural needs of your child. We will assist you in obtaining a spiritual representative or clergy if desired. The Case Management Department maintains a list of local churches for your information. Visitation by your spiritual representative should occur during normal visiting hours, but exceptions are made in certain circumstances.

## **PHYSICIAN COVERAGE**

HealthBridge Children's Hospital believes you (*or your child*) are entitled to make informed decisions regarding your child's medical care.

A physician is available 24 hours per day, 7 days per week by telephone if not in-house rounding on their patients. In an emergency, HealthBridge Children's Hospital staff will take the following steps:

- » Deliver emergency care and support required.
- » Contact your child's physician and implement orders given.
- » Call 9-1-1 and prepare for transfer.

## **CASE MANAGER/SOCIAL WORKER**

Your child has a Case Manager assigned to coordinate services and disseminate information to you, external payor sources, external case managers, and your interdisciplinary care team. They will organize care or services (*both at HealthBridge Children's Hospital and other facilities*) as your doctor has ordered, as well as coordinate discharge. The Social Worker may assist with personal issues as well as helping the Case Manager. Communicating with you is a key responsibility of both of these individuals. Ask questions if you need more information.

# YOU AND YOUR CHILD'S STAY *(continued)*

## **MEDICATIONS & PHARMACY**

Please do not bring medications from home unless otherwise informed by a hospital representative. For some medications, patients may be required to use their own supply, including over-the-counter medications, vitamins, herbal supplements, powders, ointments, or medications not available in the pharmacy.

Tell the doctor and nurse about any allergies or reactions your child has to medicines, food, or other products. The nurse should place a red allergy bracelet on your child with a list of the allergies noted.

The nurse will ask you to list all medications, vitamins, and herbal supplements your child has been taking. This list is reviewed by the physician, who will then order medications that are to be taken during your child's stay at HealthBridge Children's Hospital. These medications will be prepared by our pharmacy. We will need an up-to-date copy of your child's immunizations. With the doctor's order and your approval, we can administer needed immunizations during your child's stay. When you are ready to leave, you will receive a complete list of the medications your child is to take. You should also share this information with your physician/clinic during follow-up visits at discharge.

## **DISCHARGE**

Discharge planning begins on admission. You will work with the Case Manager in preparing for services and care for when you go home. Other available services and physicians will ensure that you have received all appropriate education on your child's condition and all training necessary to care for your child.

Before you leave, please take the time to complete a Patient Satisfaction Survey. We want your feedback on how we can improve the patient and family experience at HealthBridge Children's Hospital. You will receive a follow up phone call about 72 hours after you are discharged regarding your stay.

If you have further questions once you get home, please call your Case Manager so we may help answer or guide you to get the correct answers from the appropriate people.

## **COMPLAINTS**

### Internal Complaints

Please let us know if you have a complaint. Report any complaint to your nurse, the nurse-in-charge, director of clinical services, CEO, or the director of quality services. One or more of these individuals may be reached 24 hours a day. The nurse-in-charge can assist you with the notification.

Each complaint is investigated by the department involved, in coordination with the Quality Department and administration. The results and actions are reported back to you. Also available to you is the Corporate Compliance hotline at 1.844.223.5026.

### External Complaints

If you feel your complaint has not been addressed satisfactorily and you wish to escalate it, or if you want to file an external complaint, contact:

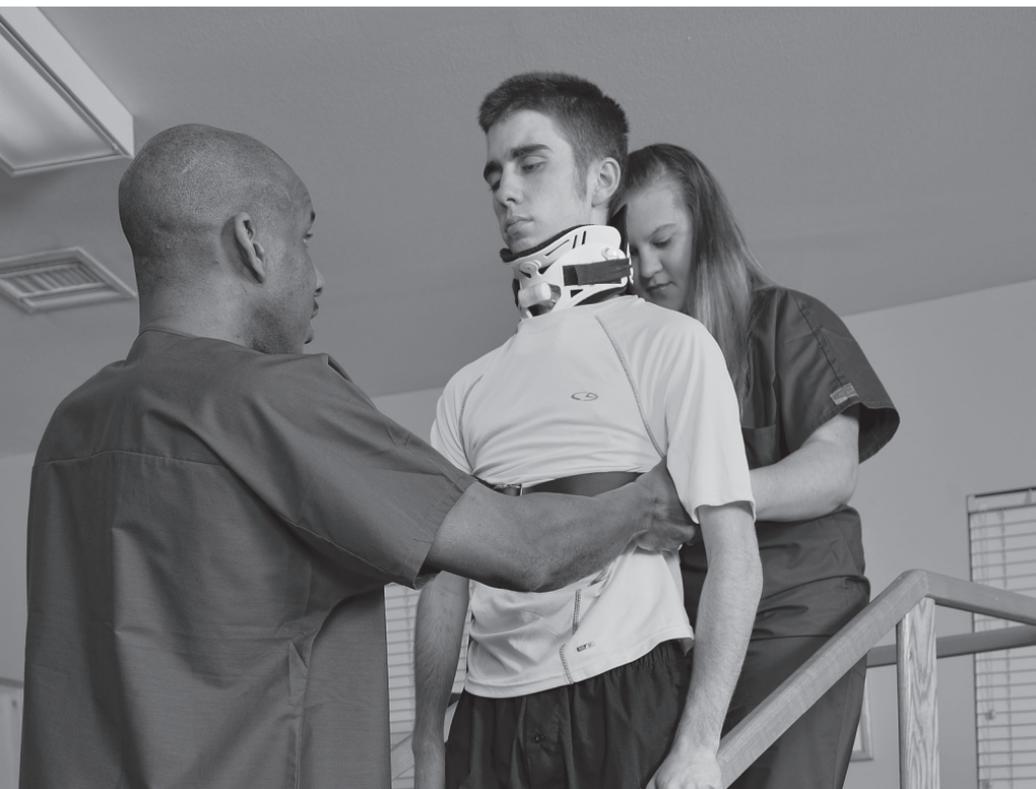
- » California Department of Health & Human Services at 1.714.567.2906
- » HealthBridge Children's Hospital Accreditation Agency (DNV) using the following methods:
  - Via email: [hospitalcomplaint@dnv.com](mailto:hospitalcomplaint@dnv.com)
  - Via regular mail to:  
DNV Healthcare Corporate Office  
Attn: Hospital Complaint DNV Healthcare  
400 Techne Center Drive, Suite 100  
Milford, Ohio 45150-2792
  - Call toll-free at: 1.866.523.6842

# YOU AND YOUR CHILD'S STAY *(continued)*

## **SAFETY**

To assist assist in keeping you safe, HealthBridge Children's Hospital undergoes rigorous on-site evaluations established by quality and safety standards, such as those of the DNV, the City of Orange Health and Human Services Department, and the City of Orange Fire Department.

The side entrances to the hospital are kept locked at all times and will alarm if opened. We ask that you and your family enter and exit through the hospital's main entrance during regular business hours. If it is before 10:00 pm and the door is locked, press the doorbell on the wall. The hospital staff will be able to see and talk with you via the audio system. They can also unlock the door for you if it is within the visitor's guidelines (*see page 10*).



## **FIRE SAFETY**

HealthBridge Children's Hospital, in coordination with the Orange Fire Department, has an established prevention and response Fire Plan specific to each area of the hospital. Fire drills are intermittently performed on both shifts, and we ask that you stay in the room with the door closed until the drill is completed. Hospital staff will direct you for any actions which may be necessary.

## **FIREARMS**

Firearms/weapons are not permitted on the premises including in your car. Persons who are licensed to carry a concealed handgun cannot bring it on hospital property as so stated in the California penal code.

## **SMOKING**

Smoking is not allowed at any time within the hospital or on hospital property. City fire code prohibits smoking within 25 feet of any hospital entrance. After 10:00 p.m. we ask that you do not go outside and smoke for security reasons. When you do go out and smoke, your child must stay in the room. Patients may not smoke at any time.

## **ELECTRICAL ITEMS**

Please alert the nursing staff to any electrical items you have brought to the hospital. Fire regulations mandate all electrical equipment (*shavers, radios, hair dryers, etc.*) is inspected by our Maintenance Department prior to use to ensure it is safe in a hospital setting.

# STAYING SAFE

## **FALL PREVENTION**

Your child is in a new environment and not accustomed to the hospital room, bed, and location of the furniture. If the physician has deemed it safe for your child to walk about the room (with or without assistance), please have your child move slowly and cautiously around the room, wear non-skid foot wear, and keep the bed in the low position. Use the call bell and ask for help. Small children should not stand or jump on or off the beds or furniture. Side rails should be up when necessary to prevent falls. Please supervise your children at all times even with bed rails up as they may still be a risk for a fall.

Care should also be taken when children are in the bathrooms. Water may splash, making the floor slippery.

## **SPEAK UP**

- » Ask questions. You have a right to be informed of your child's care.
- » Ask for the ID of everyone who comes into your room.
- » Any time someone enters your child's room to administer medication, transport your child to a procedure, or perform treatments, they must check your child's wristband for the name and date of birth. They may ask you for identity information.
- » Ask if the person has washed his/her hands before touching your child.
- » If you are told your child needs certain procedures, ask why your child needs them, when they will happen, and how long it will be before you get the results.

## **KNOW YOUR CHILD'S MEDICATION**

Your child's doctor may prescribe medications for your child. Be sure you understand what they are and why they are being prescribed. The following checklist can assist you to obtain the information you need regarding your child's medications.

- » What is the name of the medicine?
- » What is its generic name?
- » Why is my child taking this medicine?
- » What dose will my child be taking? How often and for how long?
- » When will the medicine begin to work?
- » What are the possible side effects?
- » Can my child take this medicine while taking other medicines, vitamins, and dietary supplements?
- » Are there any food, drinks, or activities that my child will need to avoid while taking this medication?
- » Should this medicine be taken with meals or between meals?
- » Does my child need to take this medicine on an empty stomach or with food or a whole glass of water?
- » What should I do if I forget to administer the medicine and miss a dose?

# STAYING SAFE *(continued)*

## **MEDICATION SAFETY**

You play a very important role in preventing medication errors. Here is how you can help:

- » Be sure that all the doctors know what medications your child is taking, including over-the-counter medications, prescription drugs, herbal and vitamin supplements, natural medicines, and other drugs.
- » Be sure that all of the doctors and nurses know about your child's allergies to medications, food, anesthesia, latex products, etc.
- » When IV antibiotics, medications, or fluids are brought to your child, ask the staff member to make sure that your child is the one who is supposed to be receiving the medication. Please ensure that person checks your child's ID bracelet.
- » Participate in all decisions about your child's care.
- » Have another family member with you when you ask questions so they may help you understand what is being said if needed.
- » Report any concerns to your nurse, the nurse-in-charge, or the physician.



# INFECTION PREVENTION

## **FIVE THINGS YOU CAN DO TO PREVENT INFECTION ARE:**

1. **Hand washing:** Rub hands with soap and warm water for 20 seconds (*as long as it takes to sing the ABC song*). Wash palms, fingernails, and between fingers. Alcohol-based hand sanitizer can be used as well. Hand sanitizer should be rubbed all over the hands until it dries. Hands should be washed before touching or eating food. Hands should also be washed after using the bathroom, changing a diaper, or playing with a pet. Most importantly, hands should be washed or sanitized after visiting someone who is ill.
2. **Make sure health care professionals wash their hands.** Doctors, nurses, and other healthcare professionals come in contact with many patients. Before they treat your child, please feel free to ask if they washed their hands.
3. **If you are coughing, sneezing, or have congestion, cover your mouth and nose.** Many diseases are spread through sneezes or coughs. When you sneeze and cough, the germs can travel three feet or more. Cover your mouth and nose to prevent the spread of infection to others. Use a tissue, and if you don't have a tissue, cover your mouth and nose using the bend of your elbow. Please don't forget to wash or sanitize.
4. **If you are sick, stay at home.**
5. **Make sure your child's vaccinations are up-to-date.** If they are not, physicians will discuss potential indications for vaccines with the hope of immunizing your child.

# ISOLATION

## **ISOLATION**

Your child may be placed in isolation due to an infection. This is done to reduce the chance of spreading an infection to another person (*including family*) or to prevent further infection to your child.

According to the Center for Disease Control and Prevention, patients in isolation have restrictions placed on their movement in and out of their rooms. Infection Control should be consulted to know what your child may do.

An isolation card will be posted by your child's door to alert everyone, including family/visitors, what must be done before entering or staying in the room. The hospital staff will wear gloves, gowns, and/or masks based on your child's illness and the instructions on the isolation card.

## **INFECTION CONTROL PROTECTIVE ISOLATION RULES AND REGULATIONS**

The following must be adhered to:

1. Proper hand washing upon entering patient room, prior to contact with the patient or objects in the room, and as indicated during patient care.
2. Please remain in your child's room at all times. Visits to other patients' rooms will not be allowed.
3. Please do not share toys or other objects with other children.
4. Papers, posters and other notes shall be laminated or placed in a plastic pouch.
5. Flowers, live plants, and live animals are not permitted in the patient room.

6. Absolutely no food and/or drinks permitted in patient room.
7. Visitors not feeling well are strongly discouraged from visiting the patient. Exceptions must be cleared at front desk.
8. Wearing gloves does not replace the need for hand washing as gloves may have small, unapparent defects or be torn during use, and hands can be contaminated during removal of gloves.
9. Gloves and mask that cover both nose and the mouth are to be worn by caregiver during procedures and patient-care activities that are likely to generate splashes and spray of blood, body fluids, secretions or excretions.
10. Personal Protective Equipment (PPE) is not to be removed unless exiting patient room.
11. All PPE should be disposed in the trash can prior to exiting room and not be worn OUTSIDE of patient room. Do NOT reuse PPE. No exceptions.

# YOUR CHILD'S HEALTHCARE TEAM

## **PHYSICIANS**

A pediatric hospitalist will supervise or coordinate care while in the hospital.

## **NURSES**

In each nursing unit, a registered nurse or LVN will be responsible for supervising your child's care and directing the nursing support staff of the unit. Licensed nurses are assisted by nursing assistants. The nursing staff is at bedside at all times.

## **DIETITIANS**

A registered dietitian may be consulted to work with your child's healthcare team to develop a nutrition care plan. Registered dietitians are also available to educate you about your child's diet. Your nurse will be able to assist you with this request.

## **REHABILITATION THERAPIES**

Physical and occupational therapists, along with speech-language pathologists, focus on your child achieving the highest level of functional, physical, expressive, and cognitive ability while in the hospital.

## **LICENSED PSYCHOLOGIST**

A licensed psychologist will meet with patients and staff members for monitoring, behavioral support, and consultation on behavior management strategies. The goals for treatment will focus on providing emotional/behavioral support, encouraging the appropriate expression of emotions, and assisting patients in acquiring developmentally appropriate behavioral competencies to manage interactions with others. In addition, the licensed psychologist will provide family training and education to assist families/caregivers with establishing structure and household routines in preparation for patients to maintain their acquired skills post discharge.

## **RESPIRATORY SERVICES**

Our multi-skilled respiratory staff provides 24-hour monitoring on all chronically ill, physically fragile, and traumatically injured patients. These staff members provide care for patients who will return home with basic respiratory needs or tracheostomy/ventilator management. Extensive family training provided by the respiratory staff includes information on the child's condition, signs and symptoms of respiratory distress at home, and how to manage the tracheostomy and/or ventilator. Children discharged on ventilators will require 48 hours care by caregivers.

## **ACTIVITIES DEPARTMENT**

Certified Activities personnel are part of your child's healthcare team. The hospital can be a scary and stressful environment, so Activities Specialists are here to help children and families cope with hospitalization. Overall, the Activities program at HealthBridge Children's Hospital aims to minimize stress and anxiety, promote self-esteem and independence, prepare children for upcoming healthcare procedures and provide emotional support to families. For more information, please ask your child's nurse to page Activities.

# NOTES





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HealthBridge Children's Hospital is accredited by DNV-GL's NIAHO® and is ISO 9001:2008 certified.