Your Stay in the Pediatric Intensive Care Unit
at Golisano Children’s Hospital
A Family Guide
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Welcome

At Golisano Children’s Hospital, we know how difficult it is for the whole family when a child is in the hospital. During this stressful time, please take comfort in knowing that your child is in good hands.

Your child will be cared for by doctors, nurses and others who are experts in pediatrics. We are dedicated to offering the best and safest care, and to treating each family with respect and kindness. We will do everything we can to make your stay as comfortable as possible for your family.

We encourage you to be as involved as possible in your child’s care. You know your child best. Share information that can help us care for your child. Join in discussions (called rounds) when the team talks about your child’s condition and plan of care. Ask questions when you need more information, and ask about your child’s care needs when you leave the hospital. Tell your child’s nurse or doctor if something concerns you.

The Pediatric Intensive Care Unit (PICU) has published this helpful guide to introduce you to the unit. In addition, the hospital has made a video for your review called “Keeping Your Child Safe in the Hospital,” which will automatically appear on the television in your room after your child has been admitted.

These resources will answer many of your questions, but you should always feel free to ask for more information. The PICU welcomes your questions, comments, compliments and suggestions for improvement.

The Staff of the Pediatric Intensive Care Unit
at Golisano Children’s Hospital
Visiting Guidelines

Parents and legal guardians are welcome 24 hours a day, 7 days a week. For others, general visiting hours are 11am-8pm. We ask that everyone wash their hands when entering and leaving the patient’s room. Hand washing is the single most important factor to prevent infection.

All parents and visitors are asked to stop at the reception desk at every visit and tell the secretary which patient you are seeing. Before visitors may go in to see the patient, the secretary will contact the patient’s nurse to make sure there are no procedures occurring in the room.

The secretary/nurse will screen all visitors for colds and other illnesses. Because sick children are so vulnerable, it is very important that anyone who has a cold, fever or diarrhea not visit the unit. A parent who has a cold might be able to visit, but will be required to wear a mask.

We will ask you for a list of adults who are allowed to visit, and their names will be put on a visitors list. When you are not at the hospital, only those on the list will be permitted to visit the child.

Only 4 people may be at the child’s bedside at any time. This is because space is limited, and because it’s important to limit noise and other stimulation for our patients. At any time, nurses may limit the number of people in the room for the patient’s safety or medical necessity.

Siblings are welcome to visit the PICU during visiting hours, as long as they don’t have colds, fever or other illnesses. If siblings are younger than 5 years old, their immunization records may be faxed to the unit (fax number 585.273.1249) before they can visit. This is to protect our patients, who are often vulnerable to infection, as well as to protect the children coming to visit.
Additional Guidelines

Cell phones are permitted in patient rooms. Please keep phones on vibrate so that they don’t disturb the patient.

If the patient is able to eat in their room, parents can eat in the room, too. If patients are unable to eat in the room, family members are asked to eat in the PICU family waiting room. A small plastic bin is provided to store dry foods only in the patient’s room. Items may be refrigerated; please see your nurse for stickers with your child’s name to label and date your items before putting them in the refrigerator.

Parents and guardians may have covered drinks in the patient’s room if the patient is allowed to drink as well. If the child is not able to eat or drink, it is not appropriate to have a child see or smell food or drink.

For safety reasons, latex balloons are not permitted in the hospital. Mylar balloons may be taped to the outside of the patient’s door. Staff need to be able to access your child in the event of an emergency, so balloons are never allowed in patient rooms.

For infection control purposes, live plants and flowers are not permitted in patient rooms.
Your Child’s Room

Patient Rooms
In the PICU, each patient will have a private room. We try to keep children in the same room for the duration of their PICU stay, but on occasion, we may need to relocate patients.

For Parents
Each room has either a couch or chair that opens into a bed. Please see your nurse for sleeping arrangements.

Hospital Beds
Your child will be placed in a bed or crib appropriate to their size. Your nurse will teach you how to operate the bed. Side rails of cribs and beds must be in the “up” position at all times, unless you are directly attending to your child at their bedside.

Call Bells
Call bells are located at each bedside. The call bells also control the television in each room.

Personal Items
We will supply diapers, wipes, hospital gowns, pajama bottoms, slipper socks and personal care items for your child. Feel free to bring comfort items from home for your child.

Showers/Restrooms
Showers are available on the unit for parent use. Restrooms are available in patient rooms and in the waiting room.

Wifi/Television
The hospital has free wireless internet. No password is needed. The network name is “URMCguest.” There are computers in the activity room in the PICU, and televisions in each room equipped with internet, cable TV and age-appropriate movies.

Phones
Phones are in each room for local calls. These phones will also be used to order meals for your child (see page 7).
Meal Services

Dietary Orders
Your child’s doctor will determine the most appropriate diet for your child. Your child will then be offered a menu selection to choose from that is appropriate according to his or her diet order. If you have any questions about your child’s diet, please talk to your nurse or provider.

Room Service
We are pleased to offer room service dining for our patients. Your nurse will bring you a menu that offers selections based on your child’s diet, as determined by the doctor. Vegetarian and healthy options are available. To order, call 7-FOOD (7-3663) from the phone in your child’s room. The meal will be delivered to your child within 45 minutes.

The PICU Kitchen
The PICU kitchen has an ice machine, water machine, and a selection of beverages such as milk, juices and ginger ale for patient’s use (not for personal use). A refrigerator and freezer are available to store food items, which should be labeled with your child’s name and the date. Food will be discarded if not dated or beyond 3 days old. Please check with your nurse before offering your child any food or beverages.
The Care Team

Overview

During your child’s PICU stay, he or she will be cared for by a team of health professionals and other hospital staff.

You are an important part of your child’s care team. In the PICU, parents and guardians are welcome to participate in bedside rounds. Care teams usually round in the morning. Ask your nurse when to expect the care team. This is a good time to tell the team about your child and ask any questions. If you can’t be there or prefer not to participate in rounds, the doctor can talk to you later about the plan of care for your child.

The next page describes some of the people who may be caring for your child during his or her PICU stay.
Medical Staff

Attending Doctors
Attending doctors are experienced pediatric specialists who lead the team of doctors. They supervise and teach fellows, residents and medical students. Depending on your child’s needs, your attending doctor may be a subspecialist (concentrates in a medical specialty, such as neurology) or a hospitalist (specializes in general pediatrics). The attending doctors in the PICU are:

Dr. Eugene Daugherty, Chief of Pediatric ICU
Dr. Emily Nazarian
Dr. Jill Cholette
Dr. Andrea Hinkle
Dr. Jeff Rubenstein

Dr. Elise Van der Jagt
Dr. Karen Powers
Dr. Heidi Connolly
Dr. Steve Tomek

Fellows
Fellows are doctors who have finished residency and are taking additional training in a subspecialty of Pediatric Critical Care. Fellows practice under supervision of the attendings.

Residents/Interns
Residents/interns are doctors who have completed medical school and are now training in pediatrics. Residents are the doctors you will see most often. Residents practice under the supervision of attendings and fellows.

Medical Students
Medical students have completed an undergraduate program and two years of medical school to acquire knowledge and skills to become a doctor.
Nursing Staff

Nurse Manager and Nurse Leaders
The nurse manager and nurse leaders provide leadership for the PICU and are available to discuss your child’s needs, nursing and hospital services.

Charge Nurse
Charge nurses coordinate staffing, arrange patient assignments, are available to help with any issues that may arise in the PICU, and are a resource to bedside nurses.

Registered Nurses (RNs)
Registered nurses (RNs) have graduated from a college-level nursing program and have passed a national licensing exam.

Pediatric Transport Nurses
Transport nurses provide transportation for patients between hospitals and within the hospital for procedures, tests and surgery. They also assist in the PICU when needed. Pediatric Transport nursing are RNs with advanced training.

Clinical Resource Nurses (CRNs)
CRNs assist with the transfer of patients in between pediatric units, and assist in the PICU as needed.

Patient Care Technicians (PCTs)
PCTs perform services such as stocking supplies, assisting with bathing, and answering call lights. PCTs work under the supervision of nurses.

Nursing Students
Nursing students are studying to become RNs. They work with PICU RNs and instructors who have advanced education in pediatric nursing.
Allied Team Members

Respiratory Therapists
Respiratory Therapists evaluate and treat breathing problems and manage ventilators.

Occupational Therapists
Occupational Therapists help children with coordination needed for fine motor skills and daily tasks, such as writing, feeding, and brushing teeth.

Physical Therapists
Physical Therapists help children with movement of large muscles needed for activities such as walking, running and jumping by working on strength, endurance, balance and coordination.

Social Workers
The PICU has a full-time Social Worker who is available to discuss your concerns about coping with your child’s hospitalization, connecting with community resources, and assisting with the transition to home.

Dieticians
Dieticians provide input on nutritional care and ways to improve growth for all PICU patients, including those being fed by mouth, by feeding tube, or via Total Parenteral Nutrition (TPN).

Interpreters
Interpreters are available in person or by phone free of charge for families who prefer to receive medical information in a language other than English.
Allied Team Members

Pediatric Pharmacists
Pharmacists dispense prescription medications and offer advice and information on their administration, risks and benefits.

Unit Secretary
The secretary is the first to greet you as you arrive. The secretary greets visitors, answers phone calls and helps maintain medical records.

Lactation Consultants
Lactation consultants are available to help nursing mothers with breastfeeding questions and concerns.

Patient Escorters/Transporters
Staff who are trained to transport/escort medically stable patients from their room to locations across the hospital for tests and procedures.

Hospital Volunteers
Volunteers are available to hold and comfort babies who are medically stable. It’s okay if you don’t want your baby to be held by a volunteer – please let your nurse know.
Glossary of Medical Terms

During your child’s stay in the PICU, you will hear many words that may be new to you. To help you understand more about your child’s treatment some of these words are defined below.

Ambu Bag: A soft plastic bag that pushes oxygen into the child’s lungs. The use of an ambu bag to help the child breathe is called “bagging”.

Apnea: A condition in which the patient stops breathing for a short time.

Arterial Line (art line): A small catheter that is placed in an artery to withdraw blood samples and monitor blood pressure.

Blood Gas: A blood test that measures the amount of oxygen, carbon dioxide, and acid in a child’s blood. This helps determine if the child is breathing adequately.

Bradycardia: A slowing of the heart rate.

Culture: A small sample of blood, urine or lung secretions sent to the lab to check for the presence or absence of infection.

Electrolytes: Salts and minerals in the blood. A blood test determines which of these need to be replaced or added to a child’s IV fluids.

Endotracheal Tube (ET Tube): A tube that passes through the mouth into the windpipe to aid a child’s breathing. This tube is attached to a ventilator that helps breathe for the child.

Extubation: When an ET tube is taken out of the windpipe.

Intubation: When an ET tube is put into the windpipe.
Glossary of Medical Terms

Intake and Output (I and O): The staff measures all of the fluid a child receives by mouth or vein (input). Urination, stool and/or other output is also measured (output). This helps determine how much fluid or medication a child needs.

Intravenous (IV): A method to deliver fluid and medications to a child through a catheter inserted into a vein.

Nasogastric Tube (NG): A small plastic tube that is passed through a child’s nose into their stomach. It may be used to empty a child’s stomach to prevent vomiting. It is also used to feed a child breast milk or formula if they are unable to eat.

NPO: Means a child is not allowed to eat or drink anything at this time.

Oximeter: A device that measures oxygen in a child’s blood. Also known as an “O2 sat.”

Oxygen: The concentration of oxygen in the normal air is 21%. Children who are ill may need to breathe extra oxygen.

Chest Physiotherapy (CPT): A technique used to loosen secretions in a child’s lungs so they can be easily coughed up or suctioned out. The nurse will tap on the child’s chest and back with a plastic mask; this creates a loud clapping sound but does not hurt the child.

Suction: A method requiring a small plastic tube to remove mucus from a child’s nose, mouth, or ET tube.

Tachycardia: Heart rate that is faster than normal.
Tips for Parents

What to Bring for Yourself

- Comfortable shoes and clothes
- Medications you take
- Personal care items
- Journal for notes and questions
- Change for vending machines
- Books, computer, knitting, etc.
- Cell phone and charger
- Sweater or light jacket

Ways to Manage Stress

- Get enough rest and sleep
- Join a support group
- Use relaxation techniques such as meditation, exercise, music
- Keep a journal for your child
- Take breaks whenever possible
- Eat regular, nutritious meals
- Ask family/friends for help at home

Reach Out for Support

Our PICU Social Worker can assist you with resources such as parking passes, day passes for Ronald McDonald House, and meal vouchers. You may need additional support at home to help you with other children or pets, or to help with other details of daily life such as carpooling and errands. You may also need to arrange for time off from work, or a more flexible schedule.

Taking a Break from the Hospital

If you want to leave the hospital for a break, the Rochester area has a wide variety of restaurants, shopping areas, movie theaters, sporting events, parks, museums, theaters and other interesting places to visit. Many of these places are within a short drive of the hospital. A list of area restaurants and local lodging is included in this guide. See a Guest Services Representative at the Information Desk in the Lobby for additional information on local resources and events.
Preparing Your Child

What to Bring for your Child

Depending on your child’s medical condition, it may be appropriate to bring items from home to the hospital. Talk to your nurse if you have any questions about what items would be most appropriate for your child. Here are some ideas:

- List of current medications
- Summary of medical history
- Comfort items, such as bottle, sippy cup, books, toys
- Slippers or shoes
- Favorite nightgown or pajamas
- Favorite pillowcase or blanket
- Glasses, contact lenses, dental retainers, hearing aids
- Hairbrush and/or barrettes
- Special photo or photo album
- Homework, computer, cell phone
- Handheld games or music devices

Talk to your Child about What to Expect

If your child’s PICU admission is planned, you can talk to your child in advance about what to expect. In order to do this, you should learn as much as you can about your child’s illness and treatment, and about what tests, procedures and/or surgeries to expect. Talk to your child’s doctors about this. They can answer your questions and guide you towards other resources as well. When talking to your child, use a calm, relaxed tone of voice. Let your child know that it’s okay to ask questions and express their feelings. Use language and concepts that are appropriate to your child’s age. Be honest but reassuring, and explain the reason for the procedure or hospitalization.
Talking To Your Child

• Explain the reason for the procedure or hospitalization.

• Stress the benefits of the procedure (for example, you will feel better, the doctor will find out why you don’t feel well, the doctor will fix a part of your body that doesn’t work well).

• Let your child know that many other children have had the same procedure.

• Make sure your child knows that their illness isn’t their fault. Younger children, in particular, may feel that they’re being punished for bad behavior.

• Use “gentle” words, such as “make” an opening rather than “cut” an opening.

• Don’t tell your child that a painful procedure won’t hurt.

• If your child will be sedated for a procedure or surgery, explain how anesthesia (or “sleeping medicine”) works. Explain that they’ll wake up when the doctor is done, and not before he’s done.

• Explain that if the child is in pain after a procedure, they will be given medicine to help with pain. We can’t always make pain go away completely, but we’ll work together to make it better.

• Help your child practice coping skills ahead of time, such as counting, deep breathing or picturing a relaxing place.

• Tell your child that it’s okay to cry, whatever their age.

• Explain any expected changes in appearance, such as a scar or hair loss, and help him or her decide what to say to friends about the change.
Comforting Your Child

Managing Pain
With your help, we will assess your child’s pain regularly. Our goal is to prevent, minimize and relieve pain as much as possible.

Tell us if you think your child is in pain. Ask for pain medicine when the pain begins, since the medicine works better if it’s given before pain becomes severe.

Notify your child’s nurse or doctor if you think your child’s pain is not controlled.

Try distracting your child with books, games, movies, music. Encourage slow, deep breaths. Comfort your child as you would at home. Child Life Specialists can be very helpful with providing fun, age-appropriate activities for children.

If pain is severe or chronic, your doctor may consult our Palliative Care Team to discuss pain control.

During Procedures
If you’re able to be with your child during a procedure, you can provide comfort for your child by:

Showing your child that you care and that you trust the doctors and nurses;

Stroking his or her hand, arm or face;

Keeping your voice calm and soothing;

Talking about how the doctors and nurses will try to make the procedure comfortable;

Providing distractions based on your child’s age.

When distractions don’t work, reassure, coach, encourage and praise your child during the procedure.
Child Life

Child Life Specialists are trained and certified to care for the emotional and developmental needs of children and families. They can help children cope with the fear and anxiety associated with a hospital stay by explaining what is happening to them in terms that they can understand. They also coach parents on “how to talk” to their children during traumatic times which encourages children to express themselves freely. Please speak to your nurse if you would like Child Life to visit your child.

Child Life Goals and Objectives

• Provide age-appropriate explanations and support during medical tests and procedures.
• Offer therapeutic play and developmentally appropriate activities at the bedside and in activity rooms.
• Provide information to families and other professionals regarding child development and psychosocial issues.
• Facilitate continuity of schooling by coordinating tutoring services.
• Provide pre-admission tours and help prepare children for surgery.
• Coordinate donations, entertainment and community education.

The Play Deck

The Christy Simonetti Playdeck is located on the 4th Floor and offers indoor and outdoor play areas. Many activities occur on the playdeck, such as picnics, crafts, pet therapy and games. Ask Child Life for a calendar of weekly activities. Playdeck hours:

- Monday 8am-7pm
- Tuesday 8am-4:30pm
- Wednesday 8am-5pm
- Thursday 8am-7pm
- Friday 8am-4:30pm, 5pm-7pm
- Saturday 10am-7pm
- Sunday 2pm-7pm
Chaplain Services

The Department of Chaplaincy Services provides interfaith ministry to patients, family members, hospital staff and students. Chaplaincy intervention is available 24 hours a day, 7 days a week for assessment of spiritual needs, provision of care, and linkage to faith-specific resources.

A common stereotype is that the chaplain is called when patients are near death, but this is not true, and chaplains often visit for other reasons. The chaplain is called to help facilitate and administer baptism, anointing, prayer, blessing, religious symbols (Sabbath candles, Rosaries, communion, Bibles, etc.), confession, forgiveness, hope and moral support. Most often, the chaplain is called just to listen.

Interfaith Chapel

The Interfaith Chapel is located on the first floor near the orange elevators. Services of various faiths are held several times per week. Ask your nurse for a schedule if you’re interested in attending a service.

Contact

Chaplain’s Office: 585.275.2187.
Phones and Get Well Network

Local Calls
Dial 9 + number.

Pay Phones
Located in the 5th floor RMH Lounge and ICU family lounge.

Long Distance Calls
Dial 9 + 0 + 0. Long distance calls must be charged to a home or business phone, credit card, calling card or to a third party. You may call collect, but someone needs to be home to verify the charges. Long distance calling cards are available at the Cashier’s Office, Gift Shop, or from the pre-paid rental card machine located in the hospital’s first floor vending area near the House of Six Nations Cafeteria.

Incoming Calls
Family and friends can reach you by calling Patient Information at 585.275.2181. Once they know your extension, they can call you directly by calling 585.275.7575 and entering your phone extension. After 8:30pm, incoming calls will be sent to the unit secretary, who will transfer the call to your child’s room (unless the secretary knows that your child is asleep).

GetWell Town
GetWell Town is an interactive patient care resource used to engage patients and families in their healthcare.

The television in your room is turned into an interactive experience for patients and families to gain access to an array of education, entertainment, services and internet resources, all geared toward empowering them during a hospital stay. A video about keeping your child safe in the hospital will pop up automatically for you to view. If education is required before discharge, your nurse will prescribe the appropriate videos for you to watch, and you can access them through the television. Each room in the PICU is equipped with a TV, remote control and keyboard that are connected to the GetWell Town and are ready to use.
Tips for Siblings

Sibling Visits
Before the visit, describe what your child may see and hear. Show the child a photo of their sick sibling in the hospital. If you’re concerned with how siblings may respond to seeing the patient, Child Life Specialists can help you to prepare siblings before they visit.

Please plan the visit with your child’s nurse. This will help you to coordinate the visit with the caregiving schedule, check for any restrictions due to your child’s condition, and plan an appropriate length of time for the visit, considering the sibling’s age and attention span, as well as the patient’s condition. Afterwards, talk about the visit and answer any questions.

During the Hospitalization
When a child is hospitalized, changes in routines, separation from parents, and concern about the sick child can be scary for siblings. Give children as much honest information about their sibling’s health as they can understand. Let them ask questions and express their feelings. Make it a point to recognize important events, even during the hospitalization. You might want to inform school guidance counselors about what’s happening.

When You Have to Be Away
When you have to be away from your other children, make arrangements to have a trusted adult stay with them. Check in by phone as often as you can. To stay connected, you can call at bedtime to read them a story.
Dining for Families

Café 601
Families are welcome to eat in Café 601, located on the first floor by the red elevators, where you’ll find comfort food, soups, a salad bar, sandwiches, pizza, and specialty items that change daily. Cafeteria hours are 6:30am to 8pm, and 1:30am to 3:30am.

Au Bon Pain
Au Bon Pain is located on the ground floor near the Courtyard and MRB cafés, and provides flavorful and healthful foods such as fresh baked goods, coffee and tea, sandwiches, salads, and soups. Open 6am to 6pm.

Vending Machines
Vending machines with water, soda and snacks are located on the first floor outside Café 601, on the 4th floor by the green elevators, and on the 5th floor by Ronald McDonald House.

Finger Lakes Coffee Roasters
Gourmet coffee, tea and fresh pastries are available in the Main Lobby and near the green elevators on the first floor. Weekday hours are 7:30am-8pm, and weekend hours are 7:30am to 5pm. A portion of all sales generated at Finger Lakes Coffee Roasters is donated to Friends of Strong.
Transfer and Discharge

Transferring from the PICU to a Pediatric Unit

When your child no longer needs ICU-level care, he or she may be transferred to another pediatric unit on the 4th floor until they are ready to be discharged from the hospital. Going to another unit is a good thing – it means your child is getting better! Your nurse will let you know if your child will be transferring to another unit.

Preparing for Discharge

We want to make your transition home as smooth as possible. Your care team will discuss discharge plans with you. Feel free to ask questions, such as:

- What does the child need to do to be discharged?
- Can the team guess when we will be discharged?
- What do I need to do to get ready?

In some cases, the discharge process takes a lot of time. Prescription planning may take a few hours. Please be patient while we prepare you and your child for discharge. Before your child is discharged, be sure you feel comfortable with his or her aftercare. Your nurse will review discharge instructions with you in detail, including activity, diet, wound care, medications, symptoms that would require immediate medical attention, and follow-up appointments.

If your child will require supportive technology, like oxygen or a ventilator, either in the long term or short term, plans will be made well in advance of the discharge date. You may need time to learn how to operate equipment, arrange for in-home services, and know who to contact in case questions come up once you go home.
Bank, ATMs, Cashier’s Office and Bookstore

Chase Manhattan Bank
Located on the ground floor of the hospital. Open weekdays 9am to 5pm, and Saturdays 9am to 1p. Checks cashed for account holders only.

Phone: 585.275.5703

ATMs
Chase Manhattan Bank ATMs are located:
• first floor by the Coffee Bar and green elevators; and
• on the ground floor directly across from the bookstore.

An Advantage Federal Credit Union ATM is located on the first floor near the silver elevators.

The ATMs accept bank cards displaying the symbols NYCE, Pulse, MasterCard, Cirrus, Mac, Visa and Plus. The ATMs dispense cash, perform transfers and accept deposits and payments.

Cashier’s Office
The Cashier’s Office is located on the first floor across from the Care Management Office and Finger Lakes Coffee Roasters area. You can pay bills, purchase parking stickers and buy phone cards in the Cashier’s Office Monday through Friday, 8:30am to 8pm, Saturday 8:30am to 2pm, and Sunday 10am to 2pm.

Phone: 585.275.4681

Bookstore
A Barnes and Noble Bookstore is located on the ground floor, and is open Monday and Tuesday, 8:30am - 5:30pm, Wednesday through Friday, 8:30am to 5pm and Saturday 11am to 2pm.

Phone: 585.275.2250
Shops and Pharmacy

Gift Shop
The Gift Shop is located on the first floor behind the Information Desk. Gifts, cards, snacks, books, magazines, toiletries and toys are among their selection. Hours are Monday through Friday, 8:30am to 7:30pm, and weekends from 11:30am to 6:30pm.

Phone: 585.275.2577

Specialty Shop
The Specialty Shop at Strong, located on the first floor off the Main Lobby, specializes in items for men, women and children coping with cancer. Hours are Monday through Friday, 10am to 2:30pm.

Phone: 585.273.1276

Thrift Shop
The Thrift Shop sells gently worn clothing and household goods, and is located on the first floor between the Main Lobby and green elevators. Hours are Monday through Friday, 10am to 2:30pm.

Phone: 585.275.5417

Outpatient Pharmacy
The Outpatient Pharmacy, located on the first floor in the Main Lobby, can fill your child’s prescriptions before they’re discharged from the hospital. Your nurse can help facilitate this. Be sure to provide your insurance information to see if the child’s medications are covered. If you have any concerns regarding medication coverage or the cost of medications, please speak with a Social Worker. He or she can help determine your prescription medication coverage and address any concerns you may have.

Hours are Monday, Tuesday, Thursday and Friday 8:30am to 7pm, Wednesday, 7am to 7pm, Saturday 9am to 3pm and Sunday 9am to 1pm. Hours are subject to change.

Phone: 585.275.4931
Mail, Parking & Information Station

Post Office
For outgoing mail, a United States Post Office branch is located on the ground floor near Chase Manhattan Bank. There is a mailbox and stamp machine located near the Thrift Shop on the first floor.

Parking/Transportation
Parking is available in the garage. Daily, weekly, monthly parking passes, and reduced rate parking stickers, may be purchased at the Cashier’s Office, Garage Parking Office, the Gift Shop, or at the Parking Desk in the Main Lobby.

Valet parking is available at the main entrance for a fee.

Bus service is available at the hospital’s main entrance, and schedules can be obtained at the Information Desk in the Main Lobby. Taxis can also be called from the Information Desk.

Information Station
Information Station offers free access to health information and business resources for patients and families. It is located in the Main Lobby across from the Information Desk. Stop at the Information Desk to obtain a key. At the Information Station, you can access your e-mail, get assistance from a medical librarian, print a boarding pass, make a photocopy or send a fax, or use Microsoft Word. Hours are Monday through Friday, 7am to 7pm.

Incoming Mail
Mail is delivered to patient rooms each day. It will arrive faster if it is clearly marked “Patient Mail” and addressed as follows:

Child’s Name
Golisano Children’s Hospital
601 Elmwood Avenue
Rochester, NY 14642

After discharge, mail will be forwarded to the address listed on admission forms.
It is often difficult and sometimes stressful to find the time to keep all family members and friends updated on your child’s condition. Please consider visiting www.caringbridge.org to create a webpage for your child. It’s a great way to keep loved ones informed!

CaringBridge is a 501(c)(3) nonprofit providing free websites that connect family and friends during a serious health event, care and recovery.

A CaringBridge website is personal, private and available 24 hours a day, 7 days a week. It helps ease the burden of keeping family and friends informed. The websites are easy to create and use. Authors add health updates and photos to share their story while visitors leave messages of love and support in the guestbook.

CaringBridge simplifies communication by reducing time and emotional energy spend on repeated phone calls and e-mails, and keeps everyone informed with the same information.

CaringBridge provides encouragement by connecting a patient’s entire community, creating a network of support for everyone involved. Family and friends can post messages of love and encouragement from around the world.

More than 30 million families each year turn to CaringBridge for comfort and support during difficult times.
CURE Childhood Cancer Association was formed in Rochester, New York in 1976 by a group of parents who lost their children to cancer. They wanted to provide support to families going through the same experience, as well as raise money for cancer research. Today, CURE is the only organization in Rochester focused solely on meeting the emotional, social, financial and educational needs of children diagnosed with cancer and chronic blood disorders.

In the mid 1980s, CURE developed the Parent Advocate Program. Working closely with Golisano Children’s Hospital at Strong, guidelines were developed for a position to be filled by a parent of a child who had had cancer. Today, our Parent Advocate program is a nationally recognized model and is used by others to train parent advocates across the country.

CURE then expanded its outreach and services to include working with hospitalized children and schools to assure a smooth transition in and out of school while the child undergoes treatment. CURE’s educational liaison program now assists families in the developmental and educational needs of children during and after treatment.

As cancer treatments have become increasingly effective, more children survive into adulthood. A major part of CURE’s mission now involves working with cancer survivors, providing them with resources that will educate them so that they are able to maintain their health and independence, often in the face of recurring health issues.

CURE has evolved over the last 35 years. But one thing that has not changed is our commitment to families and children from in and around the Rochester area who are facing the effects of childhood cancer. We will continue to provide services for these families that make it a little easier to cope with the words, “Your child has cancer.”

For more information, visit www.curekidscancer.com or speak to our Social Worker.
Compassion Net

Reaching beyond the traditional medical model of care, CompassionNet focuses on improving services and support for children with life-threatening illnesses.

This unique program assists seriously ill children to live as normally as possible, concentrating on alleviating their suffering and keeping them at home during the course of their disease. Case managers also provide families/guardians of these children access to resources that sustain effective coping and positive family dynamics.

CompassionNet case managers address a family's specific concerns and needs in the same way medical teams treat a child's particular disease/condition. The program partners with community-based organizations to identify needs that can be met in the home/community and to arrange or purchase services, many provided by volunteers or donated.

CompassionNet does not supercede health insurance coverage. Rather, it enhances covered medical care with social and support services and items that improve the child's and family's quality of life. We provide services throughout the course of an illness, regardless of outcome. Families who accept palliative or "supportive" services are not expected to give up curative or life-prolonging treatments for their children.
Ronald McDonald House in the Hospital

Located on the 5th floor of the hospital, Ronald McDonald House (RMH) provides accommodations for parents and adult caregivers of patients in the Pediatric Intensive Care Unit, the Pediatric Cardiac Care Center, and the Neonatal Intensive Care Unit. If you would like to a room in the Ronald McDonald House, please talk to your nurse.

Who Can Stay?
Two parents or adult caregivers of a critically ill or injured pediatric patient can stay in the RMH when the child’s medical acuity warrants their immediate access to the child.

Eligibility
RMH serves families of the most critically ill or injured children. Families of pediatric patients with any medical diagnosis are eligible. Local and out-of-town families are eligible for accommodations at RMH.

Accommodations
There are seven private bedrooms with private bath and shower, in-room phones with direct access to the PICU, a kitchen stocked with snacks and beverages, a lounge area with reading material and a television, and laundry facilities.

Availability/Check In and Cost
Check-ins are 24 hours a day, 7 days a week. Availability is evaluated daily by social work. No payment is required, but a $10 per night donation is greatly appreciated.
Ronald McDonald House - Westmoreland

The Ronald McDonald House on Westmoreland Drive has 20 bedrooms, and provides a warm and peaceful “home away from home” for families traveling to the Rochester area for their child’s medical care.

In addition to the comfortable bedrooms, RMH also offers a three-station kitchen, laundry facilities, areas to relax and watch television, as well as areas where kids can be kids.

There are many reasons a family may need to use RMH, including premature birth, organ transplants, accidents and injuries, cancer treatments and other childhood diseases.

Please feel free to talk to the PICU social worker about accommodations at the Westmoreland Drive RMH, who can coordinate check-in.

333 Westmoreland Drive
Rochester, NY 14620
585.442.5437
Lodging

RIT Inn and Conference Center
5257 West Henrietta Road
West Henrietta, New York 14586
585.359.1800

Staybridge Suites
1000 Genesee Street
Rochester, New York 14611
585.527.9110

Hampton Inn
717 East Henrietta Road
Rochester, New York 14623
585.272.7800

Courtyard by Marriott
33 Corporate Woods
Rochester, New York 14623
585.292.1000

Holiday Inn Rochester Airport
911 Brooks Avenue
Rochester, New York 14624
585.328.6000
Restaurants

Jay’s Diner (Diner Fare)
2612 W. Henrietta Road
585.424.3710 (1.6 miles away)

Chipotle (Mexican)
1360 Mt. Hope Avenue
585.473.3611 (0.5 miles away)

Mamasan’s (Thai/Vietnamese)
1330 Mt. Hope Avenue
585.360.2955 (0.3 miles away)

Distillery (Grill/Sports Bar)
Mt. Hope Avenue
585.271.4105 (0.8 miles away)

Elmwood Inn (American)
1256 Mt. Hope Avenue
585.271.5195 (0.9 miles away)

Highland Park Diner (Diner Fare)
960 South Clinton Avenue
585.461.5040 (0.9 miles away)

India House (Indian/Pakistan)
998 South Clinton Avenue
585.461.0880 (0.9 miles away)

Bruegger’s Bagels
1400 Mt. Hope Avenue
585.442.4860 (0.5 miles away)

KFC (Chicken and Sides)
420 Mt. Hope Avenue
585.271.0884 (0.2 miles away)

Pontillo’s Pizza
1687 Mt. Hope Avenue
585.442.6865 (0.5 miles away)

McDonald’s
1422 Mt. Hope Avenue
585.473.7966 (0.5 miles away)

The Olive Tree (Greek)
165 Monroe Avenue
585.454.3510 (1 mile away)

Pellegrino’s (Deli)
1120 Mt. Hope Avenue
585.442.6463 (0.8 miles away)

Starbucks
1380 Mt. Hope Avenue
585.271.7330 (1.1 miles away)

Dunkin’ Donuts
1500 Mt. Hope Avenue
585.242.9410 (0.3 miles away)

Tap & Mallet Room
381 Gregory Street
585.473.0503 (0.7 miles away)
Shopping

Marketplace Mall
1 Miracle Mile Drive
Rochester, New York 14623
(3.9 miles away)

CVS Pharmacy
789 Elmwood Avenue
Rochester, New York 14620
(0.6 miles away)

Walgreen’s
1650 Elmwood Avenue
Rochester, New York 14620
(1.8 miles away)

Rite Aid 24 Hour Pharmacy
565 Monroe Avenue
Rochester, New York 14607
(2.2 miles away)

Tops Markets
1900 South Clinton Avenue
Brighton, New York 14618
(2.1 miles away)

Walmart
1200 Marketplace Drive
Rochester, New York 14623
(4.4 miles away)

Target
2325 Marketplace Drive
Rochester, New York 14623
(4.3 miles away)

Wegmans
3195 Monroe Avenue
Rochester, New York 14618
(4.3 miles away)
Strong Star

Strong employees go out of their way every day to make a difference in the lives of those who depend on us. We are grateful for these efforts, which are often done quietly, without the expectation of praise or reward. Please help us to thank and celebrate staff members who make our guests – patients, families, visitors – feel welcome and comfortable while they are with us.

When you see a Strong employee take that extra step, please let us know by completing a Strong Star Card. Strong Star Cards are available at the Secretary’s Desk in the PICU. Your remarks will be shared among our staff as we recognize those who go beyond what’s expected to make Strong Memorial Hospital a patient’s first choice for health care.

Sincerely,
Steve Goldstein
Medical Center Vice President
President and CEO
Strong Memorial Hospital

If you have any questions, please contact The Office of Strong Commitment at 585.273.2215.
The Daisy Award

About the DAISY Foundation

The DAISY Foundation was established in 2000 by the family of J. Patrick Barnes, who died of complications of the autoimmune disease Idiopathic Thrombocytopenia Purpura (ITP) at the age of 33 (DAISY is an acronym for Diseases Attacking the Immune System). During Pat’s 8 week hospitalization, his family was awestruck by the care and compassion his nurses provided not only to Pat, but to everyone in his family. So, one of the goals they set in creating a Foundation in Pat’s memory was to recognize extraordinary nurses everywhere who make an enormous difference in the lives of so many people by the superhuman work they do everyday.

What is the DAISY Award?

The DAISY Award is a nationwide program that rewards and celebrates the extraordinary clinical and compassionate care given by nurses everyday. Strong Memorial Hospital is proud to be a DAISY Award Hospital Partner, recognizing one of our nurses with this special honor every month or quarter. To find out more about the program, including the growing list of Hospital Partners, please go to www.DAISYfoundation.org.

Each DAISY Award Honoree will be recognized at a public ceremony in his/her unit and will receive a beautiful certificate, a DAISY award pin, and a hand-carved stone sculpture entitled “A Healer’s Touch.” Additionally, every one in the unit will celebrate with cinnamon rolls – a favorite of Patrick’s during his illness. The Barnes Family asks that whenever and wherever nurses smell that wonderful cinnamon aroma, they stop for a moment and think about how special they are.