



Children's
Hospital of Pittsburgh

Preparing *for Your* **Child's** Hospitalization

*What You Need To Know Before
Arriving at Children's Hospital
of Pittsburgh*



Your Child's Hospital Stay

An overnight or prolonged hospital stay often means new and sometimes frightening experiences for a child. While each child is unique and reacts differently to hospitalization, knowing what to expect may help make the hospital experience less stressful for you—and your child.

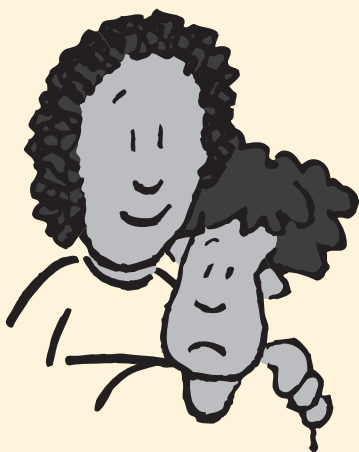
Children's Hospital of Pittsburgh is committed to making your child's hospital stay as comfortable as possible. Our world-renowned clinical care is paired with the reassuring comfort of a distinctly family-centered environment. We have created this brochure to help you prepare for your child's hospitalization. It includes important information about:

Talking With Your Child About Hospitalization

Admissions and Insurance

What to Bring/ What Not to Bring to the Hospital

Directions and Parking



Talking With Your Child About Hospitalization

Parents are a child's link to what is safe, familiar and comforting, and your presence is very important. Remember that you are the spokesperson and advocate for your child. Be aware of your child's fears, feelings and needs, and assure your child that you will be there throughout his/her hospital experience.

The best way to prepare your child for a hospital stay is to talk with your child about what will happen *before he/she is admitted to the hospital* in words your child can understand. What you say and how you say it may have a big impact on your child's attitude and comfort during his/her hospital stay. Always answer your child's questions simply and honestly. Here are some tips for talking with your child:

- ***Talk with your child before admission day.*** Your child's age should determine when to talk about the hospital stay. For example, if your child is under 3, you should talk with him/her just a few days before admission. Teenagers should have at least one week's notice.
- ***Initiate casual conversation about the upcoming stay,*** especially if your child does not ask specific questions. Initiating conversation will give your child an opportunity to express feelings and thoughts about being hospitalized.
- ***Use hospital resources to address your child's questions in advance.*** Your child's doctors and nurses are the best source for information regarding his/her hospitalization. Children's Hospital also offers free tours every Sunday afternoon and a film about hospitalization to help increase children's comfort level. For more information, call the Admissions Department at 412-692-5310.

Questions Your Child May Ask

- ***Why do I have to go to the hospital?*** It is important to answer this question honestly. Be sure to explain the real reason for going to the hospital.
- ***Who will be with me?*** Your child needs to know he/she will see doctors and nurses at the hospital. Explain that you will make regular visits and spend the night whenever possible. (Children's offers overnight parent accommodations.*)
- ***Will it hurt?*** While you don't want to scare your child, it's important that he/she knows in advance what to expect. With guidance from your child's doctor, you can explain how things will feel, whether there will be any discomfort and how long it will last. Let your child know that crying is OK and a healthy way to express feelings.
- ***Will I look different?*** Will my friends still like me? Explain any changes your child can expect in his/her appearance, such as a scar or cast. Your child's friends may not know what to say, so encourage your child to explain what happened as soon as he/she feels comfortable talking about it.
- ***When can I come home?*** As soon as you know when your child will be discharged, identify and work together toward that date. Talk with your child about what you will do together after he/she leaves the hospital.

**For help in locating overnight accommodations outside the hospital at the Ronald McDonald House or Family House, or for more information about discount rates at local hotels, contact the Family Resource Specialist at 412-692-8230 before admission.*

Admissions and Insurance

Children's Hospital accepts most major health insurance plans and is a participating provider with many managed care plans. *Please come to the hospital with your health insurance cards and any authorizations and referrals from your child's primary care physician or health insurance company.*

- **Contact your insurance company** as soon as your child's hospital stay has been scheduled to report your child's *scheduled, non-emergency, elective admission*. Many insurance companies require authorization from your child's primary care physician, and some insurance companies require a second opinion before authorizing hospitalization. It is your responsibility to comply with your health plan's preauthorization requirements. *If you do not contact your insurance company before your child's admission, you may be partially or entirely financially responsible for the hospital bill.*
- **A Patient Access Representative from the Admissions Department will call** several days before your child's scheduled admission date to verify your address and insurance information and answer any questions you may have about the admission process.
- **On the day of admission**, you may receive a confirmation call from the Admissions Department in the morning to verify your child's scheduled arrival time. You may receive a call before 9 a.m. if your child must be admitted early in the day. If your child has an early morning clinic appointment on the day of admission, please contact the Admissions Department at 412-692-5310 before leaving home.

- ***When you arrive at the hospital***, you may park in the Main Tower or Victoria garage or use the hospital’s valet service. After parking, you and your child may go directly to the Admissions Department, located on the 1st floor, Main Tower. A parent or legal guardian must accompany all children admitted to Children’s Hospital. *Please allow at least 30 minutes for traffic and parking in addition to your estimated travel time to the hospital.*
- ***In response to federal and state law***, patients who are adults—defined by the Commonwealth of Pennsylvania as people who are 18 years of age or older, graduates of high school or married—will be asked if they have signed an “advance directive” or living will specifying the type of medical treatment they would or would not want if they become terminally ill, and who should make decisions for them if they are unable to speak for themselves. All adult patients also will be informed of their right to refuse treatment and will have the option to sign an advance directive, regardless of their condition or reason for admission.
- ***A Patient Access Representative*** will complete the admission process with you on the day of your child’s arrival and answer any questions you or your child may have. Children’s Admissions Department may be reached at 412-692-5310 24 hours a day, seven days a week.

What to Bring to the Hospital

There are several items parents or guardians must have upon their child's admission, as well as several items they may want to bring to help make their child's hospital stay more comfortable.

Parents/guardians should bring:

- Legal guardian papers, if necessary
- Driver's license or other form of photo identification
- Insurance information, including your insurance or Medical Assistance card (some insurance companies require you to have three copies of claim forms)
- Any forms requested by the Admissions Department
- Your child's Social Security number
- Your child's primary care physician's name (usually your child's pediatrician) and mailing address to enable Children's Hospital to provide him/her with updates on your child's condition
- Your child's referring physician's name and mailing address, if different from his/her primary care physician
- A list of medications your child is taking
- Your child's signed advance directive or living will if he/she is 18 years of age or older
- Important telephone numbers (home, work, mobile phone)
- A change of clothes for overnight stays with your child
- Change for pay phones and vending machines
- Money for parking

Nursing mothers should bring expressed milk in containers labeled with the time and date it was expressed. Please pack containers in ice and keep them as cold as possible. The hospital will provide refrigeration, electric breast pumps and all necessary supplies to continue breastfeeding throughout your child's hospitalization. Please notify your child's nurse if you are breastfeeding.

Children should bring:

- Eyeglasses, contacts, hearing aids or other corrective devices
- Pajamas, slippers and a bathrobe, as well as regular clothing (children are encouraged to wear their own clothes whenever possible)
- For infants, the hospital will supply all daily care needs, including diapers, food and bottles. Parents or guardians may want to bring clothing, pajamas and security objects such as blankets or special toys.
- Older children and teens may bring books, magazines, videos, cosmetics, schoolwork and battery-operated radios or CD players with headphones.

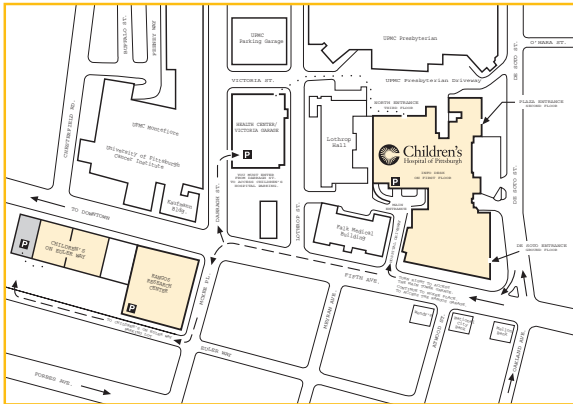
Be sure all personal items are labeled with your child's name.

Please Do Not Bring

- Other children, if possible (your child will need your undivided attention on the day of admission)
- Electrical appliances such as hair dryers and curling irons
- Valuables or large amounts of money; the hospital does not assume responsibility in cases of loss or damage
- Remote-controlled or friction-powered toys
- Radios or CD players unless they are equipped with batteries and headphones
- Nintendo® or similar video games
- Rubber or latex balloons due to the risk of choking or suffocation; any balloons your child receives as gifts must be made of Mylar® or foil

Please check with your child's nurse regarding any special restrictions before bringing gifts of flowers or food.

Map & Directions



From Points North

Take I-79 South to I-279 South. Follow I-279 South to Exit 14. Take Exit 14 and follow signs for Monroeville but do not take I-376. Take the Forbes Avenue/Oakland Exit and make the first right onto Forbes Avenue. Follow Forbes Avenue to Oakland Avenue and turn left. Go one short block on Oakland Avenue to the stoplight and turn left onto Fifth Avenue. Make the first right into Children's Main Tower driveway.

From Points South

Take I-79 North to Exit 14–I-279. Follow I-279 North through the Fort Pitt Tunnels to I-376 East (Monroeville). Take I-376 East to Exit 5–Oakland/Forbes Avenue. Get in the left-hand lane and follow Forbes Avenue to Oakland Avenue. Turn left onto Oakland Avenue and go one short block to Fifth Avenue. Turn left onto Fifth Avenue and make the first right into Children's Main Tower driveway.

From Points East

Take the Pennsylvania Turnpike (I-76) West to Exit 6. Follow I-376 West to Exit 7A–Oakland/Bates Street. Follow Bates Street approximately five blocks and turn left onto Atwood Street. Follow Atwood Street until it comes to an end and turn left onto Fifth Avenue. Make the first right into Children's Main Tower driveway.

From Points West

Take the Pennsylvania Turnpike (I-76) East to Exit 1A–Route 60 South. Follow Route 60 South past the Pittsburgh International Airport to I-279 North. Follow I-279 North through the Fort Pitt Tunnels and follow signs to I-376 East. Follow I-376 East to Exit 5–Oakland/Forbes Avenue. Get in the left-hand lane and follow Forbes Avenue to Oakland Avenue. Turn left onto Oakland Avenue and go one short block to the stoplight. Turn left onto Fifth Avenue and make the first right into Children's Main Tower driveway.



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3705 Fifth Avenue
Pittsburgh, PA 15213-2583
www.chp.edu