

GENERAL *Information*

PATIENT INFORMATION

- ◆ **Information Via Telephone** will only be provided to the parents. When you call you will be asked for your child's Medical Record Number (MR Number), which is located on your pink ID wristband.
- ◆ **All Patient Information** is confidential and is only provided to parents and those who are part of the medical team caring for your child.
- ◆ **A Telephone** is located in each room. Press 9 to access an outside line. From outside the hospital, phone your child's room directly by calling (954) 265-2020, then press 11 followed by the bed number and room number.
- ◆ **Computer Access** – You may use your personal computer in the PICU and you can access the Internet by using Internet Explorer and signing on as a “guest.” Also, there is a computer in the Family Support Center from which you may access the Internet.
- ◆ **CarePages** are free, private, personalized Web pages that help you keep in touch with family and friends. CarePages let your loved ones know how your child is doing without numerous phone calls. You can receive supportive messages and keep in touch before, during and after hospitalization. To begin, go to jdch.com and click on the CarePage logo.
- ◆ **Support Services** are available in the hospital, including a social worker, family advocate, chaplain, child life specialist and Lotsy Dotsy, our resident clown.
- ◆ **Questions or Concerns** – Please feel free to ask as many questions as you need to feel comfortable about your child's care, and do not hesitate to share your concerns with the hospital staff. We are here to help you.
- ◆ **Help Alert** – You know your child best. Talk to your nurse or charge nurse if you see changes in your child that you feel need attention. If you are still concerned, dial **88** from your bedside phone. A Help Alert team member will come as soon as possible.

DEAR FAMILIES,

Having a child in the Pediatric Intensive Care Unit (PICU) is a scary and emotional time for all family members. We, as Family Advisory Council members, know how difficult this can be, because we have experienced this ourselves. In collaboration with the wonderful PICU Team, we have put together this PICU Information Guide to make your time here as comfortable as possible.

Remember, you are a partner in the care of your child and we can work together with the hospital's staff to help provide high-quality medical care.

Wishing your child a speedy recovery,

**JDCH Family Advisory Council
and PICU Team**

VISITING *Hours*

VISITORS/VISITATION

- ◆ **PICU Access Card** – When your child is admitted to the PICU, you will be given a PICU access card and will need to use this card to get into the PICU. These PICU access cards are obtained at the security desk on admission and must be returned when leaving the floor or hospital. There will be three additional badges for your visitors.
- ◆ **Visitation Hours** – Parents are welcome to stay with their child around the clock. One parent may sleep at the bedside. The hospital has a “quiet time at nine” policy where we request that all but the parent/caregiver staying with the child that night, leave by 9pm to ensure adequate patient and parent rest.

**Pediatric Intensive Care/Acute Care Unit
(954) 265-4450**



**Joe DiMaggio
Children's Hospital**
AT MEMORIAL

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PEDIATRIC INTENSIVE CARE/ACUTE CARE UNIT

Information Guide



**Joe DiMaggio
Children's Hospital**
AT MEMORIAL

Pediatric Intensive Care/Acute Care Unit

COMFORT AND SAFETY

- ◆ **Toys** – You may bring familiar items from home, such as a blanket or toy for your child's comfort.
- ◆ **Cleanliness** – Please make sure that all visitors wash their hands before and after seeing your child.
- ◆ **Food** – If your child is designated “NPO” (not allowed to eat or drink), please try not to eat in the room.
- ◆ **Visitors** – You may want to limit visitors and noise while your child is in the PICU, since you and your child need rest. Children who are visiting may go to the playroom with adult supervision.
- ◆ **Counseling** – A child life specialist is available to explain what is going on to your child and to his or her siblings in words they can understand.
- ◆ **Bedside Rails** – We ask that your child's bedside rails be up at all times, especially when you leave the room. Please let your child's nurse know when you are leaving.
- ◆ **Schooling** – We have a full-time teacher in the hospital to continue your child's education during his or her extended stay.
- ◆ **Valuables** – Please do not leave any valuables in the room (this includes, but is not limited to, purses, jewelry, cell phones, computers, etc.).
- ◆ **Emergencies** – We may restrict visitors or block a hallway due to an emergency situation.

NOURISHMENTS

- ◆ **Cafeteria Discount** – Upon admission, parents (or the child's legal guardian) receive pink ID wristbands for identification at the security desk and a 50 percent discount in the hospital cafeteria.
- ◆ **The Nutrition Room**, located in the PICU, provides complimentary coffee, tea and snacks for parents throughout the day. Bagels are provided every morning.
- ◆ **A Free Hot Buffet for Parents** is served at lunchtime every day in the Family Support Center on the fourth floor. Be sure to wear your pink ID wristbands.
- ◆ **The Hospital Cafeteria, McDonalds and Au Bon Pain** are located on the first floor.

SLEEPING ACCOMMODATIONS

- ◆ **Parent Sleeping Arrangements** – A sleeper chair is provided for one parent to sleep in the room with your child. This chair is kept at the back of the room away from the bedside to allow medical staff access to your child and provide room for necessary equipment.
- ◆ **The Conine Clubhouse** has a limited number of complimentary rooms for parents of children in the PICU. See your child's nurse if you need accommodations.
- ◆ **Shower Facilities** are on the fourth floor next to the Family Support Center. You can get personal hygiene items from your child's nurse or Patient Care Assistant (PCA).
- ◆ **Visitor Bathrooms** are located outside of the PICU.

COMPASSIONATE SUPPORT

- ◆ **Family Advocate** is available to you when needed. As an emotional and informational lifeline, the family advocate provides additional guidance and support to families during a child's hospital stay.
- ◆ **A Personal Notebook/Pad** is a good way to keep track of your child's medical routines. You can write down questions for your physicians and/or physician assistants, who will meet with you every day.
- ◆ **An Evening Bedside Report** updating the night shift staff is done by the nurses during the evening change of shift. As a parent, you are included. We welcome your comments and input.
- ◆ **The Nursing Staff** works 12-hour shifts (7am to 7pm). Your child is assigned a nurse for each shift. There is also a “charge nurse” available for any questions or situations that you may have a concern about. This information, including contact phone numbers, is provided on the dry erase board in your child's room. If at any time you have an immediate concern regarding your child's care, please contact the charge nurse.



INFECTION CONTROL

- ◆ **Handwashing** is the best way to prevent the spread of bacteria and viruses. Please wash or sanitize your hands when entering and leaving your child's room. Foam hand sanitizers are in each room.
- ◆ **Visitors** – To prevent the spread of infection, anyone who has a cold or viral infection is asked to visit by telephone, text message, get well cards or e-mail.

- ◆ **Isolation** – Your child may be placed on isolation precautions while in the PICU. If an isolation sign is posted on the door, it is important that you follow the sign's guidelines to prevent the spread of viruses and bacteria outside of your child's room.

- ◆ **Visiting Between Patients** – To prevent the spread of infection, there is no visiting between patient rooms and/or between patients from other floors.
- ◆ **Patient Bathrooms** (in the patient's room) – In order to prevent the spread of infection, these bathrooms are for patient use only.

WORK ROUNDS

What

Work Rounds are conducted daily in the PICU. The purpose is for the team (including family) to communicate significant events and treatment plans regarding your child.

When

Work Rounds are conducted approximately between 9am and noon each day. This time can vary depending on the number of children in the PICU and the complexity of their cases.

Where

Work Rounds are held in the hallway in front of your child's room. The doors of the adjacent rooms will be closed to protect your child's privacy.

How

There will be discussion among the team members as to the best course of your child's treatment. With you present, the team will make decisions and formulate the day's plan.

As parents, you are an important part of your child's healthcare team. When asked, you may provide the healthcare team with information or ask brief questions. Please understand that, in fairness to all the patients and their families, the healthcare team must complete Work Rounds on all of the children in the PICU on a timely basis.

Work Rounds cannot be a time for a lengthy discussion with you or other family members. We ask that you write down and save your questions until all Work Rounds are completed. Each afternoon the physician and/or physician assistant caring for your child will come back and speak with you to answer any questions.

*We wish your child a short and successful stay.
Our thoughts are with you through
this journey.*