

A guide to help you before, during and after your child's stay at Cincinnati Children's, created with the help of families whose children have received care here.

*Your Stay at Cincinnati Children's **Liberty Campus:***

# A Family Guide





## Admission to the Liberty Campus

Having your child in a hospital close to home can make things easier for your family in an already stressful situation. Our newer Liberty facility has easier parking, bigger rooms, and can accommodate a wide variety of patients. We also offer telemedicine for consultation with other care providers, which equally meets patient care needs.

As such, we would like to admit your child at Liberty. If at any point we find we need to transfer your child to the Burnet campus, you would not have to pay for the cost of the transfer.

If you have questions or concerns about this plan, please ask your care provider.

# WELCOME

As parents whose children have been patients at Cincinnati Children's, we know how hard it is for the whole family when a child is in the hospital. We want to reassure you, you're in a good place.

Your child will be cared for by doctors, nurses and others who are experts in pediatric medicine. The staff here is dedicated to offering the best and safest care, and to treating each family with respect and kindness. They will do everything they can to make your stay as comfortable as possible for your family.

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

The hospital welcomes your questions, comments, compliments and suggestions for improvement.

Parents of the Family Advisory Council

# At a Glance

*Important information families want to know first*



## Visitors (p. 20)

### VISITING HOURS

8:30 am–8:30 pm

### WHO CAN VISIT

- Varies based on level of community illness.
- Your care team will give you more information. Or visit [cincinnatichildrens.org/visiting-guidelines](http://cincinnatichildrens.org/visiting-guidelines)

### VISITORS MUST

- Check in at a Welcome Center in Location A4
- Provide photo ID (over age 16)
- Be healthy and wash hands often



## Parking (p. 20)

- Free of charge for patient families and visitors



## Caren App (p. 13)

*Your Personal Guide to Visiting Our Hospital*

**Web:** [cincinnatichildrens.org/caren](http://cincinnatichildrens.org/caren)

**App:** Available for both iPhone and Android; search for “Cincinnati Children’s Caren”



## MyChart Bedside (p. 15)

*Your Child’s Inpatient Online Health Record*

**App:** App on the iPad in your room to help you get involved in your child’s care during your stay. Your care team will help you get started.



## We Can Help: Managing Stress & Frustration (p. 23)

If you need help resolving a conflict with a family member, alert your child’s nurse. A social worker or protective service officer can help.

If you’re frustrated with a member of our staff, or you feel the team isn’t listening to you:

- Push the call button and ask to talk to a unit leader (you can ask for a charge nurse, clinical director, clinical manager or attending doctor).
- Contact a patient advocate by calling 513-636-4700.

# At a Glance

*Important information families want to know first*



## Safety (p. 22)

### TELL US

- If your child is having a bad reaction or is in pain
- Of any allergies or special food needs
- About recent exposure to contagious illnesses
- About all medicines, vitamins and herbal supplements your child takes regularly, including dosages

### BUILDING SAFETY AND SECURITY

- All visitors should keep their issued badge or sticker until they leave the hospital
- After 8:30 pm, you must enter the building through Location A

**To Reach a Security Officer/Protective Services**

Phone: 513-636-4204



## Concierge Services (p. 13)

**Phone:** 513-636-5009 or toll-free 1-888-894-1374

**Email:** concierge@cchmc.org

### HOURS

Monday–Friday: 6 am–8:30 pm

Weekends & Holidays: 11 am–3 pm



## WiFi Connection

**Network:** childrens-guest

*Accept the terms and conditions.*



## Meals (p. 11)

### ROOM SERVICE

Full menu: 6:30 am–7 pm

Phone: 513-636-FOOD (3663)

App: At Your Request app on the iPad in your room

**CAFETERIA** (Location A1)

Full menu: 6:30 am–7:30 pm



## Photos & Videos (p. 31)

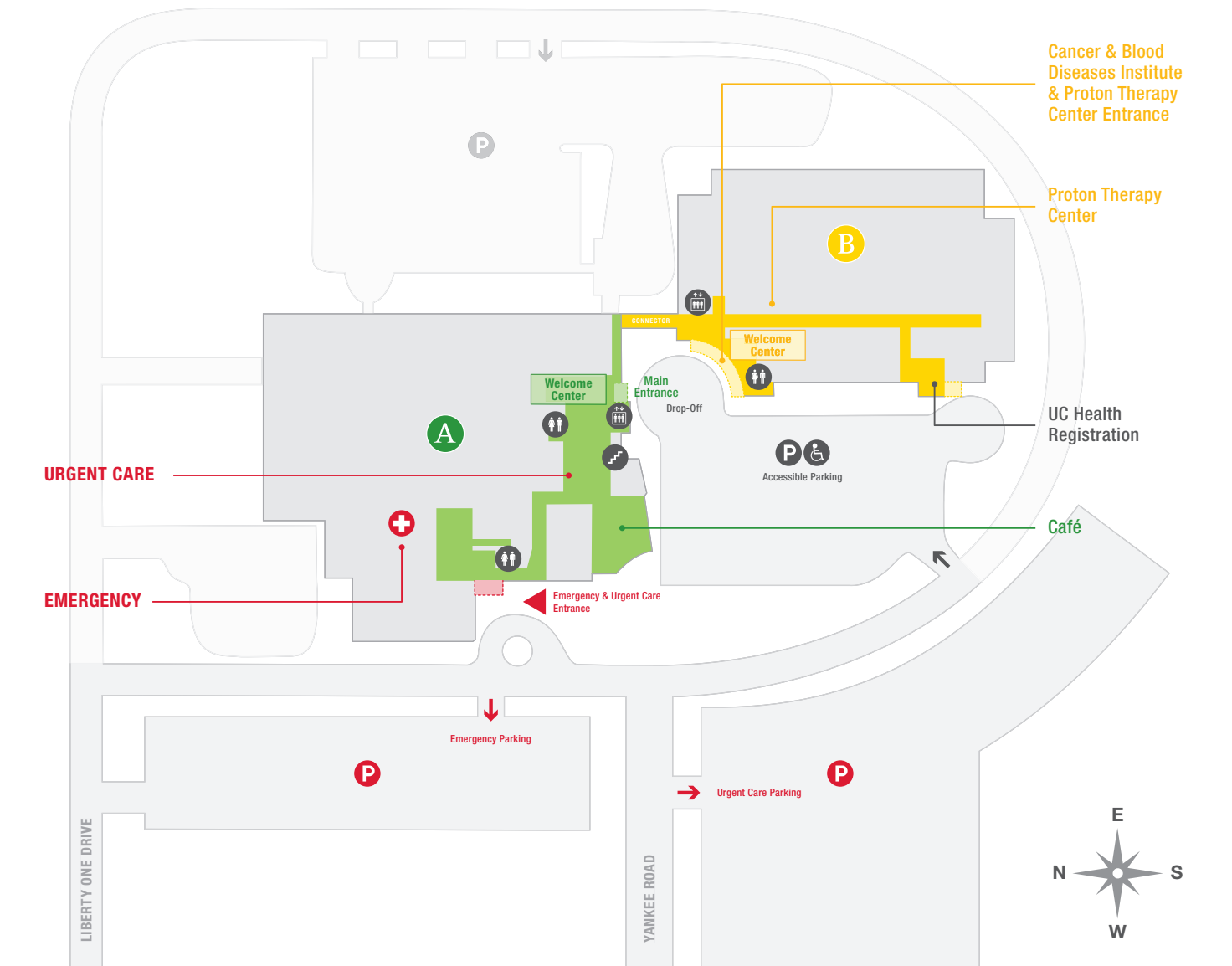
- Allowed for your child and family.
- You must get permission from others and employees.
- You're not allowed to record someone without their knowledge.

# Liberty Campus



## Main Concourse

Floor 1



-  Building Elevators
-  Handicap Accessible
-  Parking Entrances
-  Stairs
-  Emergency Department
-  Parking
-  Restrooms

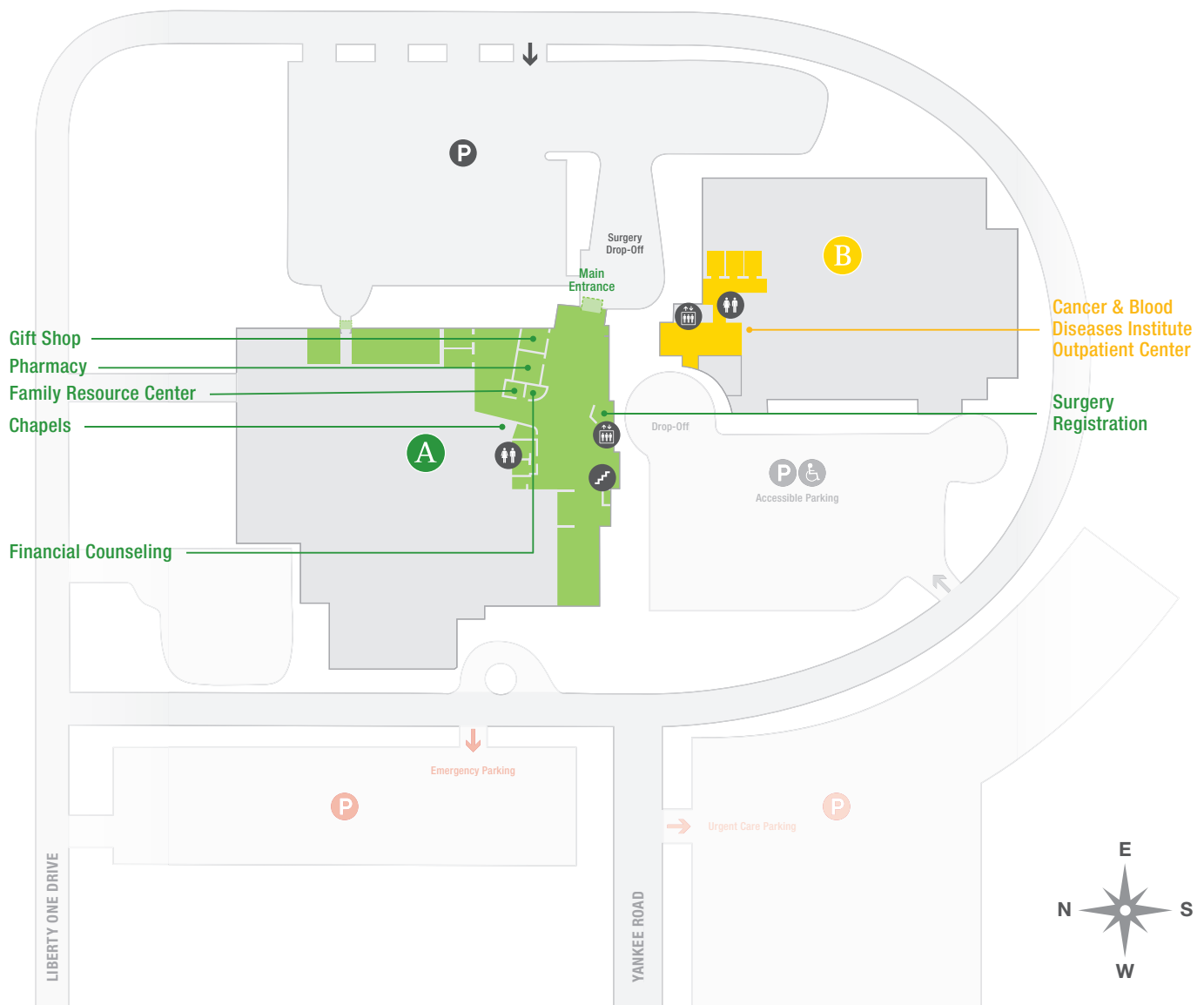


Caren offers step-by-step photo directions to locations throughout the hospital.



## Main Concourse

Floor 2



**A** Location A

**B** Location B



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# What to Bring

## *Useful items to pack as you prepare for your child's inpatient stay*

### For Your Child

- Comfortable daytime clothing
- Favorite nightgown, pajamas and/or robe
- Slippers or shoes
- Special comfort item, such as a bottle, cup, book, toy, pillowcase or blanket
- Hairbrush, hair pick, barrettes
- Special photo or photo album
- Favorite music and movies (rated G, PG, and PG-13)
- School books and assignments
- Containers for glasses, contact lenses, hearing aids, dental retainers
- List of medicines (see below for more detail)
- If your child has a complicated medical history, you might want to provide a summary for the care team. This will help you give them complete, accurate information.



### Medicines Your Child Takes at Home

Please provide a complete list of all medicines your child takes regularly and the doses. This includes all medicine, vitamins and herbal supplements your child has taken in the last two weeks.

It helps if you can show us your child's prescriptions and/or over-the-counter medications in their original bottles. After the care provider reviews them, we'll ask you to take them back home. During your child's stay, hospital staff will give all medications.

## For Yourself

- Comfortable clothes and shoes
- Sweater or light jacket
- Hand lotion
- Medicines you take regularly
- Change for vending machines
- Items to help you pass time, such as books, magazines, knitting
- Cell phone and charger, so staff can reach you when you're off the unit
- Journal for writing notes and questions
- Toiletries
- Blanket and/or pillow
- Towel (towels are provided, but some families staying more than a few days like to have a towel from home)

## What We Supply

- Diapers
- Hospital gowns
- Pajama bottoms
- Slipper socks
- Towels
- Basic toiletry items, including ethnic hair care products
- Bedding for the patient bed and pull-out couch

Should you need any of the above items, please notify your nursing staff.

## What to Leave at Home

- Valuables
- Power strips or surge protectors; these cannot be used in patient areas. (Charging blocks and cords are okay.)
- See also page 26 for a list of items not allowed on campus

Please label any personal items you bring to the hospital. We'll do our best to help you keep track of them. However, we are not responsible for lost or stolen belongings.

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**SAFETY TIP:** Do not leave personal items unattended while in the inpatient rooms.

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## Bringing Food and Formula to the Hospital

You may bring food for your stay. Each unit has a refrigerator for family food. It is a community refrigerator, so large amounts are not recommended. Food will be labeled and opened/prepared foods will be discarded within three days. There is no refrigerator access in individual rooms.

Formula for patients is provided. If your child uses a very specific type, you might want to bring enough for 1–2 meals.

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# Getting Settled

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## *Helping you feel comfortable during your stay*

### Finding Your Way Around

At Cincinnati Children's, our locations are referred to by a building letter (A–B) and floor number. For example, the Cafeteria is in Location A on the first floor, which we call A1. See pages 5 and 6 for maps of the first two floors of the hospital.

Need more help? For step-by-step wayfinding directions around the hospital, download the Caren app.

*App: Available for both iPhone and Android; scan the QR code with your phone camera to download.*

*Web: [cincinnatichildrens.org/caren](http://cincinnatichildrens.org/caren)*



### Accessing the Internet

#### WiFi Connection

- Network ID: childrens-guest
- Accept the terms and conditions.

### Amenities on the Unit

Feel free to take advantage of these amenities, available on some units:

- Family lounge
- Vending machines
- Ice machines
- Washing machines and dryers
- Bath tub and shower rooms

Ask your nurse where these are located.

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*We want you and your family to feel at home during your stay. Ask your nurse if you have any questions or need help while you're here.*

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## Entertainment

All rooms are equipped with an iPad and Apple TV that you may use for streaming services (use your personal accounts).

## Meals

### Room Service Dining

We offer room service dining to patients, parents and guests. Everyone can order from the menu in your child's room. It offers both child-friendly and grown-up choices.

Halal and Kosher items are available upon request. We also offer many food choices that are lower in sodium, fat and calories. Ask your nutrition care assistant for current available items.

Some items that children could choke on are not available for kids 4 years old and younger. Your nurse can give you an age-appropriate menu for your child.

Please tell your nurse or doctor if your child has any food allergies, or needs special food or formulas. Our Food Services staff will check the order to make sure it matches your doctor's instructions for your child's diet.

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- *Full menu: 6:30 am–7 pm*
  - *Orders will be delivered in 45 minutes*
  - *For tray pickup, ring bell for nursing*
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### How to Order Patient Meals

You can order your child's meals. A nurse will help your child when you are not there. There are two options for ordering patient meals:

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***App: Use the iPad in your room. Open the At Your Request app and follow the instructions to activate it.***

Call Room Service

**Phone: 513-636-FOOD (3663)**

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### How to Order and Pay for Guest Meals

Parents and guests may order from the patient menu and have meals delivered to the patient's room. Ask your nurse if guest meals are allowed in your unit. Each meal is \$6 and includes:

- One entrée, or soup and sandwich
- Two side orders
- One fruit or dessert
- One beverage

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**Phone: 513-636-FOOD (3663) to place your order and pay using a credit card.**

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You can also pay for a guest meal with a meal card. To purchase meal cards:

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**Visit: *The cafeteria in Location A1.***

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### Cafeteria (open 6:30 am–7:30 pm)

Families and visitors may eat in the cafeteria. Options include fresh soups, a large salad bar, deli sandwiches, pizza, grilled items and daily entrées. For the cafeteria daily features, check the menu in the Caren mobile app. Ask your health unit coordinator (HUC) to find out if you can bring your food from the cafeteria to your child's room.

### Restaurant Deliveries

For a list of restaurants that deliver to the hospital, call the Family Resource Center or check the list in the Caren mobile app.

See page 14 for Family Resource Center contact information and hours.

## Sleeping Arrangements

Sleeping arrangements for those with 24-hour access vary from unit to unit. Rooms have a fold-out bed for at least one person. Please note: No one may sleep on the floor, as this poses a safety risk to you, your child and our staff.

For help making overnight arrangements outside of the hospital, please contact Concierge Services (see page 13). They can provide information about lodging at discounted rates. Visit [cincinnatichildrens.org/hotels](http://cincinnatichildrens.org/hotels) for a list of local hotels offering discounted rates.

## Information for Patients 18 and Over

### Informed Consent and Advance Directives

Patients age 18 or older who have the ability to make an informed decision have the right to make their own medical treatment decisions. They also have the right to draft an advance directive that gives instructions for healthcare in case they are no longer able to take part in treatment decisions. For more information or copies of advance directive forms, talk to your nurse or doctor, or contact:

### Admitting

Phone: **513-803-8495**

To obtain advance directive forms

### Social Services

Phone: **513-636-4711**

For assistance completing the forms, or with questions or concerns about the content of the forms



## Notes

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18+

## Note to Parents of Adult Children

At age 18, children become legally responsible for providing consent for all medical treatments. However, if you or your doctor feels that your child is not able to understand the risks and benefits of medical treatment and cannot make informed medical decisions, you must arrange for a legal guardian to be appointed for that purpose.

To obtain legal guardianship for an adult child, parents must apply to the probate court in the county where the child lives. For more information, please contact a lawyer or the probate court.

# Hospital Facilities and Resources

*Finding what you and your child need while you're here*

## ATMs

You'll find ATMs in Location A1.

## Breastfeeding/Nursing Rooms

Breastfeeding/nursing rooms with breast pumps are available. For more information, please ask your child's nurse.

## Caren Mobile App

Caren is your personal mobile guide to make visiting Cincinnati Children's as easy as possible. Caren provides step-by-step directions to locations within the hospital, cafeteria and room service menus, real-time updates on your child's surgery status, Urgent Care wait times, and more.

*App: Available for both iPhone and Android; scan the QR code with your phone camera to download.*  
*Web: [cincinnatichildrens.org/caren](http://cincinnatichildrens.org/caren)*



## Child Life

Our Child Life staff support your family's visit by explaining the care process, providing emotional support, and playing with your child.

*Phone: 513-636-8855*

*Email: [childlife@cchmc.org](mailto:childlife@cchmc.org)*

## Concierge Services

Concierge Services can take care of many needs for you while you focus on your child. Contact us for information about:

- Discounted hotel reservations
- Transportation options
- Discounted tickets for local attractions

*Phone: 513-636-5009 or toll-free 1-888-894-1374*

*Email: [concierge@cchmc.org](mailto:concierge@cchmc.org)*

*Hours: Monday–Friday, 6 am–8:30 pm; Weekends and Holidays, 11 am–3 pm*

## Chapel/Chaplains

The hospital chapel and multi-faith worship space (Location A2) is always open. For more information, please ask your child's nurse.

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### Ethics Consultation Services

Sometimes patients, families and healthcare providers have to make difficult choices about medical care. You may be faced with a situation where you are uncertain or disagree about the right thing to do. When families and staff need help thinking through the ethical issues and reaching agreement, the Ethics Consultation Service is a resource. You can request an ethics consultation 24 hours a day. The consultant will call you back to discuss your concerns. If you are uncertain whether the service is the right resource, please call. The consultant can also direct you to other resources. The service is free and confidential.

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*Phone: 513-636-4200 or toll-free 1-800-344-2462*

*Ask the operator to page “ethics consultation.” If you do not receive a call back within 15 minutes, have the operator page again.*

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### Family Relations

Our patient advocates are a link between you and the hospital staff. Ask to talk with a patient advocate if you have a concern or a compliment related to your experience at Cincinnati Children’s.

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*Phone: 513-636-4700*

*Email: [advocates@cchmc.org](mailto:advocates@cchmc.org)*

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### Family Resource Center

The Family Resource Center is in Location A2. This space provides a place for you to speak with a Patient Advocate or receive additional information about non-clinical amenities and area resources.

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*Visit the Family Resource Center: **Location A2***

*Phone: 513-803-8424*

*Hours: Monday–Friday, 8:30 am–5 pm.*

*Closed Weekends and Holidays*

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### Financial Counseling/Financial Assistance

Our financial counselors can help you understand billing and insurance processes, make a plan for paying medical bills, and apply for financial assistance if needed.

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*Phone: 513-636-0201*

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### Gift Shop

The Gift Shop (Location A2) offers a wide selection of items for children and adults, including toys, games, balloons, flowers, personal items such as toothpaste and shampoo, Cincinnati Reds and Bengals apparel, jewelry, and Cincinnati Children’s merchandise. Our gift specialists can help select items and create gift packages, in person or by phone. Friends and family are welcome to call to place orders over the phone. Delivery to your child’s room is free. Staff and volunteers run the shop, and all proceeds benefit special projects at Cincinnati Children’s.

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*Phone: 513-803-9430*

*Hours: Monday–Friday, 8 am–5 pm*

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### MyChart: Your Child's Health Records

MyChart is an online version of your child's medical records with Cincinnati Children's. With MyChart, you can view test results, medications, appointments, follow-up instructions, diagnoses and more.

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*Web: [cincinnatichildrens.org/mychart](http://cincinnatichildrens.org/mychart)*

*App: Available for both iPhone and Android; search for "MyChart."*

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### How to Sign Up

To sign up for MyChart, visit any outpatient clinic registration desk. MyChart contains confidential patient information, so there are limits on who may open an account. MyChart accounts can be created in person without an appointment. Children 13–17 years old must be present to set up their MyChart account.

We're happy to help you with MyChart. For assistance or information contact:

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*Phone: 513-636-5019 or toll-free 1-877-508-7607*

*Email: [mychart@cchmc.org](mailto:mychart@cchmc.org)*

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### MyChart Bedside

MyChart Bedside is an app on the iPad in your room to help you get involved in your child's care during your stay. It shows a list of your child's medications and a daily schedule, including any planned treatments. You can also submit non-urgent requests directly to the people caring for your child. Someone from your care team will help you get started.

### Pharmacy

Prescriptions can be filled in our outpatient pharmacy (Location A2). The pharmacy accepts most insurance plans. It also carries some over-the-counter medications.

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*Phone: 513-803-9795*

*Hours: Monday–Friday, 8 am–6 pm; Saturday–Sunday, 10 am–2 pm. Closed on major holidays.*

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### Playrooms

Playrooms allow patients (including siblings) to play with other children. We have two playrooms on LA4, the patient's room location will indicate which playroom they use. The playrooms are open daily, hours are posted on the doors.

If your child is unable to go to the playroom, child life will supply bedside activities. Please ask your unit staff to contact the child life team.

### Protective Services

Our uniformed security officers help keep our hospital and grounds safe 24 hours a day, seven days a week. You may contact Protective Services with a concern, question or to request an escort to your car.

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*Phone: 513-636-4204*

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### School Services

The Center for School Services supports the academic needs of school-aged patients. They provide instruction at the bedside or in a small group during your child's hospital stay. Eligibility is based on your child's length of stay and ability to participate. Please bring any books, technology or supplies your child needs for school if you are expecting a lengthy stay.

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*Phone: 513-517-2398, ext. 3*

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### Seacrest Studio

Seacrest Studio is a broadcast studio and media center in the hospital. The studio is located at Burnet campus and is home to WKID33, which broadcasts programs to channel 33 on the SONIFI TV in your child's room. Kids can call in to request songs.

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*Phone: 513-803-3333*

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**Service Animals**

Cincinnati Children’s welcomes the use of service animals by any person with a disability. We do not allow service animals in areas of the hospital where they would cause a major change to hospital operations or a threat to the safety of others or the hospital.

**Special Needs Resource Directory**

This directory on our website was created especially for caregivers of children with complex healthcare needs. It contains a wide range of easy-to-access information, services and supports from trusted resources. Topic areas include Getting Started, Medical/Health, Life Stages and School, Financial and Law, Family and Supports, and Rest and Recreation.

*Go to: [cincinnatichildrens.org/special-needs](http://cincinnatichildrens.org/special-needs)*

**Your Child’s Condition**

The Cincinnati Children’s website includes helpful information on many child health issues.

*Go to: [cincinnatichildrens.org](http://cincinnatichildrens.org)*



**Notes**

Lined area for taking notes, consisting of multiple horizontal lines.

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# People You May Meet

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## *Getting to know the members of your care team*

You'll likely meet many of our staff members during your stay here. If you're unsure of who someone is or their role, feel free to ask. We are here to help and are happy to answer any questions you may have.

On occasion, a family makes a special request for the patient to be treated by caregivers based on their race, gender, ethnicity, age or other characteristic. We believe that patients are best served when we provide the best-qualified staff, regardless of these personal characteristics. Therefore, such requests will not be honored.

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### Doctors

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#### **Attending Doctors**

Doctors who are responsible for your child's overall care. They are experienced in caring for children (pediatric specialists) and lead the team of doctors. Attendings supervise and teach fellows, residents and medical students. Your attending doctor may be a subspecialist (concentrating in a medical specialty like cardiology), a hospitalist (specializing in general pediatrics) or your child's community-based primary care doctor.

#### **Fellows**

Doctors who have finished residency training and are taking additional training in a subspecialty of pediatric medicine, such as pulmonary medicine (lung disease care). Attendings supervise fellows.

#### **Residents/Interns**

Doctors who have completed medical school and are now training in pediatric medicine. Residents are the doctors you will see most often. First-year residents are called interns. Attending doctors and fellows supervise all residents.

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### Advanced Practice Providers

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#### **Advanced Practice Providers (APP)**

APPs are Advanced Practice Registered Nurses (APRN) and Physician Assistants (PA) with advanced levels of education and training. APRN includes Nurse Practitioners and Clinical Nurse Specialists. They practice as part of a specialty care team and inpatient hospital medicine. While you are in the hospital, an APP will likely be the provider who you see most often.

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## Nurses

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### Registered Nurses (RN)

Nurses who have graduated from a college-level nursing program and have passed a national licensing exam. A registered nurse will be assigned to your child's care 24 hours a day.

### Care Manager

A nurse who works with families and the clinical team. They coordinate care and services for patients in the hospital and at the time of discharge.

### Charge Nurse

Oversees the nurses on the unit during a shift.

### Clinical Director/Clinical Manager

The unit leader for each patient care area.

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## Therapists

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### Music Therapists

Help children, teens and young adults express feelings and cope with their hospital stay.

### Respiratory Therapists (RT)

Evaluate and treat breathing problems.

### Occupational Therapists (OT)

Help children with fine motor skills needed to perform daily tasks, such as writing, feeding and brushing teeth.

### Physical Therapists (PT)

Provide children with therapy to help them with activities such as walking, running and jumping. They help kids with muscle strength, endurance, balance and coordination.

### Speech Pathologists

Help children with speech, communication, feeding and swallowing.

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## Others You May Meet

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### Chaplains

Provide spiritual and emotional support to families of all faiths who are dealing with a child's illness.

### Child Life Specialists

Child Life Specialists help patients and families cope with the stress and uncertainty of the healthcare experience. They provide support through therapeutic play, developmentally appropriate preparation for procedures, and education to reduce fear, anxiety, and pain.

### Dietitians and Diet Technicians

Manage the special diet and nutrition therapy your child may need.



## Rounds/Rounding

You are an important member of this team. In most units, parents/primary caregivers are welcome to participate in bedside rounds if you wish. Rounds are a time for you and your care team to talk about your child's health, how they are doing, and plans going forward.

We usually make rounds in the morning. Ask your nurse when to expect the care team. This is a good time to ask questions. If you cannot be there, or prefer not to be in the room, the doctor will talk to you later about the plan of care and answer any questions you have.

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### Food Service Ambassadors

Deliver meals and snacks throughout the day.

### HUCs/Health Unit Coordinators

Help keep the unit running smoothly. They are a good source of information about the unit.

### Housekeeping Staff

Clean and sanitize patient rooms and all other areas of the hospital.

### Integrative Care Team

Support your child's well-being and help to ease pain, stress, nausea and fatigue by incorporating a range of techniques such as mindfulness, guided imagery, acupuncture, massage therapy, healing touch/Reiki, and gentle yoga.

### Lactation Specialists

Help nursing mothers with any breastfeeding issues during the hospital stay.

### PCAs/Patient Care Assistants

Perform basic care services, such as checking temperature and blood pressure, and helping to feed and bathe patients. Respond to call lights. Nurses and doctors supervise PCAs.

### Pharmacists

Teach patients and families about medications, including each drug's purpose, dose and possible side effects.

### Social Workers

Provide practical and emotional support and counseling on a wide variety of issues. Help families find hospital and community-based resources before and after discharge.

### Students

Medical students, nursing students and others who are training for a healthcare career. We provide training as part of our mission as a teaching hospital. Students are always closely supervised.

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### Important Terms:

*pediatrics* — the branch of medicine focusing on the medical care of children

*specialty* — a special area of study. Pediatrics is a specialty of medicine.

*subspecialty* — a further area of study beyond a specialty. Gastroenterology, the study of and care for disorders of the stomach and intestines, is a subspecialty of pediatric medicine.

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### Technologists and Radiologists

Technologists complete any imaging exams needed using X-ray, ultrasound, MRI, CT or nuclear medicine. Afterward, a radiologist reviews the images and gives a report to your doctor. This report will be available for your review in MyChart.

### Volunteers

Help patients, families and staff where needed. Bring toys to patient rooms, play in the activity centers, help with homework, accompany our volunteer dogs on visits, and many other activities. All volunteers are closely supervised by hospital staff.

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# Support from Family and Friends

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## *Staying in touch with your loved ones*

### Visits

Visiting hours are 8:30 am–8:30 pm.

We recognize the need for support from family and friends. We also know how important it is to limit patients' exposure to germs. Visitor guidelines can change based on the level of illness in our community. Your care team will give you specifics about how many people can visit. Or visit [cincinnatichildrens.org/visiting-guidelines](http://cincinnatichildrens.org/visiting-guidelines).

You will be asked to identify the names of people who can visit.

If your family situation changes or you are having challenges receiving or providing support for your child, please request Social Work assistance. When there are domestic/custody issues, social workers may work with families to ensure equitable visitation.

### When Visitors Arrive

Visitors must:

- Check in at a Welcome Center in Location A1. Visitors age 16 and older will be asked to show a photo ID. A Welcome Center associate will provide a photo name badge for visitors to wear.
- Be healthy—free from fever, cough or colds, or stomach virus symptoms and living with others who are also healthy. Visitors can unknowingly spread germs if someone they live with is sick.
- Wash hands often, especially before and after visiting a patient.

### Parking

Parking in our surface lot is free for patient families and visitors. See pages 5 and 6 for parking map.

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**SAFETY TIP:** Lock and secure your vehicles while parked in the parking lot. Do not leave items in view or on display in your vehicle while on Cincinnati Children's property.

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## Taking a Break From the Hospital

The Cincinnati area has a wide range of restaurants, shopping areas, movie theaters, sports events, parks, museums and other interesting places to visit. Some are within a short drive of the hospital. Concierge Services can help with suggestions and admission. See page 13 for Concierge Services contact information and hours.

Information and maps: [visitcincy.com](http://visitcincy.com)

## Staying in Touch

### Mail

Children in the hospital love to get mail. To help our mailroom, please ask family and friends to write "Patient Mail" on their letters.

- The hospital's address is:  
3333 Burnet Avenue, Cincinnati, OH 45229-3026.
- To send outgoing mail: Use the mailbox outside Location A1 near the Emergency Department.
- To buy stamps: Visit the Gift Shop (Location A2).

### eCards

Family and friends can send an electronic greeting card from our website. We deliver eCards once a day, Monday through Friday.

Web: [cincinnatichildrens.org/patients/resources/ecard](http://cincinnatichildrens.org/patients/resources/ecard)

### Gifts

Family and friends are welcome to bring gifts and balloons to your child (non-latex balloons only, please). Toys, games, balloons and much more are offered in the hospital's Gift Shop (Location A2). For more information about the gift shop, see page 14.

### Phone Calls

Family and friends outside the Cincinnati area can reach your child's room by calling our toll-free number: 1-800-344-2462. Callers should ask for your child by name or room number so that the operator can connect them.



## Ways to Stay in Touch with a Patient



### Mail a Letter

3333 Burnet Avenue  
Cincinnati, OH 45229-3026



### Send an eCard

[cincinnatichildrens.org/patients/resources/ecard](http://cincinnatichildrens.org/patients/resources/ecard)



### Bring a Gift

Visit the hospital's Gift Shop  
in Location A2



### Make a Phone Call

Toll-free 1-800-344-2462  
Ask by name or room no.

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# Safety

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## *Information to keep you and your child safe while you're with us*

### Patient Safety

Patient safety is a top priority at Cincinnati Children's. Here are some things you can do to help us keep your child safe:

- Tell a nurse or doctor IMMEDIATELY if you think your child is having a bad reaction to a medicine, or if you have any questions or concerns about your child's safety. (See page 23 for information about our Medical Response Team.)
- Tell us about your child's allergies to medicines, food or latex.
- Tell us about special formulas or food your child needs.
- Tell us if you know your child was recently exposed to a contagious illness such as COVID-19, chicken pox, shingles or pertussis (whooping cough), or has a fever, bad cold, rash or fever blisters.
- Please allow us to choose the safest bed for your child's age, size and needs.
- Please remember the importance of hand washing and keeping your child's room free of personal belongings and clutter to prevent any falls.

### Asking Questions

- Ask about the benefits and risks of any medicines, tests, treatments or blood transfusions.
- Ask about side effects of medicines or treatments.
- Ask for an explanation of test results.
- Don't hesitate to ask to have something explained again, or in a different way.
- Don't be afraid to ask for a second opinion.
- Write down your questions as you think of them. You may be tired or stressed and forget your question later.

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*To reach a Security Officer/Protective Services: 513-636-4204*

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## We Can Help: Managing Stress and Frustration

A hospital stay can be stressful. It is normal to feel scared, overwhelmed, and even frustrated.

If you are feeling these things, it is ok to take a break. These public areas are available for you:

- Cafeteria (A1)
- Family Resource Center (A2)

### How to Escalate Your Concerns

Your concerns are important to us and we want to help resolve them as quickly as possible. If something about your child's care doesn't feel right or you aren't comfortable with the communication you are receiving, please tell us.

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*To share your concern:*

- *Push the call button: **Ask to talk to a unit leader** (you can ask for a charge nurse, clinical director, clinical manager or attending doctor).*
- *Phone: **Contact a patient advocate by calling 513-636-4700.** Advocates are onsite Monday–Friday, 8:30 am–5 pm and checking voicemail after hours and on weekends.*

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If you're frustrated with a member of your family, please alert your child's nurse that there is a conflict. A social worker or protective service officer can help.

## Smoking/Tobacco Policy

Our campus is smoke free and tobacco free, both indoors and outdoors. Smoking and the use of tobacco products or electronic cigarettes are not allowed. This includes all outdoor spaces and our parking lots.

## Medical Response Team

If you have an urgent medical concern about your child, talk to your nurse or doctor. If you're still concerned, or want a second opinion, call the Medical Response Team (MRT). The team will come to see your child within 15 minutes.

### About the Medical Response Team

- The team is available 24 hours a day.
- The team includes a doctor, nurse and respiratory therapist.
- Anyone can call the Medical Response Team: parents, doctors, nurses, other caregivers.

Call the Medical Response Team if you're worried about your child's:

- Breathing or heartbeat
- Color
- Being sleepy or restless
- If you feel your child is getting sicker

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*How to call the Medical Response Team:*

- *From a hospital phone, dial: **2-9195***
  - *Ask for the Medical Response Team.*
  - *Tell the operator your room number.*
-





# Hand Hygiene:

## Clean Hands Protect Everyone

GermS are everywhere. Hand hygiene is one of the most important ways to protect your child and prevent the spread of infections.

### Partner With Us to Stop Germs by Cleaning Your Hands:

- When entering and exiting the room
- Before eating
- After restroom use or changing a diaper
- After coughing or sneezing
- When your hands are visibly dirty
- After cell phone use

### Ways to Clean Your Hands at the Hospital:

- Scrub with soap and water for 15–20 seconds
- Use hand sanitizing wipes to wipe your hands thoroughly
- Use hand sanitizing foam or gel and rub until dry

Hand sanitizers can quickly reduce the number of germs on hands in some situations, but sanitizers do not eliminate all types of germs. They are not as effective when hands are visibly dirty or greasy.

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Remind everyone who comes in contact with your child to clean their hands, too—family, visitors and friends. It’s even okay to ask doctors and nurses to wash their hands.

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## Managing Pain

With your help, we will assess your child's pain regularly. Our goal is to prevent, reduce and relieve pain as much as possible.

- Tell us if you think your child is in pain.
- Ask for pain medicine when the pain begins. (Pain medicine works better if given before the pain becomes too severe.)
- Notify your child's nurse or doctor if you think your child's pain is not controlled.

### Things You Can Do

- Try distracting your child with books, games, movies and music.
- Have your child take slow, deep breaths.
- Comfort your child as you would at home.

### Other Resources

- Child life specialists, integrative care specialists and music therapists offer help through distraction, relaxation, massage therapy, healing touch, guided imagery, music and other techniques. Ask your nurse for more information or call 513-636-8855 (Child Life) or 513-803-8426 (Integrative Care).
- Your doctor may consult our Pain Management Team.

## Direct Observation to Ensure Patient Safety

If your child requires direct observation, we will provide a patient care assistant (PCA) or a mental health specialist trained in crisis intervention, therapeutic communication, and de-escalation.

During the provider's shift at your child's bedside, they will need adequate lighting to provide constant, direct observation.

If you have further questions, please ask your nurse.

## Identification

**Patient identification:** Your child will be given a name bracelet. Be sure your child wears this bracelet. Nurses will scan the bracelet to confirm your child's identity before giving your child medication.

Inpatients who have permission to leave the unit for access to the first floor must have a purple sticker. Stickers are available from your unit's health unit coordinator (HUC).

**Employee identification:** All employees wear an ID badge. Ensure that all hospital staff who interact with your child are wearing a Cincinnati Children's badge.

**Visitor identification:** All visitors should keep their issued badge or sticker until they leave the hospital.

## Hospital Emergencies

In the event of an emergency, Protective Services will give an overhead announcement.

### Codes

- **Code Red:** Fire Emergency  
In the event of fire, look to staff on your unit for directions.
- **Code Adam:** Child Abduction/Missing Patient  
If you see anyone matching the description, call Protective Services at 513-636-4204 or approach an officer.

### Security Alerts

- Violent/Aggressive Behavior/Security Issue
- Person With Weapon Acting Suspiciously or Aggressively/Hostage Situation
- Bomb Threat/Suspicious Package
- Earthquake/Explosion
- Tornado Warning
- Hazardous Material Spill

For all security alerts, listen for instructions on the overhead announcement.

## Concerns About Patient Safety and Quality of Care

If you have a concern about the quality of care or a safety issue, please speak to your child's nurse or doctor, or to the unit manager.

Here are steps you can take if you have a concern or complaint that cannot be taken care of right away by your care team. Contact:

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### Cincinnati Children's Family Relations

Phone: 513-636-4700

Email: [advocates@cchmc.org](mailto:advocates@cchmc.org)

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### The Ohio Department of Health

Phone: 1-800-342-0553

Email: [hccomplaints@odh.ohio.gov](mailto:hccomplaints@odh.ohio.gov)

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### The Joint Commission

(the organization that accredits hospitals nationwide)

Web: [jointcommission.org](http://jointcommission.org); from the home page, go to the Action Center box and click on "Report a Patient Safety Event"

Fax: 630-792-5636

Mail: Office of Quality and Patient Safety, The Joint Commission, One Renaissance Boulevard, Oakbrook Terrace, IL 60181

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Medicare beneficiaries have the right to request a review of their grievances by KEPRO, Ohio's quality improvement organization. Make this request through Family Relations or by contacting the Ohio Medicare Beneficiary helpline.

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Phone: 1-855-408-8557

Web: [keproqio.com](http://keproqio.com)

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## Safety and Security In and Around Our Buildings

### Not Permitted on Campus

- No open flames.
- No latex balloons; you may bring Mylar balloons.
- No handguns or other deadly weapons—even if you have a concealed carry license. Law enforcement officers only are exempt from this policy.
- In the intensive care units, no flowers, food or drinks in patient rooms.
- No alcohol, illegal or non-prescribed medications or drug paraphernalia are permitted in the hospital.
- No toys that resemble weapons.

### Personal Safety

If you see anyone who looks suspicious or is acting out of the ordinary, please tell one of our clinical staff who will contact Protective Services.

### Electrical Safety

If you bring medical equipment from home and it is used for your child in patient care areas of the hospital, Clinical Engineering will check it for electrical safety. Your nurse will arrange for this check. Personal electronics and equipment may be checked for electrical safety as well.

### Evacuation Process

Evacuation plans are mounted in public locations on every unit. Check your unit's plan so you are familiar with the evacuation route in case of emergency.

In the event of a hospital evacuation, one of our staff members will help safely transport your child and will explain how you can help.

If you are not on campus when the evacuation occurs, we will contact you with information, including how to reunite with your child.

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# Going Home

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## *Making a smooth transition from hospital to home*

### Discharge Planning

We want to make your transition to home as smooth as possible. Your care team will begin to talk about discharge plans with you when your child is admitted to the hospital. You are an important part of discharge planning. Bring up any concerns you have about discharge so we can help connect you with the resources you need.

You will receive discharge instructions with important information about your child's home care. This includes:

- Special instructions you may need to follow to keep your child healthy.
- Names and phone numbers of nurses or doctors you can call with questions you may have once you get home.
- A list of medications that your child will take at home.
- Follow-up appointments for your child. You may ask your nurse to help schedule these with you before your child is discharged.

### Outpatient Pharmacy

You may want to consider having any needed prescriptions filled in our outpatient pharmacy prior to discharge. The pharmacy is located in Location A2.

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Phone: 513-803-9795

Hours: Monday–Friday, 8 am–6 pm; Saturday–Sunday, 10 am–2 pm. Closed on major holidays.

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### The Day Before Discharge

Please arrange for transportation home. If your child rides in an infant/child car seat or booster seat, be sure to have one available for the ride home.

### The Day of Discharge

Please arrange to take your child home as soon as possible after the doctor writes the discharge order. We ask this as a courtesy to other families whose children may be waiting for a bed. At discharge, you will need:

- Your picture ID, such as a driver's license or state ID
- Clothes and shoes for your child
- Completed financial paperwork
- Infant/child car seat or booster seat, if appropriate



# Hospital Policies

*Procedures for everyone to follow to help your child receive the best care possible*

## Our Commitment to Safety

In order to provide outstanding clinical care, we hold high standards to maintain safety for our patients, families, visitors and staff.

In order for you and your child to feel safe:

- Ask questions.
- Engage as a partner in your child's care.
- Work with your care team to create goals for your child and share expectations about treatment.
- Speak up if you see unsafe situations for your child or those around you.
- Ask your care team to explain things that are not familiar to you.
- Ask questions to find out the reason for delays, disruptions or unexpected circumstances that affect your child's care and treatment.

Please refrain from:

- Shouting, cursing and aggressive, offensive nonverbal gestures
- Cruel or intimidating behaviors that create a hostile environment, including threats of harm and sexual harassment
- Invading personal space and privacy (such as unconsented physical contact, taking videos or photos

of staff or other patients, or posting unconsented personal information about staff on social media)

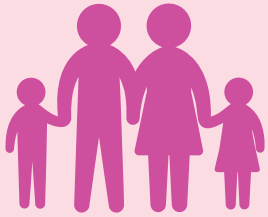
- Sexual activity in common public areas or patient rooms
- Making too much noise (including excessive TV or music volume, or loudly arguing in patient rooms or common spaces)
- Trying to physically stop or interfere with the care or treatment of a patient

The following behaviors are prohibited and will result in immediate action:

- Using drugs or alcohol on hospital property
- Threats or acts of violence
- Stealing or damaging property

Violations will result with the following:

- The care team will intervene.
- The security team may be called.
- You may be required to leave the unit or hospital.
- We may need to restrict your child's visitors.



## Patients and Parents/Family Members Have the Responsibility to:

- Provide, to the best of your knowledge, accurate and complete information about all related health matters;
- Formulate advance directives and expect the hospital staff and practitioners who provide care will comply with these directives to the extent allowed by law;
- Be considerate of other patients and staff and to encourage your visitors to be considerate as well;
- Pay for hospital and outpatient services provided, to provide necessary information to process insurance claims and/or to plan for payment of healthcare bills as soon as possible;
- Discuss with a financial counselor the possibility of financial aid to help in the payment of hospital and outpatient bills in cases of financial hardship (contact our financial counselor at 513-636-0201);
- Follow the treatment plan recommended by the practitioner and agreed upon by you;
- Follow Cincinnati Children's policies and procedures concerning patient care and conduct;
- Seek information, to the extent possible, from healthcare providers by asking any questions necessary to reach an understanding of health problem(s) and the treatment plan developed by you and the practitioner.

## Photos and Videos

- You can take photos and videos of your child and family. Please ask permission of other families and staff who are in your shots.
- If they say “no, thank you” please be respectful and do not include them in the photo or video.
- If you have a concern with your child’s care that you feel you need to document, first talk to a trusted person on your child’s unit (see *How to Escalate Your Concerns* page 23).
- It is not ok to record someone without their knowledge or when they’ve asked you not to.

## Patients and Parents/Family Members Have the Right to:

- Have a family member or representative of your choice and your physician notified promptly of an admission to the hospital;
- To be treated considerately and respectfully regardless of their race, color, creed, ancestry, national origin, citizenship, religion, age, genetic information, physical or mental disability, marital or family status, sex, pregnancy, sexual orientation, gender identity/ expression, military, veteran, or disabled veteran status, or other protected status in accordance with applicable federal, state, or local laws and regulations;
- Know the names of your Cincinnati Children’s physicians and nurses and the care role they play;
- Be told by the physician, in words you can understand, about an illness, treatment and prospects for recovery;
- Receive as much information as you need in order to give or refuse consent for any proposed treatment;
- Have an active role in medical care decisions, including the development and implementation of the care plan, which shall include the management of pain as appropriate;
- Make an informed decision regarding care including, to the extent allowed by law, the refusal of care;
- Privacy in medical care and treatment; this includes the right to be informed why individuals who are not directly involved in the care are present during treatments or discussions and personal privacy in general;
- Receive care in a safe setting, free from all forms of abuse, harassment or corporal punishment;
- Be free from restraint or seclusion used to coerce, discipline, retaliate or for convenience; to have trained staff safely implement permitted restraint or seclusion;
- Confidential treatment of all communications and records regarding care received at Cincinnati Children’s; to access information in the medical record in a reasonable time frame;
- Be aware and informed if Cincinnati Children’s feels that legal action is necessary to provide treatment;
- Receive a clear explanation of the outcome of any treatments or procedures where the outcomes differ significantly from the anticipated outcomes;
- Expect a response to any reasonable request for help in meeting special needs;
- Request assistance with discharge planning;
- Choose to remove your child or leave the hospital even when the physicians advise you not to, to the extent permitted by law; you will be required to sign a form that relieves Cincinnati Children’s of responsibility for your or your child’s welfare;
- Know about any connections between Cincinnati Children’s and other institutions, as far as your or your child’s care is concerned;
- Consent or refuse to participate in any research project;
- Know what the continuing health care needs are after discharge from the hospital or outpatient service;
- Know the charges for services provided, to examine your medical care bills and to receive an explanation of charges.



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## Our Commitment to Nondiscrimination

Cincinnati Children's complies with applicable laws and does not discriminate against people or treat them differently on the basis of race, color, creed, ancestry, national origin, citizenship, religion, age, genetic information, physical or mental disability, marital or family status, sex, pregnancy, sexual orientation, gender identity/expression, military, veteran, or disabled veteran status, or other protected status in accordance with applicable federal, state, or local laws and regulations.

Cincinnati Children's provides free:

- Aids and services to help people with disabilities communicate effectively with us, including qualified sign language interpreters, written information in audio or other formats (large print, electronic formats)
- Language services to people whose primary language is not English, including qualified interpreters and information written in other languages

Contact Family Relations if you need these services.

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Phone: **513-636-4700** or toll-free **1-800-344-2462**

Email: [advocates@cchmc.org](mailto:advocates@cchmc.org)

Mail: **Cincinnati Children's Section 1557 Coordinator, Family Relations, 3333 Burnet Avenue, Cincinnati, OH 45229**

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If you believe that Cincinnati Children's has failed to provide these services or discriminated in a prohibited way, you can file a grievance with:

### *Cincinnati Children's*

*You can file a grievance in person, by mail or email. If you need help filing a grievance, Cincinnati Children's Section 1557 Coordinator is available to help you.*

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Phone: **513-636-4700**

Email: [advocates@cchmc.org](mailto:advocates@cchmc.org)

Mail: **Cincinnati Children's Section 1557 Coordinator, Family Relations, 3333 Burnet Avenue, Cincinnati, OH 45229**

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### *U.S. Department of Health and Human Services*

*You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, by mail, phone or electronically through the Office for Civil Rights Complaint Portal.*

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Phone: **1-800-368-1019** or **800-537-7697 (TDD)**

Mail: **U.S. Department of Health and Human Services, 200 Independence Avenue, SW Room 509F, HHH Building, Washington, DC 20201**

Complaint portal: [ocrportal.hhs.gov/ocr/portal/lobby.jsf](https://ocrportal.hhs.gov/ocr/portal/lobby.jsf)

Complaint forms: [hhs.gov/ocr/office/file/index.html](https://hhs.gov/ocr/office/file/index.html)

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*Our commitment to you is to create a positive experience for our patients and families. We look forward to working with you to accomplish this goal.*

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# Important Phone Numbers

General Information .....	513-636-4200
TOLL FREE .....	1-800-344-2462
Admitting .....	513-803-8495
Billing and Financial Assistance	
BILLING CUSTOMER SERVICE .....	513-636-4427
FINANCIAL COUNSELOR .....	513-636-0201
Center for School Services .....	513-803-1027
Chaplains/Spiritual Care .....	513-636-7720
AFTER HOURS ON-CALL PAGER .....	513-736-1101
Child Life .....	513-636-8855
Concierge Services .....	513-636-5009
TOLL FREE .....	1-800-894-1374
Environmental Services/Housekeeping .....	513-636-4381
Family Relations .....	513-803-8424
Family Resource Center .....	513-803-8424
Gift Shop .....	513-803-9430
MyChart Support .....	513-636-5019
TOLL FREE .....	1-877-508-7607
Pharmacy .....	513-803-9795
Protective Services .....	513-636-4204
Room Service (Food) .....	513-636-3663
Social Services .....	513-636-4711



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# Language Access Services

**ATTENTION:** If you use American Sign Language, language assistance services, free of charge, are available to you. Call 1-800-344-2462.

**ATENCIÓN:** si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística (interpretación y traducción). Llame al 1-513-517-4652.

**ACHTUNG:** Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-513-517-0656.

Wann du [Deutsch (Pennsylvania German / Dutch)] schwetzsch, kannscht du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schpooch. Ruf selli Nummer uff: Call 1-513-517-0665.

**CHÚ Ý:** Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-513-517-0672.

**સુચના:** જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-513-517-0658.

**注意:** 如果您使用中文，您可以免費獲得語言援助服務。請致電 1-513-517-0662。

**LET OP:** Als u Nederlands spreekt, kunt u gratis gebruikmaken van taalkundige diensten. Bel 1-513-517-0653.

**ВНИМАНИЕ!** Если вы говорите по-русски, то можете бесплатно пользоваться услугами перевода. Звоните 1-513-517-0668.

**ATTENTION :** Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-513-517-0655.

**주의:** 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-513-517-0661 번으로 전화해 주십시오.

**ध्यान दिनुहोस्:** तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू नि:शुल्क रूपमा उपलब्ध छ। फोन गर्नुहोस् 1-513-517-0663।

**注意事項:** 日本語を話される場合、無料の言語支援をご利用いただけます。1-513-517-0660まで、お電話にてご連絡ください。

ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات

المساعدة اللغوية تتوافر لك بالمجان. اتصل على الرقم 1-513-517-2722

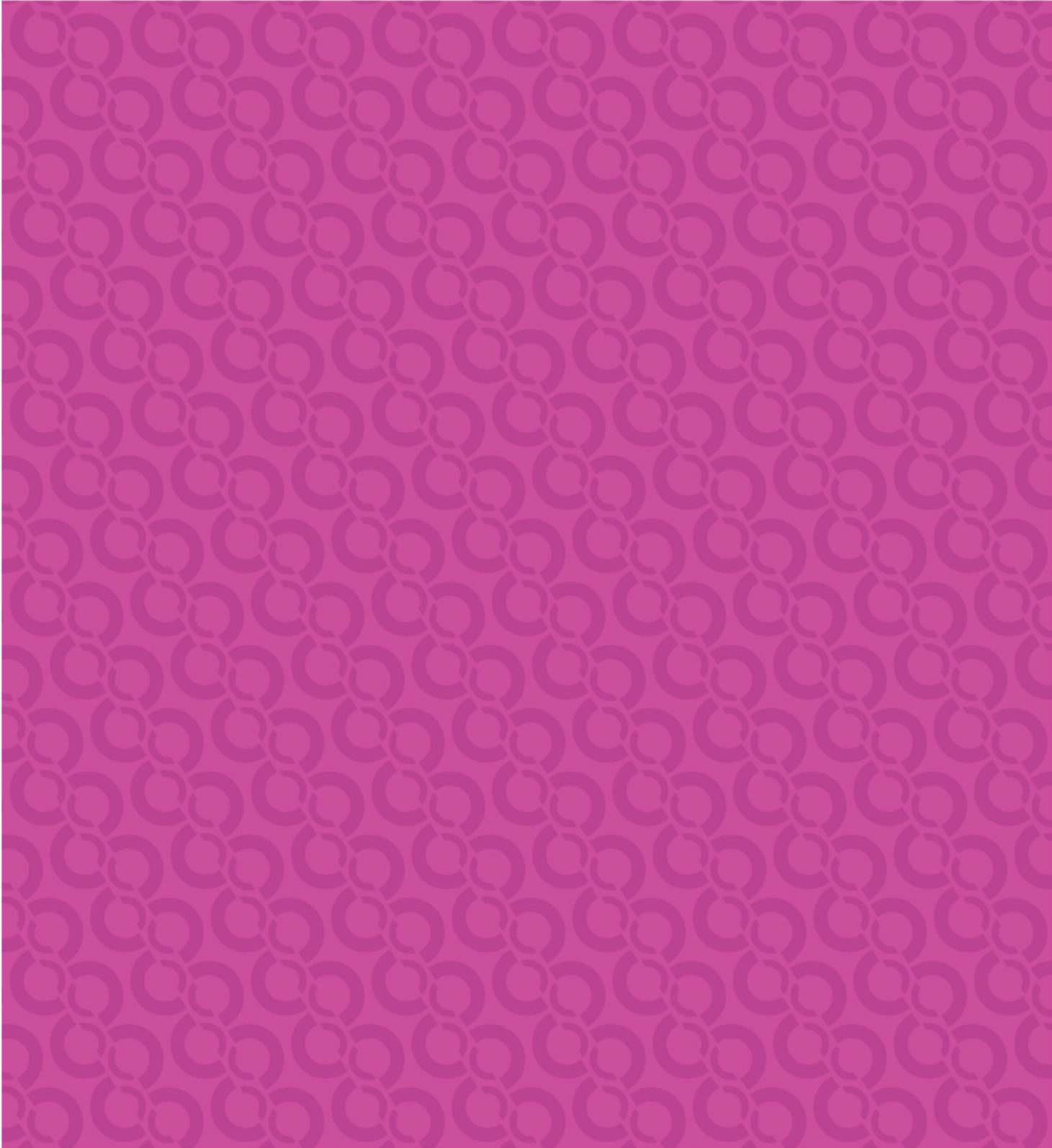
**DIGNIIN:** Haddii aad ku hadashid af Soomaali, adeegyada caawinta luuqada, oo bilaash ah, ayaa lagu heli karaa. Soo wac 1-513-517-0669.

**HUBACHIISA:** Yoo afaan Oromoo dubbachuu dandeessu ta'e tajaajila gargaarsa afaanii kaffaltii malee argattu. Bilbilaa 1-513-517-0664.

**PAUNAWA:** Kung nagsasalita ka ng Tagalog, may makukuha kang mga librenng serbisyo ng tulong sa wika. Tumawag sa 1-513-517-0670.

သတိပြုရန် - အကယ့်၍ သတ္တည့် ချမန္တစကား ကို ဝေ့ဟပါက၊ ဘာသာစကား အကူအညီ၊ အခမဲ့ သင့်အကြံပေးစီစဉ်ဆောင်ရွက်ပေးပါမည်။ ဖုန်းနံပါတ် 1-513-517-0650 သို့မူ ဝေ့ဆီပါ။

**ATTENZIONE:** Se parlate italiano, un servizio di assistenza linguistica gratuito è disponibile al seguente numero telefonico: 1-513-517-0659.



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