

Family Resource Guide



Helen DeVos 
children's hospital

Patient Room Copy. Please DO NOT Remove.

Dear Parent,

On behalf of our Helen DeVos Children's Hospital family I'd like to welcome you and your child. We are here to provide you with the best possible service during your stay.

This Family Resource Guide is designed to help you understand what to expect while you are in the hospital. It tells how to identify your health care team, how to find special services and how to keep your child comfortable and safe.

We encourage your involvement in our family-centered approach to caring for your child.



As a parent or guardian you are a valuable member of your child's health care team.

Please let us know if there is anything we can do to enhance the care for your child.

Best wishes,

Handwritten signature of Bob Connors, MD.

Bob Connors, MD
President

Patient and Family-Centered Care

At Helen DeVos Children's Hospital our goal is to be family-centered, not just family friendly. Family-Centered Care is the partnering of health care providers, patients and families to best meet the needs of the child.

Family-Centered Care Core Concepts:

- Family strength - We value families as partners and decision-makers in their child's care.
- Respect - We value families' knowledge of their children, acknowledge their authority as decision-makers and respect their choices.
- Choice - We provide information families need to make educated choices about treatment and support the choices they make.
- Information Sharing - Our staff provides medical information to families and values the personal information families provide about their children.
- Support - We support families by respecting their decisions.
- Flexibility - We believe families bring different personalities, life experiences, values, beliefs, education, and religious and cultural backgrounds to the hospital setting. We are flexible so we can meet the needs and preferences of all families.
- Collaboration - As partners in care, staff and family members work together in the best interest of the child.
- Empowerment - Families have the right and the authority to care for their children.



We have committed families and staff members that form our Family Centered Care Advisory Council (FCCAC). This group meets on a monthly basis to share ideas and develop partnerships between families and healthcare providers. To find out more about the FCCAC, visit devoschildrens.org/fccac

Child Life

Child life specialists are experts in child development, who promote effective coping through play, preparation, education, and self-expression activities. These professionals work with your health care team to provide emotional support for families, and encourage development of children and teens facing illness, injury and hospitalization.

Child life specialists focus on the psychosocial needs of children, collaborating with parents and other members of the team to:

- Ease a child's fear and anxiety with therapeutic and recreational play activities
- Encourage understanding and cooperation by providing age and developmentally appropriate preparation and support for children undergoing tests, surgeries, and other medical procedures

- Advocate for family-centered care
- Engage and energize children and families by coordinating special events, entertainment, and activities
- Consider the needs of siblings or other children who may also be affected by a child's illness or trauma and offer appropriate education/explanation before siblings visit
- Provide pre-admission hospital tours and resources, and consultations with outpatient families. Call (616) 391-3499 for more details.
- Support families during times of grief
- Provide education and resources for parents and members of the health care team

Child life specialists serve all pediatric patients, with services designed for infant through young adult.



Play

Play spaces and game rooms are located on the pediatric units; in-room activities are also available. Child life staff work with volunteers to provide supervised play sessions in the 9 Center Playroom Monday to Friday mornings. Check with your child life specialist or nurse to attend. Siblings may attend with their brother or sister who is in the hospital or with adult supervision if their sibling is not in isolation and as space allows.



9 Center and 7 South Supervised Play Sessions:

Monday to Friday 9:30 a.m. to 11:30 a.m. and 2 p.m. to 4 p.m.
Please check with child life or nursing for times outside of these hours.

Saturday and Sunday hours vary

Chad's Clubhouse, 7 Center:

Monday to Friday afternoons and evening

Saturday to Sunday anytime

The child life program may be able to provide volunteers, when available, to play with your child, provide company when you need a break and to help with a variety of needs. Please ask a child life specialist or your nurse if there is a time you would like to request a volunteer for your child.

Animal Assisted Activities

- The John Ball Zoo provides volunteers and small animals for visits the first Wednesday of each month.
- Pet Recreation Program is held the second and fourth Tuesday evening each month. Dogs certified through the West Michigan Therapy Dog program visit our pediatric units.

Meals

Patient Meals

Meals are an important part of your child's hospital stay. We want to do our best to meet the needs of your child. You will find a newly updated, child friendly menu in your "Welcome Packet". A Nutrition Assistant will visit your child daily to obtain meal selections. To enhance your child's lunch menu, Nutrition Services offers a "fun meal" as an option. The "fun meal" is delivered in a brightly colored bag and includes a small gift. It is offered only at lunch and changes daily.

- Please remember that patients on liquid diets do not receive meal selections.
- If special food items are needed or you have a request, please contact a nutrition assistant or call the nutrition services department at 1-1871 from your room phone.

Meal service times are:

Breakfast:	7:30 a.m. to 8:30 a.m.
Lunch:	11:30 a.m. to 12:30 p.m.
Dinner:	4:15 p.m. to 5:30 p.m.

* Evening snack is included on the dinner tray.

Hot food is available until: 9:30 a.m., 1:30 p.m., and 6:30 p.m. At other times a cold tray will be served.

A patient meal ambassador will be bringing all meals to your child's room.

Special Diets

If your child's medical condition requires a special or restricted diet, a registered dietitian will visit and explain the diet and give you a list of foods that you may choose from. Please ask the nutrition assistant (who is on the floor getting menu selections daily), or your nurse, or call 1-1871, if you have any questions.

Breastfeeding

If you are breastfeeding your hospitalized child, you will be provided a complimentary tray at meal times. A nutrition assistant will visit you daily to obtain your meal selections.

Dining Services

See the inside cover of this handbook for available dining location and times.



Guest Meal Services

If a guest would like to eat with you in your room, a tray can be ordered and delivered with your meal – the cost is \$6. To pay with a credit card, please call extension 1-2553 from your room.

Other Available Nutrition Services

Birthday cakes are available for patients. Please call 1-1871 or ask your nurse to request.

Gift cards for food purchases are available in the Prisms Cafeteria.

Family and Guest Overnight Accommodations

Renucci Hospitality House

Located next to Butterworth Hospital, the Renucci Hospitality House provides an affordable “home away from home” for out-of-town families whose loved ones are hospitalized at Spectrum Health and Helen DeVos Children’s Hospital.

The concierge-style hotel features 37 guest rooms, with three suites for families of bone marrow transplant patients. Amenities include a large kitchen, family room, laundry room, library, exercise room and children’s playroom.

Additional facts:

- Cost for each room is \$25 per night
- In situations of financial hardship, payment options are available
- Family must live outside of a 30-mile radius of the hospital to qualify for stay

For assistance in finding a place to stay, including local hotels and other hospitality houses, call the Renucci Hospitality House at (616) 391-1790.

Ronald McDonald House

The Ronald McDonald House of Western Michigan provides housing for families with children and youth receiving medical care in Grand Rapids. The 17-bedroom, farmhouse-style facility is located just three miles from Helen DeVos Children’s Hospital.

Facilities include private bedrooms with bathrooms, telephones with voicemail, and in-room televisions. Guests also have access to a large kitchen, dining room, free laundry facilities, children’s playroom, recreation room, sunroom, deck, backyard, children’s playground and playhouse.

Office hours are from 9 a.m. to 9 p.m. daily, however on-site staff is available 24 hours for emergencies.

Additional amenities include free shuttle service from 8:15 a.m. to 8:45 p.m., taxi vouchers for emergencies outside of shuttle hours, wireless internet, guest computer, family passes to local attractions, donated meals, and food pantry.

Medicaid and insurance billing is available with prior authorization. The fee for each room is from \$10 to \$20 per night. Guests without insurance are asked to make a contribution for their stay. No one is ever turned away due to inability to pay.

Call (616) 776-1300 or ask a hospital staff member to contact the House on your behalf. Visit our Web site at wmmrh.org for additional information.

Facilities and Services

We recognize that the hospital is an unfamiliar place. Below is a list of facilities and services that are available to you at Helen DeVos Children's Hospital. We want your stay here to be as comfortable and pleasant as possible.

Automated Teller Machine (ATM)

ATMs are located near the main lobby on the first floor.

Blood Avoidance Service

If your child is in need of a blood transfusion or needs blood products, this is a service that can provide the care needed without the use of donor blood or blood products. Ask a member of your health care team for more information.

Bus Service

Please call (616) 456-7514 or visit ridetherapid.org for bus routes in the Grand Rapids area.

Care Pages

Your family can create a Web site to keep friends and family updated about your hospitalized child. Please ask your nurse or a child life specialist for more details or visit carepages.com/devos.

Chapel

A chapel near the lobby on the first floor is available for everyone.

Family Pagers

It is important that you also take care of yourself while your child is in the hospital. This may mean going for a walk or having lunch with a friend in the Café. Pagers are available for you when you leave the unit. You are just a "page" away if you want to talk with your child's doctor or want to know when your child is awake. Please ask your child's nurse if you would like to get a pager.

Gift Shop

The gift shop is located next to the café on the first floor. A wide variety of items are available including flowers, toys, magazines, books, jewelry, infant clothing, women's accessories, mylar balloons, pre-paid calling cards, greeting cards, stationery and various personal care items.

Hours:

Monday to Friday	8:30 a.m. to 8:30 p.m.
Saturday	10 a.m. to 4 p.m.
Sunday	12:30 p.m. to 5:30 p.m.

The Lemmen-Holton Cancer Pavilion also has a gift shop on the third floor. "The Specialty Shop" features gifts of grace, beauty and inspiration. Hours: Monday to Friday 9 a.m. to 5 p.m.

Internet Access

We offer free wireless Internet access for use with your personal laptop computer. Using your room phone, please contact the help desk at 1-1361 with questions. >>>

There are also computers that provide Internet access located in the following areas: Health Sciences Library on A-level, first floor near the Café and next to the Mehney Bistro, Chad's Clubhouse on 7 Center, Family Lounge on 7 North, 8 Center Family Library, and the Family Lounge on 9 Center.

There are a limited number of computers available for patient use within Helen DeVos Children's Hospital. Please ask a child life specialist for more information.

Mail / E-mail

Children love to receive mail. To ensure speedy delivery, the following information should be included when addressing the envelope:

Child's name and room number
c/o Helen DeVos Children's Hospital
100 Michigan St. N.E.
Grand Rapids, MI 49503

Your child can also receive e-mail from friends and family. Tell them to go to devoschildrens.org and click on the "E-mail a Patient" link. E-mails are printed and delivered Monday through Friday.

Newspapers

You will receive a free copy of the daily "Grand Rapids Press" with your child's evening meal. You may buy out-of-town newspapers near the main lobby.

Parking

Parking is available in the Patient/Visitor Parking Ramp #7 located across from the hospital on the north side of Michigan St. Entrances to the hospital are locked at 9 p.m. To enter the

hospital after 9 p.m., please use the emergency department entrance (Parking Ramp # 6) on Barclay Ave.

We will validate parking tickets while your child is hospitalized.

Pharmacy (Outpatient)

If your child is given prescriptions, you may have them filled here before you go home. The outpatient pharmacy is located on the first floor near the main lobby.

Hours

Monday to Friday	9 a.m. to 8 p.m.
Saturday	Varies throughout the year
Sunday	Closed

Support Groups and Programs

Helen DeVos Children's Hospital hosts a number of support services that give parents the opportunity to meet others in similar situations and to share resources about their children's health.

- "Whatever Wednesdays" are held each Wednesday from 2 p.m. to 3 p.m. This is a time for parents and family members to bring questions, offer suggestions and get to know other families. Location varies – please ask a member of your health care team for more information.
- Family Chair Massages are provided the second Wednesday of every month (except in July) from 7 p.m. to 8:45 p.m. See a hostess to sign up for a free 10 minute massage.
- To view other services and programs available to you, please visit our Web site: devoschildrens.org

Patient Satisfaction and Service Quality

At Helen DeVos Children's Hospital we are committed to providing excellent service. Our desire is for you and your child to have an exceptional experience and to feel as comfortable and cared for here as you do at home.

One of the ways we measure our patient satisfaction is by sending the family of each patient a *Press Ganey Patient Satisfaction Survey*. This survey will ask you to evaluate a variety of areas such as the admission process, nursing care, tests and treatments and meals. Results from this survey allow us to compare our hospital's satisfaction levels to other children's hospitals across the country. For your convenience, a copy of the survey is available in each patient room.

We encourage you to fill out the survey once you receive it at your home address and return it in the enclosed self addressed, postage-paid envelope. The information that you provide will be used confidentially to not only enhance our services but allow us to recognize and acknowledge staff. We value your opinion and want to make sure we are providing you and your child the best care possible.

Your feedback is not limited to the Press Ganey survey.

- If you have any immediate concerns regarding your stay, please speak to a member of your health care team. Our goal is to provide quality service during your child's hospital stay. If at any time you don't feel we are providing the very best care, please let us know so that we can partner with you to address the issue.
- A representative from our patient relations department is available to discuss any unresolved concerns regarding your child's hospitalization. Please call 1-2624 or (616) 391-2624 for assistance.
- Ask a member of the health care team to contact the administrative associate or page the on-call patient relations representative.



Friendly Faces at Helen DeVos Children's Hospital

Parents are an important part of the team because you know your child the best. Doctors, nurses and other health care professionals are dedicated to working with your family to give your child the best possible care.

Some of the friendly faces that you may meet while your child is in the hospital are:

Doctors. There are a lot of different types of doctors at Helen DeVos Children's Hospital. While your child is in the hospital you will probably see more than one doctor. The doctors involved in your child's care may include:

- **Your own pediatrician.**
- **Hospitalists.** A group of pediatricians that work in the hospital. Sometimes your own pediatrician might ask these doctors to take care of your child while your child is in the hospital
- **Specialists.** Pediatricians who have specialized in a particular area of pediatric medicine such as heart, kidney, bone, breathing, or immune problems. You will see a specialist if your child needs to have surgery or has a serious infection.
- **Intensivists.** Doctors with specialty training and clinical experience in caring for critically ill infants, children, and teenagers.
- **Residents/Interns.** Doctors who have graduated from medical school and are completing their program requirements by working in the hospital and/or clinic. Residents and interns work under the direction of your pediatrician, hospitalists, and/or specialists.

- **Fellows.** Pediatricians who have completed their internship and residency and decided to specialize in a particular area. Fellows work with a pediatric specialist to get additional training and experience in the area of their choice.
- **Medical students.** Helen DeVos Children's Hospital is committed to educating future doctors. Medical students are directly supervised by hospital pediatricians. Medical students work with the residents and interns to provide care for your child.

Nurses. The nursing staff at Helen DeVos Children's Hospital receive education on how to take care of infants, children, and adolescents. Many of the nurses have taken national exams in their area of specialty to become certified pediatric nurses. The nurses involved in your child's care may include:

- **Staff nurses.** Staff nurses will provide your child's direct care and will make sure you have the information you need about your child's treatment.
- **Nurse Practitioners.** Nurse practitioners have their master's degree in nursing. A nurse practitioner has additional education and training which allows him or her to manage the health care needs of pediatric patients together with the pediatrician.
- **Student nurses.** Helen DeVos Children's Hospital is committed to educating future nurses. Helen DeVos Children's Hospital is a clinical setting for many of the nursing schools in West Michigan. The student nurse works with their nursing instructor and the staff nurse to provide care for your child.

Nursing Assistants and Nursing Technicians. Nursing assistants and nursing technicians do not have nursing degrees but assist nurses in caring for your child. They will come into your child's room to take his or her vital signs as well as other tasks under the direct supervision of your child's nurse.



Unit Secretaries. Unit secretaries work at the nurse's station to make sure the doctor's orders are put into the computer. They are responsible for welcoming families and visitors and coordinate the communication between the members of your child's treatment team.

Child life specialists work with children and families to help them better understand hospitalization and medical procedures.

Hostess. A hostess makes rounds during the day offering beverages, snacks, and reading material to patients and their family members. The hostess will also be happy to answer any general questions you may have.

Therapists. During your child's hospitalization it may be necessary to receive special treatments. The therapists at Helen DeVos Children's Hospital include

- **Respiratory therapists.** Help children who have breathing problems due to illness.
- **Physical and occupational therapists.** Help children who have special needs related to injury or illness.
- **Speech therapists.** Help children who have special needs related to language, voice, and/or feeding difficulties.

Social Workers. Social workers support and help your family during your child's hospitalization. They are available to help families deal with emotional and financial issues, provide community and hospital resources, and help with discharge planning.

Dietitians. Dietitians evaluate a child's nutritional status, do nutritional teaching, and make nutritional recommendations.

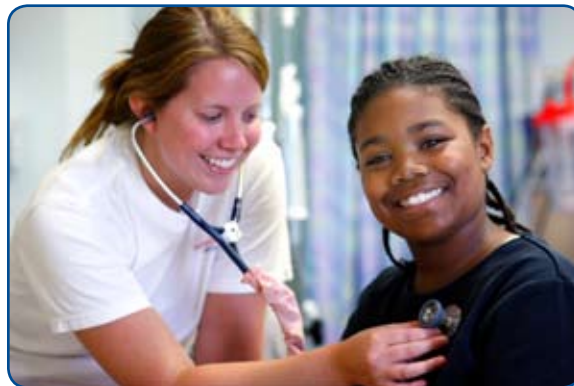
Pharmacists. Pharmacists review all the medication orders to make sure that your child is receiving the best medication to treat his or her illness.

Physician Assistant. Physician assistants are health care professionals licensed to practice medicine with doctor supervision.

Pastoral Care Chaplains provide spiritual, religious, and emotional support for patients and families from all faith traditions.

Teacher. For children experiencing lengthy hospital stays, teacher services may be available. For more information contact your child life specialist, social worker or call 1-2479 from your hospital phone.

Volunteers help staff in a variety of ways. Volunteers work with child life specialists to provide activities that support the growth and development of children. All hospital volunteers wear proper identification badges.



Comfort Care: A Guide for Pain Relief

Working with doctors, nurses, and other staff members to prevent or relieve your child's pain.

Controlling your child's pain and managing his or her comfort are two things that we take very seriously at Helen DeVos Children's Hospital. Our doctors, nurses, and staff members are here to help you and your child understand what pain is, and how we measure and treat it. Although we may not be able to get rid of your child's pain completely, we will do our best to make your child feel comfortable.

What is pain?

Pain is the body's normal protection against illness or injury. Controlling it will help your child's body heal faster and more efficiently.

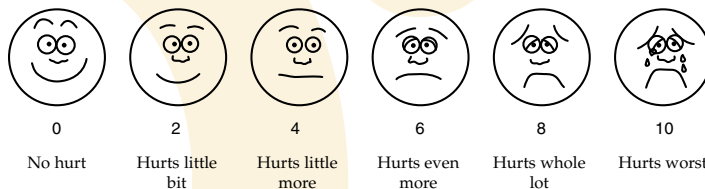
- Pain is whatever your child says it is, occurring whenever your child says it does.
- There are many causes of pain.
- Pain can be very difficult to describe.
- Pain may occur somewhere other than where your child expects it.
- How your child experienced pain in the past could affect how he or she deals with it during their stay in the hospital.

How we measure pain at Helen DeVos Children's Hospital

Your doctors and nurses use two different types of pain-rating scales to measure pain in children — behavioral pain rating scales and intensity pain-rating scales. These scales will help describe your child's level of discomfort.

Behavioral pain-rating scales (FLACC Behavioral Pain Scale) look at a child's behaviors to come up with a pain score. Behavioral pain-rating scales are used with children who cannot describe how much they hurt, such as infants or older children with developmental delays.

Intensity pain rating scales (Wong-Baker FACES Pain Rating Scale, Numeric Pain Rating Scale) are used with children who can describe how much they hurt.



How we treat pain at Helen DeVos Children's Hospital

Medication is usually the first thing that many people think of when talking about pain relief. There are many different types of pain and, therefore, many different ways to treat it. What may work for one child, may not work for another. Your doctors and nurses will tell you and your child about the pain medications they have prescribed and how to take them. We may have to try different medications to find out what works best for your child.

While your child is in the hospital there are necessary procedures that we will need to do that will cause pain. Our staff will try to use medications (EMLA[®], Pain Ease[®]) that can be placed on the skin to decrease your child's discomfort when blood is drawn or an intravenous line is placed. A sedation team is available for special procedures.



How we can help your child

At Helen DeVos Children's Hospital, you and your family are important members of the treatment team. After all, you know your child's pain best. Let your doctors and nurses know what you use to treat pain and discomfort at home. During your stay at the hospital, help us manage your child's pain and discomfort by following these useful tips.

1. **Be honest about your child's pain and discomfort.**

It is important to tell your doctors and nurses how your child feels. We cannot promise that your child will be pain free, but we will do everything we can to make your child feel as comfortable as possible.

2. **Let someone know if your child is uncomfortable.**

Medication is not the only way to treat discomfort. Changing your child's position in bed or giving your child a gentle massage may make them feel more comfortable. Sometimes children are uncomfortable because they are lonely or anxious. Having visitors may decrease loneliness and anxiety.

3. **Ask questions if you do not understand your child's treatment plan.**

Pain is more than a physical experience. It can also affect the way your child thinks and feels. Being anxious can make your child's pain worse.

4. Ask for help. Pain medications only treat physical pain. At Helen DeVos Children's Hospital, there are many resources available to you. Staff members from pastoral care and care management can help ease you and your child's mental, emotional and spiritual concerns – all of which can add to the pain experience.

5. Distraction. Distraction is a method that has been used to treat pain. Watching movies, reading books, talking with friends, writing letters, and doing crafts are good ways to distract your child. Child life specialists at Helen DeVos Children's Hospital provide play activities to help decrease your child's anxiety during their stay at the hospital. Depending on your child's age different techniques may be used for distraction.

- Infants respond well to singing soothing music, rocking, and being swaddled in a blanket.
- Toddlers like to have stories read to them, blow bubbles, and cuddle with their mother and dad.
- Preschoolers like to watch videotapes, blow bubbles, tell stories, and practice medical procedures with doctors and nurses
- School age children like hand held video games, books, videotapes, television, and headphones with music.

6. Comfort items. We encourage you to bring in items from home that might make your child feel better during their stay in the hospital. These items might include things like blankets, stuffed toys, pajamas, pictures or favorite videos.

During Your Child's Stay

We will do everything possible to make sure you and your child feel included, safe and comfortable. Please ask us questions at any time about your child's stay.

Patient Room

Our patient rooms are comprised of both semi-private and private rooms. Your child's bed assignment is based on your child's diagnosis and the bed availability on the day of your admission.

- Staying overnight with your child: patient rooms include a bed or sleep chair for one parent or guardian.
- Shower facilities vary among the different patient units. Please ask your nurse for directions.
- Telephones
 - To make a call within the hospital dial 1 followed by the four digit number.
 - To make a call outside of the hospital using the room phone: dial 9 followed by the number you wish to call.
 - Long distance calls can be made using a "phone card" or "collect".
 - If you would like to receive calls from family and friends, the number to give them is written on the top of your phone. **** Exception** 8 Center (Pediatric Intensive Care).** Please ask your nurse for more information.
- Cell Phones may be used in all patient care areas except on 8 Center. They may be used in the family waiting area on 8 Center.
- Personal Belongings may be stored in the closet and cupboard spaces provided in the room. Leaving valuables and cash in your room is not recommended. Please contact your nurse to have your valuables placed in the hospital safe if you are not able to send them home with a friend or family member.

Daily Plan of Care - Nursing

- At the beginning of each shift your nurse, with input from you, will develop the care plan for the day. This will include any tests or treatments that are ordered by your physician.
- We want to know what is important to you in caring for you and your child.
- To help communicate your child's care to you and other members of the care team your nurse will record and update this information on the whiteboard in your room.

Physician Rounds

The physician caring for your child will come to see your child and talk with you each day while you are in the hospital.

- If your private physician is coming to make rounds, he/she will typically do this before or after normal office hours.
- Some physician groups use a "multidisciplinary team" approach for rounding. This team may include: resident physicians, interns, medical students, nurse practitioners, physician assistants, nurses, pharmacists, care managers or social workers.
- You get to determine the amount you are involved in the multidisciplinary rounds. On admission, you should have received a "rounding card" to indicate your preferences. Completed rounding cards are placed outside your child's room so the team knows your wishes.
- A small spiral "Doc Talk" notebook is included in your welcome packet. Use this notebook to write questions, concerns and ideas you would like to share with the doctor.
- We consider you and your child essential members of the health care team. We encourage you to ask questions and be an active participant in your child's care and treatment planning.



Vital Signs and Assessments

Taking your child's temperature, heart rate and blood pressure are part of our overall assessment that we need to do throughout your child's hospital stay. These "vital signs" help us know how your child's body is responding and alerts us to any changes.

- How often we do this varies and is determined by your physician and the severity of your child's illness.
- You may wonder why we have to check your child's vital signs and perform other care directed by your physician while your child is sleeping. Being hospitalized means that the physician feels that your child needs to be monitored and cared for by specially trained staff.
- Your nurse will do their best to perform care when your child is awake. Please let your nurse know if your child awakens during the night and if possible they will perform care at that time.
- Hourly Rounds – A member of your child's care team will come to check on your child every hour between 8 a.m. and 10 p.m. and every two hours during the night. They will be checking to see if your child has any needs and to make sure they are comfortable.

Meal Times

- Breakfast 7:45 a.m. to 8:30 a.m.
- Lunch 11:30 a.m. to 12:30 p.m.
- Dinner 4:15 p.m. to 5:30 p.m.



Guests

Visits from family and friends play an important role in a child's recovery. Helen DeVos Children's Hospital welcomes and encourages parents or guardians to stay with their child as much as possible.

- Guests should stop at the Team Station before entering a child's room, to protect each child's privacy and to ensure a safe environment for children and families.
- Parents, grandparents, guardians or a parent designee (must be 18 yrs or older) are welcome to be with their child at all times.
- All other guests, including children, may visit between 9 a.m. and 9 p.m.
- Visiting children are the responsibility of the parent. Children must be accompanied by an adult in all areas, including the play room.
- Access to the hospital between the hours of 9 p.m. and 6 a.m. is limited to the Emergency Department entrances for security reasons. During these hours family members visiting patients will be given an Identification Label by Security staff.

Health Guidelines for All Guests

- Anyone who has symptoms of a contagious illness, such as a cough, cold, vomiting, diarrhea, cold sore or rash, should not visit patients.
- Anyone who has not had chickenpox and has had a known exposure in the past three weeks is not permitted to visit patients.
- Parents who have a contagious illness should talk with their child's nurse or doctor.

Bedtime and Rest Periods

Sleep is important for your child and you as a caregiver. While you are in the hospital we will work with you to continue the routines you have at home.

A Safe Environment

At Helen DeVos Children's Hospital we want to keep your child safe. Being in the hospital is different than being at home and sometimes it can be scary for parents and children. The following are ways we make sure that your child is safe at Helen DeVos Children's Hospital we do the following:

- Show you around your child's room. There are many things in a hospital room that may look scary. Our staff will explain these things to you. You will find the following items in your child's room:
 - Bed. It will look different than the bed your child has at home. To keep your child safe in the hospital bed:
 - Please make sure that the side rails are up and locked in place when your child is in bed.
 - Check with your nurse before you use the bed controls. The doctor might not want the head of the bed up all the way.
 - Do not sleep in the bed with your child. In an emergency the doctors and nurses will have to be able to get to your child very quickly.
 - Monitors. Your doctor may want to keep an eye on how well your child is breathing or how fast or slow their heart is beating. If your child is on a monitor there will be at least two stickers put on the chest. Cords will be connected to these stickers that then attach to the monitor.
 - Equipment. Your child's room can quickly fill up with the equipment that is needed to take care of your child. If you have questions about a piece of equipment please ask us.
 - Call light. Please use the call light if you need anything.
 - Cot. Each room has a chair that pulls out into a cot. Parents or family members (eighteen years of age or older) may stay with the child overnight.
 - Wash our hands. Washing our hands before we touch your child prevents illness from being spread from one patient to another. Soap and water and instant hand sanitizer are in each room. It is very important for you to wash your hands when you come into the room and leave the room. Please remind anyone taking care of your child to wash their hands before and after they touch your child. Remind your child to wash their hands before they eat.
- Screen visitors for illness. Family members and friends may want to come and visit your child in the hospital. If any of them have a cough, cold, or the flu ask them to visit only when they are feeling better.
- Put children in isolation. Sometimes the illness that your child has can spread to other people very easily. In order to protect the other children and their families we may need to put your child in isolation. This usually means that your child will have to stay in their room while in the hospital. Your doctor or nurse will tell you if your child has to be in isolation and what that means for you and them.
- Check all medicine carefully. When your doctor orders a medicine for your child the order is sent to the pharmacy. Someone in the pharmacy checks the order and then sends it up to the nurse. Before any medicine is given to your child your nurse will go through a checklist called the 7 R's. The 7 R's include:
 - Right patient
 - Right medicine
 - Right dose
 - Right route (by mouth, vein, etc)
 - Right time
 - Right reason
 - Right documentation
- Have security measures in place. There are several things that we do keep your child safe when they are at Helen DeVos Children's Hospital.
 - All of the doors to the stairways are locked at all times. A special code is needed to go in or out of the stairway doors.
 - One of our staff members will be checking on your child every hour during the day and every two hours in the evening.
 - The doctor or nurse might place a special bracelet on your child. This bracelet will set off an alarm if the bracelet is removed or if your child goes near a door or elevator.
- Wear identification badges. Employees and volunteers of Helen DeVos Children's Hospital who are involved in the care of your child wear identification badges with a red stripe. Anyone caring for your child is required to wear an identification badge on their uniform. If they are not wearing an identification badge, please request that the person show you proper identification.



- Practice safety drills. The hospital sometimes has safety drills. While you are in the hospital you might hear the fire alarm go off or hear the announcement “Code ...” overhead. Your nurse will tell you if there is anything you need to do.
- Fall risk assessments. Children often fall down, but there are things in the hospital that may increase your child’s chances of falling. Everyday your nurse will be looking for things that might increase the chances of your child falling. These things may include:
 - A room with a lot of stuff in it.
 - Side rails not up on the bed.
 - Medicine that your child is taking that might make them feel dizzy.
 - The amount of the equipment hooked up to your child. Your child can trip over tubes or wires. It may also be more difficult for you to pick up your child. Your nurse will help you pick up your child if you want to hold him/her or take them for a walk.
 - Getting up for the first time after being in bed for a long time or just having surgery. Ask your nurse to help you get your child up.
 - It is normal for children to fall when they are growing up. Being hooked up to hospital equipment might increase your child’s risk for fall and injury.
- Use restraints when needed. We may need to restrain your child while in the hospital. At Helen DeVos Children’s Hospital we only use restraints for the following reasons:
 - To protect your child from hurting himself/herself or others. Sometimes a child’s illness might make them do things that they would not usually do.
 - To stop your child from taking off/out equipment that is important to help them get better – for example intravenous catheters (IVs), feeding tubes, etc.
 - Use special beds to protect your child.
- Ask about your child’s code status. Code status is a phrase that tells the doctors and nurses what to do if there was ever a time during your child’s hospital stay when your child stopped breathing or his/her heart stopped beating.
 - We assume that any child admitted to Helen DeVos Children’s Hospital is a full code. This means that you want the doctors and nurses to do everything they can to get your child breathing and their heart beating.
 - Talk to your doctor if you do not want your child to be a full code. You may have made this decision when you were in the hospital before, but it is always good to remind your doctors and nurses.
- Do not allow latex balloons. Latex or rubber balloons are not safe for children for a couple of reasons. First of all latex balloons are a choking hazard for children. Secondly, some children are allergic to latex. Mylar balloons do not pose the same risk to children and are permitted throughout the hospital except in the Neonatal Center.
- Do pregnancy tests on all female patients who have started their period. Pregnancy is seldom a concern with children. However, all females who have started their period have the potential to become pregnant. This includes children younger than 18 years of age. Some medications or radiology tests can cause injury to an unborn child. If your daughter receives any of these medications or tests and has started her period, as a precautionary measure we will ask your permission to do a urine pregnancy test and give you the results.
- We do not share information about your child with anyone other than you. There are laws that we must follow about giving information out about your child while he/she is in the hospital. Nurses and doctors are not allowed to talk about your child with anyone but you unless you tell them it is okay. Please let your doctor and nurse know who is allowed to have information about how your child is doing. Your nurse will provide you with a card (PIN) on admission. This is to be used to identify you as the parent or guardian when you call to receive information while your child is hospitalized.

Local Attractions

Name	Phone Number	Address	Admission	Hours	Website
Grand Rapids Children's Museum	(616) 235-4726	22 Sheldon Ave.	\$5 per person \$4.25 Seniors \$4.50 AAA members Half Price: Military w/ID Under age 2 - FREE Thursday 5 p.m. to 8 p.m. \$1	Closed Monday Tues., Weds., Fri., Sat.: 9:30 a.m. to 5 p.m. Thursday: 9:30 a.m. to 8 p.m. Sunday: 12 p.m. to 5 p.m. All other days: 9:30 a.m. to 5 p.m.	grcm.org
Fish Ladder Park	(616) 456-3696	560 Front Ave. NW	FREE	Always open	
Frederick Meijer Gardens	(616) 957-1580 (888) 957-1580	1000 E. Beltline NE	\$12 Adults 14-64 \$9 Seniors (65 +) \$9 Students w/ID \$6 Children 5-13 \$4 Children 3-4 Under age 2 - FREE	Tuesday: 9 a.m. to 9 p.m. Sunday: 12 p.m. to 5 p.m. All other days: 9 a.m. to 5 p.m.	meijergardens.org
Gerald R. Ford Museum	(616) 254-0400	303 Pearl Street	\$7 Adults \$6 Seniors and Military \$5 college students w/ID \$3 Children ages 6-18 Under age 5 - FREE	Daily: 9 a.m. to 5 p.m.	fordlibrarymuseum.gov
Grand Rapids Art Museum	(616) 831-1000	101 Monroe Center	\$8 Adults \$7 Seniors (62+) \$7 College Students w/ID Under age 6 - FREE \$4 Fridays after 5 p.m.	Closed Monday Tuesday-Thursday: 10 a.m. to 5 p.m. Friday: 10 a.m. to 9 p.m. Saturday: 10 a.m. to 5 p.m. Sunday 12 p.m. to 5 p.m.	gramonline.org
John Ball Park Zoo	(616) 336-4301	1300 W. Fulton	\$6 Adults (14-62) \$4.50 Seniors (63+) \$4 Children (4-13) Under age 3 - FREE *admission FREE Dec., Jan., Feb.**	Winter: 10 a.m. to 4 p.m. Summer: 9 a.m. to 6 p.m.	johnballzoosociety.org
(Grand Rapids Public) VanAndel Museum Planetarium *inside museum*	(616) 456-3977	272 Pearl Street	\$8 Adults \$7 for Seniors (62+) \$3.00 Children ages 3-17 Under age 3 - FREE Additional fees apply	Monday - Saturday: 9 a.m. to 5 p.m. Sunday: 12 p.m. to 5 p.m.	grmuseum.org
West Michigan Whitecaps	(616) 784-4131 or (888) CAPS WIN	4500 West River Dr. Comstock Park, MI 49321	Call or visit Web site for pricing.	Call or visit Web site for games dates and times.	whitecapsbaseball.com
David D. Hunting YMCA	(616) 855-9622	475 Lake Michigan Dr. NW	open to "Y" members	Monday - Thursday: 5 a.m. to 11 p.m. Friday: 5 a.m. to 9 p.m. Saturday: 6 a.m. to 8 p.m. Sunday: 8 a.m. to 6 p.m.	grymac.org/ddhunting



Movie Theatre Directory

Name	Phone	Address
Celebration! Cinema	(616) 530-7469	2121 Celebration Avenue IMAX - Celebration Grand Rapids (off of East Beltline and Knapp)
Celebration! Cinema Woodland Mall	(616) 285-6120	3195 28th Street
AMC Star Grand Rapids	(616) 785-9200	3000 Alpine Avenue
Studio 28	(616) 530-7469	1350 28th Street SW

Going Home

Your child's health care team will talk with you every day about what needs to happen to get your child ready to go home. The team will also work with you so you have all the information you need to feel ready to take care of your child at home.

- We encourage you to ask us questions at any time during your stay.
- On the day of discharge, there may be things we need to do before your child is ready to go home. Such as:
 - Continued monitoring of your child's progress to make sure your child is ready to go home
 - Waiting for results of blood work or x-rays
 - Consulting with additional doctors who need to see your child before they go home
 - Arranging for and teaching you about the medication and/or equipment your child will need when they get home
- Your nurse and/or doctor will review your discharge instructions with you and give you a copy of the instructions to take home.
- Please make sure that you have your child's safety seat for the ride home and comfortable clothes for your child.
- A hospital staff member will walk with you and your child to your car.
- Please take your copy of the discharge instructions to your next doctor's appointment.

It may be many hours from the time your doctor tells you your child is ready to go home to the time you leave the hospital.

If you have any questions or concerns about your hospital bill when you receive it, please call (616) 391-1730.



Patient and Family Rights and Responsibilities

Patient Rights

At Helen DeVos Children's Hospital we promise to do our best to:

- Listen to you and your parents.
- Tell you and your parents the truth.
- Tell you:
 - Who we are;
 - What we do at the hospital;
 - Why we have come into your room;
 - Why you are here; and
 - What we think will help you.
- Try to explain things in ways that you can understand.
- Work with you and your parents to decide the best way to take care of you.
- Make you feel relaxed and comfortable so you can talk to us about anything. What you say will not be told to others unless it is important to your care.
- Help you tell us what you want, do not want, if you are afraid, angry, lonely or sad. It is okay to laugh and cry.
- Care for you no matter:
 - What color your skin is;
 - What church/temple you may go to;
 - If you are a boy or a girl;
 - Where you were born;
 - What you can and cannot do; and
 - What you look like.
- Work with you and your parents to solve the problem. If you think we have not met your needs, tell your doctor, nurse or ask someone to call patient relations.
- Keep you safe while you are here.
- Be as gentle as possible when we have to touch you. We will keep your body covered as much as possible.
- Do what we can to help you feel better if you hurt.
- Let you celebrate and observe your special traditions.
- Let family and friends be with you when the hospital rules say it is okay. If you don't want visitors, we will help you control and limit their visits.
- Let you know when your parents can take you home.
- Help you and your parents learn how to take care of you after you leave the hospital.
- Help you and your parents find another hospital or have another doctor see you if you wish. We will help you figure out how to do this safely.
- Help you understand what we wrote about in your medical history book if you want to read it.

- Let you and your parents say yes or no if we ask you to be part of an experiment or research.
- Make sure that you have places and times to play and learn.

Patient Responsibilities

To help meet your needs as we care for you, please:

- Be honest with us about:
 - Your health and what your health was like before now;
 - Any changes that you or your parents notice about how you are feeling;
 - Any medicines you take;
 - Your family's needs or worries; and
 - Any special needs you or your family may have.
- Help in your care by:
 - Telling us your ideas about how we are taking care of you;
 - Following the directions of your doctors, nurses and other people taking care of you;
 - Letting us know when you cannot follow our directions;
 - Learning what you can do to take care of yourself;
 - Keeping your appointments, being on time and letting us know if you must change your appointment and telling us if you don't understand something.
- Follow the hospital rules by:
 - Respecting other people at the hospital;
 - Taking care of hospital property and supplies;
 - Using only the medications your doctors say you should use;
 - Taking financial responsibility for the hospital bill;
 - Have only a few people visit at the same time;
 - Have your visitors come during visiting hours;
- Keeping the volume of your TV, radio, tapes, CDs or iPods player and video games at a level that will not bother others; and leaving your valuables at home.
- Ask us questions about:
 - The papers you or your parents are being asked to sign;
 - Any words we use that you do not understand;
 - Why you are here and what we are doing for you;
 - How we can ease your pain; and
 - How to get where you want to go in the hospital.

This is a summarized version of the Patients Rights and Responsibilities Policy for Helen DeVos Children's Hospital. For the complete and detailed policy, please contact the patient relations department at 1-2624 or (616) 391-2624.

Helen DeVos Children's Hospital

Mission Statement

Caring for children and their families with compassion, excellence and innovation

Vision Statement

To be among the nation's leading comprehensive children's hospitals, delivering the highest quality health care.

Our Pledge to You

You and your child are our number one priority

We Promise to...

- Welcome you warmly
- Take initiative
- Ask "Is there anything else I can do for you?"
- Give you and your child the best care possible

About Us

- Helen DeVos Children's Hospital was created in 1993 to fill a critical gap in West Michigan health care – the need for a hospital devoted exclusively to the care of infants, children and adolescents.
- We have more than 150 physicians in 40 pediatric specialties.
- Our clinical teams of respected physicians, specially trained nurses and caring support staff are dedicated to providing exceptional care to every child who comes to us, regardless of ability to pay.
- We are a teaching hospital affiliated with the Grand Rapids Medical Education and Research Center and the Michigan State University College of Human Medicine.

Smoke-Free Campus

The use of tobacco products is prohibited inside and outside Helen DeVos Children's Hospital, including all grounds and parking lots.

Parking

Your ticket may be validated at your child's team station or at any information desk.



For Your Dining Convenience

Prisms Cafeteria

Located on the first floor

Daily Hours:

- 6 a.m. to 10:15 a.m.
- 11 a.m. to 11 p.m.
- 12:45 a.m. to 3:15 a.m.

Café

Located on the first floor

Breakfast and lunch available

Dine in, takeout and order ahead service available. To place an order call 1-1555.

Hours:

- Monday to Friday: 8 a.m. to 4 p.m.
- Closed Saturday & Sunday

Café Connection

Located on the first floor

Espresso and cappuccino cart with pastries, bagels and sandwiches

Hours:

- Monday to Friday: 6:30 a.m. to 2 p.m.
- Closed Saturday & Sunday

Mehney Terrace Bistro

Located on the first floor of the Meijer Heart Center

Features heart healthy breakfast and lunch items

Dine in or take out available

Hours:

- Monday to Friday: 6:30 a.m. to 4 p.m.
- Closed Saturday & Sunday

Waterfall Cafe

Located on the third floor of the Lemmen-Holton Cancer Pavilion

Hours:

- Monday to Friday: 9 a.m. to 5 p.m.
- Closed Saturday & Sunday

Most dining locations will accept Visa, MasterCard and Discover credit cards. Purchases need to be for the exact amount only (no cash back).

Local restaurant information can be accessed at the Navigator kiosks located on the first floor.