



A Handbook for Families

A Guide to Your Child's Stay at
Children's Hospital of Pittsburgh of UPMC

CHILDREN'S HOSPITAL OF PITTSBURGH OF UPMC is consistently at the forefront of advanced patient care, teaching, and research. The hospital's international reputation for high-quality clinical services is complemented by its commitment to the practice of family-centered care and has led to prominent awards and prestigious national recognition.

- One of only eight hospitals named to U.S. News & World Reports' Honor Roll of "America's Best Children's Hospitals"
- Designated a Level 1 Regional pediatric Trauma Center— one of only three in Pennsylvania
- A Leapfrog Top Hospital based on a comparison of key issues including safety practices, and measures of efficiency — for the second consecutive year
- The first pediatric hospital in the United States to achieve a Stage 7 Award from HIMSS Analytics for achieving a virtually paperless patient record environment and the most comprehensive use of electronic medical records
- Recognized by KLAS, an independent health care research organization, as the leader in its use of health care information technology among pediatric hospitals in the United States.
- Named the seventh most beautiful pediatric hospital in America by Soliant Health

Achieving Excellence for All the Little Reasons

In March 2010, Children's Hospital kicked off our two-year Journey to Magnet status by submitting the hospital's Magnet application to the American Nurses Credentialing Center. Although there is much focus on nursing, this is an organizational wide-initiative that will demonstrate how effectively Children's Hospital meets a set of criteria that measures the quality and strength of the services provided for patient care delivery.

Magnet hospitals have demonstrated increases in patient and staff satisfaction, improved patient outcomes, and improved overall interdisciplinary relationships among all staff and physicians.

Magnet is the highest honor an organization can achieve for excellence in nursing. Fewer than 6 percent of the hospitals in the United States have achieved this elite status and there are only four international Magnet hospitals.

Children's Hospital of Pittsburgh of UPMC is an equal opportunity employer. It is the policy of Children's Hospital of Pittsburgh of UPMC to admit and to treat all patients without regard to race, color, religion, national origin, ancestry, sex or disability. Children's Hospital of Pittsburgh of UPMC is a public charity under 501(c) (3) and 170(b) (1) (A) of the Internal Revenue Code. Contributions are deductible to the extent permitted by law. We do not sell or trade our mailing list.

Contributing photographers: Terry Clark, Harry Giglio, Michael Tarquinio
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Reminder for Parents

Patient Information

To ensure patient safety and confidentiality, each child is assigned a confidentiality code upon admission. All parents, family members, and other patient guests are asked to provide the identification number each day at the Welcome Center upon entering the hospital. We encourage you to give this number only to those friends and family members who you authorize to visit or receive information about your child.

There is a lot of information to keep track of when your child is hospitalized. We encourage you to use this page to keep track of important names and numbers during your child's stay at Children's Hospital of Pittsburgh of UPMC.

Confidentiality code: _____

Room number: _____

Room phone number (*acute care only*): _____

Unit name and phone number: _____

Unit director: _____

Attending physician: _____

Consulting physicians: _____

Social worker: _____

Child life specialist's name and number: _____

Quick Reference

Hospital Operator

Dial **0** or **692-5325** from any hospital phone, or **412-692-5325** from outside the hospital.

Welcome/Information Center, Floor 1a

Dial **692-7240** from any hospital phone, or **412-692-7240** from outside the hospital.

Condition Help

Dial **692-3456**.

Quality Care Line

Dial **692-4999** to report patient safety concerns anonymously.

Our Mission



Children's Hospital

of Pittsburgh

of UPMC

is dedicated

to improving

the health

and well-being

of children

through excellence

in patient care,

teaching and

research.

CHILDREN'S HOSPITAL OF PITTSBURGH OF UPMC

is committed to the principles and practice of **patient and family-centered care**. Our commitment has many elements — first and foremost, listening to parents, respecting their perspectives and choices, and sensitively communicating complete information in ways that foster a partnership with you in caring for your child.

Every child is part of a family. At Children's Hospital, we believe empowering families to be partners in their child's treatment contributes immensely to the child's health and well-being. Health care providers at Children's Hospital strive to convey to parents in every interaction that they are welcome partners.

We also work to anticipate families' non-medical needs and to treat others as we would want to be treated. We may ask, how would you like us to approach you? What needs do you have? What do you want us to know?

Working with families whose children have been hospitalized, we have put together this guide to help answer some of those vital questions. You'll find information ranging from phone numbers for ordering food to explanations of the roles of the various professionals who will see your child. This guide also describes the many social and educational programs available to you and your child—from tutoring to age-appropriate recreation rooms, and much more.

We welcome you to Children's Hospital as a partner in your



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You're Here... Now What?



Eating and Sleeping

Patient Rooms/Getting Sleep

Children admitted to Children's Hospital are assigned rooms/beds based on a child's age and diagnosis.

- Each child must sleep in his or her own hospital bed or crib to allow nurses to reach him or her easily.
- In acute care rooms, the sofa becomes a sleeping space, enabling two parents to stay with their child overnight.
- In critical care units, one parent, guardian, or primary caregiver may stay overnight.
- Vacant hospital beds in double rooms may not be used by parents because they may be needed for a child who is being admitted.

The Hungry Patient and Parent

When your child is admitted to Children's Hospital, eating and nutrition may be the furthest from your mind, but your stomach may feel otherwise. **Dietary Services can provide a meal tray for your child with our Dining on Call program by calling 864-9700 between 7 a.m. and 8 p.m.**

See the Family Amenities section, starting on page 24, for parent/guest options.



Who's Caring for Your Child?

CHILDREN'S HOSPITAL is a teaching hospital. Here, health care professionals and supervised students from various health-related fields, as well as physicians who are giving advanced training, all are involved in your child's care. The chart on the next page describes the roles of the people who may be involved directly in your child's care.

Patient Care Providers

Provider	Role	Special Notes
Physicians (All are MDs) <i>Attending Physician</i>	<p>Several doctors may be involved in your child's care.</p> <p>Responsible for the treatment your child receives during his/her hospital stay; the lead physician directing the other health care providers</p> <p>Keeps your child's primary care physician (pediatrician or family physician) informed about treatment, follow-up care, and other discharge information</p>	<p>Licensed physicians who have completed medical school and are trained in a specialty such as pediatric cardiology and general pediatric surgery</p>
<i>Fellows</i>	Provides care under the guidance of an attending physician	Licensed physicians who completed medical school and their specialty training and are being trained in another specialty or subspecialty
<i>Resident Physicians</i>	Provides care under the guidance of an attending physician	Physicians who have received their medical degree and who practice under the supervision of fully-licensed physicians; provide coverage 24/7/365
<i>Interns</i>	Provides care under the guidance of an attending physician	Residents in their first year of specialty training; provide coverage 24/7/365
Registered Nurses (RNs)	Collaborate with the attending physician and other health care team members to assess, plan, implement, and evaluate your child's care	Registered nurses also make up the IV and admissions teams. They are trained specifically in placing and caring for your child's IV as well as performing intake assessments upon admission
Patient Care Technicians (PCTs)	Provide direct, basic care under the supervision of the RN, such as taking vital signs, assisting with feeding and bathing, and supporting the activities of daily living	
Respiratory Care Therapists and Technicians (RTs)	Provide assessment and treatment of children with respiratory illnesses and collaborate with physicians, nurses, and other health care members to provide other aspects of direct care	
Care Coordination/ Home Care (RNs)	<p>Registered nurses who work in conjunction with your child's medical team to coordinate your child's care</p> <p>Assist physicians and families with discharge planning and are liaisons to most major insurance carriers</p> <p>Arrange for home care equipment and services</p>	<p>In the hospital from 8 a.m. to 4:30 p.m. Monday through Friday and 8 a.m. to 4 p.m. Saturday and Sunday</p> <p>To contact, ask your child's nurse or the hospital operator</p>
Health Unit Coordinator	<p>Greets you as you arrive on the unit</p> <p>Plays a key role coordinating components of communication among you, your child, all members of your child's health care team</p>	
Clinical Social Work (MSWs)	<p>Helps families deal with the stresses of hospitalization; sudden, long-term or life-threatening illness; child behavior problems; family conflict; disabilities, and more</p> <p>Provides support such as discharge planning and help with financial concerns</p>	In-house 24/7/365
Pharmacist	<p>Licensed professional that evaluates medication orders and oversees the dispensing of all medication</p> <p>Evaluates medication orders for allergies, drug and disease-state interactions and appropriate dosage</p> <p>Collaborates with your child's physicians and nurses, makes recommendations for the most effective medication therapy</p>	
Physical/Occupational Therapist (PTs/OTs)	Helps rehabilitate motor and/or sensory skills, including muscle strength and joint mobility, as well as daily living skills such as dressing and feeding	

Family-Centered “Rounds”



WE BELIEVE THAT FAMILIES ARE ACTIVE PARTNERS in their children’s health care. While your child is in the hospital, the morning hours when physicians “round,” or visit with and examine your child, are a good time to ask questions of the physicians who are caring for your child and offer your suggestions. During these rounds, attending physicians and resident physicians from the clinical area caring for your child visit each child in their care.

Attending physicians are the most senior members of your child’s medical team. They oversee the care, guide the decisions and instruct other members of the team. In addition, there will be resident physicians who are medical doctors completing specialized training after graduation from medical school. You also may meet medical students who are completing their clinical experiences before graduating from medical school. These “student doctors” are very important members of the medical team even though they have yet to graduate from medical school.

At Children’s, different specialists round at different times of the morning, so if your child is being seen by more than one specialist, you will see more than one group of doctors each day.

Your first visit from a physician, usually a resident physician, likely will be very early in the morning, and you may be awakened. At that time, a physician will check your child and also is likely to look to you, as the parent, to provide him or her with very important information about how your child spent the night. For example, was he or she in pain? If your child vomited during the night, how many times?

Your child’s time in the hospital will be stressful for both you and your child, and it can be difficult to remember everything that’s important. It may be helpful for parents to **keep a notebook** handy while their child is in the hospital. In it you can write down questions you want to ask your physicians, nurses and other health care providers, as well as notes about your child’s condition that will be helpful to the physicians caring for your child.



Patient Safety

At Children’s Hospital, staff and parents work together to keep patients safe. This page describes two important patient safety programs. Please review each section to learn how you can help keep your child safe.

Condition Help

No one knows a child better than a parent.

At Children’s Hospital, we know that families should play an integral role in the healing process. That’s why we place such an emphasis on family-centered care, and why we were one of the first pediatric hospitals in the United States to create “Condition Help,” an important patient safety program that gives families an immediate voice in their child’s medical care.

What is Condition Help?

CONDITION HELP EMPOWERS PARENTS with the ability to call a special phone number (412-692-3456, or 692-3456 from a hospital phone) to have your child evaluated by a different medical team if you feel your child’s immediate health could be endangered. If you call the Condition Help number, the operator will ask you to identify yourself and give your child’s name and room number. Within minutes, a special “Help Team” will come to your child’s room to meet with you about your concerns.

Condition Help is a **patient safety program**, not a customer service line. It should be used only for medical concerns such as if a noticeable medical change occurs in your child and the health care team is not addressing your concerns, if your child is being given medication that you feel will adversely affect him or her, if your child is receiving treatment that you feel is different from what your doctor ordered, or if there is a breakdown in how care is being given and/or uncertainty over what needs to be done.

Condition Help should be called after you have spoken to the nurse, your child’s doctor or another member of your child’s medical team.



Dial 412-692-3456
692-3456 from a hospital phone

Be a Lifesaver

Everyone should:

- **Wash** their hands upon entering and exiting your room
- **Verify** that each child’s ID band matches the prescribed medication, treatment or procedure
- **Wear** an ID badge or visitor sticker
- **Keep** bed rails up
- **Follow** the isolation rules

Discuss any questions and concerns with your child’s nurse, physician or unit director.

If you have suggestions or concerns about patient safety, call the Quality Care Line — 692-4999.



Support and Family Services

Name	Service	How to Contact	Location
Welcome/Information Center	Provides special services for patients, families, and visitors such as visitor ID badges, directions to hospital and neighborhood locations, gift and flower delivery, and access cards	7 a.m. to 10:30 p.m. daily 692-7240	Main Lobby 1a
Elsa M. and Alma E. Mueller Family Resource Center	The Family Resource Center features the Eat'n Park Atrium, Howard Hanna Healing Garden, Austin's Playroom and the non-denominational chapel. The Center also includes the Giant Eagle Family Support Center where parents and kids can find reading materials, learning support, and research resources.	8:30 a.m. to 10 p.m. daily 692-	Main Hospital Floor 6
<i>Consumer Health, Young Adult, and Moulis Children's libraries</i>	Patients and their families can find books and other periodicals for their reading pleasure, medical information, or assistance in researching medical questions	Librarians are available Monday through Friday 8:30 a.m. to 5 p.m. 692-5288	Main Hospital 6d
<i>Family Business Center</i>	Equipped with computers, Internet access, fax machine, and a copier to help parents and guardians stay connected to their homes or offices	Open daily 8:30 a.m. to 10 p.m. 692-5288	Main Hospital 6d
<i>Family Reading</i>	Natural light and comfortable chairs by a fireplace makes for the perfect site to relax and regroup. Help yourself to any book in our "adopt a book" sunroom.	Open daily 8:30 a.m. to 10 p.m. 692-5288	Main Hospital 6d
Environmental Services	Responsible for general cleaning of patient rooms as well as floors, walls, furniture, restrooms, corridors, elevators, entrances, waiting areas and other public areas	692-7404	
Kohl's Safety Center	The only facility of its kind in western Pennsylvania that provides education and resources to help families stay safe at home and on the road. Hospital staff may refer families to the Safety Center. Families whose children are inpatients at the hospital and in need of injury prevention guidance will receive a prescription for a visit. Walk-ins also are welcome.	Open weekdays from noon to 4 p.m.	Main Hospital Family Resource Ctr. Floor 6
Lemieux Sibling Center	A special place for siblings to go to help reduce their fears about the hospital experience. Free to siblings ages 3 to 11 to participate in age-appropriate activities to play out their feelings.	Open weekdays from 8 a.m. to noon and 1 to 5 p.m. 692-5343	Main Lobby Floor 1
Pastoral Care	Ministers to the spiritual and religious life of patients and their families regardless of religious affiliation	A chaplain is on call for critical needs 24 hours a day. 692-5349	Main Hospital 6c
Public Safety	Staffed by commissioned police officers 24 hours a day Officers are available to escort patients and visitors to their vehicles and to the bus stop upon request Maintains the hospital's Lost and Found in the Public Safety post adjacent to the Emergency Department	24-hour dispatcher 692-5191	Main Hospital Floor 1
Volunteer Services	Committed members of the health care team who are trained to serve in a variety of hospital programs and departments. To volunteer, call 692-5185.	692-5185	

Patients and Families First

Responsibility

Innovation

Dignity and Respect

Excellence



Special Services

Provider	Role	Special Notes
Child Life <i>Child Life</i>	Helps children understand new experiences and feelings that may occur before, during and after a hospital stay Provides diversion through interaction and activities to help meet the developmental and psychosocial needs of patients and families Provides programs and services appropriate for children's developmental, emotional and educational needs in a family-centered care environment	All have degrees in child development, education or child life. To speak with a Child Life Specialist, call 692-5022 or ask your nurse to refer you to the specialist on your floor.
<i>Music Therapist</i>	Uses music for cognitive and sensory stimulation, distraction and coping skill enhancement	
Patient Representative	Acts as an advocate for patients and families attempting to resolve problems or concerns with hospital care or staff Helps with information requests, interprets patient/family rights and responsibilities, and assures service quality throughout Children's environment of care	Floor 6d Contact the Patient Representative Department at 692-5489.
Supportive Care/ Pediatric Palliative Care and Bereavement Program	Provides comprehensive management of symptoms (physical, emotional, social and spiritual) relating to a potentially life-limiting disease process The supportive care team, consisting of a physician, nurse, social worker, chaplain, pharmacist, care coordinator, child life specialists and volunteers, will assist the child and family in controlling symptoms and maintaining a good quality of life	Main Hospital Floor 6 412-692-3234
Pet Friends	These are trained dogs whose visits help ease the stress, separation anxiety, and withdrawal that can accompany hospitalization. The dogs are welcome in inpatient units, critical care areas, the Epilepsy Center, and the Emergency Department. The Pet Friends do not enter the Hematology/Oncology unit, but children may meet with the dogs in just outside the unit. A child may look at the dog, have it sit by his or her bed, or play and walk the dog in the hallway.	To participate in the Pet Friend Program, the child must have written consent from a parent or guardian and physician. This form is placed in the child's medical record. A new consent is required for each new admission. Consent forms are available from Children's Child Life staff. Contact them at 692-5022.

Getting Around the Hospital

Welcome/Information Center

The Welcome/Information Center is the place where parents, guardians, and other guests are issued their identification badges that give them access to the elevators and the unit of the child they are visiting. Conveniently located in the main lobby on Floor 1, the Center also is where visitors can obtain directions and other visitor information. To contact the Center staff, call 692-7240 from 7 a.m. to 10 p.m. daily.



Getting From Here to There

It's easy for children, families and other guests to find their way through Children's Hospital of Pittsburgh of UPMC. All wayfinding and directional signage throughout the hospital is standardized using an easy-to-understand, child- and family-friendly system. Look for the number and letter (6a) of your destination.



Employee Identification

All Children's Hospital of Pittsburgh of UPMC employees are required to wear a photo ID badge that includes the employee's name, title and department clearly printed next to his or 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.
- **Purple** badges indicate volunteers.

For Safety's Sake

Guidelines for Parents, Guardians, Family Members, and Other Guests

Children's Hospital supports family-centered care principles and recognizes the importance of parental involvement in the care of their children as well as patient visitation by friends and other family members. Parents are welcome to be with their children 24 hours a day unless otherwise advised by medical or nursing staff. Other family members are encouraged to visit and may visit along with friends during visiting hours (10 a.m.–9 p.m. daily).

Visitor Identification Badges

All parents, guardians and other patient guests, including clergy, to any inpatient unit or surgical area are required to wear a visitor Identification (ID) badge issued at the Welcome/Information Center, Floor 1a, before going to the unit. Badges must be worn at all times while visiting in the hospital and they are updated daily. Adults who accompany children to Same Day Surgery receive their ID badges in that area. All guests under 18 years of age must be accompanied by an adult. Visitor ID badges are color-coded for easy recognition:

- **Pink** badges are for families and guests to inpatient units on Floors 4, 5, 6, 7, 8 and 9, along with a swipe card for access. Visitors must provide a confidentiality code to receive a pink badge. If the parent or guardian stays overnight, badges for the following day will be issued by the unit (ex. 6a, 7b)
- **Yellow** badges are for individuals who wish to visit the Family Resource Center or who need to go to an outpatient service on Floor 6, 7 or 9. Patients and families arriving to Floor 4 for a surgery or procedure receive a printed yellow badge at the registration desk.
- **White** adhesive badges are given to parents and visitors to the Emergency Department. They are valid in the ED and open access areas from Floors 1–3.
- **Green** badges are for vendors or business visitors.

Any guest on the patient units or other area accessed by the orange elevators without an identification badge will be directed to the Welcome/Information Center to be properly identified and badged. Public Safety will be contacted for assistance if a guest is unwilling or unable to comply with this procedure.

Access to Inpatient Units

Parents, guardians and other guests requesting access to inpatient areas on Floor 4 (the Cardiac Intensive Care Unit), must provide the patient's four-digit confidentiality code and receive a badge designating them as an inpatient parent, sibling, or guest.

Parents, patients or other hospital guests requesting access to public areas such as the Floor 6 Family Resource Center, Chapel or Library; or to outpatient units located on Floors 6, 7 or 9 will receive a badge designating them as an outpatient or 'common area guest' with access to the orange elevators. Patients, parents, guardians and other guests to Floors 1–4 outpatient areas access those areas via the grape elevators where badging is not required.

Badges are issued at the Welcome/Information Center, Floor 1a, from 7 a.m.–10:30 p.m. daily and in the Admitting office, Floor 1b. After hours badging services are available at the patient access desk in the Emergency Department.

Identification (driver's license or other picture ID) is requested to be issued a badge and a confidentiality code is required in order to visit an inpatient unit.



Patient Confidentiality Code

To ensure safety and confidentiality, parents or legal guardians will be issued a four-digit identification number that identifies their child. Nursing staff will only issue the identification number to parents or legal guardians upon arrival to the nursing unit.

You are in charge of deciding who can visit your child during hospitalization. **The code cannot be changed during an admission**, so please carefully consider who you wish to have visit. The code also is used to identify you if you call into the hospital to receive updates about your child's care.



Key/Access Cards

To assure that you and people you have given the confidentiality code to can gain access to your child's inpatient unit, parents and guests are issued a key card at the Welcome Center on Floor 1. Each parent is issued a green access swipe card, similar to the key card you would get when checking in to a hotel. This key card provides access to the acute care, inpatient unit your child has been admitted to as well as door access to and from the orange elevator lobby and the cafeteria. The card will remain active for the duration of your child's admission to the hospital. PICU, NICU and CICU parents must check at the desk outside the unit before entering. Guests who are visiting your child will be issued a purple card that will expire at the close of visiting hours the day of the visit.

How to use your key card:

The key card should be inserted and removed vertically into the slot on the bottom of the card-sized card reader next to the doorway to your unit. Once the card is read, the light will turn green and the doors to the unit will unlock. If you have trouble with your card access, please contact the Welcome Center at 692-7240. They can check and reactivate your card or reissue you a new card. Upon discharge, please return your card to the Frog at the Welcome Center desk or the entrance desk on any acute care unit.

Guidelines for Parents and Guests

- Immediate family members (parents, legal guardians or persons designated by parent or courts) may be with the patient at any time. Special hours may be instituted at the discretion of the nursing unit for other family members and guests.
- Siblings and other family members and guests are welcome from 10 a.m. to 9 p.m.
- Patient guests, other than siblings, must be 12 or older and accompanied by an adult who is not the patient. **All children must be supervised at all times by an adult.**
- Visitation by community clergy members during off-hours (9 p.m. to 10 a.m.) may be permitted as requested by the parent or guardian. After 9 p.m., clergy members should report to the patient access desk in the Emergency Department for appropriate badging.
- Two parents, guardians or parent designees 18 or older may sleep in the patient's room overnight (one in critical care units), using the provided sleeping surface only.
- The number of family members and guests at the bedside is dependent upon the needs of the patient and the staff members providing care. Generally, at any one time the number of people at the bedside should be limited to two in critical care and four in acute care. Patient care staff may request that guests exit the patient room at any time.
- The Lemieux Sibling Center is a place where siblings, ages 3 to 11, are nurtured and treated special too. Care and education is provided in a safe, fun, and supportive atmosphere through age-appropriate activities. Open weekdays from 8 a.m. to noon and 1 to 5 p.m.

Hospital Entrances

Children's Hospital of Pittsburgh of UPMC has several entrances. To ensure safety, some entrances have restricted access during certain hours. Below is a list of hospital entrances and the days and hours they are accessible:

Main Entrance

(at Penn Avenue)
6 a.m.–10:30 p.m.
Seven days a week

Mid-Campus 24/7

(at Transformation Corridor)

Grape Elevators 24/7

(from Penn Garage)

Emergency 24/7

and After-Hours

Elevator Guide

The two primary banks of guest elevators are designated as **Grape** and **Orange**. Guests must receive an ID badge in the Welcome/Information Center in order to access **Orange** inpatient elevators, which serve Floors B–9. **Grape** elevators from the underground Penn Garage are primarily for outpatients and serve Floors 2 to 4.

Communications

Special Communication Needs

Support is offered for patients, family members, and guests who are hearing impaired or who are non-English-speaking. Support may include foreign language interpreters, sign language interpreters, listening devices, TDD/TTY devices, Cyacom translation dual-handset telephones or portable phones (for non-English speakers), and Deaf Talk (video-conferencing equipment providing sign language).

For more information about Deaf Talk or requesting an ASL interpreter, contact Clinical Social Work at 692-5255 or call the hospital operators at 692-5325 to have the social worker on-call paged.

The telephone interpretation service provided from Cyacom offers translation services for 163 languages from Acholi to Zulo. For more information about Cyacom, call 692-3000 Monday through Friday from 8:30 a.m. to 5 p.m. or call the hospital operators at 692-5325 and ask to have the foreign language interpreter on-call paged.

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 unit. Ask your baby's nurse for additional information.

Libraries

Consumer Health, Young Adult, and Moulis Children's libraries

Patients and their families can find books and other periodicals for their reading pleasure, medical information, or assistance in researching medical questions.

The libraries are located in the Family Resource Center on Floor 6d. They are open daily from 8:30 a.m. to 10 p.m. Librarians are available Monday through Friday 8:30 a.m. to 5 p.m. For information call 692-5288.

Telephones and Electronic Devices

The hospital is a cell phone-friendly building. Cell phone use may be limited in critical care units to avoid interference with monitors. Wireless internet access is available throughout the hospital.

Responsibilities for Visitor Conduct

As part of Children's Hospital's commitment to improving the health and well-being of all children, as well as to comply with safety requirements from The Joint Commission, Children's has a policy regarding inappropriate or illegal behavior.

Any individual engaging in inappropriate or illegal behavior will be asked to leave the hospital and may not be permitted to return. This behavior includes but is not limited to:

- Verbal or physical fighting
- Loud voices or hostile tones of voice
- Rude, profane, racist or culturally offensive remarks
- Threats of physical harm, intimidation or coercive behavior
- Weapons of any kind
- Possession of alcohol or illegal drugs or behavior indicating alcohol or drug use

If you witness inappropriate or illegal behavior within Children's, please call Public Safety at 692-5191 (412-692-5191 from a non-hospital phone).



Computer Access

Children's Hospital has WiFi (a wireless local area network). If you have a laptop computer with wireless capability, make sure your server is set to GIA. To access Internet Explorer, double-click the icon. A window will open and ask for an e-mail address. If you don't have a personal e-mail address, key in "chp."

Laptop computers are available for distribution on a first-come, first-served basis Monday through Friday from 9 a.m. to 4 p.m. by calling 692-9000. A state ID, passport, driver's license, or military ID is required. To access Internet Explorer, follow the steps noted above.

The Family Business Center, located in the Family Resource Center on Floor 6, has seven PCs dedicated to parent and guest use. The Family Resource Center is open daily from 8:30 a.m. to 10 p.m.

Photography Policy

The Media Relations and Communications departments are responsible for all camera use on hospital in order to protect the privacy and confidentiality of all patients. Patients, parents, guardians, and other guests are required to seek prior approval from a member of the Media Relations or Communications departments for any photography or filming. All unauthorized camera use will be stopped by hospital police and cameras will be removed.

A Comfortable Stay

Your Child's Adjustment

Your child's age and development stage is a major factor in how he or she will react to hospitalization. The chart at right indicates age-appropriate reactions your child may have, as well as suggestions as to how you could comfort him/her.

- Please note: In the intensive care environment, there might be times when family members may be asked to step outside the room in order for their child to receive a treatment or procedure at the bedside.

The Nursing and Child Life staffs can help you support your child with adjustment to the hospital. You may request the help of a Child Life staff member.



Age	Reaction	Comforting Techniques
3 and younger	<ul style="list-style-type: none"> Fear of strangers Loss of familiar surroundings Decrease in opportunities to promote independence Increase in regressive behaviors All of these reactions feed into each other 	<ul style="list-style-type: none"> Close and continual parental contact during hospitalization helps the child feel more secure
Ages 4–6	<ul style="list-style-type: none"> Fear of being left alone/ abandoned by caregivers Fear of bodily harm Loss of control while motor skills are developing Loss of normal routine 	<ul style="list-style-type: none"> Honest, simple, age-appropriate conversations can help the child feel more secure Play is often a means to help young children learn
Ages 7–12	<ul style="list-style-type: none"> Worried about painful procedures and changes to his/her body 	<ul style="list-style-type: none"> Provide honest information. Do not mislead the child by telling him/her something will not hurt if it will. Talk with your child about how to cope with possible pain and confusion. Introduce comfort measures.
Teenagers	<ul style="list-style-type: none"> Often self-conscious and may have questions about specific procedures 	<ul style="list-style-type: none"> Encourage your teen to talk to the doctors and nurses involved with his/her care Allow the teen to be part of decisions that will give him/her the feeling of some degree of control

For help with preparing your child for a procedure or helping him or her cope, request a Child Life Specialist for assistance.



The Parents' Role

Your support, presence and involvement are very important to your child's sense of comfort and security while in the hospital.

What can you do?

- Spend as much time as possible with your child.
- Inform your child and/or his or her nurse when you will be leaving the floor or the hospital and when you plan to return.
- Be available for family-centered rounds (usually before 11 a.m. daily).
- Establish good communication with your child's health care providers to help your child understand what is happening:
 - Assist staff in preparing your child for procedures and tests by letting them know how your child typically reacts.
 - Explain to your child why he or she is experiencing certain symptoms.
 - Seek answers to your questions.
- Share your child's routine with care givers to help maintain normalcy.
- Encourage your child to participate in activities and special programs offered by the Child Life Department and the Family Resource Center.
- Stay in touch with changes in your child's personality or behavior during or following his/her hospital stay and talk with your care team if you have concerns

Taking Care of Yourself

Having a hospitalized child is physically and emotionally stressful to the parent. It is in the best interest of you and your child if you take care of yourself. Here are some tips for keeping yourself healthy.

- Make sure you eat, take rest periods and maintain your normal medication schedule.
- Know that it is OK for you to go home to see the rest of the family, and to leave the hospital to take care of personal business.
- Rest assured that we will take good care of your hospitalized child if you go home.
- You may call your child's nurse for updates on his or her condition at any time.
- Look for special Family Life events and activities that offer support, education, and recreation for all members of the family. These events are listed on your child's in-room television on channel 2 and on the electronic message boards throughout the hospital.

HB4Life Fitness Center

The HB4Life Fitness Center is available for the parents and guardians of inpatients for two sessions Monday through Friday.

Hours are Monday through Friday from 9 to 11 a.m. and 2 to 4 p.m. The center is closed all hospital holidays.

A session pass (morning or afternoon) to the Fitness Center can be secured at the Welcome Information Center Desk and are available on a first-come first-served-basis.

Exercisers will be asked to complete a waiver and will be issued an access card to the facility located in the Plaza Building and accessible from the Rainbow Bridge.

HB4Life staff members will ask participants to complete a PAR-Q assessment form, review the participation guidelines, and sign a YMCA waiver as well that will be maintained on file for 12 months.

All session passes must be returned to an HB4Life Center staff member upon entry.

All HB4Life Center and Children's Hospital Rules and Regulations, including the Visitor Code of Conduct, must be followed at all times during visit.

- Exercisers will have access to the Fitness Center locker room facilities during their work out. Lockers are for use during one's work out.
- Locks are not provided and are the responsibility of the participant.
- Towels are provided for use in the locker rooms at the HB4Life Center only. Used towels must be returned to the soiled linen bins in the Fitness Center, as they are property of the YMCA.
- Use of cell phones in the locker rooms is not permitted.
- All areas of the HB4Life Center, including locker rooms, are Medical-Free Zones.
- Parents may not approach nursing staff, etc. to talk about their child's condition or care.
- No child care available at the HB4Life Center.
- Food is prohibited in the facility. Please speak with a staff member for exceptions.
- Participants are not eligible for Group Exercise classes.
- HB4Life Center staff is available to allow access to the facility and answer questions related to health and wellness.
- Proper workout attire is required (i.e. loose fitting clothing with shoes and socks. Sandals or slippers are not permitted in the exercise areas.)

Dining on Call

Dining on Call provides meals and specialized formula to meet the individual needs of inpatients. Upon admission, your child will be introduced to the meal program and how it works. Patients may order meals daily from 7 a.m. to 8 p.m. They may order anything they like, that is on the menu, as long as it is within their diet order. The Nutrition Operator in the call center will be able to assist each patient. If a patient is unable to order his or her meals, a parent, caregiver, nurse or Dining on Call representative may assist. Meals will be delivered within 45 minutes of ordering.

- Should you need anything during meal times, contact the call center at 864-9700.
- For late admissions or patients returning from a late procedure, limited food options are available from 8 p.m. to midnight. Please ask your nurse or caregiver for details.
- For menus, see channel 2.
- Parents may contact Dining on Call at 864-9700.

Special Diets

Children’s Hospital provides meals for children with special dietary needs.

Meal Type	When Used	Examples
BMT/Neutropenic	Patients with compromised immune systems	Mostly pre-packaged foods; no raw fruits or vegetables
Carbohydrate Controlled/Diabetic	Patients with difficulty controlling blood sugar levels	No fried foods; no added sugars; only foods that are low in carbohydrates
Clear Liquid	Before/after surgery; medical tests	Only ginger ale, Jello®, broth, popsicles, cranberry/apple/grape juice, coffee, or tea
Food Allergies	For specific allergies	Any food items are OK if within diet order and it does not contain allergins
Full Liquid	Children who cannot tolerate solid food	Cream of Wheat, grits, oatmeal, tomato soup, plain yogurt, milk, pudding, ice cream, and all clear liquid menu items
Gastro	Children with diarrhea/vomiting	No added sugars; items low in fat; easily-digested foods such as grilled chicken, green beans, rice, mashed potatoes
Low Fat	Children with various diagnoses	No fried foods; low fat foods only such as chicken, fish, rice, vegetables, and fruits
Low Residue	For those experiencing stomach/intestinal difficulties	No fried foods; no raw fruits or vegetables
No Concentrated Sweets (NCS)	Children with difficulty controlling blood sugars or when caloric intake needs to be controlled	No dessert products; no added sugars
No Salt Added	For those with high blood pressure or fluid retention difficulties	Foods prepared with no salt added; most foods on the menu are OK; and no salt is added on the tray
Pureed	When chewing/swallowing difficulties are present	All foods within diet order and LDAs that are puree consistency
Regular	Children with general medical conditions that do not require dietary restrictions	No food restrictions
Renal	For children with kidney problems	No salt, no fried foods; low-sodium meats are allowed; no tomato products; no citrus products or bananas

Dining With Your Child

Parents may eat with their child by ordering a guest tray.

- You must first purchase a \$5 guest tray voucher from a cashier in the Cafeteria, Floor 3, or at the food kiosk on Floor 1, the cashier on Floor 1, or at the Gift Shop.
- Place your order by calling 864-9700 and speaking with a nutrition operator.
- Your order will arrive within 45 minutes. Upon arrival, give voucher to the wait staff associate.

Other options include:

- Each acute care unit has a family pantry that features a microwave oven and a refrigerator. Please label food and drink stored in the refrigerator with your name and the date.
- For breastfeeding mothers, cafeteria meal tickets are available at the nursing station. Tickets can only be used in the Cafeteria. Takeout is available so mothers can return to their children's rooms to eat. Please obtain a new ticket for each meal.

Breastfeeding Your Child

Because the nutrients in breast milk that aid the immune system are even more important to a hospitalized infant, Children's Hospital will help you establish and maintain your milk supply while your child is hospitalized. A breast pump rental program is available for mothers who are unable to nurse their infants, and lactation rooms are available. Please see page 22 for the locations of the lactation rooms. Please ask your nurse for a breast pump and kit.



Entertainment

Staying Connected

Mail

Mail is delivered daily to the nurses' station on each patient floor. Special packages, such as balloons and flowers, may be picked up at the Welcome/Information Center, Floor 1a.

Mail should be addressed as follows:

Patient Name (no nicknames)
Room Number, Unit
Children's Hospital of Pittsburgh
of UPMC
One Children's Hospital Drive
4401 Penn Avenue
Pittsburgh, PA 15224

E-Cards

"Get Well" e-card messages can be sent via Children's Hospital's Web site. E-cards are delivered daily. E-cards can be created at www.chp.edu/ecards.

Personalized Web Pages: CarePages

Keep in touch with friends and family through a personalized, secure Web page—called a **CarePage**. Every person you invite can visit your page to read condition updates posted by the child and his or her family, view pictures, share messages of support and offer assistance in a non-intrusive manner. To get started, go to www.chp.edu/carepages.

Television Service

All patient rooms have color TVs equipped with closed-captioning devices.

Child Activity Centers (Playrooms)

Activity centers are rooms where inpatient 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.



Austin's Playroom, which is adjacent to the atrium on Floor 6, is open extended hours (Monday through Friday from 9:30 a.m. to noon; 2 to 4:30 p.m.; and 6 to 8 p.m., as well as Saturday and Sunday from 9:30 a.m. to noon) to accommodate patients' needs.

The playroom offers a diverse selection of activities ranging from a toddler station to a media area (complete with Guitar Hero) for teens.

Children's Family Resource Center and Libraries

The Family Resource Center and Libraries provide a spectrum of resources for families and patients seeking health information, access to computer-based resources or who are looking for a book to read to their child or for themselves.

The Family Resource Center is open daily from 8:30 a.m. to 10 p.m. Patients and families can access the Family Business Center and the Adopt-a-Book area during these times, or simply take a break and enjoy the comfortable furnishings and cozy fireplace.

The Family Business Center provides computer, Internet, copying and faxing access so families can take care of the business of their lives from the hospital. Several computers and a multi-function copier/scanner/fax are available for families to use.

The Adopt-a-Book Area is located in the solarium of the Family Resource Center. This area is made up entirely of community donations of books and magazines for all ages, including adults, and is not part of the circulating library collections. Families may select materials to take with them and are encouraged, but not required, to return them when finished for another family's enjoyment.

The Kohl's Safety Center is also located in the Family Resource Center and is open Monday to Friday noon to 4 p.m. Please see [page xxx](#) for additional information.



Two girls in library

The Family Resource Center also houses the circulating library collections, which are open Monday 8:30 a.m. to 5 p.m., Tuesday through Friday 8:30 a.m. to 8 p.m. and on Saturday from Noon to 8 p.m. Librarians are available during these hours to assist patients, families, physicians, and staff. The Family Resource Center includes the following library collections:

The Family Health Library provides accurate and up-to-date information about pediatric illnesses, conditions, and wellness. Included are books, health magazines, videos, and CDs. Computers with Internet access are available for use by patients and families, and a consumer health librarian is available Monday through Friday 8:30 a.m. to 5 p.m. to assist families with identifying consumer health resources.

The Moulis Children's Library provides children's fiction and nonfiction books, magazines, audiobooks, and DVDs in a kid-friendly, medical-free zone. A children's librarian is available Tuesday through Saturday afternoons.

The Young Adult Collection provides recreational fiction and nonfiction books, magazines, audiobooks, and DVDs specifically selected for our adolescents.

The Family Resource Center and Library staff can be reached at 692-5288 or via email at CHPLibrary@chp.edu.

Programs at our Patients' Bedsides



Laptop computers

Laptop computers are available for distribution Monday through Friday from 9 a.m. to 4 p.m. by calling 692-9000. A state ID, passport, driver's license or military ID is required. To access Internet Explorer, double-click the icon. A window will open and ask for an e-mail address. If you don't have a personal e-mail address, key in "chp."

Wi-Fi

Children's Hospital offers Wi-Fi (a wireless local area network) for parents and patients with a laptop equipped with a wireless card. If your laptop has wireless capability, make sure your server selection is GIA. To access Internet Explorer, double-click the icon. A window will open and ask for an e-mail address. If you don't have a personal e-mail address, key in "chp."

It's More than TV...

Patient rooms on floors 4 through 9 have access to an information and entertainment hub that is accessible through the television and features the following channels and services:

Welcome Channel — 00

Enables the user to connect to all entertainment features (for example, video games, on-demand movies, etc.). Also displays the cable channel listing.

Hospital Information Channel — 02

Patient-related information, including meetings/group sessions, activities and cafeteria menu/specials.

Hospital Messaging Channel — 03

Provides general information, including blood drives, special recognition, community events and hospital news.

C.A.R.E. Channel — 43

Contributing to your relaxation and healing. This channel offers relaxing videos of nature with music and images to help lower stress for patients and families.

C.A.R.E. With Guided Imagery — 44

Patient Education Video Library

Educational health care videos for patients, family members and visitors (*Condition Help, It's Time To Learn About Diabetes, etc.*).

On-Demand Movies

Free, first-run movies featuring media playback controls that allow viewers to save a location in a movie and watch the rest later. Movie selection is updated quarterly.

TV Game Room

Play "strategy and skill" games on the TV using the remote control or pillow speaker controls.

Nintendo Game Cube

Play popular Nintendo video games directly on the TV. Video games are changed quarterly. Game controls can be checked out on each unit from the HUC desk.

Accommodating Infants' Needs

Children's Hospital provides lactation support to mothers providing breastmilk for their hospitalized infants. Please inform your nurse and physician that you are breastfeeding or pumping. Our staff can provide a Medela S breastpump, individual kit, containers, labels, soap and printed information (Lactation Logicare) to get your pumping started.

Breastfeeding Resources

- A certified lactation consultant is available Monday through Friday. Please tell your nurse or physician that you have questions regarding lactation, and he or she can arrange for a lactation consultation. You may reach the lactation office at 692-5036.
- The patient televisions can access the Patient Video Education Library, whose Nutrition section includes helpful lactation videos. Press the MENU button on your television's remote control.
- Several lactation-related books are available at the Family Resource Center Library, Floor 6.
- Pads for breastfeeding mothers are available in the gift shop.

NICU Breastpump Rental Program

Call 692-5030 for more information. Current rental charges are as follows:

- \$2.50 per day
- \$17.50 per week
- \$70 for one month
- \$55 three additional months

Check with your insurance company to see if it provides coverage for a breastpump.

Lactation Rooms

Pumping rooms with private areas and breast pumps are available as follows:

- **Emergency Department — Room 01312** across from the ED Triage desk. If the room is locked, please see the health unit secretary to open the door or call hospital security to unlock it at 692-5191. One breast pump in a single private room is available.
- **CICU/Surgery** — within the CICU family waiting area. One breast pump in a single private room.
- **PICU** — **Room 05411** across the PICU waiting area. Three private, curtained areas with two breast pumps.
- **NICU** — **Room 08608** within the NICU waiting area. Two private curtained areas with two breast pumps.

Accommodating Special Needs

If your child has special needs, please tell us about them.

As a parent, you can help caregivers to recognize your child's special ways of communicating, how he or she expresses pain or discomfort, and how best to provide care to him or her.





Accommodating Teens' Needs

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

- The Teen Lounge, on 9a, is open from 9:30 a.m. to 11 p.m. Teens permitted to leave their rooms are welcome to hang out in the lounge, socialize and get to know their peers. Supervised activities including art projects, movie night, group games and special visitors take place in the Teen Lounge.
- Teens on units other than 9a with their nurse's approval may visit the lounge and must be accompanied by a staff member or other adult.
- The Young Adult library offers a collection of books and popular periodicals. Librarians are available Monday through Friday from 8:30 a.m. to 8 p.m., and noon to 8 p.m. on Saturday.
- Friends are encouraged to visit after school hours. All family members and other guests under 18 years old must be accompanied by an adult. See guidelines on page 14 for hours and procedures.

Chaplains at Children's Hospital

- Respect all faith and non-faith traditions and work to coordinate ministry from the patient's own faith community
- Pay daily visits to the hospital units
- Are available to support the family during care conferences
- Seek to provide support and comfort to all who enter the door

To contact a chaplain when inside the hospital, dial the hospital operator at 692-5325 and ask to have the chaplain paged, or ask your nurse or social worker to page the chaplain. Outside the hospital, call 412-692-5325 and have the chaplain paged.



Pastoral Care

Hospital chaplains are in the hospital from 8 a.m.–8:30 p.m. Monday through Friday, and are available by pager 24 hours a day, seven days a week, for children or family members who may be:

- Far from family and friends
- Feeling anxious, worried, discouraged or apprehensive
- Dealing with a new diagnosis
- Coping with the imminent death of a loved one
- Wishing to have a companion in prayer

An interfaith chapel is located on Floor 6. It is open 24 hours a day, seven days a week.

Family Amenities

Overnight Accommodations

Hotels

Families requiring additional accommodations have options for overnight lodging near the hospital. The hotels listed below are located less than three miles from the hospital and offer discounted rates to families whose children are patients at the hospital, as well as free shuttle service to the hospital.

Hotel	Distance	Parking	Amenities
Courtyard by Marriott 5308 Liberty Ave. Pittsburgh, PA 15224 412-683-3113 www.marriott.com	1.04 miles	Daily rate	Restaurants, fitness center, Internet
Hampton Inn – Pittsburgh Oakland University Center 3315 Hamlet St. Pittsburgh, PA 15213 412-681-1000 1-800 HAMPTON (1-800-426-7866) www.pittsburghhamptoninn.com	2.8 miles	Daily rate	Complimentary breakfast, fitness center, business center
Holiday Inn Select University Center 100 Lytton Ave. Pittsburgh, PA 15213 412-682-6200 1-888 HOLIDAY (1-888-465-4329) www.ichotelsgroup.com	2.03 miles	Daily rate	Restaurant, kids eat free, business center, fitness center
Quality Inn – University Center 3401 Blvd. of the Allies Pittsburgh, PA 15213 412-683-6100 1-877-424-6423 www.qualityinn.com	3.04 miles	Free parking	Restaurant, free Internet
Residence Inn – Pittsburgh University/Medical Center 3896 Bigelow Blvd. Pittsburgh, PA 15213 412-621-6200 1-800-513-8766 www.marriott.com	1.16 miles	Daily rate	All suites hotel, complimentary breakfast, free Internet
Shadyside Inn 5404 5th Ave. Pittsburgh, PA 15232 412-441-4444 1-800-767-8483	1.76 miles	Free parking	Fully furnished suites for up to four people
Wyndham Garden Pittsburgh Hotel 3454 Forbes Ave. Pittsburgh, PA 15213 www.pittsburghpawyndham.com	1.76 miles	Daily rate	Restaurant, business center

Ronald McDonald House

Ronald McDonald House, located on campus in the Plaza Building, provides lodging for families who live more than 40 miles from the hospital whose children will remain in Children’s Hospital for an extended length of time. If their budgets allow, families are asked to contribute a nominal fee per night. The facility offers:

- 60 private apartments that accommodate up to 4 people, with the amenities of home such as equipped kitchens, flat-screen TVs, and Internet access
- Fully-equipped kitchens
- Laundry facilities and linen service
- A large community room, with an electric fireplace, for interaction with other families
- A community dining room

Referrals are made through a physician or social worker. Please call 692-8230. If assistance is needed over the weekend, the social worker on call can refer families. Page the social worker through the hospital operator at 692-5325.

Family Houses: McKee, Neville, Shadyside, and University Place

The four Family House locations are within a short driving distance of Children’s Hospital. All rooms include a private bath and access to on-site laundry facilities, communal kitchens, dining areas and fitness facilities. For more information, contact the Welcome/Information Center at 692-8230.

In-Room Acute Care

Each of our inpatient acute care rooms provides accommodations for two adults to stay with their child.

Critical Care

Critical care units provide one sleep space for a parent or guardian.

Bathing and Laundry

Each acute care patient room is equipped with a full bathroom for use by the patient and his or her family. Personal care kits are available at the Welcome/Information Center free of charge. In the PICU, each room shares a powder room with the adjacent room, and parent showers are distributed throughout the unit.

Laundry facilities are available 24 hours a day on Floor 8. Laundry supplies may be purchased at the Welcome/Information Center and Lori's Hallmark, the Gift Shop.

Meals

Consult the map on page 28 for the neighborhoods surrounding the hospital and the numbers to call for more information about the restaurants in those communities.

The chart at right provides a quick reference of what's available in the hospital and the hours of service.

Venue	Location	Hours	What's Offered
Cafeteria	Floor 3b	Breakfast – 6:30 to 10 a.m. Grab and Go – 10 to 11 a.m. Lunch – 11 a.m. to 3 p.m. Dinner – 3 p.m. to midnight	Hot, home-cooked entrees, burgers, pizza, sushi, salad bar, sandwiches, soups, snacks, etc. Daily menu line – 692-6922
Pop Stop Snack Bar	Floor 3b	Weekdays – 5:30 a.m. to 7 p.m. Weekends – 9 a.m. to 4 p.m.	Gourmet coffees, pastries, sandwiches, salads, milkshakes and other takeout items. Daily menu line – 692-7720
Lori's Hallmark Gift Shop	Floor 1c adjacent to the main lobby	Weekdays – 7 a.m. to 9 p.m. Weekends – 8:30 a.m. to 8:30 p.m.	Snacks, soft drinks, candy
Vending Machines	Floor 1 adjacent to the ED Floors 2, 3, 4 (surgery waiting room and CICU) Floor 5 (PICU)	24-hours	Snacks and beverages
Food Kiosk	Floor 1 adjacent to grape elevators	5 a.m. to 4 p.m.	Beverages, grab and go foods, salads, sushi

Securing Valuables

Children’s Hospital is in the process of installing safes with push-button electric locking systems in inpatient rooms. If your room already has a safe installed, enter a four-digit combination and press the “lock” button and then re-enter the same combination to unlock the safe. The safes also can be locked using a credit card. In the event that you forget the combination or your child is discharged and you have not unlocked the safe, nurses may call security and they will open the safe to retrieve your items.

Post Offices

Bloomfield (15224)

5182 Liberty Ave.

Arsenal (15201)

186 42nd St.

1-800-ASK-USPS (275-8777)

www.usps.com

Financial Services

ATMs

Automated teller machines (ATMs) can be found in the following locations:

- Main Hospital, Floor 1a, by the Grape elevators (PNC)
- Main Hospital, Floor 3b, by the Pop Stop (Citizens)
- John G. Rangos Sr. Research Center, Floor 1 (PNC)

Banks

The following banks are nearby.

Allegheny Valley Bank

4314 Penn Ave.

(across the street from the hospital)

412-325-0620

www.avbpg.com

Citizens Bank

4112 Butler St.

412-683-4311

1-888-910-4100

www.citizensbank.com

First Commonwealth Bank

5200 Butler St.

412-690-4585

www.fcbanking.com

PNC Bank

4101 Butler St.

412-682-4435

1-888-PNC-BANK

www.pnc.com

Parking for Outpatient Appointments

The Penn Garage is reserved for outpatient families and for those arriving at the Emergency Department. This garage offers convenient access to the underground parking spaces from 44th Street. The Grape elevators travel directly from the garage to outpatient services on Floors 1 through 4. Valet parking is available for patients and parents who require assistance or for urgent drop off of Emergency Department patients.

Parking Fees for Outpatients/Guests

0 to 3 hours	\$3
3 to 6 hours	\$7
6 to 8 hours	\$10
8 to 24 hours	\$20

Pay for parking at the pay stations located by the elevators on the floor where your vehicle is parked.

Valet

Valet parking is available for those who need assistance. Payment for valet parking is handled with the parking cashier located next to the Welcome/Information Center in the main lobby.

Emergency Department patients who are discharged to home are provided with parking validation at the Emergency registration desk.

Escorts

Children's Hospital's Public Safety Department is staffed by commissioned police officers 24 hours a day, seven days a week. Children's Public Safety personnel are available to escort parents and visitors to their vehicles and to the bus stop upon request.

Parking for Inpatients' Parents/Guardians

The Mid-Campus Garage is the primary parking facility for inpatient families and visitors. Covered walkways take visitors to the Transformation Corridor on Floor 2 and to the Welcome/Information Center. From Penn Avenue, enter the garage from 44th or 45th streets.

Two Day Parent/Guardian Parking Passes

A special two-day parking pass is available for parents and guardians of inpatients. This pass provides unlimited entrance and exit from the Mid-Campus Garage from the time of purchase until midnight the next day. At midnight, the card deactivates, and once the card deactivates, parents and guardians may purchase another card.

- The cost of each two-day pass is \$10.
- Two-day passes are only available from the parking cashier at the Welcome/Information Center and cannot be used or purchased at the parking pay stations
- The pass provides discounted parking for two parents or guardians during their child's stay at Children's Hospital.
- The pass is not valid in the Penn Garage.

Parking for Inpatients' Visitors

Inpatient visitors also park in the Mid-Campus Garage which is accessed via 44th and 45th streets. Parking fees are as follows:

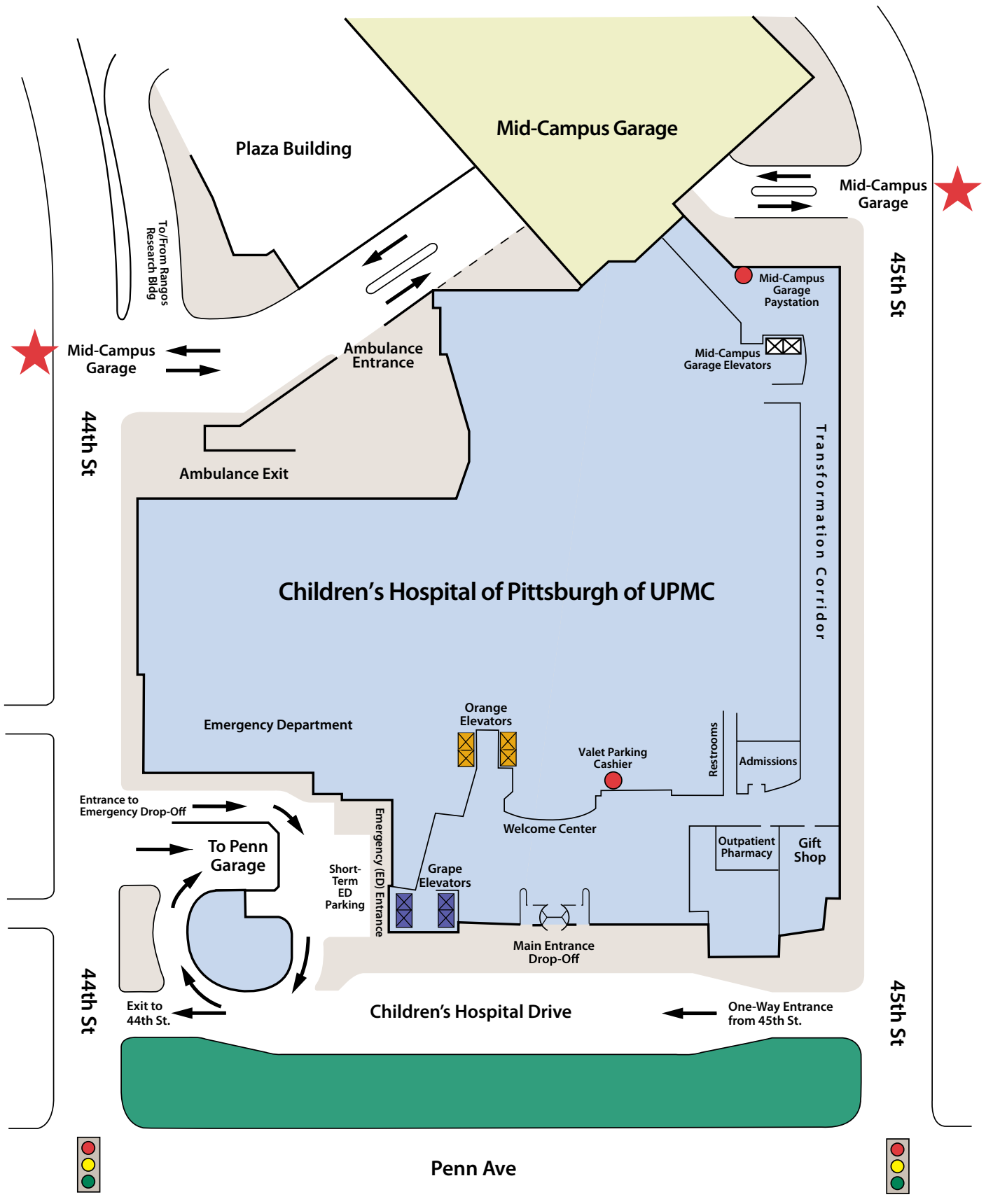
0 to 3 hours	\$3
3 to 6 hours	\$7
6 to 8 hours	\$10
8 to 24 hours	\$20

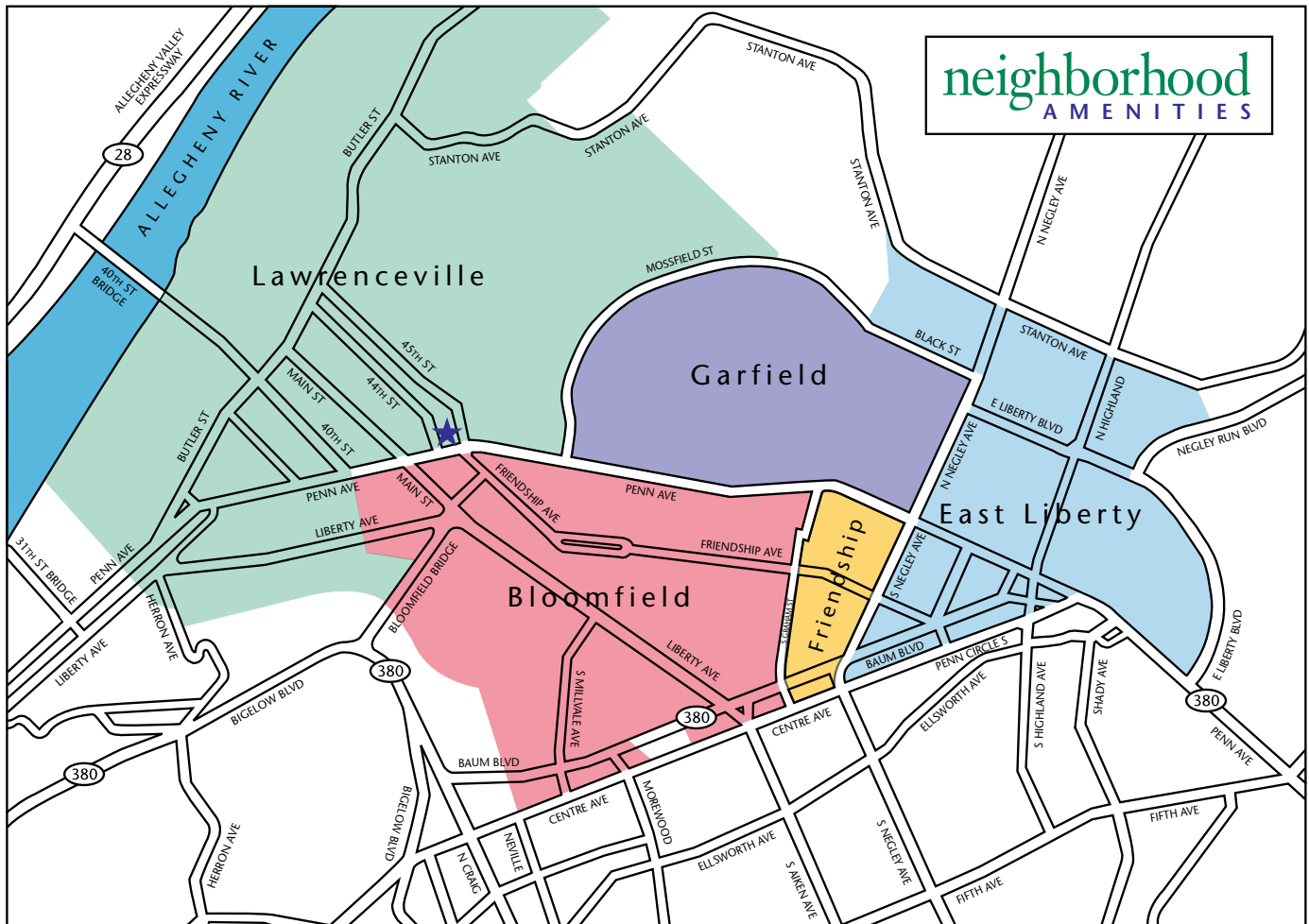
Pay for parking at the pay station located the end of the Transformation Corridor by the Mid-Campus Garage.

Extended Stays/Treatments

Parents/guardians of children who are staying in the hospital as inpatients longer than 21 days receive free parking after day 21. The Care Coordinator on your child's unit can provide you with an application for free parking after the 21st day.

Additionally, outpatients that get continuous treatment— defined as 3 days or more per week— can apply for free parking after 20 treatments.





Shopping

Need toiletries, batteries, snacks, or some of the comforts of home such as grocery items, apparel, books, games, etc.? A large gift-shop is located in the hospital and there are many shops and boutiques in the surrounding neighborhoods that are interesting to explore.

Lori's Hallmark

Lori's Hallmark, the gift shop, is located on Floor 1 at the end of the Transformation Corridor adjacent to the main lobby. A wide variety of gifts, toys, greeting cards, snacks and magazines, as well as guest tray vouchers, clothing, toiletries, phone cards, postage stamps, helium balloon refills, bus passes, and lottery tickets are available for your convenience.

Hours: Monday through Friday, 7 a.m. to 9 p.m.

Saturday and Sunday, 8:30 a.m. to 8:30 p.m.

Methods of payment: Cash, debit, and credit cards (MasterCard, Visa, Discover, and American Express). Sorry no checks. For more information or to order a gift item, call 692-5187.

Information about the neighborhoods surrounding the hospital is available free of charge in the gift shop.

Bloomfield

Known as Pittsburgh's "Little Italy," Bloomfield is a neighborhood that has strong ethnic pride, customs, and a commitment to family. Bloomfield boasts a robust business district along Liberty Avenue that puts most of life's necessities, and several luxuries, within an easy walk of Children's Hospital. There are many restaurants, markets tanning and hair salons, gifts and card shops, several gyms, a cobbler and much more.

For more information, visit www.shoppingbloomfield.com or call 412-681-2054.

East Liberty

East Liberty is a culturally diverse neighborhood that was once the shopping hub of the east end of Pittsburgh. The community has undergone many transformations during the past several decades going from an area with small shops to one with big box stores. It is now going back to its roots with more smaller shops and diverse restaurants.

For more information, visit www.eastliberty.org or call 412-361-8061.

Friendship

It's only natural that a city as friendly as Pittsburgh would have an entire community named Friendship; however, Friendship takes its name from Friendship Avenue, an east-west thoroughfare that runs from Bloomfield to East Liberty. Friendship is a strictly residential neighborhood with large Victorian-era homes with elaborate architectural embellishments. Friendship does not have a business district.

For more information, visit www.friendship-pgh.org or call 412-441-6147.

Garfield

Bordered by Bloomfield and Friendship, Garfield is located a few blocks east of Children's Hospital. The main business area along Penn Avenue includes banks and a variety of shops. Salons and barbershops specializing in African-American styles, small, ethnic restaurants, and arts-related businesses such as theatres, galleries, and much more are among the offerings.

For more information, visit www.bloomfield-garfield.org or call 412-441-9833.

Lawrenceville

In 2007, The New York Times called it "a go-to destination," but many Pittsburghers call this large neighborhood home. Founded in 1814 by William Foster, father of Stephen Foster, Lawrenceville is a community that is undergoing a successful revitalization. Along Penn Avenue and Butler Street there is a diverse collection of shops, galleries, restaurants, night spots, and specialty boutiques.

For information visit www.lawrencevillecorp.com or call 412-621-1616.

Retail Pharmacies

Several retail pharmacies are near Children’s Hospital. They include:

Children’s Outpatient Pharmacy

Main Hospital, Floor 1b
 Phone: 412-692-9000
 Fax: 412-864-8943
 9:30 a.m.–5:30 p.m.
 Monday through Friday
 10 a.m.–2 p.m. Saturday and Sunday

Bloomfield Drug Store

4727 Liberty Ave.
 Phone: 412-682-4909
 9:30 a.m.–6 p.m.
 Monday through Friday
 9:30 a.m.–5 p.m. Saturday;
 closed Sunday

Rite Aid

3939 Butler St.
 Phone: 412-682-6970
 Store: 8 a.m.–10 p.m.
 seven days a week
 Pharmacy: 9 a.m.–9 p.m.
 seven days a week

Rite Aid

4411 Howley St.
(one block over from the hospital)
 412-621-9987
 9 a.m.–9 p.m. seven days a week

Wilson’s Pharmacy

4101 Penn Ave.
(one block down from the hospital)
 Phone: 412-621-6471
 9 a.m.–8 p.m.
 Monday through Friday
 9 a.m.–5 p.m. Saturday
 9 a.m.–2 p.m. Sundays

Places of Worship

Nearby churches, synagogues and temples are listed below:

Name	Distance	Schedule of Services
Bellefield Presbyterian Church (Oakland) Fifth Ave. and Thackeray St. Pittsburgh, PA 15213 412-687-3222 www.bellefield.org	2 miles	Sunday 8:30 a.m. (traditional) 11 a.m. (contemporary)
First Trinity Lutheran Church (Oakland) 531 N. Neville St. Pittsburgh, PA 15213 412-683-4121 www.firsttrinity.com	1.55 miles	Sunday 11 a.m.
Immaculate Conception – St. Joseph Parish (Bloomfield) 4712 Liberty Ave. Pittsburgh, PA 15224 412-682-5353 412-682-2354	.46 miles	
Islamic Center of Pittsburgh 4100 Bigelow Blvd. Pittsburgh, PA 15213 412-682-5555 www.icp-pgh.org	1.5 miles	Jumah Prayer Friday 1:10 p.m.
New Bethel Missionary Baptist Church (Lawrenceville) 221 43rd St. Pittsburgh, PA 15201 412-621-2155	.53 miles	
Our Lady of the Angels Parish/ St. Augustine (Lawrenceville) 225 37th St. Pittsburgh, PA 15201 412-682-0929 www.olapgh.org	.56 miles	Saturday 4 p.m. Sunday 8:30 a.m., 10 a.m.
Rodef Shalom Congregation (Oakland) 4905 Fifth Ave. Pittsburgh, PA 15213 412-621-6566 www.rodefshalom.org	1.86 miles	Erev Shabbat Service Friday 5:30 p.m. Saturday 10:30 a.m. (Sanctuary) Levy Hall Minyan 10:30 a.m. (Levy Hall)
St. Nicholas Greek Orthodox Cathedral (Oakland) 419 S. Dithridge St. Pittsburgh, PA 15213 412-682-3866 www.stnickspgh.org	1.88 miles	Summer Orthros 8:30 a.m. Divine Liturgy 9:30 a.m. Winter Orthros 9 a.m. Divine Liturgy 10 a.m.

Need a Break?

If you need to get away from the hospital for a while, these attractions are nearby or within a short drive:

The Andy Warhol Museum (North Shore)

117 Sandusky St.

412-237-8300

www.warhol.com

Carnegie Library of Pittsburgh (Lawrenceville)

279 Fisk St.

412-622-3114

www.clpgh.org

lawrenceville@carnegielibrary.org

Carnegie Museums of Pittsburgh (Oakland)

(The Carnegie Museums of Art and Natural History are in the Oakland section of Pittsburgh.)

4400 Forbes Ave.

412-622-3131

www.carnegiemuseums.org

Phipps Conservatory and Gardens (Oakland)

One Schenley Park

412-622-6914

www.phipps.conservatory.org

The Pittsburgh Zoo & PPG Aquarium (Highland Park)

One Wild Place (at Baker Street)

800-474-4966

www.pittsburghzoo.org

Schenley Plaza (Oakland)

4100 Forbes Ave

Pittsburgh, PA 15260

412-682-7275

www.pittsburghparks.org

Senator John Heinz History Center/

The Western Pennsylvania Sports Museum (Strip District)

1212 Smallman St.

412-454-6000

www.pghhistory.org

Station Square (Southside)

125 West Station Square Drive

Pittsburgh, PA 15219

1-800-859-8959 or 412-261-2811

www.stationsquare.com

For a complete list of attractions and activities in and around the region, log-on to www.visitpittsburgh.com.



Transportation

Buses

A number of Port Authority of Allegheny County (PAT) bus routes stop in front of Children's or within 1/4-mile. Fares are zone-based; exact change is required. For more information, call 412-442-2000 from 7 a.m.–7 p.m. weekdays and from 8 a.m.–6 p.m. weekends or visit the website at www.portauthority.org.

Taxi Service

Checker Cab

412-381-5600

Yellow Cab Co.

412-321-8100

Travelers Aid of Pittsburgh

A representative from Travelers Aid is available to enroll Allegheny County families in the medical assistance transportation program and to answer questions. This service is offered Monday through Friday from 9 a.m. to 2 p.m.

Going Home



Discharge planning begins soon after the child's admission. Parents will be involved in the decision and planning for discharge including home care arrangements, medications and follow-up appointments. You will be contacted as soon as your child's attending physician has approved the child's discharge from the hospital.

- 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.
- Upon discharge, you will receive instructions regarding your child's follow-up care.
- We encourage you to repeat to the care provider his/her instructions to make sure you understand them.
- Review your child's discharge/home care plan with the care provider. Be sure to ask when your child can return to normal activities.
- Review your child's medication with the care provider. Ask the medication's purpose, dosage, delivery, special considerations, and side effects and record the medication on the medication card provided to you.
- Ask for prescriptions, medications, or other therapies.
- Children's Outpatient Pharmacy, on Floor 1 of the main hospital, can fill discharge prescriptions and can deliver them to the child's room prior to discharge. The Outpatient Pharmacy is open from 9:30 a.m.–5:30 p.m. Monday through Friday and 10 a.m.–2 p.m. Saturday and Sunday. Call 412-692-9200.
- Ask your child's health care provider to help you update your child's medication history and to give you a medication card wallet.
- Ask your child's care provider who you should call if questions or problems come up at home and be sure that you have the contact information.
- Know who you should see for follow-up visits and when your child should be seen.

A Note About Your Child's Hospitalization Status

You received this information booklet because your child has been admitted to Children's Hospital of Pittsburgh of UPMC. Your child may have been admitted as an inpatient or, if the doctor determined that your child requires **observation** by professional medical personnel that cannot be provided at home, in a doctor's office or in the Emergency Department, as an "observation patient" or "outpatient in a bed."

Even though during the observation period your child may be moved to an inpatient floor, or may stay overnight for one or more nights, your insurance company may categorize your child's stay as an "outpatient in a bed." The time in the hospital will be used to determine whether your child can best be treated as an inpatient or an outpatient.

Note that your insurance carrier considers your child to be an outpatient until its criteria for inpatient status are met and they have authorized the hospital to bill charges for the stay as inpatient charges.

Most children are discharged from observation with instructions for care and follow-up with their pediatrician or family doctor. If your child is discharged from observation, his or her care will be billed to your insurance carrier and payment will be made according to your plan benefits and requirements for **outpatient** medical care. *If your insurance requires a copayment for emergency or outpatient care, you will be billed your normal outpatient co-insurance (if any) even though the stay was overnight for one or more nights.*

If your child's admission is authorized by your insurance company as an inpatient stay, payment will be made according to your plan benefits for inpatient medical care.

If you have any questions about your insurance coverage, contact your insurance carrier's member services line at the number on your insurance card.

Billing and Medical Records

Patient Business Services (Billing)

UPMC
P.O. Box 382059
Pittsburgh, PA 15250-8059

If you have any questions about a bill you receive, please call Patient Business Services at 412-692-7800 or toll-free at 1-888-873-0698 for hospital charges; and UPP at 1-888-647-9600 for physician charges.

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 from the University of Pittsburgh Physicians (UPP).

Health Information Management (Medical Records)

Main Hospital, Floor 1c

The Health Information Management (HIM) Department maintains records for all inpatient, same-day surgery and outpatient services.

- Access to medical records is protected by Pennsylvania State Department of Health (DOH) regulations and the Health Insurance Portability and Accountability Act (HIPAA).
- Copies of records may be released upon receipt of written authorization of the patient (if over 18 years of age) or the parent or guardian. The approved Authorization for Release of Protected Health Information is available from Children's Web site www.chp.edu.
- There is a charge for copies of records unless they are requested to maintain continuity of care. For more information about obtaining copies of your child's medical records, contact HIM at 412-692-5280.

Patient/Parent Bill of Rights and Responsibilities

Principles of care and the patient's bill of rights and responsibilities

Children's Hospital of Pittsburgh of UPMC ("CHP"), CHP North Surgery Center ("CHP North"), and CHP South Surgery Center ("CHP South") adhere to certain principles of care:

- Professionalism and a commitment to coordinated care
- The importance of patient/family's full participation in care and care planning
- Respect for individuals, their 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)
- Productive complaint resolution

Notice of Rights

A copy of the Patient's Bill of Rights and Responsibilities will be provided to the patient or his/her parent(s) or legal guardian(s) as soon as possible following the patient's admission to CHP/CHP North/CHP South. It also is posted and available in all ancillary services/clinics.

CHP/CHP North/CHP South employees who advocate on behalf of a patient shall not be penalized by CHP/CHP North/CHP South, nor shall the assertion of a concern or complaint have a negative impact on the quality of care provided to any patient.

Definitions

Children's Hospital of Pittsburgh of UPMC ("CHP"):
Includes the main campus in Lawrenceville, all patient outreach clinics and ambulatory care centers

CHP North Surgery Center ("CHP North") and CHP South Surgery Center ("CHP South"):

Facilities or portion not located upon the premises of a hospital, which provides specialty or multi-specialty outpatient surgical treatment

Patient: Child or adult receiving medical services at CHP/CHP North/CHP South

Parent or Guardian: 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

Complaint Resolution

As a patient/guardian, you are entitled to:

- A prompt response to a parent/patient complaint by CHP/CHP North/CHP South staff present. A response by staff might include providing information and assistance or by involving supervisory staff to resolve a service facilitation request or to help resolve the situation.
- Contact the patient representative directly at 412-692-5489 to file a grievance, if an inquiry or concern is not resolved.
- A response in writing from the patient representative to the complainant, outlining the steps taken on his/her behalf to investigate the inquiry, issued usually within seven (7) days of the report. In cases where additional time is required to investigate a matter, an interim letter will be issued.
- A privacy or confidentiality complaint may be made by contacting CHP's/CHP North's/CHP South's corporate compliance and privacy officer at 412-692-7842.

In addition to seeking resolution through the CHP/CHP North/CHP South complaint resolution process, concerns about organizational standards related to quality and safety-of-care issues and the safety of the environment may be addressed to the following regulatory agencies:

- Pennsylvania Department of Health
Division of Acute and Ambulatory Care
Room 532 Health and Welfare Building
Harrisburg, PA 17120
1-877-724-3258

- Joint Commission
Division of Accreditation Operations
Office of Quality Monitoring
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
1-800-994-6610
Fax: 630-792-5636
E-mail: complaint@jcaho.org

Concerns about the quality of care provided or premature discharge may be addressed to:

Quality Insights of Pennsylvania
2601 Market Street
Suite 320
Harrisburg, PA 17110

Penn Center West
Building II, Suite 220
Pittsburgh, PA 15276

Professionalism and Coordinated Care

Patients and/or parents/guardians can expect:

- Parent or guardian and the patient's own physician will be notified as promptly as possible of the patient's admission to CHP/CHP North/CHP South
- Impartial access to the medical resources of CHP/CHP North/CHP South as indicated for appropriate care without regard for race, color, creed, national origin, sex, handicap or source of payment
- Necessary emergency procedures implemented without unnecessary delay and all transfers from CHP's Emergency Department/ASF to another facility will not occur until the patient is medically stable
- The opportunity to notify the patient's physician of choice promptly on admission
- Quality of care and high professional standards, which are continually maintained and reviewed
- The opportunity to request and obtain a second opinion from another physician at the patient, parent or guardian's 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
- The right to be informed of his/her rights at the time of admission

- To be informed of the patient's continuing health care needs at the time of discharge and be assisted or educated about how to meet those needs
- To speak openly and receive information about any questions, concern or complaint regarding pain or any other aspect of the patient's care by talking directly to those involved in his/her care

Confidentiality of Patient Records

Patients or family members should expect:

- Respect for privacy to the fullest extent possible consistent with the care prescribed
- Compliance by hospital staff with all state/ASF and federal laws and regulations concerning the use and disclosure of protected health information
- 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 family
- To be informed of CHP's/CHP North's/CHP South's rules and regulations concerning the patient's and family's conduct while at CHP/CHP North/CHP South
- To be informed if the patient's physician is considering him/her as part of a medical research program and to decline to participate in or withdraw from a research project without fear that his/her care will be compromised
- Confidentiality of the patient's medical record
- To request access to information contained in the patient's medical record, and be provided access in a timely fashion
- 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
- If patient does not speak English, when possible, an interpreter will be provided

Exercise of Rights

Patients and their families should expect:

- Considerate, respectful care provided by competent personnel
- To know why various tests, treatments and procedures are recommended and who will administer them
- To know the general nature of any procedure or treatment recommended
- To be asked for consent to take or use any photographs, video or any other type of image that could identify the patient for non-treatment purposes
- To request and obtain an ethics consultation when conflict, concern or confusion exists about the patient's care. A medical ethics consultation may be requested by calling 412-692-5325 and requesting the medical ethics representative on call.
- Access to physical and psychological comfort at or near the end of life. Children's Hospital provides care that optimizes the dying child's dignity and comfort and addresses the patient's/family's psychosocial and spiritual needs.
- To request and receive full information about and assistance with the available financial resources for the patient's health care
- Confidentiality regarding all records pertaining to the patient's care including the source of payment for the patient's treatment, except when appropriate consent is given by the adult or emancipated minor child, or the parent or legal guardian, to CHP/CHP North/CHP South, the insurance carrier or other third party
- To request 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 the patient's medical record (See separate "Notice of Privacy Practices.")
- 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 the patient bill from CHP/CHP North/CHP South
- The patient has the right to participate in the development and implementation of his/her plan of care
- 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 CHP/CHP North/CHP South personnel comply with these directives
- Notification of the patient's health care status and diagnoses
- Development and implementation of the inpatient or outpatient plan of care/treatment and discharge
- Accept responsibility for medical consequences that result from refusing any treatment or from not following the instructions of your physicians and CHP/CHP North/CHP South personnel

Privacy and Safety

At CHP/CHP North/CHP South, we are committed to:

- Providing care in a safe setting, free from physical, mental and corporal punishment.
- Restraint Care
 - Providing care for patients free from restraints and seclusion in any form that is not medically necessary or that is used as a means of coercion, discipline, convenience or retaliation by staff.
 - Restraint and seclusion may only be imposed to assure immediate physical safety of the patient and the staff members/others must discontinue at the earliest time.
 - The patient has the right to safe implementation of restraint or seclusion by trained staff.

Patient and Parent/Legal Guardian Responsibilities

Patients and the parents/guardians acting on their behalf have the responsibility to:

- Provide physicians and CHP/CHP North/CHP South personnel with accurate information related to your/your child's 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 your diagnosis, treatment or prognosis
- Accept the financial obligations associated with your care
- Know and follow the CHP/CHP North/CHP South rules and regulations
- Use CHP/CHP North/CHP South property carefully so that it remains in good condition for others
- Be considerate and respectful of other families, patients and CHP/CHP North/CHP South personnel and observe the visitor conduct policy of the hospital
- Observe the visitation policy of the hospital unit to which you or your child has been assigned
- Take care of valuables and personal items. CHP/CHP North/CHP South cannot assume responsibility for 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 CHP's/CHP North's/CHP South's no-smoking policy
- To speak openly and receive information about any question, concern or complaint regarding pain or any other aspect of the patient's care by talking directly to those involved in his/her care
- Respect for privacy to the fullest extent possible consistent with the care prescribed
- Compliance by hospital staff with all state/ASF and federal laws and regulations concerning the use and disclosure of protected health information
- To be informed of CHP's/CHP North's/CHP South's rules and regulations concerning the patient's and family's conduct while at CHP/CHP North/CHP South
- To be informed if the patient's physician is considering him/her as part of a medical research program and to decline to participate in or withdraw from a research project without fear that his/her care will be compromised
- To request access to information contained in the patient's medical record, and be provided access in a timely fashion
- 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

CHP North Surgery Center & CHP South Surgery Center

- Impartial access to the medical resources of CHP/CHP North/CHP South as indicated for appropriate care without regard for race, color, creed, national origin, sex, handicap or source of payment
- Necessary emergency procedures implemented without unnecessary delay and all transfers from CHP's Emergency Department/ASF to another facility will not occur until the patient is medically stable
- Upon transfer to another facility, to receive complete information and an explanation concerning the needs for and alternatives to the transfer when medically permissible
- The right to be informed of his/her rights at the time of admission
- To be informed on the patient's continuing health care needs at the time of discharge and be assisted or educated about how to meet those needs
- 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
- If patient does not speak English, when possible an interpreter will be provided
- Considerate, respectful care provided by competent personnel
- To request 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 the patient's medical record (See separate "Notice of Privacy Practices")
- To request and receive an itemized and detailed explanation of the patient's bill from CHP/CHP North/CHP South

- Accept responsibility for medical consequences that result from refusing any treatment or from not following the instructions of your physicians and CHP/CHP North/CHP South personnel
- Know and follow the CHP/CHP North/CHP South rules and regulations

Communication Process Adaptations

Patients and/or families that have communication challenges including but not limited to deafness, low vision, blindness or non-proficiency in English will be provided the Patient's Bill of Rights and Responsibilities with assistive devices that include the following:

- Deaf Talk/DT Interpreting (video-conferencing equipment providing sign language and foreign language interpreting)
- Magnifying glasses/devices
- Braille
- On-site interpreters
- Language Line (by phone) for foreign language

An assistive device kit is available at the Information Desk for use by inpatient and ambulatory areas on-site at the Main Campus. Deaf Talk is available at the Information Desk at the Main Campus. All off-site ambulatory areas will have assistive devices and information on obtaining interpreting services as needed.

ASF = Ambulatory Surgery Facility, CHP North and CHP South

Patient Floor Visiting Guidelines at a Glance

PICU	NICU	CICU	Acute Care
<p>24/7 access for parents, guardians or designee</p> <p>Parents, guardians, designees or other guests may be asked to leave during certain procedures such as surgical procedures at the bedside</p>	<p>24/7 access for parents, guardians or designee</p> <p>Parents, guardians, designees or visitors may be asked to leave during certain procedures such as surgical procedures at the bedside</p>	<p>24/7 access for parents, guardians or designee</p> <p>Parents, guardians, designees or visitors may be asked to leave during certain procedures such as surgical procedures at the bedside</p>	<p>24/7 access for parents, guardians or designee</p> <p>Parents, guardians, designees or visitors may be asked to leave during certain procedures such as surgical procedures at the bedside</p>
Four-digit confidentiality code required	Four-digit confidentiality code required	Four-digit confidentiality code required	Four-digit confidentiality code required
<p>Required to register with picture ID at the Welcome Center, Floor 1a, prior to coming to the patient care unit.</p> <p>Required to check in at front desk on the patient care unit prior to entering</p>	<p>Required to register with picture ID at the Welcome Center, Floor 1a, prior to coming to the patient care unit.</p> <p>Required to check in at front desk on the patient care unit prior to entering</p>	<p>Required to register with picture ID at the Welcome Center, Floor 1a, prior to coming to the patient care unit.</p> <p>Required to check in at front desk on the patient care unit prior to entering</p>	<p>Required to register with picture ID at the Welcome Center, Floor 1a, prior to coming to the patient care unit.</p>
<p>Siblings can visit between 10 a.m.–9 p.m.</p> <p>Siblings younger than 18 must be accompanied and supervised by an adult who is not a patient</p> <p>A nurse or child life specialist can help prepare siblings for visitation and determine the best time to visit</p>	<p>Siblings can visit between 10 a.m.–9 p.m.</p> <p>Siblings younger than 18 must be accompanied and supervised by an adult who is not a patient</p> <p>A nurse or child life specialist can help prepare siblings for visitation and determine the best time to visit</p>	<p>Siblings can visit between 10 a.m.–9 p.m.</p> <p>Siblings younger than 18 must be accompanied and supervised by an adult who is not a patient</p> <p>A nurse or child life specialist can help prepare siblings for visitation and determine the best time to visit</p>	<p>Siblings can visit between 10 a.m.–9 p.m.</p> <p>Siblings younger than 18 must be accompanied and supervised by an adult who is not a patient</p> <p>A nurse or child life specialist can help prepare siblings for visitation and determine the best time to visit</p>
<p>Children must be screened for infection prior to visiting per Infection Control recommendation</p> <p>It is also important to note that there may be risk to siblings who are visiting a patient who has an infection. For this reason, a discussion should occur with the parent, nurse and/or physician prior to sibling visitation</p>	<p>Children must be screened for infection prior to visiting per Infection Control recommendation</p> <p>It is also important to note that there may be risk to siblings who are visiting a patient who has an infection. For this reason, a discussion should occur with the parent, nurse and/or physician prior to sibling visitation</p>	<p>Children must be screened for infection prior to visiting per Infection Control recommendation</p> <p>It is also important to note that there may be risk to siblings who are visiting a patient who has an infection. For this reason, a discussion should occur with the parent, nurse and/or physician prior to sibling visitation</p>	<p>Children must be screened for infection prior to visiting per Infection Control recommendation</p> <p>It is also important to note that there may be risk to siblings who are visiting a patient who has an infection. For this reason, a discussion should occur with the parent, nurse and/or physician prior to sibling visitation</p>
Visitors must be at least 12 years old and accompanied by an adult who is not the patient	Visitors must at least 12 years old and accompanied by an adult who is not the patient	Visitors must be at least 12 years old and accompanied by an adult who is not the patient	Non-sibling child visitors must be at least 12 years old and accompanied by an adult who is not the patient
Two people allowed to visit per room (exceptions may be necessary)	Two people allowed to visit per room (exceptions may be necessary)	Two people allowed to visit per room (exceptions may be necessary)	Maximum of four people are recommended to be at the bedside at one time. The nurse caring for the patient, in consultation with the patient's primary support, has final decision for the number of visitors at the bedside.

PICU	NICU	CICU	Acute Care
One parent, guardian or designee (no children) may sleep in the room during the night; Must be at least 18 years old	One parent, guardian or designee (no children) may sleep in the room during the night; Must be at least 18 years old	One parent, guardian or designee (no children) may sleep in the room during the night; Must be at least 18 years old	Two parents, guardians or designee (adults only) may sleep in the room during the night Must be at least 18 years old
Parents/guardians are encouraged to tidy sleep space area in room and prepare for the morning Parent belongings should be kept at a reasonable volume to minimize clutter in room and not restrict access to patient Nursing and medical care continues around the clock so lights may be kept on at night and there may be noise associated with caring for your child	Parents/guardians are encouraged to tidy sleep space area in room and prepare for the morning Parent belongings should be kept at a reasonable volume to minimize clutter in room and not restrict access to patient Nursing and medical care continues around the clock so lights may be kept on at night and there may be noise associated with caring for your child	Parents/guardians are encouraged to tidy sleep space area in room and prepare for the morning Parent belongings should be kept at a reasonable volume to minimize clutter in room and not restrict access to patient Nursing and medical care continues around the clock so lights may be kept on at night and there may be noise associated with caring for your child	Parents/guardians are encouraged to tidy sleep space area in room and prepare for the morning Parent belongings should be kept at a reasonable volume to minimize clutter in room and not restrict access to patient Nursing and medical care continues around the clock so lights may be kept on at night and there may be noise associated with caring for your child
Only covered beverages are allowed, no food inside rooms	Only covered beverages are allowed, no food inside rooms	Only covered beverages are allowed, no food inside rooms	Food and beverages are permitted in the patient's room when there is no conflict with patient care requirements.
All visitors must be fully dressed, shoes must be worn	All visitors must be fully dressed, shoes must be worn	All visitors must be fully dressed, shoes must be worn	All visitors must be fully dressed, shoes must be worn
"Quiet time" is encouraged from 2–3 p.m. and from 10 p.m.–8 a.m.	"Quiet time" is encouraged from 2–3 p.m. and from 10 p.m.–8 a.m.	"Quiet time" is encouraged from 2–3 p.m. and from 10 p.m.–8 a.m.	"Quiet time" is encouraged from 2–3 p.m. and from 10 p.m.–8 a.m.
Television and music must be lowered at 10 p.m.	Television and music must be lowered at 10 p.m.	Television and music must be lowered at 10 p.m.	Television and music must be lowered at 10 p.m.
Live flowers, plants and animals (exception Pet Friends/guide dogs) are not permitted	Live flowers, plants and animals (exception Pet Friends/guide dogs) are not permitted	Live flowers, plants and animals (exception Pet Friends/guide dogs) are not permitted	Animals (exception Pet Friends/guide dogs) are not permitted
Nursing change of shift report is a focused time for the oncoming and outgoing nurse to transfer the care of patients to each other. It is completed in an organized manner to provide for patient safety. When nursing report is complete, parents are encouraged to ask questions and contribute information about their child to the nurse.	Nursing change of shift report is a focused time for the oncoming and outgoing nurse to transfer the care of patients to each other. It is completed in an organized manner to provide for patient safety. When nursing report is complete, parents are encouraged to ask questions and contribute information about their child to the nurse.	Nursing change of shift report is a focused time for the oncoming and outgoing nurse to transfer the care of patients to each other. It is completed in an organized manner to provide for patient safety. When nursing report is complete, parents are encouraged to ask questions and contribute information about their child to the nurse.	Nursing change of shift report is a focused time for the oncoming and outgoing nurse to transfer the care of patients to each other. It is completed in an organized manner to provide for patient safety. When nursing report is complete, parents are encouraged to ask questions and contribute information about their child to the nurse.

Crisis Management Services

A CRISIS CAN BE anything from feeling lonely and needing to talk to feeling overwhelmed with life. Call the Resolve Crisis Network at 1-888-YOU-CAN (1-888-796-8226) for one-to-one phone counseling, walk-in center information, or for a mobile counselor that will come to you — anywhere in Allegheny County. The Resolve Crisis Network is a service available 24 hours a day, 365 days a year for anyone regardless of age or the ability to pay.



Children's
Hospital of Pittsburgh

of UPMC

One Children's Hospital Drive
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Pittsburgh, PA 15224

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If you have any additions, corrections, questions or comments about the information in this guide, please call Children's Internal Communications at 412-692-8680.

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, dial the seven-digit number (no area code needed). If you need a Children's number that is not listed below, contact the hospital operator by pressing "0" on any hospital phone.

Admissions	412-692-5310
Cafeteria Daily Menu Line.....	412-692-6922
Care Coordination	412-692-7293
Child Life	412-692-5022
Children's Library	412-692-5288
Clinical Social Work	412-692-5255
Condition Help	412-692-3456
Emergency Department	412-692-5555
Environmental Services.....	412-692-7404
Family House	412-647-7777
Family Resource Specialist.....	412-692-8230
Food and Nutrition Services	412-692-5703
Health Information Management	412-692-5280
Home Care	412-692-5865
Hospital Operator	0 or 412-692-5325
Infection Control	412-692-5079
Lemieux Sibling Center.....	412-692-5343
Library Services	412-692-5288
Lori's Gifts	412-692-5187
Lost and Found	412-692-5191
Medical Ethics	412-692-5325
Medical Records	412-692-5280
Pastoral Care	412-692-5349
Patient Business Services.....	412-692-7800
Patient Representative	412-692-5489
Pop Stop Menu Line	412-692-7720
Public Safety (Hospital Police).....	412-692-5191
Quality Line	412-692-7570
Radiology Procedure Schedule Concerns	412-864-9409
Radiology Record Request	412-692-4999
Supportive Care/Pediatric Palliative Care Program	412-692-3234
Television Service.....	412-692-5370
Volunteer Services	412-692-5185
Welcome/Information Center	412-692-7240