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.
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

WiFi Connection

Network: childrens-guest
Accept the terms and conditions.

Caren App

Your Personal Guide to Visiting Our Institution

Web: cincinnatichildrens.org/caren
App: Available for both iPhone and Android; search for “Cincinnati Children’s Caren”

Visitors (p. 21)

VISITING HOURS
8:30 am–8:30 pm

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

Concierge Services (p. 14)

Phone: 513-636-5009 or toll-free 1-888-894-1374
Email: concierge@cchmc.org

HOURS
Monday–Friday: 6 am–8:30 pm
Weekends and Holidays: 11 am–3 pm

MyChart App (p. 16)

Your Child’s Online Health Record

Web: cincinnatichildrens.org/mychart
App: Available for both iPhone and Android; search for “MyChart”
At a Glance

*Important information families want to know first*

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**Safety (p. 23)**

**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 AND 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 the building through Location B

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

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**Meals (p. 11)**

**ROOM SERVICE**
- Full menu: 6:30 am–8 pm
- Evening menu: 8–10 pm
- 513-636-FOOD (3663)

**CAFETERIA** (Location D1)
- Open 24 hours

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**Parking**
- Free of charge in our garages
- Have ticket stamped at a Welcome Center or use the digital parking pass available in the Caren app
- Valet services available for $5/day

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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
- Portable DVD player and DVDs of favorite 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
- Basic toiletry items, including towels
- Bedding for the patient bed and pull-out couch

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 27 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.

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. 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.
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–F) and floor number. For example, the Cafeteria is in Location D on the first floor, which we call D1. If you’re told that your child will be on B6, that means you’ll be in Location B on the sixth floor. See pages 5 and 6 for maps of the first two floors of the hospital.

Orientation: What to Expect
We offer orientation sessions to help you and your child learn what to expect during your stay. Call the Scheduling Center at 513-636-3200 to set up an orientation in the Family Resource Center at a time that works best for you.

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

Ask your nurse where these are located.

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.
Television/GetWell Network
The GetWell Network is a patient education system on your in-room TV. Use it to:
• Watch TV or movies on demand and play video games.
• Find information about the hospital, including when the activity center is open and how to order lunch.
• Watch videos “assigned” by your nurse to help you learn more about how to care for your child as you prepare for discharge.

Meals
Room Service Dining
Room service dining is available for patients, parents and guests. Everyone can order from the same menu in your child’s room. It offers child-friendly items and plenty of choices for grown-ups too.

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 the menu that’s best for your child.

Please tell your nurse or doctor if your child has any food allergies, or 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 matches 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 (3663)
• For tray pickup, ring the call bell for nursing

Paying for Room Service Meals for Parents and Guests
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. Call 6-FOOD to place your order and pay using a credit card. Each meal is $6 and includes:
• One entrée, or soup and sandwich
• Two side orders
• One fruit or dessert
• One beverage

Meal cards are available for purchase with cash or credit card.

To purchase meal cards:
Visit: The cafeteria in Location D1 or Concierge Services in the Location A1 Family Resource Center or the Location D1 Welcome Center

Call Concierge Services: 513-636-5009
They can deliver meal cards purchased over the phone (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 and visitors may eat in the cafeteria. Options include fresh soups, a large salad bar, deli sandwiches, pizza, chili, grilled items and entrées that change daily. For the cafeteria daily features, call the cafeteria at 513-636-8722 or you can find a menu in the Caren mobile app. 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
Concierge Services can provide a list of restaurants that deliver to the hospital, or you can find a list in the Caren mobile app. They can also assist with restaurant and grocery store pick-ups. See page 14 for Concierge Services 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 14). They can provide information about lodging at discounted rates. Visit 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: 513-636-4207
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.
Finding what you and your child need while you’re here

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 Avenue (across the street from the hospital).

Phone: 513-281-5600
Hours: Monday–Friday, 8 am–5 p

Breastfeeding/Nursing Rooms
Breastfeeding/nursing rooms with breast pumps are in Locations A, B, C and E. 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 directions, a digital parking pass and spot reminder, cafeteria information, real-time updates of your child’s surgery status, Urgent Care wait times and more.

App: Available for both iPhone and Android; search for “Cincinnati Children’s Caren”
Web: cincinnatichildrens.org/caren

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
Child Life
Our Child Life staff support your family’s visit by explaining the care process, providing emotional support, and playing with your child. They work to make your child’s experience a positive one.

Phone: 513-636-8855
Email: childlife@cchmc.org

Computers
Computers with internet access are available for use in our Family Resource Center in Location A1. The center offers a fully equipped computer lab with printing, copying, faxing and scanning capabilities, as well as a charging station for your phone or tablet. See page 15 for additional information about the Family Resource Center.

Concierge Services
Concierge Services can take care of many needs for you while you focus on your child. They help with travel plans for out-of-town families, and will also take care of services and errands for you.

- Example of services provided: picking up dry cleaning, getting an oil change for your car, making trips to the store.
- Cost: You pay the cost of any item purchased or service needed, plus fuel for the errand based on the current IRS mileage rate (currently $0.58 per mile).
- Concierge Services also provides discounted tickets for local attractions.

Phone: 513-636-5009 or 1-888-894-1374 (toll free)
Email: concierge@cchmc.org

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

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 service is free.

Phone: 513-636-4200 or 1-800-344-2462 (toll free) 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 Pet Center
Patients who stay five days or more may be able to have their pet visit, if your care team 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 Relations
Our patient/family advocates are a link between you and the hospital staff. Ask to talk with a patient/family advocate if you have a concern or a compliment related to your experience at Cincinnati Children’s.

Phone: 513-636-4700
Email: advocates@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
The Family Resource Center and Concierge Services are located in the same space on the concourse in Location A1. This space provides a place for you to relax and to get help with non-medical services and resources.

Our staff can help with the following:
• Local lodging arrangements at a discounted rate, for both short and long stays
• Local transportation options
• Free or discounted attraction tickets
• Services such as errand running, shipping, and stamp and bus pass sales
• Safety resources and products for sale, including car seats, bike helmets and more
• Resources in the community, including school resources and support groups
• Navigating the hospital and available services
• CPR training without certification (call for available dates and times)
• MyChart signup
• Downtime and personal need resources
• Outdoor patio

We do whatever it takes to make sure a family’s time with us is as stress-free and comfortable as possible.

Visit the Family Resource Center: Location A1

Contact Concierge Services:
Phone: 513-636-5009 or toll-free 1-888-894-1374
Email: concierge@cchmc.org
Hours: Monday–Friday, 6 am–8:30 pm; Weekends and Holidays, 11 am–3 pm
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 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.

Phone: 513-636-4310
Hours: Monday–Friday, 9 am–6 pm; Saturday–Sunday, 12:30–3:30 pm

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.

Web: cincinnatichildrens.org/mychart
App: Available for both iPhone and Android; search for “MyChart.”

How to Sign Up
To sign up for MyChart, visit the Family Resource Center (Location A1) or 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:

Phone: 513-636-5019 or 1-877-508-7607 (toll free)
Email: mychart@cchmc.org

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

Phone: 513-636-8808
Hours: Monday–Friday, 9 am–8 pm; Saturday–Sunday, 10 am–2 pm. Closed on major holidays.

Playground
Located outdoors near Locations E and F. The doors to reach the playground are in Location E. You do not need a badge to enter and exit the playground. If your child is an inpatient, a staff member must go with them to the playground.

Hours: 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 provides out-of-town families a “home away from home” while their children receive medical treatment. The House is located across the street from the hospital, and provides meals, activities, and other accommodations for guest families. Online applications for a room at the House are required. To learn more, call the House directly or visit their website.

Phone: 513-636-7642
Web: rmhcincinnati.org
School Services
The Center for School Services allows your child 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. They can teach in our classroom or at the bedside. They are able to 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 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 is home to WKID33, which broadcasts programs to channel 33 on the GetWell Network TV 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). It is located across from the cafeteria.

Phone: 513-803-3333

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

Service Animals
Service animals, such as Seeing Eye dogs, are allowed anywhere in the hospital except where masks, gowns or gloves are worn. The Family Pet Center has a designated area for walking service animals. To access this area, visit the Welcome Center in Location B1. The Protective Services officer on duty will help you check out an access card.

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

Go to: cincinnatichildrens.org
People You May Meet

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.

Doctors

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.

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. 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.
Advanced Practice Providers

Advance Practice Registered Nurses (APRN)
Includes nurse practitioners and clinical nurse specialists. These registered nurses have a master’s degree and are board certified. They partner with doctors to provide care in a specialty area.

Physician Assistants (PA)
Medical professionals who are certified and state-licensed. They practice medicine on healthcare teams with doctors and other providers.

Therapists

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.

Others You May Meet

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

Child Life Specialists
Provide kids with toys, activities and education that are developmentally appropriate. Their work helps ease stress and prepare children and families for medical procedures. They also provide kids with the chance to play, watch movies, and celebrate birthdays and holidays.

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.
Facility Dogs
Professionally trained dogs on staff that help patients achieve specific goals while at the hospital, and aid in reducing stress and anxiety.

HUCs/Health Unit Coordinators
Help keep the unit running smoothly. They are a good source of information about the unit.

Holistic Health Specialists
Support and enhance your child’s well-being. They use massage therapy, healing touch, guided imagery, yoga and other techniques to reduce stress, pain and fear. Services are also available to parents free of charge.

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

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.

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

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.

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.

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.

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.
Support from Family and Friends

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. Our year-round visitor policy balances those two needs. During times of increased illness in the community, young children are requested not to visit the intensive care units. An example of an increased time of illness is December to March, when levels of viral respiratory illness are high.

Who Can Visit?
You will be asked to identify the names of people who can visit, including:
• Up to four primary support persons (e.g. parents, primary caregiver, spouse, domestic partner) 18 or older may receive 24-hour access. Up to two may stay overnight; some units have accommodations for only one.
• 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 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 A or B. An attendant will provide a photo name badge. Visitors age 16 and older will be asked to show a photo ID.
• 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 garages is free for patient families and visitors. To avoid being charged when you leave, have your parking ticket stamped at a Welcome Center or use the digital parking pass available in the Caren app. See page 5 for parking map.

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

Valet Parking
Valet parking is available at the main entrance on our main campus from 7 am–6 pm. The valet is located in front of Location C. There are no in and out privileges. Cost is $5/day.

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. Concierge Services can help with suggestions and admission. See page 14 for Concierge Services contact information and hours.

Information and maps: 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 outside Location C1 in the drop-off circle near Valet Parking.
- To buy stamps: Visit the Gift Shop (Location C1) or Concierge Services (Locations A1 and D1).

ECards
Family and friends can send an electronic greeting card from our website. Ecards are delivered once a day, Monday–Friday.

Web: 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 C1). For more information about the gift shop, see page 16.

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.
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 24 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.

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.

To reach a Security Officer/Protective Services: 513-636-4202
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

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, 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, holistic health 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 513-803-0071 (Holistic Health).
• Your doctor may consult our Pain Management Team.

Direct Observation to Ensure Patient Safety
In the event that a direct observer is needed to provide observation for your child, they are expected to remain at the bedside for the duration of a shift to ensure patient safety. Adequate lighting will be necessary to provide constant, direct observation.

The direct observer can be a patient care assistant/PCA (to provide direct observation and patient care) or a mental health specialist. The mental health specialist is trained in crisis intervention, therapeutic communication, and de-escalation, and is able to provide patient care as determined by the assigned nurse.

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.
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.

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.
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:

**Cincinnati Children’s Family Relations**
*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)
*Web:* 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

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.

*Phone:* 1-855-408-8557
*Web:* keproqio.com
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.

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.

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.
Going Home

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 on the main concourse in Location C between the Welcome Center and the Gift Shop.

Phone: 513-636-8808
Hours: Monday–Friday, 9 am–8 pm; Saturday–Sunday, 10 am–2 pm. Closed on major holidays.

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.

If you need assistance installing your child’s car seat into your vehicle securely, call 513-803-RIDE (7433) to schedule a car seat fitting appointment.

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

For safety reasons, one of our patient escorts will take your child with you to your car.
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 going to the bathroom
- Being more dependent on parents (clinging to you, needing more help)

These are normal and temporary responses after a stay in the hospital. 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
Procedures for everyone to follow to help your child receive the best care possible

Code of Conduct: 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 non-verbal 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.

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 garages.
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.
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;
- 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.

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.
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

Contact Family Relations if you need these services.

Phone: 513-636-4700 or 1-800-344-2462 (toll-free)
Email: advocates@cchmc.org
Mail: Cincinnati Children’s Section 1557 Coordinator, Family Relations, 3333 Burnet Avenue, Cincinnati, OH 45229

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.

Phone: 513-636-4700
Email: advocates@cchmc.org
Mail: Cincinnati Children’s Section 1557 Coordinator, Family Relations, 3333 Burnet Avenue, Cincinnati, OH 45229

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.

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
Complaint forms: hhs.gov/ocr/office/file/index.html

Notes
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

Concierge Services and the Family Resource Center ...................................................................... 513-636-5009
  TOLL FREE ................................................................................................................................. 1-800-894-1374

Environmental Services .................................................................................................................. 513-636-4381

Family Relations ............................................................................................................................. 513-636-4700

Gift Shop .......................................................................................................................................... 513-636-4310

MyChart Support ............................................................................................................................ 513-636-5019
  TOLL FREE ................................................................................................................................. 1-877-508-7607

Pharmacy .......................................................................................................................................... 513-636-8808

Protective Services ........................................................................................................................ 513-636-4204

Ronald McDonald House ............................................................................................................... 513-636-7642

Room Service (Food) ...................................................................................................................... 513-636-3663

Social Services .................................................................................................................................. 513-636-4711
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<td>WiFi</td>
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<td>Your Child’s Condition</td>
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</table>
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.


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.

注意:如果您使用中文，您可以免费获得语言援助服务。請致電1-513-517-0662。


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.