

Information

for **Inpatients**
and their
Families



A Handbook for Parents During and After
Your Child's Hospitalization.

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Welcome to Children's Hospital of Pittsburgh. When you arrive at Children's Hospital, you immediately realize it's a special place. For more than 100 years, Children's has been dedicated to providing the highest quality medical care to infants, children, teens and young adults with a *family-centered* focus.

It's natural for parents to have concerns about their child's hospitalization. This book is designed to help make your child's hospital stay at Children's as comfortable as possible by addressing frequently asked questions from parents and children about hospitalization.

At Children's, we are committed to ensuring that every child receives the specialized care he or she needs and deserves. We encourage you to talk with your child's nurse or any member of your child's health care team if you have additional questions.



Your Child's Hospitalization

Helping Your Child Adjust

Your support, presence and involvement are very important to your child's sense of comfort and security while in the hospital. You are encouraged to spend as much time as possible with your child. Please inform your child's nurse when you will be leaving the hospital and when you plan to return.

In addition to spending time with your child, the following guidelines may help your child more easily adjust to hospitalization:

- **Establish good communication** with your child's health care providers so you can help your child understand what is happening. For example, with staff assistance you can help prepare your child for procedures and tests or explain why he/she is experiencing certain symptoms. If you have any questions about your child's condition or treatment plan, including questions about information you have read in books, magazines, medical journals or on the Internet, please ask your child's physician, nurse or child life specialist for more information.
- **Share your child's routine** with his/her care providers. This will help us maintain your child's daily routine as much as possible.
- **Encourage your child** to participate in activities and special programs offered by the Child Life and Volunteer Services Department. It is easier for children to be in the hospital when they are involved in interesting activities. Activity Centers are rooms where hospitalized children of all ages can relax in child-friendly, medical-free environments. Supervised group

and individualized play sessions are provided daily. Bedside activities are offered to children who are on bed rest or in isolation.

- **Stay in touch** with changes in your child's personality or behavior during or following hospitalization. Young children may become clingy or demanding. If your child recently has been toilet-trained or weaned from the bottle, he/she may temporarily regress. The Nursing and Child Life staff can help you cope with these issues.

Children at different ages react differently to hospitalization. Here are possible age-appropriate reactions your child may have, as well as suggestions for comforting your child during his/her hospital stay:

Younger than 3

For a child under 3 years of age, having close and continual parental contact during hospitalization is the best means of support. Young children generally do not understand their illness or the hospital environment and most likely will be concerned about being away from the family. Being with your child in the hospital will make him/her feel more secure. However, in observation suites and in the intensive care environment, families will find there are periods of time when they cannot be with their child around the clock.

Ages 3 to 6

This age group also wants to be near the family and often views a hospital stay or procedure as punishment for something. Honest, simple, age-appropriate conversations can help your child feel more secure. Remember, young children learn best through play.

Ages 7 to 12

Older children usually are worried about painful procedures and changes to their body. Providing information is key at this age. Don't mislead your child by saying something won't hurt if it will. Instead, talk with your child about how to cope with possible pain and confusion.

Teenagers

Teens often are self-conscious and may have lots of questions about specific procedures. Encourage your teen to talk to doctors and nurses involved in his/her care and allow the teen to be part of decisions. This will help your teen feel some degree of control.

Accommodations for Children

Rooms and beds are assigned based on a child's age, sex, diagnosis and admitting physician. Most children are in double rooms. Children's Hospital makes every effort to place children with a roommate of the same gender and similar age. Most patients enjoy the company of a roommate.

Food Services

Food Services provides meals and specialized formula to meet the individual needs of inpatients. Upon admission, if your child is ordered a diet, you may request a menu from the nurses' station. The completed menu should be faxed to the Dietary Department; otherwise, your child's first day meal selections will be chosen for him/her. Your child will receive a menu each day from the host or hostess assigned to your child's floor. We ask that you complete the menu by 2 p.m. to allow time for the dietitian to check menu choices and ensure your child orders

only the foods he/she is permitted to eat according to physician orders. Parents may contact Nutrition Services at 412-692-5637 from 5:30 a.m. to 2 a.m. with questions regarding their child's menu. *If your child has special dietary needs, including food allergies, please inform your nurse upon admission.*

Television Service

All patient rooms have color televisions equipped with closed-captioned devices and VCRs. Personal television sets are not permitted. For questions regarding television service, call 412-692-5370.

Telephone

Each patient in an acute care unit has a telephone with free, limited, local service. While outgoing calls may be placed any time, incoming calls are accepted only between 7 a.m. and 9 p.m. For specific instructions about how to place calls from your child's room, please read the sign posted above your child's nightstand. Translators and 24-hour access to an AT&T translator line are available for families who speak foreign languages. For access, call the hospital operator by dialing "0." Numbers within Children's Hospital can be reached by dialing the last four digits.

The use of cellular phones is restricted to the following "Cellular Phone Friendly" areas within the main hospital, and wireless equipment must be powered off when not in these areas:

- Lobby
- Cafeteria
- Designated visitor lounges
- Parent sleep rooms on the 7th floor, DeSoto Wing

Patient Mail

Mail is delivered daily to the nurses' station on each patient floor. Special packages may be picked up at the Information Desk.

Mail should be addressed as follows:

Patient Name (no nicknames)

Room Number, Unit

Children's Hospital of Pittsburgh
3705 Fifth Ave.

Pittsburgh, PA 15213-2583

E-mail messages can be sent to patients via Children's Hospital's Web site (www.chp.edu). E-mail messages also are delivered daily to patients.

Just for Teens

Children's Hospital recognizes that teenagers may have special needs. Out of respect for their growing independence, teens are granted special privileges not available to younger patients.

The following is a summary of special guidelines just for teens:

- They may leave their unit when accompanied by an adult, **provided they sign out or notify their nurse.**
- Friends are encouraged to visit except during school hours. Visitation is limited to two people per patient room. Visitors also must obtain a visitor's badge from the lobby Information Desk before entering the patient room.
- The Teen Lounge, located on 8 South, is open from 7 a.m. to 11 p.m.; a schedule of organized programs is posted outside the lounge.
- Teens must return to their units by 9 p.m. and to their rooms by 11 p.m.

Special Needs

Children's Hospital provides the following services to families with special needs:

- Support is offered for patients who are hearing-impaired or their family members, including sign language interpreters and listening and TDD/TTY devices. For more information, contact Clinical Social Work at 412-692-5255.
- The Family Consultant Program, sponsored by the Pennsylvania Department of Health, provides a unique parent-to-parent support and advocacy service to families of special needs children who are patients of the hospital. The family consultant shares skills acquired through experience in advocating for children with special needs. The family consultant service is free of charge and can be accessed by calling 412-692-6696.

Accommodations for Parents

A foldout chair-bed is available in each patient room to enable one parent to stay with his/her child overnight. For safety reasons, and to allow nurses to reach your child easily, your child must sleep in his/her hospital bed or crib. If your child is assigned to a double room and the second bed is vacant, please do not use it.

If your child is in a specialty care unit, including Pediatric Intensive Care Unit (PICU), Neonatal Intensive Care Unit (NICU) and Intermediate Intensive Care Unit (IICU), you may request a parent sleep room daily by calling the Information Desk between 8 a.m. and noon at 412-692-7240. A limited number of parent rooms are available, and names are placed on a room

request list. Rooms are assigned by 12:30 p.m., and parents may access a secured sleep room after 1 p.m. For more information about parent sleep rooms, contact the Information Desk.

Parents also may call the Information Desk for help in locating overnight accommodations outside the hospital at the Ronald McDonald House or Family House. Ronald McDonald House and three Family Houses are located within 2 1/2 miles of the hospital and provide regularly scheduled shuttle service. Parents also may contact the Information Desk for information about discount rates at local hotels.

Additional Services for Parents

- Parents may eat with their child by ordering a guest tray from the host or hostess who takes your child's order. Please complete your menu and request that it be faxed to dietary. Guest trays cost \$3 for breakfast and \$4 for lunch or dinner. Please pay in the cafeteria or have the correct change at the time of delivery.
- Children's Hospital provides lactation support services for nursing mothers. Nursing mothers should ask their baby's nurse for a pump kit and to show them where the pumps are located. Floors 7 through 10 each have a double pump available for nursing moms to take into their child's room. There also are two private pump rooms in the NICU and a lactation room on the ninth floor of the Main Tower. This room is available 24 hours a day, seven days a week and is used by parents and Children's staff.
- For mothers who are breast-feeding, meal tickets are available at the nurses' station. These meal tickets can be used in the cafeteria only. Take-out is available so mothers can return to their children's rooms. Please obtain a new ticket for each meal.
- Bag lunches (a sandwich and a piece of fruit) are available at the Information Desk, at no cost, for families that are in need.
- Laundry facilities are available 24 hours a day on the 8th and 10th floors. Laundry products can be purchased at the Information Desk at a cost of 25 cents per box.
- A telephone is located next to each bed in patient rooms, except in specialty care units, where phones are provided in the waiting areas. Public pay phones are located near the brown elevators.
- Videophone equipment is available for use at no charge by families whose babies have been inpatients in the NICU for at least one day and will be discharged to the parent(s). A videophone uses standard telephone technology to transmit sound and pictures from one place to another. Calls are conducted in the NICU at times that will not interfere with the care of any baby in the NICU. Ask your baby's nurse for additional information.
- Parent bathrooms, bathing facilities and a microwave oven are located on each floor. Amenity bags are located at the Information Desk free of charge.

- The Family Resource Center, the Moulis Children’s Library and the Blaxter Medical Library are available to parents who want to research health care issues. Materials are available in print or video. Internet access also is available, and librarians may assist with research, including online. Parent “Take a Break” coffees are held several times a month. Parents should look for schedules. These facilities are located on the 7th floor, DeSoto Wing, and are open Monday through Friday from 7 a.m. to 9 p.m.

Visiting Guidelines

Children’s Hospital has a 24-hour visitation policy for parents. Siblings age 4 and older, immediate family members and all other visitors may visit between 10 a.m. and 8 p.m. *Visitors are restricted to the patient’s room.*

Visitor Identification Badges

All visitors, including parents, siblings and clergy, are required to wear color-coded identification badges while in the hospital. Badges are available at the lobby Information Desk, located on the 1st floor, Main Tower and at the 3 North Entrance Information Desk. Badges must be replaced daily, even by parents who stay overnight, and must be worn in a visible location at all times. Parents who will be staying on hospital premises for more than two weeks will be issued a long-term badge, which eliminates the need to check in daily.

Patient Identification Code

To ensure patient safety and confidentiality, each child will be assigned a four-digit identification number upon admission. Each day, the Information Desk staff will ask all visitors, including parents, to provide the four-digit identification number assigned to the child they wish to visit. If a visitor cannot provide the correct four-digit identification number, he/she will be given the patient’s room phone number in order to obtain the four-digit identification number. When the visitor gives the Information Desk the four-digit number, a visitor’s badge will be issued.

Acute and Specialty Care Visitation

On acute care units, three people, including parents, may visit a patient at one time. In specialty and critical care units, visitation is limited to two visitors at a time, including parents.

Certain units, such as the Pediatric Intensive Care Unit (PICU), Neonatal Intensive Care Unit (NICU), Intermediate Intensive Care Unit (IICU), Bone Marrow Transplant, Same Day Surgery and the Operating Room, have restricted visiting hours and specific visiting policies. If your child is in one of these units, please check with his/her nurse regarding visiting hours and other policies.

Photography Policy

Parents/guardians are permitted to photograph their child provided no other children, patients, families or staff are in the picture. A nurse or other staff member will supervise the photographing of patients.

Infectious Diseases Clearance

All visitors under 17 years of age must be accompanied by an adult and have an Infectious Diseases clearance. To obtain an Infectious Diseases clearance, parents and/or guardians of children who are visitors will be asked the following questions by staff at the Information Desk:

Has the child been exposed to or had chicken pox?

Is the child currently sick?

What unit will the child be visiting?

If clearance is not granted, the child will not be permitted to go to the patient floor.

Universal Precautions

Children's Hospital follows guidelines established by the Centers for Disease Control and Prevention to prevent the spread of disease. These universal precautions include hand-washing and the use of gloves, gowns, protective eyewear and/or masks. In some instances, you also may be asked to wash your hands or wear special clothing before entering your child's room.

If your child has, or is suspected of having, a disease that could be transmitted to other patients, he/she may be placed in an isolation room. The door to the isolation room must be kept closed at all times. Visitors and health care workers may need to wear special clothing before entering the room.

General Information

Parking

Valet parking for families and visitors is available from 6 a.m. to 6 p.m., Monday through Friday. Drivers who want valet service must use the main entrance off Fifth Avenue and request valet parking from the attendant on duty.

The valet attendant will give drivers a two-part claim check stamped with the time the car entered the garage. When it is time to retrieve their vehicles, drivers are asked to return the claim check to the cashier at the Information Desk and pay the appropriate parking fee. The cashier will return the driver's portion of the claim check, which is then given to the valet who will deliver the vehicle.

	Main Tower Self-Park	Main Tower Valet	Victoria Garage on Darragh Street
0-1/2 hour	\$1	\$3	\$2
1/2-1 hour	\$2	\$4	\$2
1-2 hours	\$3	\$5	\$3
2-3 hours	\$4	\$6	\$4
3-4 hours	\$5	\$7	\$5
4-5 hours	\$6	\$8	\$6
5-7 hours	\$7	\$9	\$7
7-24 hours	\$15	\$15	\$15

Drivers who do not request valet parking may self-park in the Main Tower Garage or in Children's Victoria Garage on Darragh Street. Drivers must pay for their parking at the lobby Information Desk or automated pay stations before returning to their cars.

Parking Just for Parents

Parents of patients staying in the hospital can purchase discount parking passes for unlimited, daylong access to the Victoria Garage on Darragh Street. Discount parking passes are limited to three per family and may be purchased for \$5 per day in two- or four-day increments. After 30 days, the cost of the pass is reduced to \$3 per day. Vehicles carrying patients receive first priority in the Main Tower Garage. All others must park in the Victoria Garage weekdays.

Hospital Entrances

Children's Hospital of Pittsburgh has several entrances. To ensure safety, most Children's public entrances are not accessible 24 hours a day. Below is a list of hospital entrances and the days and hours they are accessible:

- **Main Entrance**, 6 a.m. to 9 p.m. daily
- **DeSoto Street Entrance**, 6 a.m. to 7 p.m., Monday through Friday; 7 a.m. to 1 p.m. Saturday (clinic weeks only)
- **Plaza Entrance**, 6 a.m. to 6 p.m., Monday through Friday
- **3 North Entrance**, 6 a.m. to 8 p.m. daily (After 8 p.m., Public Safety will admit parents with proper identification at this entrance.)

- **Emergency Department**, 6 a.m. to 9 p.m. daily (After 9 p.m., Public Safety will admit authorized persons.)

Information Desks

Information Desks are located on the 1st and 3rd floors of the Main Tower. Directions, visitor badges and other hospital information may be obtained at either Information Desk. Parking fees may be paid at the Information Desk on the 1st floor only. The Information Desk staff may be reached by calling 412-692-7240. If you are using a hospital phone, dial the last four digits of the phone number (7240) only.

Elevators

Brown—The Brown elevators are accessible from the Main Tower. They are open to the public and access all patient floors from the basement through the 10th floor.

Silver—The Silver elevators are accessible from the DeSoto Wing. They are open to the public and are large enough to accommodate hospital equipment. They access floors G through 8.

Red—*The Red elevators are restricted to patients and medical staff only for patient transport.*

Yellow—The Yellow elevators are accessible from the DeSoto Wing. They are open to the public and access the basement through the 7th floor.

Orange—The Orange elevators are for the parking garage only. They are accessible from the ground floor of the hospital and access each level of the parking garage.

Telephones

- **Public Pay Phones** are located on the first floor lobby, Main Tower, and other key locations throughout the hospital, including “G” floor (by the Primary Care Center); the 2nd floor (near the Gift Shoppe) and “B” floor (by the cafeteria).
- **Hospital Phones** (beige phones) are located throughout the building and may be used to reach any telephone number within the hospital by dialing the last four digits of the number.
- **Patient Phones** with free local service are provided in each acute care unit. A telephone is located next to each patient bed, except in specialty care units, where phones are provided in waiting areas.
- **Cellular Phones** should be powered “off” when not in the following “cellular phone friendly” areas: lobby, cafeteria, designated visitor lounges and parent sleep rooms. Signs and/or warnings concerning this restriction are posted.

Food/Vending Machines

- The cafeteria is located on B Floor, DeSoto Wing, and is accessible via the yellow elevators. Hot and cold foods are available.

Hours	
Breakfast	6:30 to 10:30 a.m.
Lunch	11 a.m. to 2 p.m.
Grill	2 to 4 p.m.
Dinner	4 to 7 p.m.
Late night snacks	7 p.m. to 2 a.m.

- The Pop Stop snack bar is located on the 1st floor, Main Tower, just off the Main Lobby. Gourmet coffees, pastries, sandwiches, salads and other take-out menu items are available. The Pop Stop is open from 6:30 a.m. to 10 p.m. Monday through Friday and from 10 a.m. to 4 p.m. Saturday.
- Vending machines are available 24 hours a day and are located on the 2nd floor, Main Tower, and in parent lounges on floors 7 through 10.
- A mobile coffee cart makes rounds on patient floors from 7 to 10 a.m., Monday through Friday. All transactions are cash only.

Gift Shoppe

The Gift Shoppe, located on the 2nd floor, Main Tower, offers a wide variety of gifts, toys, balloons and greeting cards. Clothing, snacks, magazines, toiletries, postage stamps, helium balloon refills and photo developing also are available. The Gift Shoppe is open 8 a.m. to 8 p.m. Monday through Friday and 9 a.m. to 8 p.m. Saturday and Sunday.

ATMs

A Mellon Bank automated teller machine (ATM) is located in the cafeteria, “B” Floor, DeSoto Wing, and is accessible from the yellow elevators. Another ATM, which also dispenses postage stamps, is located on the 2nd floor hallway between Children’s Hospital and UPMC Presbyterian.

Smoking Policy

Children's Hospital is committed to providing a smoke-free environment for its patients, visitors, employees and volunteers. To promote a healthful environment, smoking is prohibited on hospital property, including patient rooms, rest rooms, sidewalks and all areas near hospital entrances. *The only designated smoking area is located outside the 3 North entrance.*

Who's Who

Your Child's Care Providers

Children's Hospital of Pittsburgh is a teaching hospital and includes health care professionals and supervised students from various health-related fields who are involved in your child's care.

Employee Identification

All Children's Hospital employees are required to wear a photo ID badge that includes the employee's name, title and department clearly printed next to his/her photo. ID badges are color-coded for easy recognition:

- **Pink badges** indicate individuals who are authorized to make direct patient contact.
- **Yellow badges** indicate individuals who are Children's employees not involved in direct patient care.
- **Green badges** indicate individuals who are temporary employees or outside contractors.

Here are brief descriptions of many of the people who may be directly involved in your child's care:

Family Resource Specialist

The Family Resource Specialist provides valuable information and assistance to patients and their

families by linking them with resources that can help ease the transition from home to hospital and back home again. The family resource specialist can help families find temporary housing, coordinate transportation, complete hospital and government forms and other documents and locate other community resources. The family resource specialist is available from 8 a.m. to 4:30 p.m., Monday through Friday. This center is separate from the Family Resource Center, Moulis Children's Library and Blaxter Medical Library on the 7th floor, DeSoto Wing.

Health Unit Coordinator

The health unit coordinator plays a key role in maintaining your child's medical record and coordinating communication between you, your child and all members of your child's health care team.

Patient Care Partners/Technicians

A patient care partner is a trained caregiver who provides direct basic care to your child. Appropriate aspects of your child's care such as taking vital signs, assisting with feeding and bathing and supporting the activities of daily living will be done by these care providers.

Pharmacist/Clinical Pharmacist

A pharmacist or clinical pharmacist is a licensed professional who evaluates your child's medication orders and oversees the dispensing of all medication. Each medication order is evaluated for allergies, drug and disease-state interactions and appropriate dosage. In collaboration with your child's physicians, the pharmacist also will make recommendations for the most effective medication therapy for your child's condition.

Physical/Occupational Therapists

When needed, physical and occupational therapists can help your child rehabilitate motor and/or sensory skills, including muscle strength and joint mobility, as well as daily living skills such as dressing and feeding him/herself.

Physicians

Several doctors may be involved in directing your child's care. The physician responsible for the treatment your child receives during his or her hospital stay is called the "attending physician." This senior physician will keep your child's primary care physician (usually his/her pediatrician or family physician) informed about treatment, follow-up care and other information that will be needed after your child returns home.

Registered Nurses

A registered nurse is a licensed professional who collaborates with your child's attending physician and other health care team members to evaluate, plan, implement and coordinate your child's care. Questions, concerns or suggestions related to your child's care may be directed to your child's nurse.

Resident Physicians/Fellows

Residents are licensed physicians who have completed medical school and are training in a specialty (such as pediatrics or surgery). ***Interns*** are residents in their first year of specialty training. Because Children's Hospital is a teaching facility, resident physicians play a valuable role in providing care to your child under the guidance of a senior physician. ***Fellows*** are physicians who have completed their specialty training and are being trained in another specialty or subspecialty.

Respiratory Care Therapists and Technicians

Respiratory care therapists and technicians provide assessment and treatment of children with respiratory illnesses. They also collaborate with physicians, nurses and other health care members to provide other aspects of direct care for your child.

Service Assistants

Service assistants provide basic, indirect patient care and unit support services. The service assistant is responsible for cleaning your child's room, delivering specimens and requisitions and maintaining the unit's environment.

Support and Family Services

Chaplain

2nd Floor, DeSoto Wing
412-692-5349

The Chaplaincy Department ministers to the spiritual and religious life of patients, their families and hospital staff, regardless of religious affiliation. A chaplain is on call for critical needs 24 hours a day. The non-denominational chapel is always open for prayer and meditation and is located on the 2nd floor, DeSoto Wing.

Care Coordination/Home Care

2nd Floor, Main Tower
412-692-7293

Patient care coordinators are registered nurses who work in conjunction with your child's medical team to coordinate your child's care. They assist physicians and families with discharge planning and are liaisons to most major insurance carriers. They also arrange for home care equipment and services as ordered for your child's needs at home. Staff are available in the hospital from 8 a.m. to 4:30 p.m., seven days a week. Please ask your child's nurse

for assistance if you would like to speak with a patient care coordinator.

Child Life and Volunteer Services

Floor G, Main Tower

412-692-5022

Child life specialists are professionally trained to provide psychosocial support, education and assistance to hospitalized children and their families. The service includes preparation of children and families for health care experiences; assessment of children's development and behavior; provision of opportunities for normal play experiences and therapeutic medical play interactions; introduction of coping techniques and support during procedures; coordination of school tutoring and pet friend program; sibling support information; bereavement and related issue discussions, when appropriate.

Child life assistants work in coordination with child life specialists to implement age-appropriate individual and group activities.

Volunteer coordinators work to identify, orient, train and evaluate committed individuals who serve as volunteers in a variety of hospital programs and departments.

Clinical Social Work

2nd Floor, DeSoto Wing

412-692-5255

Social workers are professionals with advanced degrees and the experience needed to understand and help families deal with the stress of hospitalization, sudden illness, long-term or life-threatening illness, child behavior problems, family conflict, handicaps and other issues. The service provides counseling; individual, family and parenting groups; discharge planning; help with financial concerns and advocacy and liaison services. Social workers

are available in the hospital from 8:30 a.m. to 11 p.m. Monday through Friday and from 3 to 9 p.m. Saturday and Sunday.

Hospitality and Information Services

Lobby Information Desk, Main Tower

412-692-7240

The Hospitality and Information Services Department provides special services for patients, families and visitors, including directions and maps to the hospital and satellites, gift and flower delivery, visitor ID badges, wheelchairs and car seats. The Information Desk is available from 7 a.m. to 10:30 p.m., seven days a week.

Library Services

Moulis Children's Library &

Family Resource Center

7th Floor, DeSoto Wing

412-692-7770

The Moulis Children's Library & Family Resource Center offers books and materials on health care issues as well as general reading for all ages. The library is open from 7 a.m. to 9 p.m., Monday through Friday.

Blaxter Medical Library

7th Floor, DeSoto Wing

412-692-5288

Families may use the medical library collection as a resource for specialized health care information not available in the Moulis Library. Please see the library staff for assistance. Blaxter Library is open from 7 a.m. to 9 p.m., Monday through Friday.

Medical Ethics Representative

412-692-5325

Children's Hospital offers free consultation to patients and families concerning ethical issues in patient care, particularly dilemmas involving life-sustaining treatment.

Patient Representative

*2nd Floor, Main Tower
412-692-5489*

The patient representative is an advocate for patients and families attempting to resolve problems or concerns with the hospital staff. As an arm of the medical director's office, the patient representative can help with information requests, interpretation of patient/family rights and responsibilities and to assure service quality within Children's Hospital's environment of care. A patient representative is available from 8:30 a.m. to 5 p.m., Monday through Friday. For urgent requests during non-business hours, please call the operator at 412-692-5325 and ask to have the patient representative paged.

Pharmacy

*2nd and 6th Floors, Main Tower
412-692-5350*

The Pharmacy Department ensures the most appropriate drug therapy and the accurate dispensing of all medications for hospital patients. A pharmacist is available 24 hours a day for consultation. If you need to speak to a pharmacist, ask your child's nurse to call the pharmacy to advise them of your request.

For your convenience, you can fill your child's prescriptions at the Outpatient Pharmacy, located on the Ground Floor, DeSoto Wing. The Outpatient Pharmacy is open from 8 a.m. to 9:30 p.m. Monday through Thursday and from 9:30 a.m. to 6 p.m. Friday and Saturday. The Outpatient Pharmacy accepts most prescription plans and provides mail-order service. The Outpatient Pharmacy can be reached at 412-692-5352.

Public and Government Affairs

*Children's on Meyran Ave.
412-692-5016*

The Public and Government Affairs Department manages public relations for the hospital and serves as a liaison between the media and patients' families. All media inquiries are handled through the Public and Government Affairs Department.

All requests for media coverage, interviews, photography or filming on hospital property must be approved by the Public and Government Affairs Department. No public appeals for funds, organ donation or other needs may be made on hospital property.



Children's Hospital Buildings and Community Locations

Main Campus

Children's Hospital of Pittsburgh
3705 Fifth Ave.
Pittsburgh, PA 15213-2583
412-692-5325

John G. Rangos Sr. Research Center
3460 Fifth Ave.
Pittsburgh, PA 15213
412-692-5730

Neighborhood Locations

Children's North
2599 Wexford Bayne Road
Sewickley, PA 15143
724-933-3600 (Medical Appts.)
724-933-3700 (Surgical Appts.)

Children's East
Corporate One Office Park
Building One
4055 Monroeville Blvd.
Monroeville, PA 15146
412-666-3800 (Medical Appts.)

Children's South
1300 Oxford Drive
Bethel Park, PA 15102
412-854-5005 (Medical Appts.)
724-933-3700 (Surgical Appts.)

Public Safety

1st Floor, Main Tower

Emergency Room Entrance

412-692-5191

The Public Safety Department is staffed by commissioned police officers 24 hours a day. The Public Safety Department has a safe in which patients and their parents can secure cash and valuables. Public Safety officers are available to escort parents and visitors to their vehicles and to the bus stop upon request. Parents also can call Public Safety if they lock themselves out of sleep rooms. Public Safety's 24-hour dispatcher is located in the Operations Center, which is located across from the loading dock (shipping and receiving). The 24-hour dispatcher can be reached at ext. 5191 (412-692-5191).

Going Home

You will be contacted as soon as your child's attending physician has approved his/her discharge from the hospital. Before leaving the hospital with your child, you may need to stop at the Admissions Department in the Main Tower Lobby to finalize arrangements.

Children must be discharged to parents or legal guardians. If someone other than a parent or legal guardian will be taking your child home, arrangements must be made in advance with your child's nurse.

Follow-up Care

You will be provided with instructions regarding your child's follow-up care during his/her recovery at home. For additional Children's Hospital follow-up care, ask your child's nurse about Children's community locations and other hospital facilities near you.

About Billing and Medical Records

Patient Accounting

1st Floor, Main Tower
412-692-7800

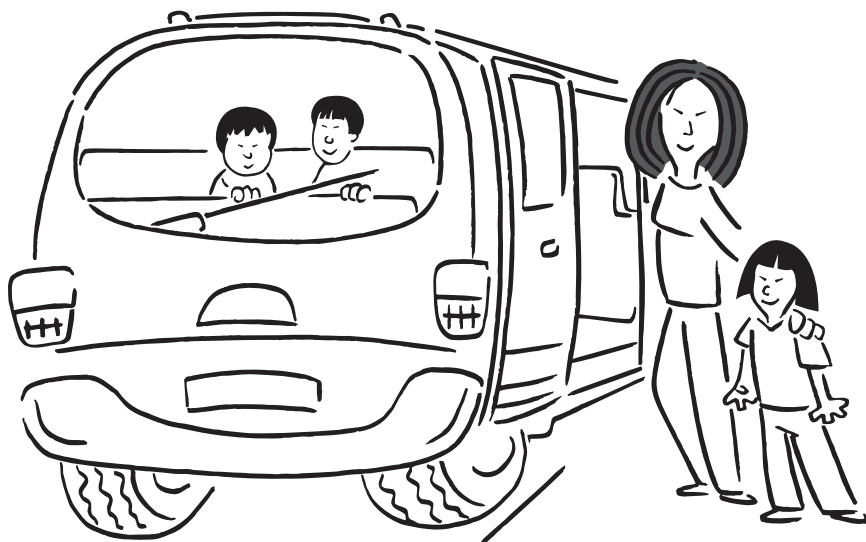
Approximately one to two weeks after your child is discharged, the hospital bill will be submitted to your insurance carrier. If you do not have insurance or did not provide adequate information at the time of admission, the bill will be sent directly to you.

Physicians, including surgeons and anesthesiologists, and other licensed professionals submit their own bills for professional services they render to your child. Therefore, you may receive separate bills for these services. If you have any questions about a bill you receive, please call the Patient Accounting Department at 412-692-7800 or 1-888-873-0698.

Medical Records

Floor G, DeSoto Wing
412-692-5280

The Medical Records Department maintains records for all inpatient, same-day surgery and outpatient services. Access to medical records is protected by Pennsylvania State Department of Health regulations. Copies of records may be released upon receipt of written authorization of the patient (if over 18 years of age) or the parent. There is a charge for this service unless the copies are requested to maintain continuity of care. For more information about obtaining copies of your child's medical records, contact the Medical Records Department at 412-692-8782.



Patient's Bill of Rights and Responsibilities

Children's Hospital of Pittsburgh adheres to certain principles of care: professionalism and a commitment to coordinated care; the importance of a patient's/family's full participation in care and care planning; respect for the individual, his/her unique qualities and characteristics; confidentiality and privacy in the provision of health care; a safe and secure environment for our patients and their caregivers; self-determination (advance directives) and productive complaint resolution.

Definitions

- "Children's Hospital of Pittsburgh" refers to the main campus in Oakland, all patient outreach clinics and satellites.
- "Patient" refers to any child or adult receiving medical services at Children's Hospital of Pittsburgh.
- "Parent or Guardian" refers to any lawful parent or person acting in his/her legal capacity as guardian on behalf of a patient in matters related to the patient's health care needs.

Professionalism and Coordinated Care

As a patient and/or parent/guardian you can expect:

- Impartial access to the medical resources of the hospital as indicated for appropriate care without regard to race, color, creed, national origin, sex, handicap or source of payment.
- Necessary emergency procedures implemented without unnecessary delay and all transfers from the hospital's Emergency Department to another facility will not occur until the patient is medically stable.
- Quality of care and high professional standards, which are continually maintained and reviewed.
- To know the name and professional status of those physicians, nurses and staff members taking care of the patient and which physician is primarily responsible for the patient's care.
- To have necessary medical care completed in a timely manner and with effective pain management techniques (where medically indicated), to cause as little discomfort as possible.

Participation in Care

Patients and their families should expect:

- Considerate, respectful care provided by competent personnel.
- To be informed in language you understand of the diagnosis, the treatment recommended, the prognosis, alternative treatment and possible complications of the illness.
- To know why various tests, treatments and procedures are recommended and who will administer them.
- To know the general nature and risks of any procedure or treatment that is recommended.
- That, except as provided by law, the physician will obtain informed consent before the start of any invasive treatment or invasive procedure.

- To refuse any drug, treatment or procedure to the extent permitted by law and to be informed of the consequences of your refusal by the physician.
- The opportunity to cross out and initial any part of the consent form that you do not want applied to your care.
- The opportunity to request and obtain a consultation or second opinion from another physician at your own expense.
- Upon transfer to another facility, to receive complete information and an explanation concerning the needs for and alternatives to the transfer when medically permissible.
- To be informed of your continuing health care needs at the time you are discharged and be assisted or educated about how to meet those needs.
- To be informed if your physician is considering you as part of a medical research program and to decline to participate or withdraw from a research project without fear that your care will be compromised.
- To request and obtain an ethics consultation when conflict, concern or confusion exists about your care.
- To request and receive full information and assistance on the available financial resources for your health care.
- Confidentiality regarding all records pertaining to your care including the source of payment for your treatment, except when appropriate consent is given by the adult or emancipated minor child or the parent or legal guardian to the hospital, the insurance carrier or another third party.

Respect for Privacy, Confidentiality and Individual Needs

As a patient or family member you should expect:

- Respect for privacy to the fullest extent possible consistent with the care prescribed.
- Care that includes consideration of the patient's unique medical, psychosocial, emotional and spiritual needs and that recognizes and respects the cultural variables specific to the patient and his/her family.
- To be informed of the hospital's rules and regulations concerning your conduct while at the hospital.
- To review the original medical record in the presence of a health care professional, unless access is specifically restricted by the attending physician for medical reasons, and to obtain copies of your or your child's medical record.
- To provide access to an individual or agency whom you authorize to act on the patient's behalf to assert or protect the patient's rights.
- To request and receive an itemized and detailed explanation of your bill from the hospital.

Safe and Secure Environment

At Children's Hospital of Pittsburgh, we are committed to:

- Providing care in a safe setting and free from any type of abuse or harassment.
- Providing care for patients free from restraints and seclusion in any form, that are not medically necessary or that are used as a means of coercion, discipline, convenience or retaliation by staff.
- Notifying a parent or guardian and the patient's own physician as promptly as possible of the patient's admission to the hospital.

Advance Directives

As an adult patient or emancipated minor:

- You may convey in advance (advance directive) your wishes regarding extraordinary treatment or the person you would like to make decisions for you should you become unable to speak for yourself, and have hospital personnel comply with these directives.

Patient and Parent/Legal Guardian Responsibilities

In turn, patients and the parents/guardians acting on their behalf, have the responsibility to:

- Provide physicians and hospital personnel with accurate information related to your condition and care.

- Cooperate with and follow the care recommended by your physician, nurses or other health care professionals.
- Notify your physician or nurse if you do not understand anything about your diagnosis, treatment or prognosis.
- Accept responsibility for medical consequences that result from refusing any treatment or from not following the instructions of your physicians and hospital personnel.
- Accept the financial obligations associated with your care.
- Know and follow the hospital rules and regulations.
- Use hospital property carefully so that it remains in good condition for others.
- Be considerate and respectful of other families, patients and hospital personnel.
- Take care of valuables and personal items because the hospital cannot assume responsibility for lost personal items.
- Advise the nurse, physician or patient representative of any concerns you may have in regard to your care so that we may resolve your concerns as early as possible.
- Observe the hospital's no smoking policy.

Complaint Resolution

Children's patient representative is available to assist patients and parents/guardians with any questions or concerns regarding these rights and responsibilities. The patient representative may be reached at 412-692-5489. In addition, you may request a medical ethics consultation by the medical ethics representative on call by dialing 412-692-5325.

In the event that an inquiry concerning these rights and responsibilities cannot be resolved, written notice of a grievance should be submitted to the patient representative within 30 days of the occurrence. If you are unable to prepare a written notice, the patient representative will assist you upon request. The hospital will review and investigate the complaint

and provide a written response within 45 days of the receipt of a written grievance. The hospital procedure for complaint resolution notwithstanding, you may address your concerns to the Pennsylvania Department of Health complaint hot line at 1-800-254-5164 or in writing to Pennsylvania Department of Health, Division of Acute and Ambulatory Care, PO Box 90, Health and Welfare Building, Harrisburg, PA 17108-0090.

If you have a concern about the quality of care provided, or if you believe that you or your child were discharged too early, you may contact KePRO, 777 East Park Drive, PO Box 8310, Harrisburg, PA 17105-8310 or by telephone at 1-800-322-1914.



Helpful Telephone Numbers

The following is a list of telephone numbers you may need during your child's hospitalization. If you are dialing from a hospital phone, simply dial the last four digits. If you need a number that is not listed below, contact the hospital operator by pressing "0" on any hospital phone. *All numbers listed are in the 412 area code.*

Admissions	692-5310
Cafeteria (Menu Line)	692-6922
Care Coordination	692-7293
Chaplain	692-5349
Child Life and Volunteer Services	692-5022
Children's Library	692-7770
Clinical Social Work	692-5255
Emergency Department	692-5555
Environmental Services	692-7403
Family House	647-7777
Family Resource Specialist	692-8230
Gift Shoppe	692-5187
Home Care	692-5865
Hospitality and Information Services	692-7240
Human Rights Committee	692-5247
Infection Control	692-5079
Information Desk	692-7240
Library Services	692-5288
Lost and Found	692-5191
Medical Ethics	692-5325
Medical Records	692-5280
Nutrition Services	692-5637
Outpatient Pharmacy	692-5352
Patient Accounting	692-7800
Patient Information	692-5325
Patient Representative	692-5489
Public and Government Affairs	692-5016
Public Safety (Hospital Police)	692-5191
Ronald McDonald House	362-3400
Television Service	692-5370

If you have any additions, corrections, questions or comments about the information in this guide, please call Children's Public and Government Affairs Department at 412-692-5016.



Our Mission

Children's Hospital of Pittsburgh is dedicated to improving the health and well-being of all children through excellence in patient care, teaching and research.



Children's
Hospital of Pittsburgh

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