

# A Guide to Your Child's Hospital Stay

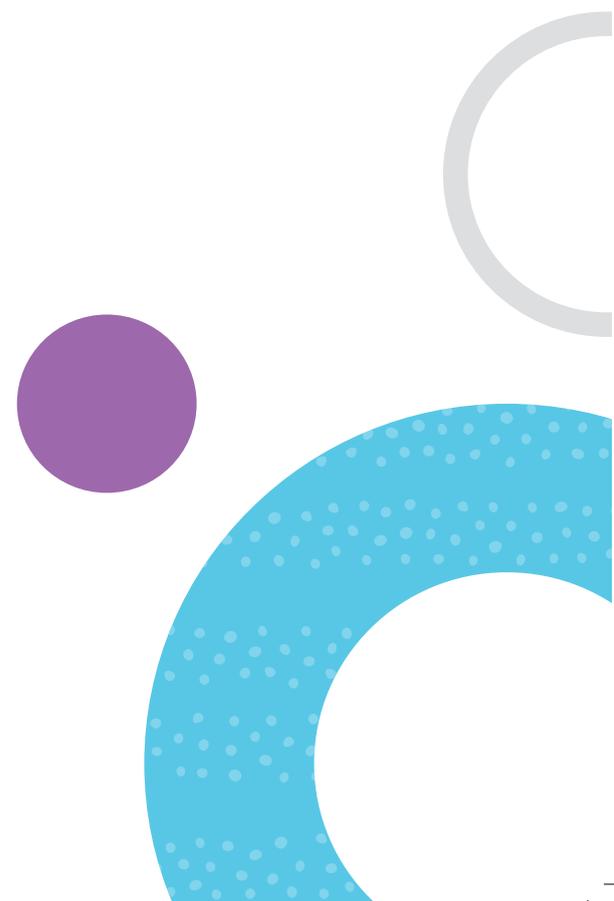
Thank you for choosing Blank Children's Hospital for your child's care. Our mission is to provide the *Best Outcome, Every Patient, Every Time*.

As a parent or caregiver of a child at Blank Children's Hospital, we welcome you as a member of the care team. You have a key role in your child's care. The care team will keep you informed and ask for your input during your child's stay. The team strives to meet your child's needs and to make your stay as pleasant as we can.

This guide has information and tools to help you with this stressful time in your family's life. Please ask questions and let us know how we may help.

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# Your Child's Care Team

## Your Team of Doctors

### Attending Physicians

An attending physician is a doctor, trained to care for children. They will provide medical information and answer questions about your child's care. They are responsible for your child's care and will help you make decisions about care as needed. They also teach resident physicians and medical students on your child's care team.

### Hospitalists

A hospitalist is a doctor who cares for children only in the hospital. They order tests, order medicines, consult with other doctors, and work on the plan for your child to go home. Your child's normal doctor will provide care when your child goes home.

### Intensivists

An intensivist is a doctor trained in critical care medicine. They direct the care for infants and children in the Pediatric Intensive Care Unit (PICU).

### Neonatologists

A neonatologist is a doctor trained in the care of premature and sick newborns. They direct the care for infants in the Neonatal Intensive Care Unit (NICU).

### Resident Physician

A resident physician, or resident, is a doctor who is training in their specialty, such as pediatrics or family medicine. Residents work closely with the attending physician and are available 24 hours a day to care for children in the hospital.

## Your Team of Nurses

### Registered Nurses

A registered nurse plans and provides care for your child. They work with you to create a plan of care (what your child needs in the hospital) and a discharge plan (what your child needs to go home). The plans will include education and care needs for your child. Ask your child's nurse if you have questions or concerns.

Your child will always have a registered nurse, 24 hours a day. There will be 2 or 3 nurses each day, and many of the same nurses may care for your child during the hospital stay.

### Charge Nurse

A charge nurse is the supervising nurse during the shift. They help with patient care and other unit needs. Ask to speak with a charge nurse if your concerns or needs are not being met.

### Nurse Manager or Supervisor

A nurse manager or supervisor leads the nursing unit. They supervise nursing staff and monitor patient care. Ask to speak with the nurse manager or supervisor if your concerns or needs are not being met.

### Patient Care Technicians

A patient care technician provides care for your child such as taking vital signs, giving baths, and feeding babies and children. They work closely with your child's nurse.



## Other Team Members You May See

### Audiologists

An audiologist checks how well infants and children hear. They suggest tests and other services for hearing.

### Care Managers

A care manager plans for health care needs of children and families. They help to find support services, when needed, for a successful move from the hospital to home.

### Child Life Activity Assistants

A child life activity assistant helps child life specialists plan activities for children and families. They also try to meet special requests for activities and toys.

### Child Life Specialists

A child life specialist works with children and families to explain hospital care and medical tests. They help children cope with pain, concerns, or stress. It is helpful for children and teens to take active roles in their health care and decisions, when possible.

### Dietitians

A dietitian helps with meal plans and questions about nutrition.

### Hosts/Hostesses

A host/hostess helps with meal choices from the menu and delivers meals.

### Housekeepers

A housekeeper cleans the rooms and the hospital.

### Pharmacists

A pharmacist reviews all medicine orders and answers questions about medicines.

### Physical and Occupational Therapists

A physical or occupational therapist works with children who have needs related to moving part of the body due to an illness or injury.

### Respiratory Therapists

A respiratory therapist helps with breathing treatments and breathing problems. They help children breathe easier.

### Social Workers

A social worker helps to solve problems, provide resources, and advise about issues or concerns. They offer support and ways to cope with stress.

### Speech Therapists

A speech therapist works with children who need help speaking or eating.

### Students

Students from nursing, pharmacy, child life, therapy and medical schools are in the hospital as part of their education. Our hospital team supports educating future members of the health care team.

### Teachers

A teacher provides a school program in the hospital. Teachers work with students who are in the hospital, either at their bedside or in a classroom.

### Unit Clerks

A unit clerk checks in guests at the front desk of the unit and helps with other unit needs.

### Volunteers

A volunteer helps the child life team provide and support growth and development of children. They visit children in their rooms and play games, read books or help with other activities. They wear blue coats or vests.



# Medical Words

## Abbreviations

**BP** = Blood pressure

**CBC** = Complete blood count. A blood test to check for infection or other health issues.

**CT** = Computerized tomography. An x-ray test to see part of the body.

**EEG** = Electroencephalogram. A test that shows brain activity or seizures.

**EKG** = Electrocardiogram. A test that shows the heartbeat.

**I & O** = Intake and output. Intake refers to how much food or fluid your child has in a day. Output refers to how much your child goes to the bathroom (urine and stool) in one day.

**IV** = Intravenous. A tube placed in a vein to give fluid or medicine.

**MRI** = Magnetic resonance imaging. A test to see part of the body. The test provides more detail than an x-ray.

**NG tube** = Nasogastric tube. A tube that is put down the nose and into the stomach.

**NJ tube** = Nasojejunal tube. A tube that is put down the nose and into the jejunum, the middle part of the small intestine.

**NPO** = Nothing by mouth. Food and fluids are not given. Your child needs to not eat or drink.

**UA** = Urinalysis. A urine test to check for infection or other health issues.

## Other Words

**Anesthesia:** Medicine given to cause sleep so a test or surgery can be done.

**Cardiac:** Relates to the heart.

**Gastrointestinal (GI):** Relates to the stomach and the small and large intestine.

**Hepatic:** Relates to the liver.

**Neuro:** Relates to the head/spine/nervous system.

**Pulmonary:** Relates to the lungs.

**Renal:** Relates to the kidneys.

**Rounds:** A daily meeting of your child's care team to talk about how your child is doing. The meeting is in your child's room and may include many team members.

**Ventilator (vent):** A machine that helps your child breathe.

## Other words that relate to your child:

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# Patient Rights and Privacy

## Rights and Privacy

Please refer to the Patient Rights and Responsibilities brochure or visit [unitypoint.org/patientrights](http://unitypoint.org/patientrights) to learn about your rights and privacy. You may have received the brochure at registration or from your child's nurse. Ask your child's nurse or someone on the care team for a copy if you did not receive it.

## Patient Information

Privacy about your child's health is very important. Information may only be given to legal guardians or caregivers. Your child's legal guardian would need to sign a release before information would be given to others. Privacy is kept with phone calls too. Callers and guests should talk with the child's family.

For complete privacy and no outside contacts, you may request a "Do Not Acknowledge" status. With this status, the care team will neither confirm nor deny your child is at the hospital. Room and telephone numbers will not be given. Flowers, mail or parcels will be returned to the sender.

## Social Media

Our staff is here to provide the best care for you. We understand social media outlets are important means of communication. However, our staff is bound to strict privacy policies to protect your health information. Because of this, we discourage our staff from accepting friend requests from people they only know as patients. Also, we ask that you do not take photos or videos of our staff without asking their permission.

# Ways to Support Your Child

We are here to help support you and your child while you are with us at the hospital or in our clinics. You, as the caregiver, are your child's biggest support. Please know our team is here to make this time as pleasant as we can for you and your family.

## Support Tips:

- **Be calm.** Tell your child you trust the team to give good care and that is why you brought him/her here. Try to let your child see you as calm. Your child picks up on your stress. We know you are worried for your child.
- **Be honest.** Do not promise your child things that may not happen. Tell your child, "I don't know the answer to that, but we will ask the doctor or nurse."
- **Be helpful.** Tell your child you have confidence in him/her and you will help with things.
- **Be a support.** Crying is a way your child may cope. Stay with your child and offer to talk about what is going on.

## Say words to help your child cope:

- **Praise your child about what was done well:** "You did a great job holding your arm still for the nurse."
- **Ask to talk about worries:** "I can tell you are worried, hurting and angry. What is bothering you the most?"
- **Tell your child asking questions is okay:** "Having answers to questions really helps. Do you want to ask questions or would you like me to ask questions?"
- **Respect your teenager's need for privacy:** "I will give you some private time. I will be back in 10 minutes (or say the time you plan to be back)."

## Avoid these types of statements:

- "Last time it took five people to hold him (her) down to do this."
- "He (she) is not going to like this."
- "He (she) is going to kick and scream."

Children have real worries about going to a hospital or clinic. Help your child talk about their feelings and what has or will happen.

# Ways to Manage Pain

Your child may have pain, not feel good, or not act the same due to illness, tests or treatments. Our goal is to prevent and lessen pain as much as we can. The team will work with your child and you to lessen pain and make sure the pain does not slow down progress toward the goal of leaving the hospital.

## What to Expect

- We use tools or questions to find out how your child is feeling. Nurses may ask your child or you to rate the pain. This rating tells the team how your child is feeling so we can help to lessen or make the pain go away. Distraction or medicine may be used.
- Distraction, or helping to think about something else, may include massage, heat, ice, or games.
- Medicines to treat your child's pain may be given by a cream, an intravenous catheter (a tube in a vein), or a tablet or liquid.
- As a caregiver, you know your child best and can help by letting us know if you think your child is in pain.



# Places to Stay

## The Ronald McDonald House Charities

Blank Children's Hospital (West of campus)  
1441 Pleasant Street, Des Moines, IA  
(515) 243-2111  
[www.rmhdsmoines.org](http://www.rmhdsmoines.org)



- **Cost:**
  - No fee charged but suggested donation of \$10 per night
- **Resources Provided:**
  - Private and secure family bedroom offered for overnight families (2 queen beds/room)
  - Meals and snacks provided for overnight families
  - Shared dining, living and kitchen spaces for onsite families
  - Open kitchen services for families of children ages newborn to 21 regardless of onsite stay (hours: 8 a.m. - 8 p.m.)
- **Qualifications:**
  - Families of children ages newborn through 21 who are currently being treated or hospitalized
- **Arrangements:**
  - **Hospital Staff:** Please contact (515) 243-2111
  - **Families:** Please speak to your nurse or social worker to set up your stay or visit
- To learn more about the Ronald McDonald House near Blank Children's Hospital, scan the QR code above.

## The Care Inn

South of Iowa Methodist Medical Center  
1300 Woodland Avenue, Des Moines  
(515) 241-321 | After 5 p.m. or holidays, (515) 241-6320

- **Cost:**
  - Varies by daily or weekly
- The Care Inn has rooms for patients, family, and friends. Included with the room are maid service, kitchens in the room, and coin laundry.

## Respite Rooms

Two respite, or short stay, bedrooms with bathrooms are on Blank 5. The rooms are reserved each day. Ask your child's care team if you are interested.

## Going Home

The care team will work with you to decide when your child is ready to go home. We want to make this change as smooth as we can. We invite you to be at the meetings to hear about the plans for your child. The team will also talk with you about care your child will need at home.

### When your child is ready to leave, you will need to have

- Clothes and shoes for your child to wear
- An infant or child safety seat

The care team wants to make sure you have everything you need to take your child home. It may take a while from when the doctor says your child may leave until everything is ready. Please talk with your child's nurse about a planned time to leave.

### Paying for the Care of Your Child

You will receive two or more bills for the care given to your child. One bill will be from Blank Children's for the hospital costs. Other bills will be from the doctors who cared for your child.

If you have questions about the bill, please call Customer Service for billing at **(844) 849-1260**.

If you have question about paying for the cost, please call a financial counselor at **(515) 241-6277**.

### Lost and Found

If you know something was left behind in the hospital, call **(515) 241-5437** and ask for the unit where your child stayed. If the item is not there, it may have been placed in Lost and Found. You may call Public Safety at **(515) 241-6476** to ask them to check Lost and Found.

### Patient Survey

You may receive a survey in the mail about the care your child received. Please complete and return the survey. We welcome your feedback so we can improve our care.

### MyUnityPoint

MyUnityPoint is a secure website to manage your child's health online. To learn more or sign up, visit [unitypoint.org/myunitypoint](http://unitypoint.org/myunitypoint).

## The Safety Store

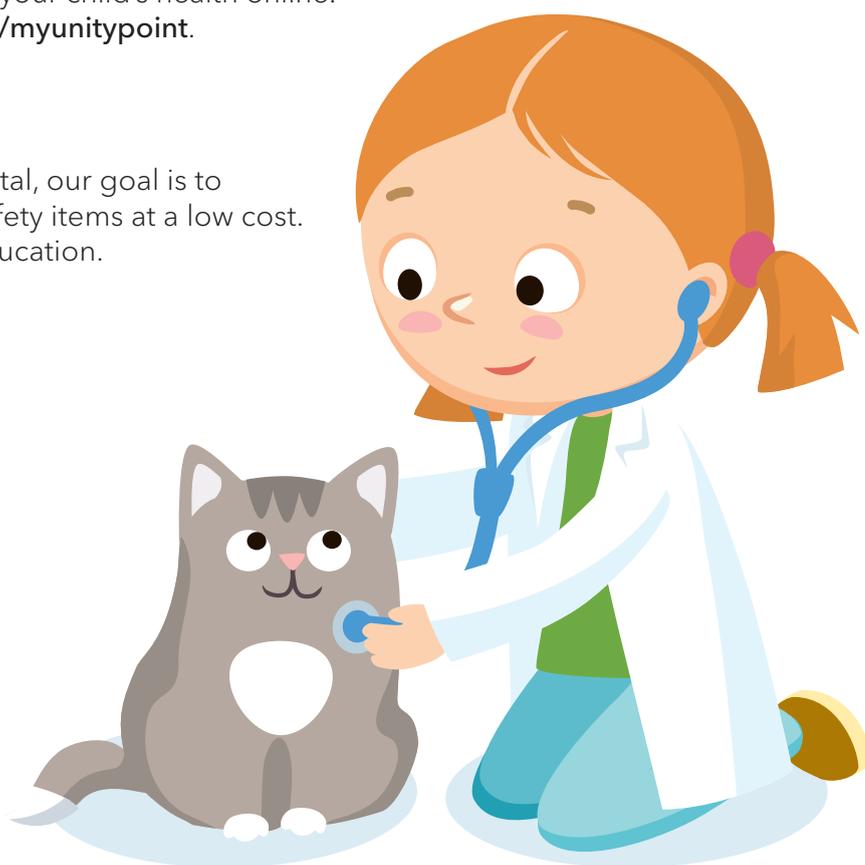
At the Safety Store at Blank Children's Hospital, our goal is to keep all children safe. The store has child safety items at a low cost. Also available are hands-on practice and education.

### Hours

Monday - Friday: 10 a.m. to 4 p.m.

### Location

Iowa Methodist Medical Center  
North 1 Hallway  
1200 Pleasant Street  
Des Moines, IA 50309



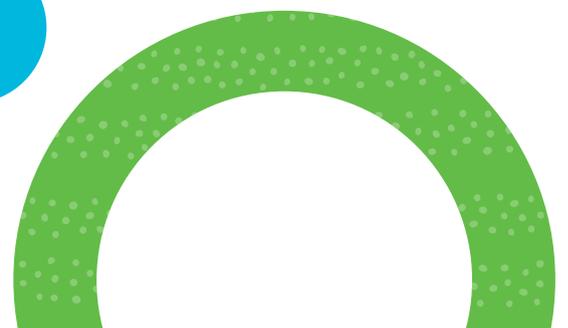


## Ways to Give

### UnityPoint Health Foundation

We are proud of the care given to the children and families we serve. We can only provide these much-needed services with the support of our generous community. Charitable gifts have been used to start new programs, buy life-saving equipment, and give comfort.

To learn more about how you can make a difference in the lives of children, call (515) 241-8171 or visit [unitypoint.org/blankchildrens/ways-to-give](http://unitypoint.org/blankchildrens/ways-to-give).



## Connect with Us

[blankchildrens.org](http://blankchildrens.org)

[facebook.com/blankchildrens](https://facebook.com/blankchildrens)

[@blankchildrens](https://twitter.com/blankchildrens)