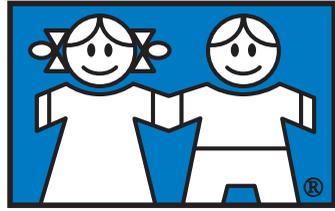


PATIENT HANDBOOK





CHILDREN'S
HOSPITAL

PATIENT HANDBOOK – INTRODUCTION

Thank you for choosing Children's Hospital for your child's healthcare needs. We are the only full-service hospital exclusively for children in Louisiana and the Gulf South. We take pride in the advanced level of care that we provide for children from birth to age 21. We know having a child in the hospital can be stressful and difficult for the whole family. Children's Hospital has published this guide to introduce you to the many services we provide and help answer questions you may have during your hospital stay.

Your child will be cared for by doctors, nurses and other healthcare professionals who are experts in pediatrics. The staff here is dedicated to offering the best and safest care, and to treating each family with respect and kindness. They will do everything they can to make your stay as comfortable as possible for your family.

We encourage you to be as involved as possible in your child's care. You know your child best. Share information that can help the hospital staff care for your child. Take part in discussions when your child's healthcare team talks about your child's condition and the plan of care. Ask questions when you need more information, and ask about your child's care needs at home when you prepare to leave the hospital. Tell your child's nurse or doctor if something concerns you.

To further assist you, we have prepared the "Welcome to Children's Hospital" video that shows an overview of things to expect during your hospitalization. Please watch the video on channel 9 on the TV in your room. We welcome your questions and feedback as we work together to provide the best possible care for your child.

MESSAGE FROM PRESIDENT AND CEO

Children's Hospital has been serving the needs of the children of our region for more than 60 years. We are proud of our history of delivering care that is on the cutting edge of pediatric medicine, and our mission of making this care available to all children.

Thank you for your interest in Children's Hospital. We hope this Patient Handbook provides all the information you need about your stay at Children's Hospital, and we invite you to contact us if you need further details, or if we can help in any way with decisions about your child's care.



John R. Nickens, IV
President and CEO
Children's Hospital, New Orleans



OUR VISION

To be the regional medical center for children.

OUR MISSION

To provide comprehensive pediatric healthcare which recognizes the special needs of children through excellence and continuous improvement of patient care, education, research, child advocacy and management.

INTERPRETERS AVAILABLE

You have access to interpretation services 24/7 at no personal cost to you.
This chart includes languages commonly spoken in your community, additional languages are available.

English: Do you speak [language]? We will provide an interpreter at no personal cost to you.

Arabic هل تتحدث اللغة العربية؟ سوف نوفر لك
اللغة العربية مترجمًا فورًا بدون أي تكلفة عليك.

Brazil-Portuguese Você fala português? Nós lhe
Português forneceremos um interprete, sem
nenhum custo adicional.

Cantonese 您講粵語嗎？我們將免費為您提供
粵語 翻譯。

Portuguese Fala português? Vamos facultar-lhe um
Português intérprete, sem custos para si.

Farsi فارسی صحبت می کنید؟ یک مترجم شفاهی
فارسی رایگان در اختیار شما قرار خواهیم داد.

Russian Вы говорите по-русски? Мы абсолютно
Русский бесплатно предоставим вам переводчика.

French Parlez-vous français? Nous vous
Français fournirons gratuitement un interprète.

Spanish ¿Habla español? Le proporcionaremos un
Español intérprete sin costo alguno para usted.

German Sprechen Sie Deutsch? Wir stellen Ihnen
Deutsch unentgeltlich einen Dolmetscher zur
Verfügung.

Tagalog Nakapagsasalita ka ba ng Tagalog?
Tagalog Magbibigay kami ng tagasalin nang wala
kang personal na babayaran.

Japanese 日本語を話しますか？個人的な負担
日本語 なしで通訳を提供致します。

Thai คุณพูดภาษาไทยได้หรือเปล่า
ไทย เราจะทำการจัดหาล่ามให้โดยไม่มีค่าใช้จ่าย

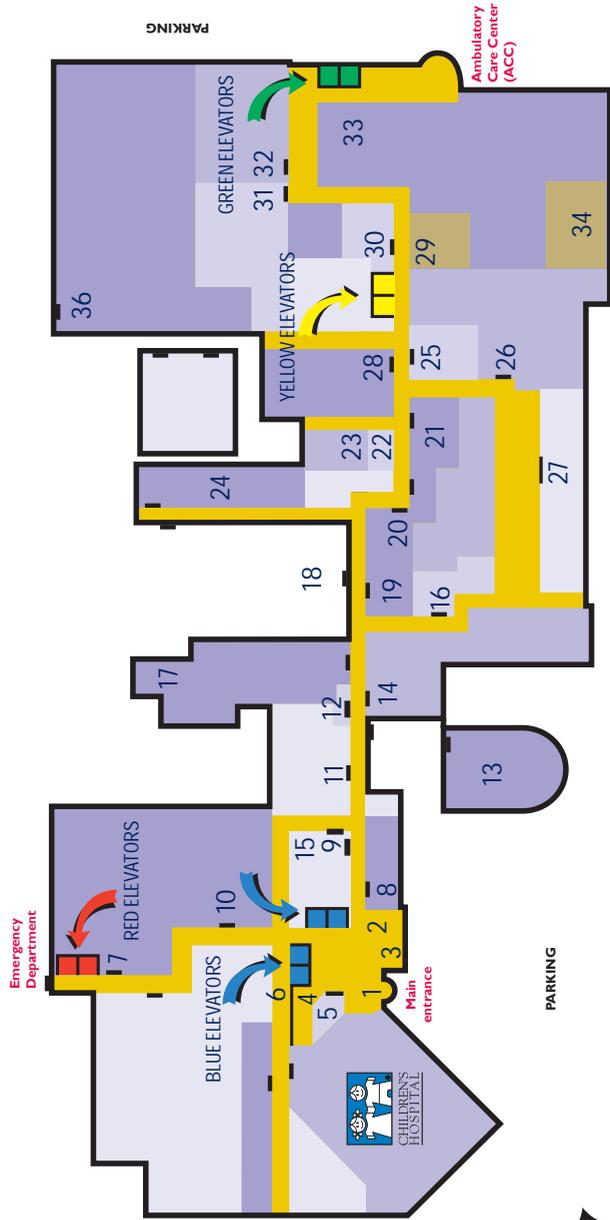
Korean 한국어를 사용하십니까?
한국어 무료로 통역 서비스를 제공해
드리겠습니다.

Urdu کیا آپ اردو بولتے ہیں؟ ہم بغیر آپ
اردو کے ذاتی لاگت کے آپ کے لئے ترجمان
فراہم کریں گے۔

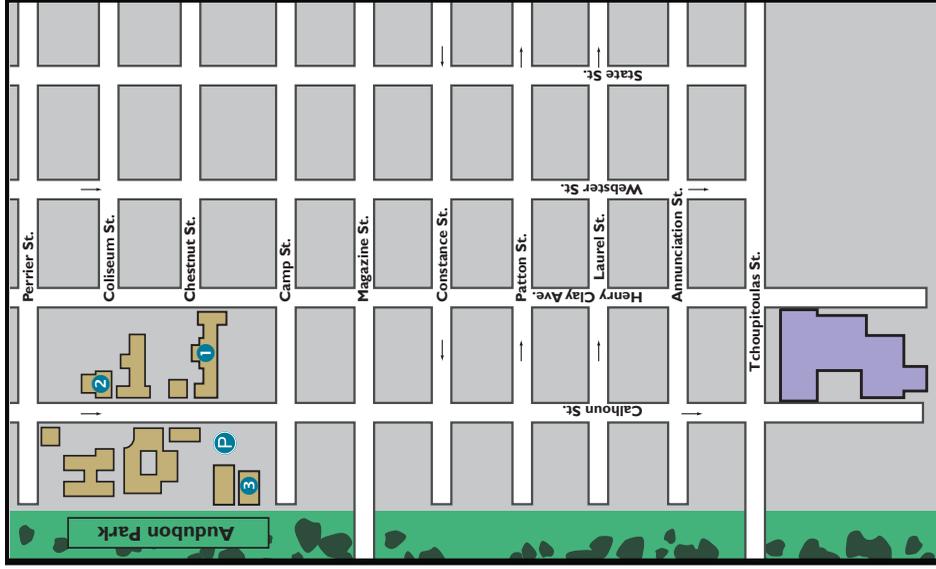
Lao ເຈົ້າເວົ້າພາສາລາວບໍ່? ພວກເຮົາຈະຈັດຜູ້
ພາສາລາວ ແປພາສາໄທໂດຍທີ່ທ່ານບໍ່ຕ້ອງເສຍຄ່າ.

Vietnamese Quý vị nói được tiếng Việt không? Chúng tôi
Tiếng Việt sẽ cung cấp một thông dịch viên miễn phí
cho quý vị.

MAIN CAMPUS FIRST FLOOR



CALHOUN CAMPUS



CHILDREN'S HOSPITAL

MAIN CAMPUS

200 Henry Clay Ave.

CALHOUN CAMPUS

Adolescent Behavioral Health Unit
935 Calhoun Street

Audrey Hepburn CARE Center
1101 Calhoun Street

The Parenting Center
938 Calhoun Street



ELEVATORS

- ACC Clinics 3020, 3030, 3040 - yellow elevators
- Dental - 2nd floor, yellow elevator
- Short Stay - 2nd floor, blue elevators
- Ophthalmology - 3rd floor, yellow elevators
- Dialysis - 4th floor, blue elevators
- NICU - 5th floor, red elevators
- PICU - 6th floor, red elevators

- 20 Vending Machines
 - 21 Dining Area
 - 22 School Room
 - 23 Brace Shop
 - 24 LSU Pediatrics
 - 25 Child Life
 - 26 Laboratory
 - 27 Materials Management
 - 28 Outpatient Rehab Therapies
 - 29 Neurodiagnostics
 - 30 Speech/Audiology
 - 31 Inpatient Rehab Therapies
 - 32 Outpatient Radiology/Cast Room
 - 33 Ambulatory Care Center
 - 34 Hematology/Oncology Clinic
 - 36 Development;
 - Research Institute for Children
- 1 Main Entrance/Front Lobby
 - 2 Information Desk
 - 3 Chapel
 - 4 Surgery Waiting
 - 5 Gift Shop
 - 6 ATM
 - 7 Emergency Department
 - 8 Admitting
 - 9 Board Rooms A, B
 - 10 Inpatient Radiology/MRI
 - 11 Administration
 - 12 Nursing Administration
 - 13 Auditorium
 - 14 CICU
 - 15 Cashier
 - 16 CICU Waiting
 - 17 Treatment Area
 - 18 Gazebo
 - 19 Cafeteria



CHILD'S NAME:

DOCTOR'S NAME:

DOCTOR'S PHONE NUMBERS:

DATES TO REMEMBER:

MEDICATIONS:

QUESTIONS FOR MY DOCTOR:

CONTACT & SOCIAL INFO



CHNOLA.ORG



EMAIL: CHNOINFO@LCMCHEALTH.ORG



FACEBOOK.COM/CHNOLA



TWITTER.COM/CHNOLA

PATIENT HANDBOOK



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PATIENT EXPERIENCE

Welcome to Children’s Hospital in New Orleans and thank you for entrusting your child’s care to us. We look forward to providing you with the highest quality patient-centered medical care. Here at Children’s Hospital, the patient/family experience is an integral part of our care and we encourage you to give us your input.

It is the goal of Children’s Hospital to create a welcoming, healing, caring, safe and professional environment for our patients, families, visitors and employees. The Patient Experience Representative is available to assist our patients, families and visitors with any aspect of care, including quality of care, communication, quality of interaction and directions to nearby services, just to name a few. If you have any concerns or need assistance, please contact the Patient Experience Department at (504) 896-3073.

PATIENT SATISFACTION

You are the reason we are here. At Children’s Hospital, our goal is to provide you with the best patient and family-centered care experience. Shortly after discharge, you will receive a survey about your visit to Children’s Hospital. Please take a few minutes to answer the questions and tell us how we did when caring for your child. These surveys help us to improve and make better experiences for our patients, families and visitors. Your opinion matters!

PATIENT COMPLAINTS AND GRIEVANCES

Children’s Hospital is committed to providing quality healthcare. Patients may communicate complaints to hospital representatives by verbally addressing the department director/manager where the problem occurred. If your complaint was not resolved to your satisfaction, you may contact the Administrator on Call at (504) 899-9511 or a Patient Experience Representative at (504) 896-3073. If your verbal patient care complaint cannot be resolved at the time of the complaint, is postponed for later resolution, requires investigation, and/or requires further action for resolution, then the complaint will be elevated to a grievance. You will receive a written response from our organization regarding the investigation and follow-up of the grievance within seven working days of the filing of the grievance. Presenting a complaint will not adversely affect your care. At any time, you may also contact the following agencies:

DEPARTMENT OF HEALTH AND HOSPITALS

P.O. Box 3767
Baton Rouge, LA 70821
Phone (225) 342-0138

JOINT COMMISSION ON ACCREDITATION

One Renaissance Boulevard
Oakbrook Terrace, IL 60181
Phone (800) 994-6610
Fax (630) 792-5636
E-mail: patientsafetyreport@jointcommission.org

COMPLIANCE

At Children's Hospital, we are committed to providing you with the highest quality of care. An essential part of this commitment is our dedication to protecting the privacy and the confidentiality of your child's medical information. For questions about your family's rights with regard to the confidentiality of your child's medical information, please contact the Compliance & Privacy Officer at (504) 894-5395.

NON-DISCRIMINATION

Discrimination is against the law. Children's Hospital complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. Children's Hospital does not exclude or treat people differently because of race, color, national origin, age, disability or sex.

If you feel Children's Hospital has discriminated in any way based on race, color, national origin, age, disability or sex, you can file a grievance by phone, mail, fax or email with the Patient Experience Department.

CHILDREN'S HOSPITAL NEW ORLEANS PATIENT EXPERIENCE DEPARTMENT

200 Henry Clay Avenue
New Orleans, LA 70118
CHComplaints@LCMHealth.org
(504) 896-3073

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at:

<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES

200 Independence Ave., SW
Room 509F, HHH Building
Washington, D.C. 20201
1-800-868-1019, 1-800-537-7697 (TDD)
Complaint forms available at www.hhs.gov/ocr/office/file/index.html

HELPING YOUR CHILD COPE WITH HOSPITALIZATION

If you are concerned that your child is having difficulty coping with hospitalization, please speak with your physician or another healthcare worker to request the Child Life Department be contacted. The Child Life staff is trained to assist you and your child because play is an important aspect in coping with hospital experiences. Child Life staff can help you learn supportive distraction techniques for your child during medical procedures and offer age appropriate activities. Please let a healthcare worker or Child Life staff member know if your child is experiencing any of the following:

- Caregiver unable to be present
- Mobility is limited/restricted
- Extended length of hospitalization
- Demonstrating regression in development skills
- Withdrawn, loss of appetite or anxiety
- Isolation
- New diagnosis
- Chronic illness
- Fear of medical staff and/or procedures
- Non-compliant with medical regimen

PLAN OF CARE

When your child is first admitted, the doctors and nurses will do a head-to-toe assessment of your child to determine what the medical problems are. The doctors will write orders for needed tests, medications and therapies. The nurses will develop a specific plan of care for your child, addressing the problems identified along with medical history to establish goals for discharge. Other healthcare providers and support staff will work together on patient goals as needed. Each shift, the plan of care will be updated based on your child's progress. The plan of care will work toward a common goal of preparing your child for discharge.

THE CARE TEAM: Below are some of the professionals you may see during your stay.

DOCTORS

- **Attending Physicians** – Experienced pediatric specialists who lead the team of doctors. They supervise and teach fellows, residents and medical students.
- **Fellows** - Doctors who have finished residency and are taking additional training in a sub-specialty of pediatrics.
- **Residents** – Doctors who have completed medical school and are now training in pediatrics. Residents are the doctors you will see most often. First year residents are called interns. All residents practice under the supervision of attending doctors and fellows.



NURSES

- **Registered Nurse (RN)** – Nurse that provides or coordinates care.
- **Charge Nurse** – Nurse responsible for coordinating all patient care on the unit during the shift and making sure patients' needs are met.
- **Department Manager** - The unit leader for each patient care area.
- **Nurse Practitioner (NP)** – A registered nurse with a master's degree and advanced clinical training.

OTHER HEALTHCARE TEAM MEMBERS

- **Social Worker/Case Manager** - Looks for appropriate care in the patient's own community, makes referrals, and helps with problem solving and discharge planning.
- **Respiratory Therapist** - Treats and manages lung or breathing problems.
- **Specialty Therapist** - A Rehab specialist (Speech, Occupational, Physical, Recreational) that helps patients regain their strength, movement and speech.
- **Registered Dietitian** - Assesses, plans and evaluates the food and nutrition needs of patients.
- **Radiology Technician** - Specialized technologists that take x-rays, CT scans and MRIs.
- **Healthcare students** - Children's Hospital is a teaching hospital. Students are supervised by experienced clinicians and do not make decisions about your child's medicines and treatments.
- **Chaplain** - a minister who provides spiritual support for the unique needs of patients and families from a wide range of religious faiths.

BEING PART OF THE SAFETY TEAM

You are the most critical part of your child's caregiving team! While visiting the hospital, here are eight tips for ensuring a safe experience every time:

1. BE A PATIENT ADVOCATE FOR YOUR CHILD. Don't be shy. Ask questions about your child's care, raise safety concerns you have, or ask the caregiver to double check their chart before they act. Write down your questions to make sure the caregiver addresses them. *You might say,* "Excuse me, I have a few questions before you start treatment. Would you mind answering them, please?"

2. YOU KNOW YOUR CHILD BEST. Share unique things about your child with caregivers that may be important for your child's overall care (i.e. they have a fear of animals or only like to eat food cut in small pieces).

3. WASH. Wash your hands and your child's hands when entering and leaving the hospital, your patient room, the bathroom, and any treatment rooms (such as x-ray), and be sure to wash if you have handled any soiled material.

4. ENSURE THEY WASH, TOO. Since you are part of your child's health care team, do not be afraid to remind doctors and nurses about washing their hands before working with you—even if they are wearing gloves. *You might say,* "Excuse me, I didn't see you wash your hands. I'd like to be sure everyone's hands are clean. Please wash them before caring for my child."

5. STAY CLEAN & DRY. If your child has an intravenous catheter or a wound, keep the skin around the dressing clean and dry and let your caregiver know if it gets wet or loose.



6. WATCH FOR RED OR IRRITATED SKIN. If you notice any new redness or irritation on your child's skin, notify your child's caregivers. Ask what steps can be taken to prevent harm to the skin.

7. KNOW THE MEDS. Ask for the names of the medications your child is receiving in the hospital and how they are expected to help your child. Caregivers will check your child's identification band before giving a medication to make certain the correct medication is being given. If you don't see this, ask staff to double check that the medication is for your child. *You might say,* "Excuse me, that medication is not familiar to me. Can you please double check it against my child's chart?"

8. BE PREPARED WHEN GOING HOME. When your child is ready to go home from the hospital, make certain you know what medications and/or treatments your child will need once home. Ask what you should watch for that will require a call to your child's doctor and which doctor to call if questions come up. Also ask when your child will need a follow-up with a physician appointment.

(Credit: Children's Hospitals' Solutions for Patient Safety)

HAVE THE FOLLOWING INFORMATION AVAILABLE REGARDING YOUR CHILD'S HEALTH HISTORY:

- A list of your child's medications including: the medicine name, dose, how often it is given, route (how to take) and reason for taking it, last dose given
- A list of your child's allergies and reactions (drug, food, latex, etc.)
- Your child's up-to-date immunization record
- A list of any previous surgeries or hospital admissions

KEEP YOUR CHILD SAFE FROM ABDUCTION

Do not allow any person that cannot be identified as a Children's Hospital employee to remove your child from your presence. All Children's Hospital staff should be wearing an identification badge; ask employees to show you their badge if you don't see it. It is best to have a parent or guardian stay during hospitalization. If this is not possible, please let your nurse know when the child will be unattended. Please also let your nurse know if your child is being followed by the Department of Child and Family Services, involved in a custody case or has been a victim of violence. These factors increase the risk of abduction.

PARTICIPATE IN AND ASK QUESTIONS ABOUT YOUR CHILD'S CARE

Please speak up if you have concerns. Tell caregivers if your child is in pain. They should check your child regularly for pain. Ask for all test results to be explained to you so that you can make informed decisions about your child's care. Make sure you and your child understand the healthcare teams' answers (ask questions and expect answers that you can understand). Write down questions/concerns. Bring a friend or relative with you if this will help you ask questions and understand the answers. A language line is available for interpretive services if needed.

RAPID RESPONSE TEAM — PREVENT A CODE TEAM (PACT)

Often, parents are the first to notice small changes in their child's condition. If you have concerns about your child's medical condition even after speaking with the doctors and nurses, you can request additional assistance by activating the Prevent-A-Code Team (PACT) at any time. Dial extension 83228 from any phone in the hospital. You will be asked to give the patient's name, room number and a brief description of your concern. The PACT team, made up of critical care specialists, will be there within 15 minutes. If you are concerned, then we are all concerned.

MEDICATION SAFETY

An important part of your child's admission to the hospital will include you providing a complete list of all the medications your child is taking at home.

All medications include:

- Prescription and over-the-counter
- Vitamins
- Herbal Products
- Dietary Supplements
- Recreational drugs

You will be asked the name of the medicine, the dose, how often it's given and when the last dose was given. The doctors will decide what medicines will be ordered during your stay. The nursing staff will administer all medications with the exception of home medication trials. Before each dose of medicine is given, the nurse will check your child's ID band to ensure the medicine is being given to the correct patient. As a double check, you will also be asked to verify your child's name and date of birth. The doctors and nurses will tell you what each medicine is called, what it does, how often your child will receive it and any side effects that might occur. Please let the medical team know if your child has a bad reaction to the medicine or if you have additional questions about what has been ordered for your child.

ENVIRONMENTAL SAFETY

The nurse call button is located on the television remote control. Do not hesitate to call for assistance for any reason. If you need to leave your child unattended for any period, please be sure to leave the device in arms-reach of your child (if age appropriate) so they can call for assistance.

- An emergency light is located in the bathroom, on the wall by the toilet. Pull the emergency light cord if assistance is needed.
- If you have concerns regarding your child's safety, please notify the department director or charge nurse.

ARMBANDS

- Make sure your child has a hospital identification band on at ALL times.
- Check your child's identification band.
- Make sure the information on the band is correct.
- Make sure it is checked before your child is transported for a procedure, before any testing or before taking any medication.
- If the identification band is lost or removed for some reason, please let your nurse know immediately so that she/he can provide your child another one.

FALLS

Children's Hospital is committed to preventing falls in our facilities. Falls can occur at anytime, anywhere, even while parents/family members/caregivers are present. Please accompany/assist your child when they want to get up and move around. Medication and illness can make your child unsteady on their feet and medical equipment can get in the way. If we identify that your child is at high risk for falling, we will place a fall risk sign on your door or crib, a fall risk wristband on your child's arm and request that your child wear gripper socks and/or shoes when out of bed and walking around. When your child is in bed, the bed should be in the lowest position, wheels locked and the side rails up appropriately for safety.

INFECTION PREVENTION AND CONTROL

Hand hygiene is the single most effective way to prevent the spread of infection. Hand hygiene should be performed according to the World Health Organization (WHO) Guidelines. Simply put, hands should be washed with soap and water and/or sanitizer before and after any patient contact.

All visitors and healthcare personnel are required to clean their hands to prevent the spread of infection.

- We encourage you to remind all hospital personnel and visitors to clean their hands.
- If your child is in isolation, he or she may not leave the room without permission of the nurse or doctor. Please ask visitors to check with the nurse for instructions before entering.
- If your child is on isolation precautions, you will be required to wear personal protective equipment, i.e. gloves, gowns and masks as appropriate for your child's illness while you are in the room.
- More detailed infection prevention information is available at our website, www.chnola.org
- Visitors, especially young children with cold symptoms and other contagious illnesses, are not allowed to visit patients.
- If your child has been exposed to or has had chicken pox, measles or mumps in the past three weeks, please inform us immediately.
- Remember to cover your mouth and nose when you cough or sneeze. If you do not have a tissue, cough or sneeze into your upper sleeve.
- Do not be afraid to remind doctors, nurses or anyone else who walks into your child's room to wash with their hands with soap and water or hand sanitizer.
- Inform the nurse if gowns and linens are soiled.

DISCHARGE PLANNING

Discharge planning begins upon admission. The medical team will work together with you to identify the appropriate plan of care for your child and discharge goals. If medication or equipment is necessary for your child's use at home, the physicians will order the needed items and work together with our case managers to ensure you have what you need. Follow-up appointments will be coordinated prior to discharge and education will be provided for tasks or any special instructions required to care for your child at home. Our goal is to fully prepare you to go home with your child and prevent readmission to the hospital.

PREVENTING READMISSION

- Review your child's discharge/home care plan with the nurse and physician.
- Repeat the instructions to make sure that you understand them.
- Know who to call if questions or problems arise at home.
- Make sure that your child's pediatrician knows what happened during your child's hospitalization.
- Be sure your home is ready for your child's return. Ask your child's healthcare team if any special precautions or equipment are needed.
- Review your child's medication(s). Be sure to know the amount, frequency and side effects and how to administer medicine to your child.
- Ask if there are any foods your child should not eat while taking this medication.
- Make sure that you can read all prescriptions and have identified where you can fill the prescription in your area.
- Ask if the medications should be stored at room temperature or in the refrigerator.
- Be sure to go to all follow-up appointments, scheduled and recommended.
- Ask your provider when your child can return to school and his or her normal activities.
- Ask your nurse for an excuse slip for school if applicable.
- Remember to ask questions throughout your hospitalization and go over all discharge instructions before going home.

WE'RE HERE TO LISTEN

If you have new questions or concerns once home, we're here to listen, and we want to know how you are doing after you leave our hospital. Addressing any final care needs once you arrive home is important to us as a part of your partnering with us for your care.

IMPORTANT: FOLLOW-UP PHONE CALL ONCE YOU ARRIVE HOME

Sometimes patients have questions after leaving a hospital, and that's why we call you at home. We want to make sure you're okay and answer any questions you may have.

ABOUT THE CALL

Within three days of discharge, you will receive an automated telephone call from Children's Hospital that we ask you answer. The call is only about 2 minutes and is an outreach to ensure you will be able to care for yourself safely without any questions once home. It's different than a patient survey that asks about patient satisfaction that you may receive at a later time.

SUPPORT SERVICES

CASE MANAGEMENT

The Case Management Department focuses on ensuring that all patients receive the highest quality care in an efficient and cost-effective manner. Case managers will provide updates to your insurance company on your child's plan of care, detailing interventions, discharge goals, and any ongoing required care. The case managers will work together with the medical team to assist with discharge planning and to be an additional resource for your child while hospitalized.

SOCIAL SERVICES

The Social Services Department has a team of social workers assigned to assist patients in all of our units with details that come up with an unexpected hospitalization. A social worker will visit you shortly after admission to the hospital to identify any barriers present during your hospitalization and assist you, if necessary, to ensure a smooth discharge.



Patients 18 years or older or who are legally emancipated will be asked if they have or wish to make an Advanced Directive. You have the right to make decisions about the healthcare you receive now and in the future. The best way to make a decision about your future healthcare is by completing an Advanced Directive, a document allowing a person to give direction about future medical care or to designate another person to do so if the patient is unable to make decisions. The most common types of Advanced Directives are Living Wills, Durable Power of Attorney for Healthcare and Do Not Resuscitate (DNR) orders. If you already have an Advanced Directive or would like more information, please notify your doctor or nurse. Our Social Service Department can assist you.

Language Assistance (Interpreter Services/Help with Hearing Impaired)

Here at Children's Hospital we want you to fully understand and participate in your child's care. Language assistance is widely available free of charge and easily accessible throughout the hospital. If you require an interpreter or ASL interpreter to communicate with the staff or doctor, please contact your nurse. Social Services will arrange for your language assistance.

CLERGY/PASTORAL CARE

The Chapel is located just off the main lobby. Visitors of all faiths are welcome to visit the chapel for prayer and meditation. Holy Communion is distributed by request. Please call the Pastoral Care Office at extension 84546 from any phone in the hospital or (504) 896-9546 if you would like to receive Holy Communion. Chaplains are available to administer Holy Communion Monday-Friday, 8:00 a.m. – 4:30 p.m. At other times or in an emergency situation, please notify your nurse who will attempt to coordinate clerical services. Please contact the hospital operator for scheduled activities in the chapel.

THE PARENTING CENTER – HELPING PARENTS GROW!

The Parenting Center provides a place where parents can develop competence and confidence in raising children. Membership is open to parents and grandparents. For more information about resources available at our Parenting Center, please call (504) 896-9591 or send an email to parenting@LCMChalth.org

The Center serves as:

- A unique community resource providing support and education to parents faced with everyday problems and concerns of raising children.
- A place where parents can spend time with their preschool children, seek advice from parent educators and socialize with other parents.
- A referral center where parents can receive direction to appropriate community resources.

www.theparentingcenter.net



**THE PARENTING CENTER
AT CHILDREN'S HOSPITAL**

CHILD LIFE DEPARTMENT

The Child Life Department staff members are educated and trained to meet the unique needs of hospitalized infants, toddlers, children, adolescents and young adults. We are here to help your child understand their illness, decrease anxiety and cope with being in the hospital. Our specialists seek to make the hospital a “not so scary” place for children.

Our staff uses play, recreation and music that encourage mastery, coping, normalization and socialization. We offer daily activities in our playroom and teen room as well as special events. These, along with our individual sessions, help to bridge the gap between home and the hospital. During office hours, you can stop by the Child Life Department and check out toys, board games and DVDs.

Office hours: 8:00 a.m. – 4:30 p.m.

The Child Life Department is located on the first floor, just past the cafeteria across from Outpatient Rehab.

Playroom

Our playroom offers a welcoming environment where your child and family can gather to play with toys, board games, video games or arts and crafts. It allows your child the opportunity to get out of their room and be a kid. The playroom is a “safe zone” where your child is encouraged to make their own choices.



The playroom and teen room are open:

Monday- Friday: 10:00 a.m. – 12:00 p.m., 1:00 – 3:00 p.m. and some evenings 6:00 – 7:30 p.m.

Saturdays: 10:00 a.m. – 12:00 p.m. and 1:00 p.m. – 3:00 p.m.

Times are subject to change.

Teen Room

The teen room is a place for hospitalized teenagers to “hang out” and be with their teenage siblings and friends, ages 13-19. This room is specifically designed to meet the emotional and social needs of this age group. Our teen room is outfitted with music, movies, video game systems, computers and arts and crafts.

Special Events

Special Events are held at various times throughout the year. We encourage your child and family members to join us for these fun activities. Fliers will also be posted throughout the hospital to give specific information about events. A few of our special events are the Bug Mobile, Zoo Mobile, Funny Bones Improv and concerts.

**If your child has a sign next to their door that reads isolation precaution, he/she is unable to attend playroom, teen room, special events or any group activities due to the hospital's Infection Control Policy. This also includes family members and visitors while your child is in isolation. Please ask your nurse to contact the Child Life Department if you are in need of developmentally appropriate toys or activities that your child can play with during this time.*



WHERE TO STAY

MOTOR HOMES

Arrangements can be made for parking a motor home on the hospital campus. Please make arrangements with the Security Department at (504) 896-9466.

THE RONALD MCDONALD HOUSE

The Ronald McDonald House provides a temporary residence for families of children receiving treatment for cancer, heart problems and other serious illnesses. Reservations must be made by the Social Services Department at (504) 896-9367.

HOTELS NEAR CHILDREN'S HOSPITAL

Accommodations for relatives and visitors from out of town are available at nearby hotels. Hotels closest to Children's Hospital are listed first.

Best Western

(504) 899-8888
3636 St. Charles Avenue

Clarion Grand Boutique

(504) 558-9966
2001 St. Charles Avenue

Hampton Inn

(504) 899-9990
3626 St. Charles Avenue

Homewood Suites

(504) 581-5599
901 Poydras Street

Hyatt Place on Convention Center Boulevard

(888) 233-1234
881 Convention Center Boulevard

International House

(504) 553-9550
220 Camp Street

LaQuinta Inn & Suites

(504) 598-9977
301 Camp Street

Maison St. Charles Quality Inn

(504) 522-0187
1319 St. Charles Avenue

Parkview Inn

(504) 861-7564 or (888) 553-0746
7004 St. Charles Avenue

Royal St. Charles Hotel

(504) 587-3700
135 St. Charles Avenue

Staybridge Suites by Holiday Inn

(504) 571-1818
501 Tchoupitoulas Street

Wyndham Riverfront Hotel

(504) 524-8200
701 Convention Center Boulevard

VISITING HOURS

Visitors can be good medicine for patients, so family members and friends are welcome to visit. Patient care is our primary concern at Children's Hospital and to better serve our patients' interests, specific visiting hours and regulations have been established for each unit. With the exception of Critical Care Units, visiting hours are 8:00 a.m. to 9:00 p.m. To visit patients who are in isolation, please check with the nurse before visiting. Each Critical Care Unit (CICU, NICU and PICU) has specific information regarding visitation that will be discussed upon admission.

OVERNIGHT GUESTS

There is only one sleeper chair per room. If available, an additional sleeper chair may be provided. Please make accommodations for siblings, as the hospital only allows two adults to stay overnight.

ROOM ASSIGNMENT

Room assignments at Children's Hospital are based upon the admitting diagnosis and the bed availability on the day of admission.

SMOKING

Children's Hospital is a tobacco-free environment.

IN YOUR ROOM

The TV controller is located on the patient's bed or on a separate cord, attached to the wall.

- The Disney Channel - Channel 3
- The Movie Channel (WKID) – Channel 7
- Welcome to CHNOLA Video – Channel 9
- San Diego Zoo - Channel 44

A brochure of the month's movie lineup is available at the Guest Services desk in the main lobby. Movies may also be signed out from the Child Life Department.

TELEPHONE SERVICE

The phone in your room allows you to call internal hospital numbers by their five digit extension. You are also permitted to make local calls by dialing a 9 before the local number. For all long distance calls, please dial the operator (0) for assistance or use a pre-paid calling card. The nurse or hospital operator can provide you with the direct telephone number for your room. The main hospital numbers are (504) 899-9511 and 1-800-299-9511 (toll free).

CELLPHONES

Cell phone use is permitted throughout the hospital, however, we ask that you keep your phone on silent or vibrate mode.

ROOM TEMPERATURE

All rooms in the hospital are centrally heated and air conditioned. If the temperature is not comfortable, please notify your nurse.

DINING & MEAL SERVICES

- Meals will be delivered to your room by the Dietary/Nutrition Department at designated intervals.
- You may fill out menus at the Guest Services Desk in the main lobby.
- Families are allowed one discounted guest ticket per patient room.
- Guest meals are \$5.00, and must be ordered in advance through Guest Services in the hospital's main lobby.
- Meals must be paid for in cash at time of order.

Order Meals at the Guest services desk during the following times:

- *Breakfast:* by 7:30 a.m. on the day of meal requested
 - *Lunch:* by 10:00 a.m. on the day of meal requested
 - *Dinner:* by 3:00 p.m. on the day the meal requested
-
- All Saturday and Sunday meals must be ordered and paid for by 3:00 p.m. on Friday.
 - If you will be in the hospital over a holiday, please check with Guest Services to order your meals in advance.
 - There is a refrigerator and microwave on each nursing unit for family use.
 - Please label all food with your room number and the date you are choosing to store food.
 - There is a 24-hour time limit on all refrigerated items.

HOSPITAL CAFETERIA & VENDING

The cafeteria is located in the main hallway on the first floor of the hospital. The cafeteria accepts cash or credit cards. An ATM is located near the main entrance of the hospital behind the blue elevators.

The cafeteria hours are as follows:

WEEKDAY HOURS

Breakfast 6:30 – 9:30 a.m.

Lunch: 11:30 a.m. -1:45 p.m.

Dinner 5:00 – 6:00 p.m.

WEEKEND HOURS

Breakfast 7:00 – 9:30 a.m.

Lunch 11:30 a.m. – 1:45 p.m.

Dinner 5:00 – 6:00 p.m.

The vending area in the back of the cafeteria is open 24-hours-a-day for access to snacks and beverages. Tables with seating areas are available, with limited seating after hours in the vending area.

RESTAURANTS NEAR CHILDREN'S HOSPITAL

Multiple restaurants are located in the vicinity of the hospital. Contact Guest Services for suggestions. Visit www.chnola.org/ nearby services for a listing.

BANKING/ATM

An ATM is located near the main lobby behind the blue elevators.

PARKING

Free parking is available in designated areas on the hospital campus. Handicapped parking is available with proper vehicle identification. We also have free valet parking available to all patients and families.

MAIL

Letters and packages for patients are delivered to patients' rooms each day, and any that arrive after your child has been discharged are forwarded to your home. Stamps and cards may be purchased in the Gift Shop located in the Main Lobby. There is a mailbox just outside the main entrance for outgoing mail.

NEWSPAPERS

The Times Picayune and The New Orleans Advocate may be purchased just outside the main entrance to the hospital.

TRANSPORTATION

Children's Hospital does not provide transportation; however, there are taxi services available:

- United Cab (504) 522-9771
- Yellow Checker Cab (504) 486-9967
- UBER www.UBER.com

GIFT SHOP & DELIVERY

The Gift Shop is open Monday through Friday from 8:30 a.m. until 3:00 p.m. The Gift Shop is a project of The Children's Hospital Guild and is staffed by volunteers. The Gift Shop carries a wide assortment of items, such as magazines, greeting cards, balloons, toys, games, gift items, jewelry, stuffed animals, socks, underwear, candy and toiletries.

GIFTS FOR PATIENTS

Visitors should check with the nurse before bringing gifts of food or drink to patients. In the PICU, please check with the nursing staff regarding any gifts for patients.

BALLOONS

Latex balloons are not allowed anywhere in the hospital. This policy is designed to protect our patients, employees, medical staff and others who suffer from latex allergies. Mylar balloons are acceptable but not in any of the intensive care units (ICU) and can be purchased in the gift shop.

FINANCIAL INFORMATION

HOSPITAL BILLS

Children's Hospital is dedicated to quality patient care, which includes the billing process. Children's Hospital bills for your hospital services and your physician will bill separately for their services.

FOR PATIENTS WITH INSURANCE

Approximately five days after your service, a bill will be produced and mailed to your insurance company. This bill will list the services you received and what insurance we have billed. Settlement on a claim is usually between 30-45 days.

If you have not received an explanation of payment or correspondence from your insurance company within the first 30 days after the date of service, please contact your insurance company to verify the status.

If there is a patient responsibility after the insurance company has paid your claim, you will receive a statement with the amount due. It is important that this amount be paid timely to avoid any further collection follow up. If you have a co-insurance or deductible to be paid, these payments are due at the time of service.

If you have a question about coverage or a service that may have been denied, please contact your insurance company.



FOR PATIENTS WITHOUT INSURANCE

You will be expected to pay a deposit of estimated charges at the point of service. Approximately five days after your service, a bill showing your current balance due will be produced and mailed to you.

You will be expected to pay the current balance due within 10 days. If you are unable to pay your balance due within 10 days, please contact us to discuss financial arrangements or to set up a payment plan. It is important that this amount be paid in a timely manner to avoid any further collection follow-up.

If you receive a bill that you do not understand, please contact us. We will be happy to explain. For your convenience, you can also leave us a message outside of business hours or contact us via email at CH.CustomerService@LCMHealth.org

PATIENT FINANCIAL SERVICES

(504) 327-5867

8:00 a.m.-4:30 p.m., Monday – Friday

Account payments can be completed online at www.chnola.org/paymybill (You can only pay your hospital bill, not physician bills online at this time).

SEPARATE BILLS FROM PHYSICIANS AND/OR ANESTHESIOLOGY

In addition to the bills you receive from the hospital and your personal physician, you may receive separate statements from other physicians associated with your hospitalization or outpatient testing.

You will receive a separate statement from the physician that performed the professional interpretation of the test results or provided the professional supervision of the treatment administered.

You may receive separate statements from Anesthesiology.

WHAT YOU CAN DO TO HELP

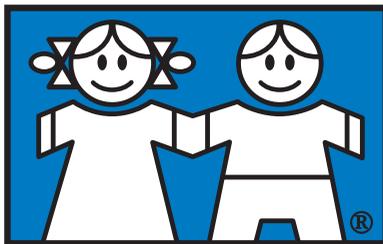
Make sure you give the appropriate insurance information at the time of service. Please give the registration coordinator all of your insurance carrier information. It is critical that we determine primary and secondary coverage to avoid payment delays.

PREPARING TO GO HOME

Make sure your child's discharge goals have been met and you have everything you need to go home. Remember to gather all your belongings and have your discharge paperwork handy to refer to in the coming hours and days as you get back into your daily routine. Please be sure to keep all follow-up appointments and continue recommended care. Representatives from your medical team are available 24/7 to answer any questions or concerns you have related to your recent hospitalization.

Thank you again for choosing Children's Hospital for your child's healthcare needs.





CHILDREN'S HOSPITAL

200 Henry Clay Avenue

New Orleans, LA 70118

(504) 899-9511

www.CHNOLA.org