



# Welcome Guide



**UR**  
MEDICINE

**GOLISANO**  
CHILDREN'S HOSPITAL

MEDICINE *of* THE HIGHEST ORDER

# THE ICARE COMMITMENT

The University of Rochester Medical Center is working to be the best: in clinical care, research, education, community partnerships, and in creating a great and inclusive work environment for all. One of the most powerful ways we can do that is by living the **ICARE values: Inclusion, Integrity, Compassion, Accountability, Respect, and Excellence**. They provide us the path to become “Ever Better.”

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*For information on ATMs, Pharmacy, Parking, Food, the Gift Shop and more, see the **Services & Resources Directory** in the back pocket of this guide.*



# Welcome

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Welcome to Golisano Children’s Hospital. We are dedicated to providing the very best medical care to the children and families who come through our doors. We understand that going to the hospital can be difficult for patients and families. During this time, please take comfort in knowing your child is in good hands.

We have published this guide to help introduce you to our hospital. It will answer many of your questions, but you should always feel free to call 585-275-7520 for more information.

You know your child best, so we want you to be involved in his or her care as much as possible – and to share information that can help us care for your child. We welcome your questions, comments and suggestions for improvement. You are a very important part of your child’s care.

We look forward to providing your child with the best care possible, while helping your whole family feel at home.



# Visiting Hours and Policies for Inpatients

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## General Visitation Policy to Ensure Your and Your Child's Privacy and Safety

- **For safety reasons, all parents, guardians, family, friends and visitors to Golisano Children's Hospital must obtain a photo identification badge upon entry to the hospital.** Please keep the badge in a visible location throughout your stay.

## Parent, Legal Guardian and Support Person Visitation

- **Parents or legal guardians are welcome to be present 24 hours a day.**
- Parents or legal guardians may identify one or more support people who will be involved in their child's care to provide emotional support during the course of the hospitalization. A support person may, or may not, be a child's surrogate decision-maker. Support people will be provided an ID that permits 24/7 access to the patient's hospital unit. Education will be provided to the support person(s) on how to promote a healing environment for the patient, the patient's roommate if applicable, and other patients in the unit.
- Your child may have up to four people at the bedside at a time, including parents, legal guardians, support people, family members or friends.
- Up to two parents, legal guardians or support people may stay overnight. On some units, particularly the intensive care units, there are accommodations for only one.
- Children, including siblings, less than 18 years of age cannot stay overnight but can accompany their parent to visit the patient between 8:00 a.m and 8:00 p.m.

## Family and Friend Visitation

- General visiting hours for family and friends (i.e. not parents or support people) are from 11:00 a.m. to 8:00 p.m.
- **When a Parent or Legal Guardian is Present with the Child in Her/His Room:**  
When present in his or her child's room, a parent or legal guardian may approve family members and friends to visit with the patient and themselves in the patient's room, not to exceed four total visitors at any one time.
- **When a Parent or Legal Guardian is NOT Present with the Child in Her/His Room:**  
You, as a parent or legal guardian, will be asked to create a **Family and Friend List of Approved Visitors to be with Your Child in Your Absence.** We know there are times when you are not able to be in the room with your child during his/her hospital stay. To ensure your child's privacy, and your own, we ask that you tell us who is permitted to visit/stay with your child during visitor hours if you are not there. Only people on the Family and Friend List of Approved Visitors will be allowed to visit your child in your absence.
  - A support person cannot modify the Family and Friend List of Approved Visitors and may not authorize visitors in the absence of a parent or legal guardian.
  - All visitors under the age of 18 must be accompanied by an adult. The adult must also be on the Family and Friend List of Approved Visitors.

## What About People Wanting to Visit Who Are NOT on the Family and Friend List of Approved Visitors?

- Family and friends not on the list can share their support virtually or in other ways:
  - Video calls using FaceTime, Skype, etc.
  - Sending a free e-greeting card or old-fashioned mail.
  - Following social media.
  - Make plans with the patient's parent or guardian to meet him or her in a place other than the patient's room such as the lobby or cafeteria.
  - Calling the Gift Shop at 585-275-2577 to order and deliver a surprise.

## Other Important Information

- During cold and flu season, some additional visitor restrictions will be in place. Your child's nurse will notify you of any changes to visiting guidelines.
- Please be considerate of the rights of all of our patients and hospital staff by treating them with courtesy and respect. Also, please assist with the control of noise and the number of visitors in order to keep the unit comfortable for all.
- We also ask that you please follow these guidelines to help us provide the best possible care for your child:
  - Please do not visit a patient if you are not feeling well.
  - Hand washing is the single most important factor in preventing infection, so please wash your hands when entering and leaving a patient's room.
  - Latex balloons are not allowed due to potential allergic reactions.
  - Some units have restrictions on flowers due to patients with allergies or immunocompromised conditions.
- All visitors, including parents and legal guardians, are subject to the University of Rochester Medical Center Golisano Children's Hospital Bill of Rights and Responsibilities.
- In situations where there is ambiguity in who is the child's legal representative, visitation may be temporarily restricted. The hospital will take all reasonable efforts to clarify the situation as quickly as possible, including discussing the case with parents, guardians, social work and the Department of Child Protective Services, as appropriate.
- If you have any questions or concerns about the visitation policy, please contact your child's caregivers. You may also contact Patient and Family Relations at 585-275-5418.

## Pediatric Intensive Care Unit (PICU) and Pediatric Cardiac Care Center (PCCC) Visitation Policy

- Parents or guardians may visit 24 hours a day.
- Siblings are welcome to visit the PICU during regular visiting hours, as long as they don't have colds, fever or other illnesses.
- All visitors must stop at the reception desk before entering the unit. They will contact the patient's nurse to make sure there are no procedures occurring in the room.
- Only four visitors are allowed to be in the child's room at one time.
- Up to four visitors may wait in the PICU/PCCC family lounge. Visitors in excess of four will be asked to wait on the 1<sup>st</sup> floor. An exception is made on the day of cardiac surgery; all family members may wait together in the 6th floor family lounge on the day of surgery only.
- We ask that every visitor wash his or her hands when entering and leaving the patient's room. Hand washing is the single most important factor to prevent the spread of infection.

## Neonatal Intensive Care Unit (NICU) Visitation Policy

To promote family-centered care of infants in the NICU, families have the opportunity to spend time with their babies under the established NICU Visitation Policy.

### Parents

Parents are welcome in the NICU 24 hours a day.

### Grandparents

Grandparents are welcome to visit any time day or night except during medical rounds or during nursing shift changes which take place between 6:45 a.m. and 7:45 a.m. and again between 6:45 p.m. and 7:30 p.m. Only parents, guardians or a health proxy are allowed during these times.

### Siblings

Siblings must be supervised at all times. Brothers and sisters over the age of three are welcome to the unit and may visit between the hours of 11:00 a.m. and 6:45 p.m. and 7:45 p.m. and 9:00 a.m. They must be free from any signs of illness. Nurses will do a sibling health check. We understand that children can become restless. However, if a child becomes disruptive to our NICU environment, we may ask that you take your child out of the NICU. The sibling clubhouse and GCH lobby offer more activities for children than are available in the NICU.

## All Visitors

- Please check in with the secretary daily before entering the NICU. To maintain a quiet environment for healing and growing and to protect privacy, please avoid talking or lingering in the hallways. The NICU family lounge and waiting area is available to you.
- To protect your baby from infections, everyone must wash their hands and arms for three minutes before entering the NICU.
- The NICU welcomes two visitors for each family (not on the "Family Support" list) each day. Visitors are welcome to visit with a parent/guardian present between the hours of 11:00 a.m. and 9:00 p.m.
- You are welcome to have four people per family in the unit at a time. (Visitors must be over the age of 14.)
- We would like to keep the NICU a quiet and restful place for all babies. Please switch your mobile device to silence or vibrate mode while in the NICU. A clear plastic bag will be provided to you to place your device in.
- Food is allowed in the family lounge only. You are welcome to have covered drinks in your baby's room.
- Sleeping arrangements can be made for one parent/guardian in the patient's room. If choosing to sleep in the room, please expect interruptions due to the frequency of assessments and 24-hour care being given to your child. Please speak to your social worker or your nurse regarding all sleeping options available to you.
- Visitors who have colds, coughs, vomiting, diarrhea, fever or other infections may not visit because this may be harmful to your baby. You should also know that the NICU visitation policy may be amended during seasonal flu epidemics or for concerns within the Rochester community that may limit family and friends visiting your baby.
- The NICU team may need to ask family and visitors to leave your child's room briefly for some patient care or procedures.
- Please remember that these guidelines are designed with you and your baby's safety and comfort in mind. If you have any questions or concerns, please feel free to speak with anyone from your baby's healthcare team.
- Any exceptions to the NICU Visitation Policy should be approved by the NICU social workers and NICU medical/nursing leadership.

# Your Child's Room

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Your child will have a private room with a couch that opens into a bed for a parent or guardian. Each room has a phone for local calls and for ordering your child's meals.

## Hospital Beds

Your child will be placed in a bed, crib or isolette appropriate to his or her size. If your child requires a crib or isolette, he or she must sleep there. To protect the health and safety of your child, co-sleeping is not allowed. Your child's nurse will teach you how to operate the bed. Side rails must be "up" at all times, unless you are directly attending to your child at the bedside.

## Call Bells

Nurse call bells are located at each bedside and can be used to call your child's nurse at any time. The call bells also control the television and act as your speaker.

## Personal Items

During your child's stay, we will supply diapers, wipes, hospital gowns, pajama bottoms, slipper socks and personal care items. For children under one, we will also provide an infant sleep sack. Feel free to bring comfort items from home for your child. There is a safe in your child's room for valuables. Instructions are included in the back pocket of this guide.

## Showers/Restrooms

Your child will have a personal restroom. On the General Pediatric Care Units, parents can use the restrooms and showers in their child's room. Some rooms in the Intensive Care Units (NICU, PICU and Pediatric Cardiac Care Center) do not have restrooms. Parents of children in these units are welcome to use the restrooms and/or showers on the first floor. Please check in with staff in the Ronald McDonald Family Room for access.

## WiFi/Television and GetWellNetwork

The hospital has free wireless Internet. The network name is "URMCguest." In patient rooms with televisions, Internet/cable TV/age-appropriate movies are available. These televisions also have GetWellNetwork, which has educational videos and resources for families. Your child's nurse will show you how to use GetWellNetwork. The TVs have closed captioning, inquire with your nurse to access it. To help your child get a good night's rest, we recommend you turn off your TV by 10:00 p.m. The call bells also control the television.

## Sleeping Accommodations Available for Parents

There is a one-person sleeper chair and/or couch in every patient room. Parents or guardians are encouraged to spend the night as it often provides much needed comfort and reassurance for a child. In our efforts to provide the best possible care for your child, there will be interruptions during the night. Additional accommodations for family members are available. Please see your child's nurse or call Hotel & Lodging services at 585-275-7581.

## Housekeeping

Our environmental services staff will clean patient rooms each day. If you have any housekeeping concerns, please see your child's nurse or contact him or her by using the GetWellNetwork.

## Food Options for Patients & Families

We are pleased to offer a full menu with a wide variety of options. We try to make ordering meals as convenient as possible.

A Diet Technician will visit each room daily to take meal orders and assist in selecting a meal delivery time.

If your child is able to eat in his or her room, parents can also eat in the room. Meal vouchers can be purchased from Café 601 in Strong Hospital and can then be used for room service so that meals can be delivered to the child's room and parents and patients can eat together.

If your child is not able to eat or drink, the sight and smell of food can be upsetting. For parents and guests, we have several cafeteria locations. Please see the Services & Resources Directory in the back pocket of this guide.

If your child cannot eat in the room, family members are also welcome to eat in the Ronald McDonald Family Room. For more information, please call 585-275-7724.



# Places for Families

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## Golisano Children's Hospital Lobby

Our bright and beautiful lobby includes a reception area and Information Desk. It is also a gathering place for families and visitors. The lobby provides comfortable seating and an area for children to play and explore.

Our Ambassadors at the Reception Desk can provide patient location information, verify appointments and offer information on lodging, restaurants, shopping and attractions. They can also provide helpful directions to any service within Golisano Children's Hospital, Strong Memorial Hospital, the URMC campus or off-site locations.

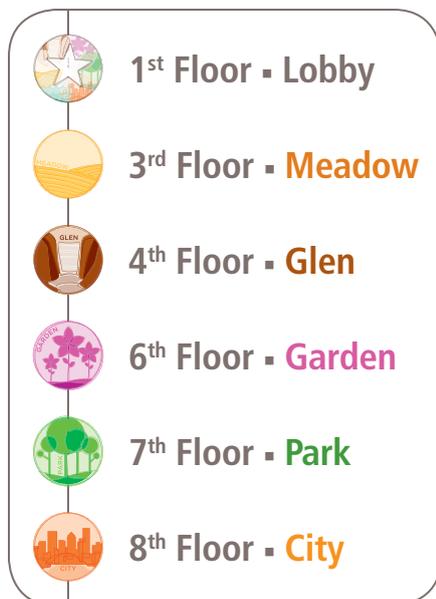
**Ambassadors are available to answer your call 24 hours a day, seven days a week by calling 585-275-7520.**

## Ronald McDonald Family Room

The Ronald McDonald Family Room, located on the 1<sup>st</sup> floor of Golisano Children's Hospital, is like a home away from home. The Family Room gives you a place to rest and relax, while staying close to your child receiving medical care. In the Family Room, you will find a kitchen, restrooms, shower facilities, laundry facilities, computers with Internet access, seating areas, television and refreshments. Hours: Open seven days a week 9:00 a.m. to 9:00 p.m.

## Family Resource Library

The Family Resource Library provides books, computers and other helpful materials. Our librarian can help you find accurate and up-to-date information about health care, treatments, special needs or coping with an illness. We also have books for children and teens. Hours: Monday through Friday from 9:00 a.m. to 5:00 p.m. ■ Story Time – Fridays at 11:00 a.m. (7<sup>th</sup> Floor Play Room)



## Sibling Clubhouse

The Sibling Clubhouse is a place where children can play while their siblings are in the hospital or seeing a doctor. The clubhouse is a free service that is available seven days a week on a first-come, first-serve basis. Staff and volunteers will provide comfort and support for children 18 months to 10 years of age for up to three hours a day. The Sibling Clubhouse is only for children whose siblings are currently hospitalized or seeing a doctor at the Golisano Children's Hospital. Hours: Monday, Thursday, Friday: 9:00 a.m. to 5:00 p.m. ■ Tuesday, Wednesday: 9:00 a.m. to 7:00 p.m. ■ Saturday, Sunday: 12:00 p.m. to 5:00 p.m.

## The Kitchen

Each unit has a kitchen with an ice and water machine. There are also beverages and light snacks for patients. Families can store food in the refrigerator, labeled with their name and the date. Food and drinks that are not dated or more than three days old will be discarded.

## Family Lounges

Family Lounges provides PICU, Cardiac Care Center and NICU parents and their children a comfortable place to relax.

## Playroom

The Playroom is a fun, safe environment for children ages 12 and under. It has age-appropriate toys, books, arts and crafts, games, puzzles and other activities. The Playroom is available for use by patients and their siblings with parental supervision.

## Play Deck

The Christie Simonetti Play Deck offers a naturally lighted place where children and families can play and relax. Planned group activities are run by the Child Life program. The Play Deck is open daily and is available for use by all pediatric patients and their families.

## Teen Lounge

The Teen Lounge is an area designed with teenagers in mind – ages 12 and up. This area gives teenagers a place to relax and be themselves. Amenities include games, crafts, books, music and computers. Teen siblings are welcome to visit the Teen Lounge with the patient.

## School Room

School is an important part of your child's life. A school teacher from the New York State BOCES program is available to provide tutoring support. Tutoring can be arranged by talking to your Child Life Specialist.

# Ronald McDonald House

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## At Westmoreland

The Ronald McDonald House (RMH) on Westmoreland Drive, located within a 10-minute walk of Golisano Children’s Hospital, provides a warm and peaceful “home away from home” for families traveling to the Rochester area for a child’s medical care.

In addition to comfortable bedrooms, RMH offers a kitchen, laundry facilities, places to relax and watch television, plus areas where kids can just be kids.

Please feel free to talk to a social worker with questions about accommodations.

## Within the Hospital

Ronald McDonald House provides accommodations for parents and adult caregivers (18+) of patients.

Referrals are based on medical acuity. Social workers and the medical team will determine medical need and request accommodations on the parents’ behalf.



# Safety & Security

## Patient Security Tag System (HUGS)

Your child will wear a small tag around the ankle or wrist. This tag provides protection to your child at all times. If anyone tries to remove the tag or to take your child through a protected exit without permission, an alarm will sound at the nurses' station. If your child needs to go to the operating room or for an MRI, the tag will be removed or deactivated until your child is back on the unit.



Patients are able to go to the School Room, Teen Lounge, Playroom and Play Deck without setting off the alarm. Please let your child's nurse know first.

## Provider Communication System



Our staff uses special smartphones to coordinate patient care with less noise and more efficiency. If you see us on the phone or texting, please keep in mind that this is an important communication device and part of providing the very best patient care.

## No Hit Zone

This is a No Hit Zone. This means that we do not allow hitting. Adults may not hit children or other adults. Children may not hit other children or adults. Parents may not hit or spank a child for any reason.

## Fall Prevention

Your child's safety is our highest priority. Children in the hospital are at increased risk for falling for many reasons, including medical equipment in their rooms and side effects from medications.

### What you can do to prevent falls in the hospital:

- Tell staff if your child seems weak, dizzy or less coordinated than usual.
- Supervise your child's activities.
- Walk next to your child and provide support as needed.
- Notify nursing staff when you or your child leave the room.
- Keep the bed at the lowest level.
- Keep a clear pathway between your child's bed and the bathroom.
- Make sure your child wears non-skid shoes or socks.

Please keep your child's room uncluttered. Do not leave side rails down or partially down – even if you think your child won't move. To avoid falls, do not allow your child to run, jump or climb in the hospital, except in supervised play activities.

If you are not comfortable with the response you receive, activate the Pediatric Rapid Response Team by calling 5-2222 from any hospital phone. Simply say, "Please activate the Pediatric Rapid Response Team." You will need to provide your child's name, unit and room number.

## Your Child's Comfort

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Our focus is on providing you and your child with an environment that is comforting and caring. Ear plugs, eye masks and earbuds are available to help you both rest.

These tips can help your child and all patients have a restful stay in a quiet, healing environment:

- Ask to have your child's door closed.
- Encourage friends and family to speak quietly.
- Keep all cell phones on vibrate.
- Lower TV volume and use earbuds when listening to TV between 8:00 p.m. to 7:00 a.m.
- Avoid hallway conversations.

## Your Child's Privacy

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We take patient privacy very seriously. We are careful to stay in full compliance with privacy regulations that protect your child's privacy. If you have any questions about privacy, please feel free to ask your child's nurse.

## Videotaping & Pictures

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When photographing or videotaping your child, please be aware of guidelines in place for the privacy of other patients and staff. They may not be recorded without their specific knowledge and permission. Recordings may not take place when staff members are providing treatment or having a discussion with any patient. Please ask your child's nurse if you are unsure about when you are able to record your child.

## Safe Sleep

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Babies are at risk for Sudden Infant Death Syndrome (SIDS) and accidents during sleep. In order to keep your baby safe, we will review Safe Sleep with you.

Safe sleep in the hospital and at home includes placing your baby on his or her back for naps and at night alone in his or her crib, as well as removing all loose items including blankets, pillows and stuffed animals from your baby's crib. At home, we recommend that your baby sleep in your room, alone on his or her own sleep surface and not in the bed with you.

# Your Child's Healthcare Team

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During your child's 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.** Parents and guardians are welcome to participate in family-centered rounds. We encourage you to speak up and tell the team about your child, ask questions and be an active participant in your child's care. Care teams usually round in the morning. Ask your child's nurse when to expect the care team. If you can't be there or prefer not to participate in rounds, your child's doctor can talk to you later about the plan of care.

## Members of your child's care team:

**Attending Physicians** are doctors who lead your child's healthcare team. Depending on your child's need, his or her attending doctor may be a specialist (such as neurology) or a hospitalist (specializes in general pediatrics). Our specialists and hospitalists communicate frequently with your child's **Primary Care Pediatrician** and they will send him/her your child's discharge summary.

**Fellows** are doctors who have finished their residency and are taking additional training in pediatrics. They practice under the supervision of attendings.

**Residents/Interns** are fully licensed physicians who are training to be pediatric specialists. They practice under the supervision of attendings and fellows.

**Nurse Practitioners and Physician Assistants** work closely with the attending physician to coordinate your child's care.

**Nurse Managers and Assistant Nurse Managers** oversee the unit's daily operations and are an excellent resource if you need assistance during your child's hospital stay.

**Nurses** provide 24-hour bedside care and assistance during your child's stay in the hospital.

**Care Coordinators** are registered nurses who help manage your child's care and assist in planning for your child's discharge.

**Patient Care Technicians (PCTs)** assist nurses with your child's care and attend to his or her daily needs.

**Pharmacists** are responsible for providing all medications for your child. They check medications and doses for accuracy. Pharmacists also help families learn how to safely use and store medications at home.

**Dietitians** work with the attending physician to understand your child's dietary needs and plan his or her meals.

**Diet Technicians** explain the meal ordering process, take menu selections and arrange delivery times for meals.

**Unit Secretary** greets visitors, answers phone calls and helps maintain medical records.

**Patient Transporters** take patients from their rooms to locations throughout the hospital for tests and procedures.

**Breastfeeding Support** is available daily by board-certified lactation consultants who are also registered nurses in pediatrics. Please ask your child's nurse to page pediatric lactation for help.

**Environmental Services** makes sure the hospital and your child's room are clean and neat.

**Other Staff Members** such as Occupational Therapists, Physical Therapists, Respiratory Therapists and Music Therapists may be involved in your child's care. Hospital volunteers – who play with your child or hold babies in need of comforting if they are alone – are also available. Please let your child's nurse know if you would like a volunteer to visit him or her.

## Emotional Support & Family Services

We care about your emotional well-being. Your medical team can assist you in finding resources and mental health services in your community. Please speak with your child's provider or nurse if you would like more information.

**Social Workers** provide services in the hospital and community. Social workers offer preventative, clinical and supportive services such as emotional support and counseling, assistance with navigating the healthcare system, coordination of discharge planning and referrals to community resources.

**Child Life Specialists** work with children and families to provide age-appropriate preparation and support for medical procedures and pain management, as well as coping strategies and activities to enjoy during your child's hospital stay.

**Pediatric Chaplaincy** – chaplains are available to provide spiritual support, comfort and counsel to patients and their caregivers as they seek healing, meaning and hope through the experience of illness and recovery from injury. Chaplains honor and attend to the diverse spiritual needs, practices and expressions of faith of those they serve.

**Patient and Family Relations** – your child's healthcare team is working hard to provide the absolute best care. Even so, concerns may arise regarding care, communication or treatment plans.

If you have a concern and don't feel comfortable sharing it with a member of your child's healthcare team, Patient and Family Relations representatives may be able to help. Patient and Family Relations is a confidential resource for patients and families who have concerns about communication, quality of care or unexpected outcomes.

**Reaching our representatives is easy and convenient. Simply call 585-275-5418 or send an email to [patientrelationsSMH@urmc.rochester.edu](mailto:patientrelationsSMH@urmc.rochester.edu).**

# Transfer & Going Home

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## Transferring to a Different Unit

If your child needs to be transferred to another unit based on his or her medical needs, your child's nurse will let you know as soon as possible.

## Preparing to Go Home

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

- What needs to happen before my child goes home?
- When do you think my child will be able to go home?
- What should I do to get ready?

Please be patient while we prepare you and your child to go home. Your child's nurse will review instructions with you in detail, including activity, diet, wound care, medications, symptoms that would require immediate medical attention after going home and follow-up appointments. Before your child goes home, be sure you feel comfortable with his or her care plan.

If your child needs a prescription or over-the-counter medications at the time of discharge, our non-profit pharmacy can help.

If your child will require supportive technology, like oxygen or tube feedings, 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 your child goes home.

## Car Seats

New York State requires that all children be properly restrained in a car seat or booster seat appropriate to their age and weight. You will be given information about car seat safety while your child is in the hospital. If your baby was born prematurely or with certain medical conditions, he or she will need a car seat test prior to discharge. Please see your child's nurse with any questions.

## Connect with Us or Get Involved

We love to stay in touch with our patients and their families. Please consider connecting with us on the Golisano Children's Hospital Facebook page: [Facebook.com/GolisanoChildrensHospital](https://www.facebook.com/GolisanoChildrensHospital).

We are pleased that so many people want to stay in touch with us. Due to the number of friend requests we receive from our patients and families, the staff of Golisano Children's Hospital must limit Facebook connections to our family members and close friends. We hope you understand.

If you would like to recognize a staff member or unit for their great work, please consider submitting a Strong Star. Please consider filling out the patient satisfaction survey that you will receive in the mail.

If you would like to get involved and help other patients and families, please visit [givetokids.URMC.edu](http://givetokids.URMC.edu).

**Thank you for the privilege of caring for you and your loved one!**

## For more information or help, call 585-275-7520

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If there is anything you need at any time, you can always call this phone number: 585-275-7520.

You can also get helpful information for both patients and families on our website: **[golisano.urmc.edu](http://golisano.urmc.edu)**.

Thank you for being our patient.

*It's our honor and privilege to serve you.*



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