

Your Stay at Cincinnati Children's:

A Family Guide

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Welcome

As parents whose children have been patients at Cincinnati Children's, we know how difficult 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 prepare 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

What to Bring

For Your Child

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.

In addition, you may want to bring the following 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
- DVDs of favorite movies (rated G, PG, and PG-13)
- School books and assignments
- Containers for glasses, contact lenses, hearing aids, dental retainers

We will supply diapers, hospital gowns, pajama bottoms and slipper socks for your child.

For Yourself

The following items may help you be more comfortable during your child's stay:

- Comfortable clothes and shoes
- Sweater or light jacket
- Hand lotion
- Medicines you take regularly
- Change for vending machines
- Items that help you pass time, such as books, magazines, knitting
- Cell phone, so staff can reach you when you're off the unit
- Journal for writing notes and questions

We advise you to leave valuables at home. Please be sure to label 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.

Please do not bring any power strips or surge protectors with you, as these cannot be used in patient areas. Charging blocks and cables are okay.

Getting Settled

This section of the Family Guide provides information about a number of helpful services and resources available to your family. These include the GetWell Network, dining options, our concierge service (Best Upon Request) and more. If you have any questions or need help during your stay, please ask your nurse.

Since the hospital is so large, finding your way around can be challenging. On page 40 of this book, you will find a map that features points of interest on the first two floors. Each location is marked with a letter (A – E) and floor number (1 – 2). For example, the Cafeteria is at Location D, Floor 1 (D1).

We know your time here can be stressful. Learn about all the comforts and conveniences that we can provide to you and your family beyond your medical needs. Call the Family Resource Center at 513-636-7606 to set up an orientation at a time that is convenient for you.

Amenities on the Unit

We want you and your family to feel at home during your stay. You are welcome to use the hospital's WiFi connection:

NETWORK ID: chmc-guest
PASSWORD: childrens

We also encourage you to take advantage of these amenities, available on some units:

- Family lounge
- Vending machines
- Ice machines
- Washing machines and dryers

Ask your nurse where these amenities are located.

Television/GetWell Network

The GetWell Network on your in-room TV is a great resource for entertainment and information. GetWell Network is a state-of-the-art, integrated patient education system. Patients can use it to watch TV or movies on demand and play video games. Families can access information about the hospital, including when the activity center is open and how to order lunch. Your child's

nurse may “assign” videos for you to watch on GetWell Network. This will help you learn more about how to care for your child as you prepare for discharge.

Meals

Room Service Dining

We are pleased to offer room service dining for patients, parents and guests. Everyone can order from the same menu you'll find in your child's room. It offers child-friendly items and plenty of choices for grown-ups, too.

In addition to what you see on the menu, Halal and Kosher items are available upon request. We also offer a variety of food choices that are lower in sodium, fat and calories. Ask your nutrition care assistant for current available items.

Some items that are a potential choking hazard are not available for children four years old or younger. Your nurse can give you the appropriate menu for your child.

Please tell your nurse or doctor if your child has any food allergies, or if your child needs special food or formulas.

Ordering Room Service Meals

You can order meals yourself. A nurse will help your child order if you are not there. Our Food Services staff will

check the order to make sure it's consistent with your doctor's instructions for your child's diet.

- Full menu: 6:30 am – 8 pm
- Evening menu: 8 – 10 pm
- To order, call 513-636-FOOD (513-636-3663)
- For tray pickup, ring the call bell for nursing

Paying for Room Service Meals for Parents and Guests

To order from the in-room menu, parents and guests must purchase guest dining cards. Each card costs \$6 and is good for one meal. A meal includes:

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

You can purchase cards in the cafeteria (Location D1) or from our concierge service, Best Upon Request (Location D1). If you order dining cards by phone, a Best Upon Request representative can deliver them to you (available weekdays, excluding major holidays).

A full refund is available on unused cards with receipt. Refunds are made in the location where you purchased the card.

Cafeteria (open 24 hours)

Families may eat in the cafeteria, where they'll find many options, including fresh soups, a large salad bar, deli sandwiches, pizza, chili, grilled items and entrées that change daily. For the cafeteria daily features, please call the cafeteria at 636-8722. Check with your health unit coordinator (HUC) to find out if you can bring your food from the cafeteria to your child's room.

Restaurant Deliveries

Guest Services and Best Upon Request can provide a list of restaurants that deliver to the hospital.

Guest Services (Location A1 in the Family Resource Center)

PHONE: 513-636-5009

EMAIL: guestservices@cchmc.org

Best Upon Request (Location D1)

PHONE: 513-803-4871

EMAIL: conciierge@cchmc.org

Information for Patients 18 & 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 participate in treatment decisions. For more information or copies of advance directive forms, talk to your nurse, doctor or contact:

Admitting

PHONE: 513-636-4207

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.

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.



Overview | Getting Settled

WIFI CONNECTION

Network ID: chmc-guest

Password: childrens

ROOM SERVICE

Full menu: 6:30 – 8 pm

Evening menu: 8 – 10 pm

513-636-FOOD (3663)

CAFETERIA

Open 24 hours

Location D, Floor 1 (D1)

GUEST SERVICES

Location A, Floor 1 (A1) in
the Family Resource Center

513-636-5009

BEST UPON REQUEST

Desk Hours:

Monday – Thursday

- 7:30 am – 12:30 pm

- 3 – 4:30 pm

Friday

- 7:30 am – 12:30 pm

- 2:30 – 4:30 pm

Location D, Floor 1 (D1)

513-803-4871

Support from Family & Friends

Visits

Visiting hours are 8:30 am – 8:30 pm.

Cincinnati Children's year-round visitor policy balances the need for support from family and friends with the importance of limiting patients' exposure to germs. During peak times of illness in the community, young children (under age 14) are requested not to visit the intensive care units. Peak times of illness include flu season, which is from December to March.

Who Can Visit?

You will be asked to identify the names of people who can visit during admission, including:

- Up to four primary support persons (e.g. parents, guardians, spouse, domestic partner) 18 or older may receive 24-hour access. Up to two may stay overnight.
- Siblings (biological, foster and step) of patients and children of adult patients living in the patient's home (these visits may be limited if patient is in isolation).
- Up to six additional family members or friends.

We do not restrict or deny visitation based on race, color, nationality, origin, religion, sex, sexual orientation, gender identity/expression or disability.

If your family situation changes or you are having challenges receiving or providing support for your child, please request Health Unit Coordinator assistance through the GetWell Network.

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 Guest Services at 513-636-5009. Guest Services can provide information about lodging at discounted rates.

When Visitors Arrive

Visitors must:

- Check in at a Welcome Center in Location A or B. An attendant will provide a photo name badge. Visitors age 16 or older will be asked to show a photo ID.
- Be healthy—free from fever, cough or colds, or stomach virus symptoms and living with persons who are also healthy. Visitors can unintentionally spread germs if someone in their household is ill.
- Wash their hands often, especially before and after visiting a patient.

Parking

Parking in our garages is complimentary for patient families and visitors. Have your entrance ticket stamped at a Welcome Center so you won't be charged when you leave.

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. Many are within a short drive of the hospital. The Cincinnati Zoo is just a few blocks away. For more information, contact:

Guest Services (Location A1 in the Family Resource Center)
PHONE: 513-636-5009

Best Upon Request (Location D1)
PHONE: 513-803-4871
EMAIL: conciierge@cchmc.org

Information and maps are available online at www.cincinnatiusa.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. To send outgoing mail, use the mailbox in Location B1, near the Welcome Center. You can buy stamps in the Gift Shop (Location C1) and from Best Upon Request (Location D1).

ECards

Family and friends can send an electronic greeting card from our website (www.cincinnatichildrens.org). Ecards are delivered once a day, Monday – Friday.

Gifts

Children love gifts and balloons! Your family and friends are welcome to bring these items to your child (non-latex balloons only, please). Toys, games, balloons and much more are available for purchase in the hospital’s Gift Shop (Location C1). For more information about the gift shop, please see page 29.

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 switchboard operator can connect them.

If you’d like help setting up a video call between your child and a loved one, contact Guest Services at 513-636-5009.



Overview | Support from Family & Friends

VISITING HOURS

8:30 am – 8:30 pm

PARKING

- Complimentary in our garages
- Have ticket stamped at a Welcome Center

WHO CAN VISIT

- Four primary support people
- Siblings of patients and children of adult patients
- Six additional family and friends

VISITORS MUST

- Check in at a Welcome Center in Location A or B
- Provide photo ID (over age 16)
- Be healthy
- Wash hands often

Safety

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 18 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 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.

Medicines Your Child Takes at Home

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

It is helpful 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, all medications will be given by hospital staff.

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.

All healthcare workers wear an ID badge. Question any caregiver who is not wearing a badge.

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 manner.
- 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.

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
- Sleepiness or restlessness
- Or if you feel your child is getting sicker

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

Managing Pain

With your help, we will assess your child's pain regularly. Our goal is to prevent, minimize 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.
- Encourage slow, deep breaths.
- Comfort your child as you would at home.

Other Resources

- Child life specialists, holistic health specialists and music therapists offer assistance 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 513-636-2463 (Holistic Health).
- Your physician may consult our Pain Management Team.

Concerns about Patient Safety & 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 grievance that cannot be immediately addressed by your care team. Contact:

Family Relations to speak to a patient advocate:

PHONE: 513-636-4700

EMAIL: advocates@cchmc.org

The Ohio Department of Health:

PHONE: 1-800-342-0553

EMAIL: hccomplaints@odh.ohio.gov

The Joint Commission, the organization that accredits hospitals nationwide:

PHONE: 1-800-994-6610

EMAIL: complaint@jointcommission.org

WEB: www.jointcommission.org

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

PHONE: 1-800-408-8557

WEB: www.keproqio.com

Safety & Security in Our Buildings

A Few Things to Remember:

- Our campus is smoke free and tobacco free, both indoors and outdoors.
- 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.
- Medical equipment brought from home, and used for your child in patient care areas of the hospital, is checked for electrical safety by Clinical Engineering. Your nurse will arrange for this check. Personal electronics and equipment may be checked for electrical safety as well.
- Inpatients who have permission to leave the unit for access to the first floor must have a purple sticker. Stickers are available from the unit's health unit coordinator (HUC).
- All visitors should keep their issued badge or sticker until they leave the hospital.
- Do not leave personal items unattended while in the inpatient rooms.

- If you see anyone who looks suspicious or is acting peculiar, please inform one of our clinical staff, who will contact Protective Services for dispatch to the area.
- No alcohol, illegal or non-prescribed medications or drug paraphernalia are permitted in the hospital.
- Do not bring toys that resemble weapons, as these are not permitted in the hospital.
- Visitors should lock and secure their vehicles in the visitor's garage.
- Visitors should not leave items in view or on display in their vehicle while on Cincinnati Children's property.
- Ensure that all hospital staff who interact with your child are wearing a Cincinnati Children's badge.

Overnight Procedures (8:30 pm – 5:45 am)

- If you arrive at the hospital after 8:30 pm, enter through Location B. Other doors are locked at this time.
- Security officers at the Welcome Centers control elevator access to the patient floors.

Evacuation Process

In the event of a hospital evacuation, a Cincinnati Children's staff member will assist in the safe transport of your child and will explain how you can help.

If you are not on campus when the evacuation occurs, someone from Cincinnati Children's will contact you with information, including how to reunite with your child.

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
- 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.

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.



Overview | Safety

TELL US

- If you think 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

MEDICAL RESPONSE TEAM

How to call:

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

ASK QUESTIONS

- Write down your questions as you think of them

BUILDING SAFETY & SECURITY

- All visitors should keep their issued badge or sticker until they leave the hospital
- All hospital staff should be wearing a Cincinnati Children's ID badge
- After 8:30 pm, you must enter building through Location B

People You May Meet

The Care Team

A team of health professionals and other staff will care for your child at the hospital.

You are an important member of this team. In most units, parents/guardians are welcome to participate in bedside rounds, if they wish. Care teams usually make rounds in the morning. Ask your nurse when to expect the care team. This is a good time to talk to the team about your child and 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.

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.

Below is a list of some of the people you may meet during your hospital stay.

Doctors

Attending Doctors

Experienced pediatric specialists who lead the team of doctors. They supervise and teach fellows, residents and medical students. Depending on the circumstances, your attending doctor may be a subspecialist (concentrating in a medical specialty), a hospitalist (specializing in general pediatrics) or your child's community-based primary care physician.

Fellows

Doctors who have finished residency training and are taking additional training in a subspecialty of pediatric medicine. Fellows practice under the supervision of attendings.

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. All residents practice under the supervision of attending doctors and fellows.

Nurses

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 to provide coordination of care and services for patients in the hospital and at the time of discharge.

Charge Nurse

Oversees the nurses on the unit during a particular shift.

Clinical Director/Clinical Manager

The unit leader for each patient care area.

Advanced Practice Providers

Advance Practice Registered Nurses (APRN)

Includes nurse practitioners and clinical nurse specialists. These individuals are registered nurses who have completed graduate-level education and board certification. They provide care in a specialty area in collaboration with doctors.

Physician Assistants (PA)

Are nationally certified and state-licensed medical professionals. They practice medicine on healthcare teams with doctors and other providers.

Therapists

Creative Arts Therapists (Art and Music)

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

Respiratory Therapists (RT)

Evaluate and treat breathing problems.

Occupational Therapists (OT)

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

Physical Therapists (PT)

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

Speech Pathologists

Help children with speech, communication, feeding and swallowing.

Others You May Meet

Chaplains

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

Child Life Specialists

Provide developmentally appropriate toys, activities and education to help ease stress and prepare children

and families for medical procedures. Also provide opportunities for children to play, watch movies, and celebrate birthdays and holidays.

Dietitians and Diet Technicians

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

Health Unit Coordinators (HUC)

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

Holistic Health Specialists

Support and enhance the patient's well-being, reduce stress, pain and fear through massage therapy, healing touch, guided imagery, yoga and other techniques. Services are available to parents free of charge.

Lactation Specialists

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

Patient Care Assistants (PCA)

Perform basic care services, such as checking temperature and blood pressure, and assisting with feeding and bathing. Respond to call lights. PCAs work under the supervision of nurses and doctors.

Patient Escorts

Transport/escort medically stable patients from their room to locations across the medical center for tests and procedures.

Pharmacists

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

Social Workers

Provide practical and emotional support. Can help advocate for patients and families, and assist with finding hospital and community-based resources before and after discharge.

Students

Medical students, nursing students and others who are training for a healthcare career. Cincinnati Children's provides training as part of its mission as a teaching hospital. Students are always closely supervised.

Hospital Facilities & Resources

Activity Centers

Activity centers are a place where children (including siblings) can have fun and interact with other children. We have activity centers for toddlers, children and teens. The centers are open daily. Times are posted on the doors.

If your child can't go to the activity center, the Child Life Department will provide activities at the bedside.

CHILD LIFE: 513-636-8855

ATMs

You'll find ATMs in Location D2.

Bank

A U.S. Bank branch is located on Level 1 of our office building at 3244 Burnet Ave. (across the street from the hospital). U.S. Bank is a full-service bank, offering checking and savings accounts, loans, credit cards, mortgages, Western Union, investments and notary service.

U.S. Bank customers can access their accounts 24 hours a day by telephone, the internet or the on-site ATM. The ATM provides cash, phone minutes, Forever postage stamps and other convenience transactions.

HOURS: Monday – Friday, 8 am – 5 pm
PHONE: 513-281-5600

Best Upon Request (Concierge Service)

The Cincinnati Children's concierge service, managed by Best Upon Request, performs services and errands for patients and families. This includes picking up dry cleaning, getting an oil change for your car, making trips to the store, and more. Patients and families pay only the cost of any item purchased or service needed, plus fuel (\$.056 per mile) for the errand. Best Upon Request also provides discounted tickets for local attractions.

Patients and families can get more information about Best Upon Request by contacting the Family Resource Center or the Location D Welcome Center.

Family Resource Center:

PHONE: 513-636-7606

EMAIL: frc@cchmc.org

Location D Welcome Center:

HOURS: Monday – Thursday 7:30 am – 12:30 pm and 3 – 4:30 pm; Fridays 7:30 am – 12:30 pm and 2:30 – 4:30 pm

PHONE: 513-803-4871

EMAIL: concierge@cchmc.org

Breastfeeding/Nursing Rooms

Breastfeeding/nursing rooms equipped with breast pumps are available in Locations A, B, C and E. For more information, please ask your child's nurse.

Chapel/Chaplains

The hospital chapel and multi-faith worship space (Location A1) and a meditation room (Location B1) are always open. Notices of weekly worship services are posted outside the visitor elevators. Hospital chaplains in our Department of Pastoral Care are available 24 hours a day.

PHONE: 513-636-7720

After hours on-call pager: 513-736-1101

Ethics Consultation Services

Sometimes patients, families and healthcare providers have to make difficult choices about medical care. They may be faced with a situation where they 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. Patients and families can request an ethics consultation 24 hours a day. The service is free.

To contact the consultant on call, call 513-636-4200 or 1-800-344-2462 (toll free) and ask the operator to page the ethics consultant. If you do not receive a call back within 15 minutes, have the consultant paged again.

Family Relations

Our patient/family advocates are a link between you and the hospital staff. Ask to speak with a patient/family advocate if you have a concern or a complaint related to your experience at Cincinnati Children's.

PHONE: 513-636-4700

EMAIL: advocates@cchmc.org

Family Pet Center

Patients who stay five days or more may be able to have their pet visit, if medical staff approves. Dogs and cats may visit. Infection Control must clear requests for other types of animals. Reptiles are not allowed. Families must complete a pre-visit questionnaire before a visit is scheduled. Pets should be current on vaccinations and bathed before a visit.

Your child's Child Life specialist will schedule and coordinate the visit. To learn more, talk to your child's Child Life specialist or contact the Family Pet Center.

PHONE: 513-636-PETS (7387)

EMAIL: familypetcenter@cchmc.org

Family Resource Center & Guest Services

The Family Resource Center and Guest Services, located in the same space on the concourse in Location A1, are invaluable resources for health-related information, support, assistance finding lodging and transportation, information on local attractions and more.

The Family Resource Center can assist families with the following:

- Information on health conditions and diagnoses
- Behavioral and mental health information
- Resources in the community
- Support groups and networks
- School resources
- Parenting and behavioral issues
- Safety resources and products
- Concierge services provided by Best Upon Request
- Navigating the hospital and available services
- CPR training (call for available days and times)

Contact the Family Resource Center:

PHONE: 513-636-7606

EMAIL: frc@cchmc.org

Guest Services can assist families who are traveling with:

- Complimentary shuttle service to and from area airports to Cincinnati Children's
- Lodging arrangements at a discounted rate, for both short and extended stays
- Complimentary tickets to local attractions

Contact Guest Services:

PHONE: 513-636-5009 or toll free at 1-888-894-1374

EMAIL: guestservices@cchmc.org

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.

PHONE: 513-636-0201

Gift Shop

The gift shop (Location C1) 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 you select items and create gift packages, whether in person or by phone. Delivery to your child's room is free! The shop is run by staff and volunteers, and all proceeds benefit special projects at Cincinnati Children's.

HOURS: Monday – Friday, 9 am – 6 pm;

Saturday – Sunday, 12:30 – 3:30 pm

PHONE: 513-636-4310

MyChart: Your Child's Health Records

MyChart is a mini-view of your child's Cincinnati Children's medical information. It can help you participate more fully in conversations about your child's care and also help you make more informed decisions.

MyChart is available at www.cincinnatichildrens.org/mychart. MyChart is also available as an app for the iPhone and Android phones.

How to Sign Up

To sign up for MyChart, please visit the Family Resource Center (Location A1) or any outpatient clinic registration desk. MyChart contains confidential patient information, so there are restrictions about 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:

PHONE: 513-636-5019 or 1-877-508-7607 (toll free)

EMAIL: mychart@cchmc.org

WEB: www.cincinnatichildrens.org/mychart

Pharmacy

Prescriptions can be filled in our pharmacy (Location C1). The pharmacy accepts most insurance plans. The pharmacy also carries a small assortment of over-the-counter medications. Delivery is available to some units.

HOURS: Monday – Friday, 9 am – 8 pm; Saturday –

Sunday, 10 am – 2 pm. Closed on major holidays.

PHONE: 513-636-8808

Playground

Located behind Location F. The playground is available for use Monday – Friday, 8 am – 4:30 pm.

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.

PHONE: 513-636-4204

Ronald McDonald House

Cincinnati's Ronald McDonald House—located across the street from the hospital—cares for 78 guest families every night, providing them with a “home away from home” while their children receive medical treatment. In addition to providing a comfortable bedroom, the House surrounds families with love and support from volunteers, staff and other guest families who share the same hopes and fears. The House also provides home-cooked meals, activities, indoor and outdoor play areas, laundry facilities, computers, WiFi, and much more so that guest families can concentrate on what is most important—their children. The House is always at capacity and maintains a wait list at all times. Online applications for a room at the House are required. For a stay in a regular room (for stays of five nights up to two years), applications may be

submitted online up to 60 days in advance. For short-term rooms (stays of less than 4 nights), please contact a short-term room coordinator at 513-636-2304 to check on availability. For more detailed information, please visit their website.

PHONE: 513-636-7642

WEB: www.rmhcincinnati.org

The Center for School Services

The Center for School Services gives your child the opportunity to complete school assignments and, in some cases, receive credit for attending school during the hospital stay. Our teachers are certified to teach students from kindergarten through high school, and can provide individualized instruction in our classroom or at the bedside. They can contact your child's school to request assignments, talk to your child's teacher(s)/counselor and even provide a computer, calculator and school supplies if needed. We do ask that you bring your child's textbooks to the hospital with you.

PHONE: 513-803-1027

Seacrest Studio

Seacrest Studio is a broadcast studio and media center in the hospital. The studio, located near the cafeteria, is home to WKID33, which broadcasts programs to channel 33 on GWN in your child's room. Kids can call in to request songs, or come down to the studio to check it out (please call first).

PHONE: 513-803-3333 (3-3333 from a hospital phone)

Service Animals

Service animals, such as seeing eye dogs, are permitted anywhere in the hospital except where masks, gowns or gloves are worn. There is a designated area for walking service animals, located within the Family Pet Center. To access this area, visit the Welcome Center at Location B, Floor 1, the Protective Services officer on duty will assist you in checking out an access card

Special Needs Resource Directory

This directory on the Cincinnati Children's website includes a wealth of information for caregivers of children with developmental disabilities and other special healthcare needs.

GO TO: www.cincinnatichildrens.org

CLICK ON: Your Child's Condition, under Other Resources, then on Special Needs Resource Directory

Your Child's Condition

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

GO TO: www.cincinnatichildrens.org

CLICK ON: Your Child's Condition

Going Home

Discharge Planning

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

You will receive discharge instructions that contain important information regarding the care of your child at home. 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 arrive home.
- A list of medications that your child will be taking at home.
- Follow up appointments for your child. You may ask your nurse to help schedule these with you before your child is discharged.

The Day Before Discharge

Please arrange for transportation 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, if appropriate

What to Expect at Home

After a hospital stay, some children show temporary behavior changes at home, such as:

- Acting younger (bedwetting, thumb sucking, temper tantrums)
- Changes in sleeping, eating or toileting
- Being more dependent on parents (clinging to you, needing more help)

These are normal and temporary responses to hospitalization. Be patient. Stay with your child as much as you can for a while. Give your child time to return to a normal routine.

Here are some helpful activities you can do with your child, or that older children can do themselves:

- Talk about, draw pictures or play hospital
- Make a scrapbook or write a journal about the hospital experience
- Read books about hospitals and doctors

Hospital Policies

Code of Conduct

Families expect and deserve outstanding clinical care. At Cincinnati Children's, we work hard to provide care with respect and compassion. Our code of conduct holds us to the highest standards of behavior when we work with our patients, families and visitors. For the safety of your child and others, we ask our patients, families and visitors to maintain the highest standards of behavior as well.

We Invite You to:

- Ask questions.
- Actively engage as a partner in your child's care.
- Work with your care team. Together you can 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.

Our hospital is shared by many families and visitors, and certain behaviors are unacceptable.

- Shouting, cursing, and/or aggressive, offensive non-verbal gestures.
- Cruel and/or intimidating behaviors that create a hostile environment, including threats of harm and sexual harassment.
- Invading someone's 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.
- Engaging in sexual activity in common public areas or patient rooms.

- Making too much noise, including keeping the TV or music up too loud, or loudly arguing in patient rooms or common spaces.
- Trying to physically stop or hamper the care or treatment of a patient.

If we see problem behaviors, we will work to understand what issues are causing them. We will take action to improve the conditions leading to them. If the problem behavior continues, we will take any needed action to keep our patients, visitors and staff safe.

Cincinnati Children's will not allow certain kinds of behavior. We will take action right away when we see these behaviors. This helps to keep our patients, visitors and staff safe.

Some examples of patient and family behaviors that are not allowed include:

- Using drugs or alcohol on hospital property
- Any act of violence
- Stealing or damaging property
- Threats of physical violence

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.

Patients & Parents/Guardians Have the Right to:

- Have a family member or representative of your choice and your physician notified promptly of an admission to the hospital;
- Be treated considerately and respectfully regardless of your race, religion, sex, sexual orientation, gender identity/expression, cultural background, economic status, education or illness;
- 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 healthcare 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.

Patients & Parents/Guardians 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.

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, national origin, ancestry, religion, age, sex, sexual orientation, marital status, disability, or other unlawful reasons.

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.

If you need these services, please call 1-800-344-2462 or contact Cincinnati Children's Section 1557 Coordinator, Family Relations, 3333 Burnet Avenue, Cincinnati, Ohio 45229, 513-636-4700, advocates@cchmc.org.

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 Section 1557 Coordinator, Family Relations, 3333 Burnet Avenue, Cincinnati, Ohio 45229, 513-636-4700, advocates@cchmc.org. 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. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue, SW Room 509F, HHH Building, Washington, D.C., 20201, 1-800-368-1019, 800-537-7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

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, kannsch 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.

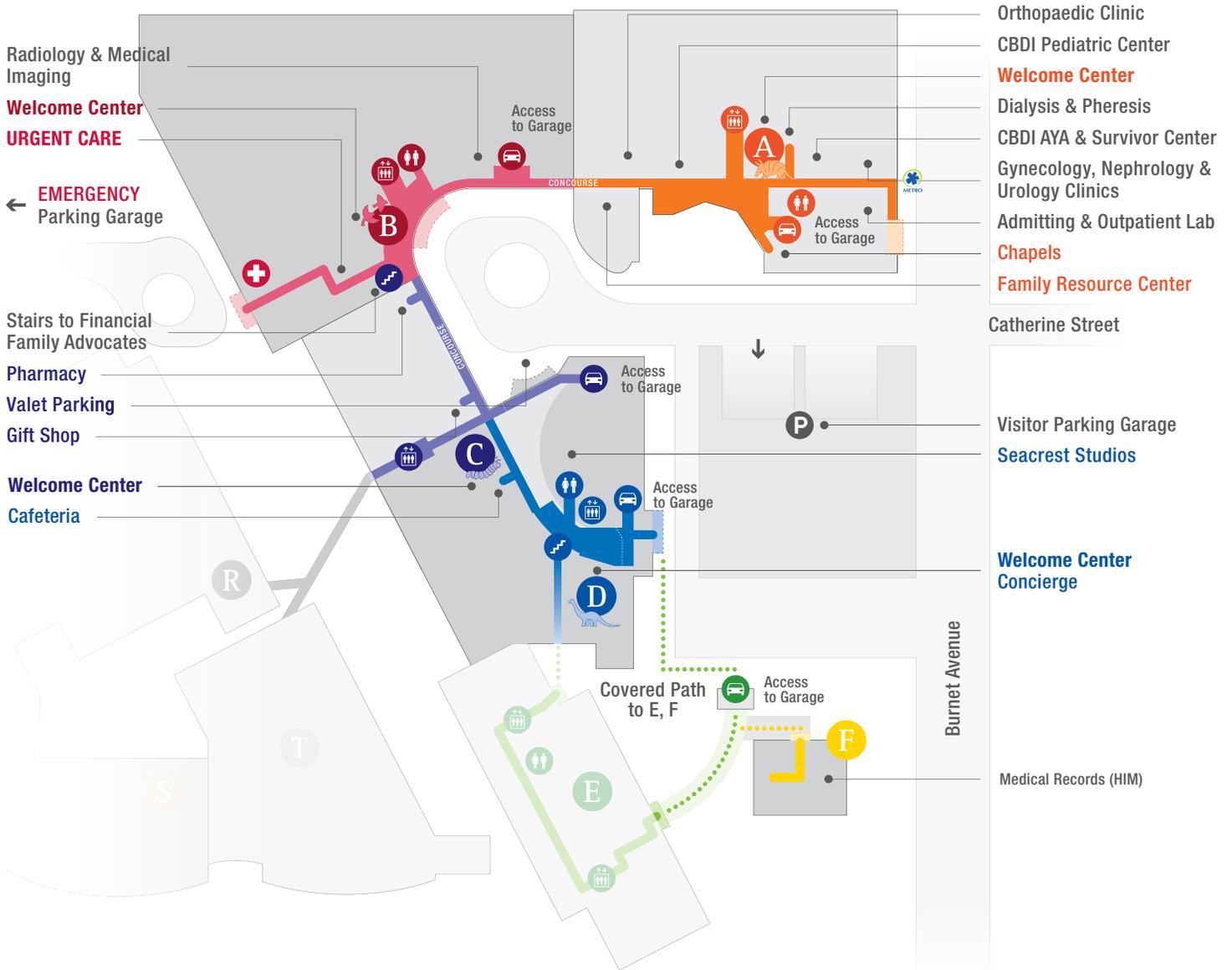
HUBACHIISA: Yoo afaan Oromoo dubbachuu dandeessu ta'e tajaajila gargaarsa afaanii kaffaltii malee argattu. Bilbilaa 1-513-517-0664.

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

သတိပြုရန် - အကယုၣ် သၣ်သညှ်မနုၣ်မာစကား ကို ဂျာပါကာ ဘာသာစကား အကူအညီ၊ အခမဲ့ သၣ်အတၢ်ဂြၢ် စီစဉ်ဆော့ၣ်ရၢ်ဂြၢ်ပေးပါမညှ်။ ဖုန်းနံပါတ် 1-513-517-0650 သို့မူ ခေၣ်ဆိုပါ။

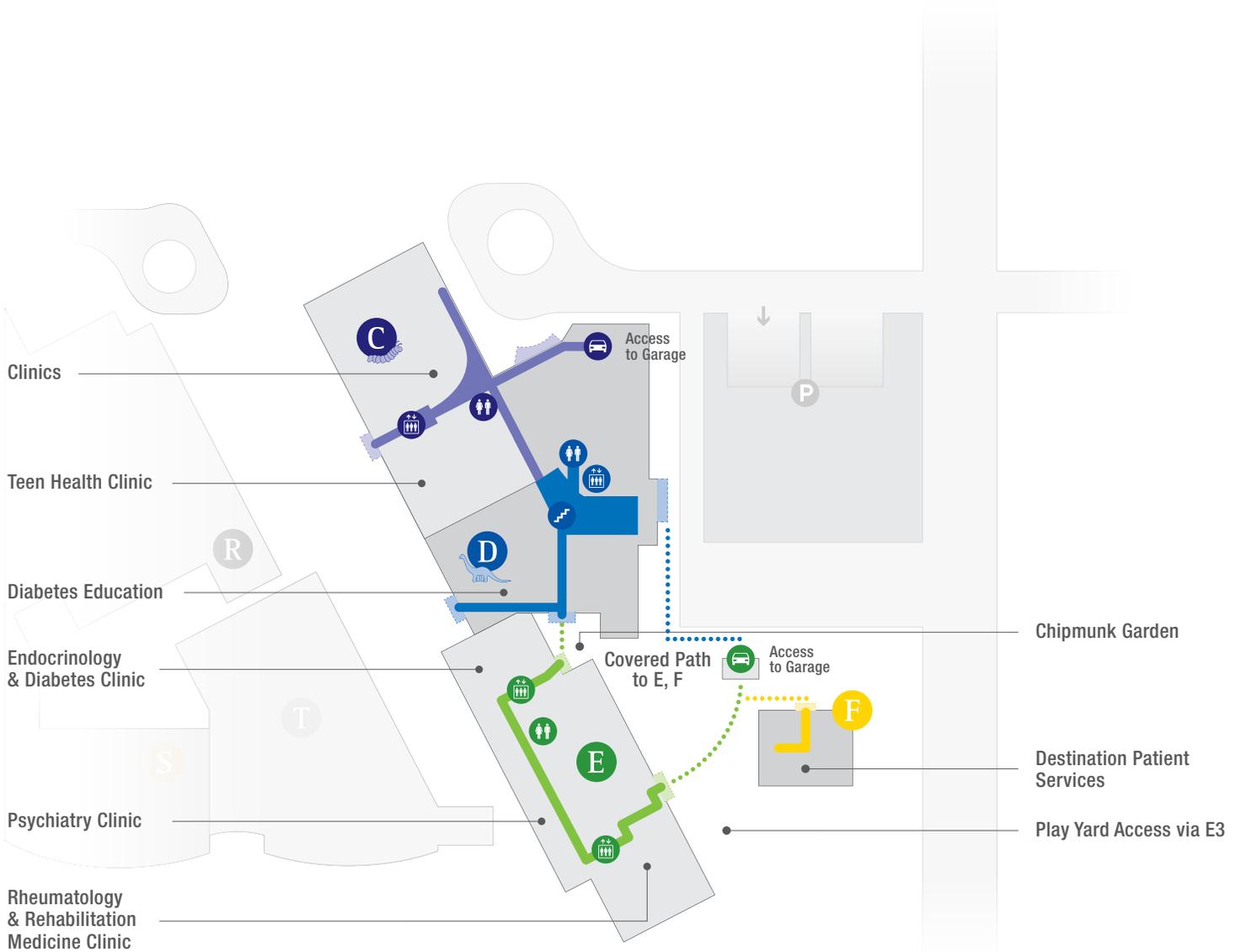
ATTENZIONE: Se parlate italiano, un servizio di assistenza linguistica gratuito è disponibile al seguente numero telefonico: 1-513-517-0659.

Map | Burnet Campus Main Concourse Floor 1



-  Access to Parking Garage
-  Emergency Department
-  Parking
-  Restrooms
-  Building Elevators
-  Metro Bus Stop
-  Parking Entrances
-  Stairs

Map | Burnet Campus Main Concourse Floor 2



A Location A (Armadillo) 

B Location B (Bird) 

C Location C (Caterpillar) 

D Location D (Dinosaur) 

Important Phone Numbers



General Information	513-636-4200
TOLL FREE	1-800-344-2462
Admitting	513-636-4207
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
Environmental Services	513-636-4381
Gift Shop	513-636-4310
Guest Services	513-636-5009
TOLL FREE	1-888-894-1374
Family Relations	513-636-4700
Family Resource Center	513-636-7606
MyChart Support	513-636-5019
TOLL FREE	1-877-508-7607
Pharmacy	513-636-8808
Protective Services	513-636-4204
Room Service (Food)	513-636-3663
Ronald McDonald House	513-636-7642
Social Services	513-636-4711



Watch a video of tips from patients, parents and staff at
www.cincinnatichildrens.org/patient-orientation

