

We share your joy in the arrival of your baby, but we also understand that this is a time of stress for you and your family. Please be assured that your baby will receive the best possible care at Cincinnati Children's Hospital Medical Center.



Our Newborn Intensive Care Unit (NICU) is designated a Level III-C NICU, the highest distinction granted by the American Academy of Pediatrics. Our experienced team of experts is specially trained in the care of newborns and is dedicated to providing the highest level of medical care for your baby. Each year our NICU cares for more than 700 infants.

At Cincinnati Children's, we believe the best results occur when families and our medical team work together. You are encouraged to ask questions and share your concerns.

Enclosed is information you'll find useful before your arrival at Cincinnati Children's. Once you get to the NICU, you will receive a guide with more detailed information.

Checking on Your Baby When You are Away from the NICU

Parents may call **513-636-4466** or **1-800-227-5560** any time to speak to a nurse about their baby. For security purposes, you will be asked to identify yourself and provide your four-digit security number before being connected to the nurse.

Your Baby's Stay in the NICU

Your baby is being admitted to Cincinnati Children's NICU for close observation and specialized care. In the NICU, our team of newborn specialists and registered nurses will provide care for your baby 24 hours a day.

Our NICU nurses are trained and experienced in treating newborns in an intensive care environment. Our nurses are assigned to care for one to two babies at a time, so they can provide individual attention to each patient.

Spending Time with Your Baby

- Parents and guardians are welcome to be with their baby in the NICU at any time.
- When you arrive at the NICU for the first time, the Health Unit Coordinator will provide you with an ID band and explain the four-digit security number located on the band.
- For security reasons, all visitors must wear visitor stickers at all times. These stickers can be obtained at the Location B Welcome Center and the NICU Welcome Desk.
- You will receive more information about visitor guidelines and restrictions when you arrive at the NICU.

Daily Care Plan for Your Baby

Each morning, the care team does “morning rounds” at the bedside to discuss updates on your baby’s condition and develop the daily plan of care. We encourage you to participate in this discussion with your own comments and questions.

If you are unable to attend morning rounds, the doctor or nurse practitioner calls you to discuss the plan of care for the day. We also communicate updates about your baby’s status in the NICU to your referring physician.

Sounds in the NICU

While in the NICU, you may hear different sounds coming from a variety of machines. Some of these sounds are due to normal functioning of the machine, some are reminders, and others are warnings or alerts for your baby’s care team. If you have questions or concerns about a sound or alarm at your baby’s bedside, please ask a nurse for assistance.

Accommodations for Out-of-Town Families

Since our NICU has cared for patients from 33 states, our Guest Services program provides support in handling complex details for out-of-town families including lodging, transportation and information about the Cincinnati area. This service is designed to help ease your stress and make your stay more comfortable so you can focus on your baby’s care.

Guest Services can help arrange for lodging at more than 35 nearby hotels with discounted lodging rates. Please call 1-888-894-1374 to speak with a Guest Services associate Monday through Friday, 8:30 am to 6:30 pm, and Saturday and Sunday, noon to 6 pm.

If you arrive outside of Guest Services hours, here is a partial list of nearby hotels:

- **Kingsgate Marriott** (½ mile from hospital) 513-487-3800
- **Hampton Inn & Suites** (1 mile from hospital) 513-281-2700
- **Springhill Suites** (2 miles from hospital) 513-381-8300
- **Hyatt Regency Cincinnati** (3 miles from hospital) 513-579-1234

We are fortunate to have one of the largest Ronald McDonald Houses (located right next to Cincinnati Children’s) where you and your family may be able to stay. Call the Ronald McDonald House at 513-636-7642 to check availability.

Additional Information

- A NICU social worker and a hospital chaplain are available to talk with you if and when you need them.
- Our cafeteria is located on the first floor of Location D and is open 24 hours a day. Also, meals for parents can be delivered to the NICU Welcome Area. Menus for meal delivery are located at the NICU Welcome Desk.
- Cell phones are permitted in the NICU. Please set your ringer to vibrate.
- Wireless internet access is available in the hospital. For internet access information, ask a staff member or check your NICU Welcome Guide.
- Parking is free for parents and visitors in our on-site parking garage.
- Free computer access and a private phone line are available in a special room for parents in the NICU.



Cincinnati Children’s Hospital Medical Center ranks **#3 in the nation** among all Honor Roll hospitals and ranks #3 in Neonatology in *U.S. News & World Report’s* 2011 Best Children’s Hospitals.