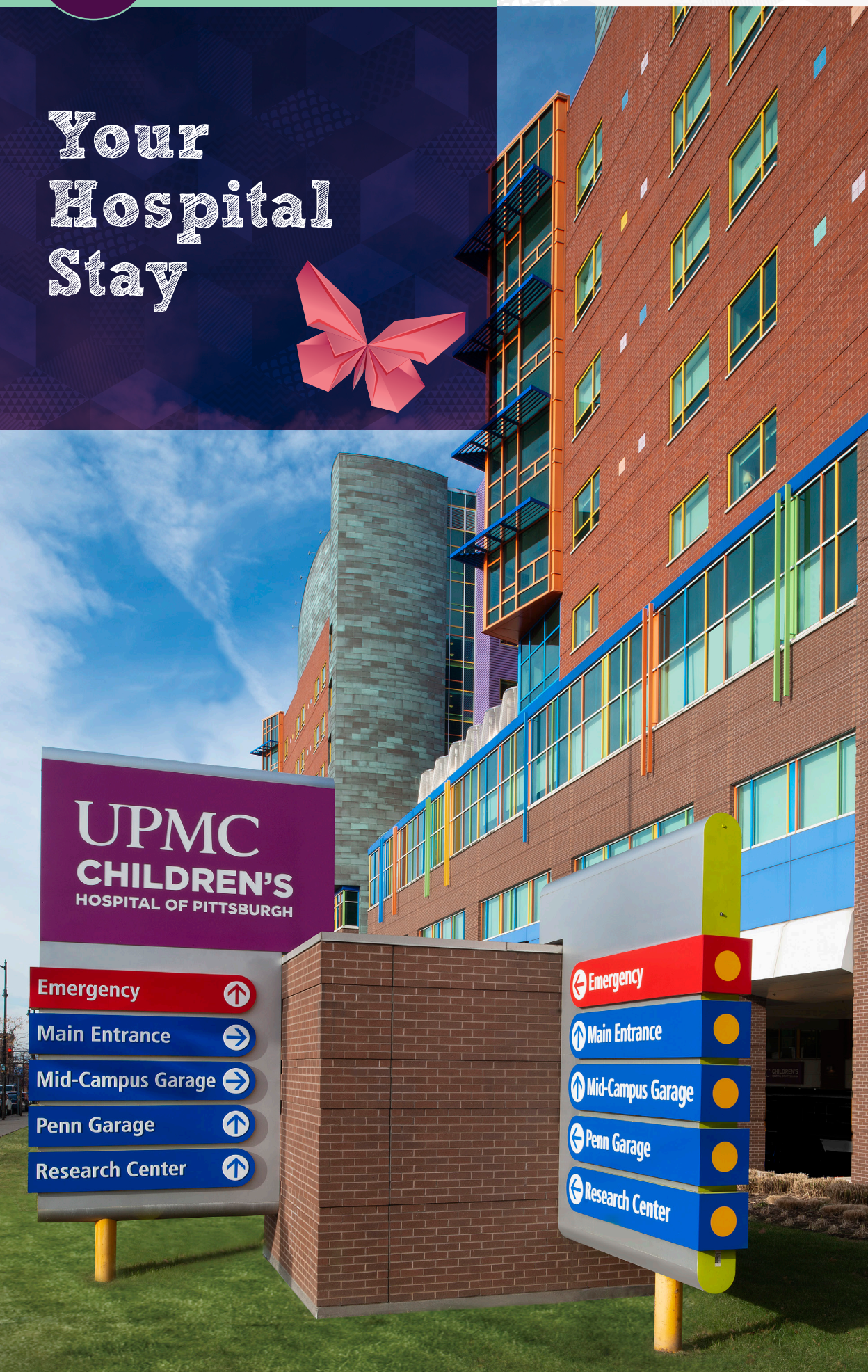




A GUIDE TO

Your Hospital Stay





WELCOME LETTER FROM DIANE HUPP, PRESIDENT

Welcome to UPMC Children's Hospital of Pittsburgh and thank you for trusting us with your care.



The entire team at UPMC Children's Hospital of Pittsburgh is focused on providing a caring, healing environment for both patients and their families. We know that hospital stays can be stressful, so we have developed a few ways to help you feel as comfortable as possible.

During your stay, you will be visited by a nurse leader. We call this **nurse leader rounding**. This visit will take less than 5 minutes and helps us be sure that any care needs are being met.

We are dedicated to including you in conversations about care. **Bedside shift report** is the time when the nurse heading home for the day communicates valuable information to the nurse coming on duty. Please use these opportunities to ask questions and share any concerns or suggestions you may have.

You will also see a white board in your room. We call this the **communication board**. It is a tool to keep you updated during your stay and includes things such as your child's room number, diet, activities, upcoming tests, and the names of your child's care team members.

Every day, you will receive a printed document called **My Daily Plan of Care**. It includes any scheduled procedures, tests and lab results, and medicines. This tool gives an overview of care. Throughout the day, you can expect **hourly check-ins** by a member of our team to ensure your child is receiving what they need.

After your child leaves the hospital, you may receive a survey that will ask you questions about their stay. I would like to personally request that you please take a few moments to complete this survey to let us know how we did. Your input is very important in our efforts to give our patients and support persons the best possible experience. In addition, our staff will contact you at home to perform a **post discharge call** to check in with you.

Your feedback is important to us as it guides how we care for our patients. *Nurse leader rounds, bedside shift report, communication boards, hourly check-ins, My Daily Plan of Care, and a post discharge phone call* are ways for you to tell us about your needs and share any concerns you may have.

I promise you that we are committed to putting our patients and their family members at the center of everything we do, making sure that you receive the right care, in the right way, at the right time, every time. Thank you for choosing UPMC Children's Hospital of Pittsburgh.

Sincerely,

Diane S. Hupp
President, UPMC Children's Hospital of Pittsburgh



LANGUAGE INTERPRETATION SERVICES

You have access to interpretation services 24 hours a day, 7 days a week at no cost to you.

This chart includes languages commonly spoken in our community. Additional languages are available. For more information or to request language interpretation services, please ask a care team member.

English: Do you speak [language]?
We will provide an interpreter at no personal cost to you.

Spanish	Spanish Español ¿Habla español? Le proporcionaremos un intérprete sin costo alguno para usted.	Somali	Somali Af Soomaali Ma ku hadashaa Af Soomaali? Waxaan kuu helaynaa tarjumaan bilaa lacag ah.
Nepali	Nepali नेपाली तपाईं नेपाली बोल्नुहुन्छ? हामी तपाईंको लागि निःशुल्क रूपमा दोभाषे उपलब्ध गराउने छौं।	Burmese	Burmese မြန်မာ သင် မြန်မာစကား ပြောပါသလား။ ကျွန်ုပ်တို့ စကားပြန် တစ်ဦးကို သင့်အတွက် ကုန်ကျစရိတ် မရှိစေပဲ ပေးပါလိမ့်မည်။
Arabic	Arabic اللغة العربية هل تتحدث اللغة العربية؟ سوف نوفر لك مترجمًا فورًا بدون أي تكلفة عليك.	Kirundi	Kirundi Ikirundi Uvuga ikirundi? Tuzakuronsa umuntu agusigurira ata mahera utanze.
Mandarin	Mandarin 中文 您讲国语吗？我们将免费为您提供翻译。	Bengali	Bengali বাংলা আপনি কি বাংলায় কথা বলেন? আমরা আপনাকে একজন দোভাষী (ইন্টারপ্রিটার) দেব যার জন্য আপনার ব্যক্তিগতভাবে অর্থব্যয় করতে হবে না।
Swahili	Swahili Kiswahili Je, unazungumza Kiswahili? Tutakupatia mkalimani bila gharama yoyote kwako.	Korean	Korean 한국어 한국어를 사용하십니까? 무료로 통역 서비스를 제공해 드리겠습니다.
Russian	Russian Русский Вы говорите по-русски? Мы абсолютно бесплатно предоставим вам переводчика.	Kinyarwanda	Kinyarwanda Ikinyarwanda Mbese uvuga ikinyarwanda? Tuzaguha umusemuzi utiyishyurira wowe ubwawe.
Vietnamese	Vietnamese Tiếng Việt Quý vị nói được tiếng Việt không? Chúng tôi sẽ cung cấp một thông dịch viên miễn phí cho quý vị.	French	French Français Parlez-vous français ? Nous vous fournirons gratuitement un interprète.
Uzbek	Uzbek O'zbek tili Siz O'zbek tili da gaplashasizmi? Biz bepul tarzda sizga tarjimon beramiz.	Italian	Italian Italiano Parla italiano? Le forniremo gratuitamente un interprete.

UPMC LIFE CHANGING MEDICINE

American Sign Language (ASL)



CYRACOM
Language Solutions

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Customizable Language Modification Poster 02/2016



For a full library of health education materials, go to Children's Connect on your TV or **UPMC.com/HealthLibrary**.



HEALTH AND SAFETY IN THE HOSPITAL

Here are some helpful tips for keeping safe and healthy while in the hospital:

- **Review your child's care plan.** Each day you will receive a printed document called *My Daily Plan of Care*. It has information about your care in the hospital such as diet, tests, and laboratory results. Please ask your nurse if you do not receive the document.
- **Talk to the health care team.** Always feel free to ask questions or have something explained if you do not understand. Patients and support persons are important members of the health care team. Feel free to take notes to help you make important decisions.
- **Practice safe sleep habits.** We will follow safe sleep practices when putting your child to sleep in the hospital. Please ask a care team member if you have questions about safe sleep.
- **Prevent infections.** Patients and support persons should wash their hands often. The most important step to prevent the spread of germs and infections is hand washing. Here are the recommended steps using soap and water:
 1. Wet your hands and wrists with water.
 2. Use soap to work up a good lather and rub hard for 15 seconds or longer.
 3. Rinse your hands well and then dry them.
 4. Use a clean paper towel to turn off the water.
- **Monitor pain.** We want to make sure our patients are as comfortable as possible and invite you to be involved in the decisions about managing pain. We use a variety of different approaches to minimize pain, including medicine, cold/heat, play, music, and aromatherapy. Talk to a member of your health care team to explore all possible options.
- **Be aware of fall risks.** Because the hospital is different than home, falls may be more likely to happen due to medical equipment, illness, and/or medicines. We will work with you to help prevent falls. Extra help from a care team member or family member may be needed when getting out of bed and walking. We ask that all patients walk and not run, have shoes or non-skid socks on at all times when out of bed, and keep crib and bedside rails up.
- **Protect yourself and others by not smoking.** Smoking is not allowed on UPMC property. This includes hospitals, facilities, and grounds, including parking lots, garages, and other outdoor locations such as UPMC-owned sidewalks.



RESPONSIBILITIES OF PATIENTS AND SUPPORT PERSONS

As part of our commitment to improving the health and well-being of all, any individual engaging in inappropriate or illegal behavior will be asked to leave the hospital and may not be permitted to return. Prohibited behavior includes, but is not limited to:

- Verbal or physical fighting
- Loud 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



CONDITION HELP

Condition Help is a patient safety hotline that patients and support persons can call when there is a change in the patient's condition and are unable to get the attention of a health care provider. When you call Condition Help, a rapid response team is sent to the patient's room to assist.

The Condition Help program provides a hotline for patients and support persons to call when there is:

- An emergency when patients or support persons cannot get the attention of hospital staff
- A communication breakdown with the care team in how care is given
- Uncertainty over what needs to be done

To activate Condition Help, dial 412-692-3456 from any phone.



SAFETY AND SECURITY

Hospital policies and procedures are in place in order to keep all of our patients, support persons, and staff safe. Our Public Safety Department is located on the 1st floor and is available 24 hours a day, 7 days a week. Security escort services are also available to walk you to your car or to the bus stop.

Patient Personal Property

Lost and found is available at the Public Safety Desk located at the entrance of the Emergency Department. Do not bring in or use appliances that plug into wall outlets (fans, radios, televisions, heating pads, blankets). Most battery-powered devices are allowed. Please check with your nurse first. Safes with push-button locking systems are in patient rooms to keep personal items safe. Enter a 4-digit combination, press lock, then re-enter the same combination to unlock the safe. UPMC is not responsible for any patient valuables or other personal property brought to the hospital.

Video and Photography

UPMC reserves the right to prohibit, for any reason, personal photography or video or audio recording by a patient, a patient's family member, or a patient's visitor. Photographing, filming, or recording another patient, or a UPMC staff member, without that person's consent is never permitted. Violations may result in confiscation of the photograph or recording, and/or requiring the person violating the policy to leave the UPMC hospital. Photographing or filming the birth of a baby may be permitted, subject to appropriate limitations, when all parties have given their consent.

UPMC No Weapons Policy

UPMC does not allow weapons or illegal substances of any kind on its property, regardless of any permits you may have. Patients and support persons entering the Emergency Department are subject to being searched by hospital police (including belongings) for weapons and must pass through a metal detector. UPMC reserves the right to search patient rooms and belongings, and to remove medicines or supplements not prescribed by your doctor, as well as weapons, illegal substances, or other items considered unsafe for the care environment.



TV CHANNELS

2	C-SPAN	27	ESPN
4	WINP-ION	28	ESPN2
5	WPCB-IND	29	AT&T SportsNet
6	KDKA-CBS	30	NBC Sports
7	WPGH-FOX	31	Food Network
8	WTAE-ABC	32	CNN
9	WQED-PBS	33	Discovery Channel
10	WPMY-MY	34	Fox News
12	WPXI-NBC	35	Pitt Cab News
13	City of Pittsburgh	36	CNBC
14	Gov Access 2	37	TLC
15	WPCW-CW	38	Freeform
16	TWC	39	Cartoon Network
17	Sprout	40	Disney Channel
19	WGN-IND	41	A&E
20	QVC	42	Lifetime
21	Pitt Comm TV	45	E! Entertainment
23	TBS	85-1	Dream Big
24	Animal Planet	86-1	San Diego Kids
25	USA	94-1	Relaxation Channel
26	Nickelodeon	94-2	CHP Info



WIRELESS DEVICES AND INTERNET ACCESS

We offer free wireless Internet access for all patients and support persons. To connect to the Wi-Fi, follow these 3 easy steps:

1. Go to “Wi-Fi” or “Network Connections” on your mobile device.
2. Choose **chp-internet**.
 - > Username: **guest1**
 - > Password: **chpguest1**
3. Click “**Log In**” to verify that you have read and accepted the terms and conditions.

Cell phone use may be limited in critical care areas. Desktop computers are available for parents and support persons at the Family Business Center.



AMENITIES

Dining

Patients may order anything from our dining menu that is within their ordered diet. You can place an order from **7 a.m. to 8 p.m.** by dialing **864-9700** from any hospital phone. Please allow 45 minutes to 1 hour for delivery. Specialized menus are available upon request.

Guest tray vouchers are also available for purchase in the cafeteria or over the phone with debit or credit card.

Cafeteria

The cafeteria is located on the 3rd floor and is open every day from **6:30 a.m. to 8 p.m.** It closes from 10:30 to 11 a.m. to reset.

Koala Café

Koala Café is located on the 3rd floor. It is open from **6:30 a.m. to 2:30 p.m.** Monday through Friday.

The Spot (A Market Store)

Our market store, called The Spot, is located on the 1st floor and is open 24 hours a day, 7 days a week. You must use a credit or debit card to purchase from The Spot.

Starbucks®

There is a Starbucks® coffee shop located on the 1st floor. It is open Monday through Friday from **5 a.m. to 9 p.m.** and Saturday from **7 a.m. to 3 p.m.**

Vending Machines

Vending machines are located on the 1st and 3rd floors.

Lori's Gift Shop

Lori's Gift Shop is located on the 1st floor. An assortment of gifts, flowers, sundries, and reading materials are available for purchase. It is open Monday through Friday, from **7 a.m. to 9 p.m.** and Saturday and Sunday, from **8:30 a.m. to 8:30 p.m.**

ATMs

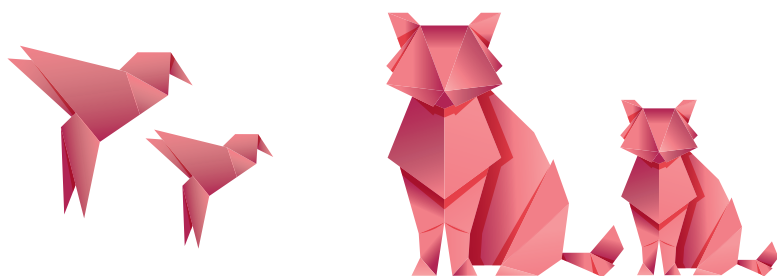
ATMs can be found on the 1st floor near The Spot (PNC) and the 3rd floor near the cafeteria (Citizens).

Laundry

Laundry services are available on the 8th floor near the Orange Elevators. Laundry detergent pods and boxes of dryer sheets are available at the Welcome Desk in the Main Lobby for 25 cents each.

Pint Size Prescriptions (Pharmacy)

The Pint Size Prescriptions outpatient pharmacy is available for you to fill prescriptions before leaving the hospital. Over-the-counter medicines are also available. It is open Monday through Friday, from **8:30 a.m. to 7:30 p.m.** and Saturday and Sunday, from **10 a.m. to 2 p.m.**





DISABILITIES RESOURCE CENTER

The UPMC Disabilities Resource Center makes sure that health care is accessible to people with disabilities, including those who are deaf, hard of hearing, blind, low vision, or with mobility, speech, intellectual, cognitive, or behavioral disabilities. We offer accessibility, communication, and hearing assistance resources. Please let a staff member know of your needs.

Service Animals

Service animals, as defined by the Americans with Disabilities Act, are welcome in all public areas within UPMC facilities, and your room. Animals must be housebroken and under the control of their owner. If the owner is unable to care for the animal during their stay or visit, another person must be designated to do so. UPMC staff are not required to care for service animals.

For more information, visit the Disabilities Resource Center's website at UPMC.com/DRC.



CHILD LIFE

We strive to provide a therapeutic, healing environment for children during their hospital stay. The care team will work with Child Life specialists, art therapists, music therapists, and pet friends to help children cope with and adjust to being in the hospital. There is an on-demand movie library on the TVs and gaming systems available to keep children entertained. Tune into our Dream Big channel for programming filmed here at the hospital.



PASTORAL CARE

Pastoral Care is available to persons of all faiths. We offer spiritual support to patients, families, and support persons by identifying the spiritual and emotional needs of all who desire our services.

Our chapel is a quiet place to pray individually or in a group, and offers many free resources such as prayer books, prayer cards, rosaries, electronic candles, and a private prayer room. The chapel is located on the 6th floor near the Atrium. Baptisms and other religious celebrations can be arranged at your request. Some services may be available in your room. We offer non-denominational prayer services, Islamic prayer, and Catholic masses. All are welcome. To request Pastoral Care services, please call **412-692-5349**.



PATIENT RELATIONS

Our Patient Relations coordinators are available to assist with any questions you may have about your care. If you are unable to resolve your concerns with your health care team, we can help. To contact us, please call **412-692-5489**.



UPMC CHILDREN'S MOBILE APP

With the UPMC Children's app, the experts at UPMC Children's Hospital of Pittsburgh are just a tap away. Whether you need to make an appointment, see a pediatric provider online, or find the location that is closest to you, the app can help.



YOUR CLINICAL CARE TEAM

Doctors (Including Fellows, Residents, and Interns)

Doctors (MD or DO) diagnose, prescribe treatment, and are responsible for all aspects of patient care. They also supervise and train members of the care team. Doctors will consult with a specialist if needed.

Advanced Practice Providers (Nurse Practitioners and Physician Assistants)

Advanced practice providers may include nurse practitioners, physician assistants, and others who support the work of the doctors by helping them treat patients, perform procedures, and document care. They may accompany the doctor or see patients separately.

Nurse Leaders (Unit Directors, Clinicians, and Clinical Leaders)

Unit Directors manage the unit and staff. Clinicians assist the manager with their responsibilities. Clinical leaders are in charge of the unit during the shift.

Registered Nurses (RNs)

Nurses provide care while working closely with the doctor(s). Care includes physical care as well as giving and teaching you about medicines, illnesses, or procedures, and what you will need to go home and stay well.

Patient Care Technicians (PCTs) and Advanced Patient Care Technicians (APCTs)

Patient care technicians and advanced patient care technicians provide physical care. They help with getting to the bathroom, taking blood pressure, temperature, and pulse, drawing blood, and other physical care as needed.



VISITING INFORMATION

Visits from others is important for the patient's recovery. We call visitors **support persons**, who have specific and important duties. Support persons communicate with the care team, participate in bedside shift report, review the communication board, participate in discharge planning, and communicate to other family members and friends.

Support persons may include a parent or legal guardian, spouse, domestic partner, family member, or friend. Visitor privileges will not be restricted, limited, or denied on the basis of race, color, national origin, religion, sex, sexual orientation, gender identity, or disability. The hospital does have the right to restrict visitation based on an individual's behavior, a visitor's status as a registered sexual offender, and any other circumstances as deemed inappropriate by the hospital's administration.



PARKING

The Mid-Campus Garage is the main parking location for patient support persons. The rate is \$5 per day for 2 support persons per patient. The support persons of patients who will be in the hospital for longer than 21 days receive free parking after day 21. Long-term parking is available in the North Garage.



VISITOR BADGES

Support persons must wear a visitor ID badge at all times while in the hospital. Badges can be obtained at the Welcome/Information Center on the 1st floor. During off-hours, badges can be obtained at the Patient Access Desk in the Emergency Department. Support persons over the age of 18 must provide photo ID. You will need a 6-digit confidentiality code to get a visitor's badge.

For more information about visitor badges and the current visiting hours and guidelines, please ask a care team member or go to CHP.edu/Visitors.



UPMC Children’s Hospital of Pittsburgh

One Children’s Hospital Drive
4401 Penn Ave.
Pittsburgh, PA 15224

412-692-5325

CHP.edu

IMPORTANT PHONE NUMBERS

Admissions	412-692-5310	Library Services	412-692-5288
Care Coordination	412-692-7293	Lori’s Gift Shop	412-692-5187
Child Life	412-692-5022	Lost & Found	412-864-9990
Clinical Social Work	412-692-5255	Medical Ethics	412-692-5325
Condition Help	412-692-3456	Medical Records	412-692-5280
Dining on Call	412-864-9700	Pastoral Care	412-692-5349
Emergency Department	412-692-5555	Patient Business Services (Billing)	412-692-7800
Environmental Services	412-692-7404	Patient Representatives	412-692-5489
Family House	412-647-7777	Pint Size Prescriptions	412-692-9200, option 0
Family Resource Center	412-692-5288	Public Safety Department	412-692-5191
Food Services	412-692-7634	Ronald McDonald House Charities	412-362-3400
Health Information Management	412-692-5280	Radiology Parent Line	412-864-9409
Hospital Operator	412-692-5325 or 0 on hospital phones	Radiology Record Request	412-692-4999
Lactation Support	412-692-7285	Supportive Care/ Pediatric Palliative Care	412-692-3234
Lemieux Sibling Center	412-692-5343	Welcome/ Information Center	412-692-7240

 Created with input from the UPMC Patient and Family Advisory Council (PFAC)

UPMC policy prohibits discrimination or harassment on the basis of race, color, religion, ancestry, national origin, age, sex, genetics, sexual orientation, gender identity, gender expression, marital status, familial status, disability, veteran status, or any other legally protected group status. Further, UPMC will continue to support and promote equal employment opportunity, human dignity, and racial, ethnic, and cultural diversity. This policy applies to admissions, employment, and access to and treatment in UPMC programs and activities. This commitment is made by UPMC in accordance with federal, state, and/or local laws and regulations.