



# PARENT HANDBOOK





### A PATIENT CENTERED ORGANIZATION

The University of Illinois Hospital and Clinics is a patient centered organization. Providing safe, high-quality and cost-effective care for our patients is our foremost responsibility. The care of our patients and their families will always be at the heart of our mission.

### OUR MISSION

In collaboration with our academic partners, our mission is to advance healthcare to improve the health of our patients and communities, promote health equity and develop the next generations of healthcare leaders.



WELCOME TO

# THE CHILDREN'S HOSPITAL

AT THE UNIVERSITY OF ILLINOIS HOSPITAL  
AND HEALTH SCIENCES SYSTEM

Here at the Children's Hospital at the University of Illinois (CHUI) Hospital, all of the staff work as a team to help provide your child with the best possible care while being hospitalized. We understand that being hospitalized can be very stressful for patients and their families; so, we will do our best to help make sure that your hospitalization is manageable. If you have any questions or concerns during your stay please ask to speak to a staff member any time.

We take care of infants, children, adolescents, and young adults. The staff is made up of doctors, registered nurses and nursing technicians, students, clerks, nutritionists, social workers, occupational and physical therapists, respiratory therapists, a school teacher, and a child life specialist.

#### PEDIATRIC 5TH FLOOR TELEPHONE NUMBERS:

Main hospital line: 312.996.7000

Pediatrics Unit: 312.996.4210

Pediatric Intensive Care Unit/Step Down: 312.996.4235

IPAL: 855.455.4725

The use of cell phones is allowed on the pediatric floor. There is also a hospital phone located in the parent lounge. When using the lounge phone for external calls dial 9 and then the number. For internal calls inside the hospital dial the last five digits of the number only.

#### LOCATION

5 West Pediatrics (PEDS) and  
Pediatric Intensive Care Units (PICU)

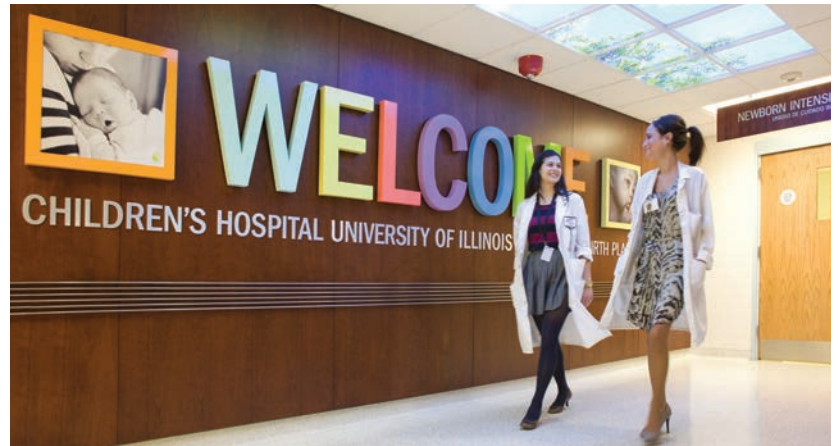
1740 W Taylor Street  
Chicago, IL 60612

## WHAT TO EXPECT UPON ARRIVAL:

- When admitted you will be asked to complete hospital paperwork.
- Upon completion you will come up to the 5th floor where you may be asked more information about your child by the nursing and medical staff.
- The patient and parent(s)/legal guardian(s) will be given an ID bracelet that will need to be worn at all times. The ID bracelet will help identify who can visit your child and ensure your child's safety.
  - » The pediatric units have a security system in place to add to the safety of your child. A security sensor will be placed on your child upon admission.
  - » You will be asked to create a password for privacy purposes. This password will need to be given to staff by anyone calling about your child.
- Being hospitalized can be very stressful and frightening for most children; so, we encourage one parent to stay the night. You may also bring a few items from home for your child.



Please remember to wash your hands when entering and leaving your child's room or after you have changed their diaper.



## VISITING

Upon arrival to the hospital you must obtain a visitor's pass at the front desk and it is to be worn at all times. Also, upon entering the 5th floor you must sign in at the front desk.

**Visiting hours: 11 am – 8:30 pm daily**

Parents or guardians may enter the hospital after 8:30 pm via the Emergency Department. **YOU MUST HAVE A VALID PICTURE ID TO ENTER AFTER VISITING HOURS.**

We ask that no more than three visitors are in the patient's room at one time. Other visitors must wait downstairs in the lobby or in the parent lounge.

Siblings are allowed to visit but must be at least 3 years of age and must have all their immunizations up-to-date. If you suspect a family member is ill please do not bring them to the hospital to visit the patient. If you wish to limit certain people from visiting your child please inform staff.

All of the pediatric rooms are equipped with one pull out chair for one parent to sleep at bedside. Parents of patients in the Intensive Care Unit can sleep on a pullout chair in the parent lounge. When settling down for the night, please remember to allow enough space for caregivers to attend to your child.

Please limit the amount of items brought from home.

Please be courteous and respectful to all of our families on the unit.

Parents and visitors should not hold, feed, or inquire about other hospitalized children.

## HOURLY ROUNDING

A physician led multidisciplinary team rounds on your child daily from 9 am - 11:30 am to discuss the patient's plan of care.

\*UI Health is a teaching hospital and students will be involved in your child's care.

Nurses perform bedside rounds at change of shift between 7 am - 7:30 am, 3 pm - 3:30 pm, 7 pm - 7:30 pm, and 11 pm - 11:30 pm.

We encourage you to participate in both medical and nursing rounds about your child. The staff can answer any of your questions or concerns at this time. You will be informed of your child's plan of care, medications, tests, and progress.

## WHO IS CARING FOR YOUR CHILD?

### Attending physician

The most senior doctor on the team is the attending physician. He or she guides the medical decision making and ultimately determines how your child will be treated. If other teams of doctors (consultants) are involved, it is the responsibility of the attending physician to coordinate their input and ensure that a single understandable plan is given to you. If your child's condition changes, the medical team will contact the attending physician to decide if the plan needs to be adjusted.

### Senior Resident

The senior residents are experienced doctors advanced in their pediatric residency training who directly supervise the interns and students. Their job is to help decide plans for patients under the direction of the attending physician, to manage the team, and to teach the interns and students.

### Interns

The primary intern for your child is the person who handled your admission to the medical unit. They are doctors in their first year of training after medical school. An intern will see and examine your child every day. You should feel free to contact your intern or the intern covering for him or her at any time day or night through the nurse.

### Sub-Intern

A sub-intern is an advanced medical student finishing his or her studies by taking on the responsibilities of an intern under the guidance of the senior residents and attending physicians. He or she will see and examine your child frequently and help the team to understand and treat your child's illness.

### Medical Students

Students from the University of Illinois College of Medicine are also part of the team. They are learning how to deliver care to hospitalized patients by working with the doctors on the team. If there is a student assigned to your child's care, then he or she will visit and examine your child every weekday.

### Nursing

Our highly skilled pediatric nurses are your child's primary bedside caregiver. All of our nurses are certified in Pediatric Advanced Life Support (PALS). Your child's assigned nurse will be frequently in and out of your child's room to examine and provide care to your child. They partner with your child's doctors, administer your child's medications, help with activities of daily living and provide you and your child with education about the plan of care.

### Nurse Leader

Both the pediatric intensive care unit and general pediatrics floor have a dedicated nurse leader assigned to manage the unit's operations. They partner with your child's care team, round hourly on your child, and are available to answer any of your questions.

### Nursing students

Nursing students from various local colleges may also be apart of your child's care team. They are learning the nursing skills through direct supervision of a qualified pediatric nurse.

### Certified Nurse Technicians

Our specially trained certified nurse technicians will assist the nursing staff in caring for your child. They will frequently be in your child's room to take vital signs, help with feeding, and assist with bathing.

### School Teacher

School is provided for school aged children who are admitted to the hospital. The school teacher can be reached at [312.355.2717](tel:312.355.2717). The school teacher is not here on weekends, holidays, or the summer.

### Child Life

The Child Life Specialist is here to help normalize the environment and help make it less stressful for you and your family. The Child Life Specialist can prepare patients for procedures and also provide coping and distraction techniques during procedures. The Child Life Specialists also provides age appropriate toys and play experiences for patients.

Raise crib/bedside rails when leaving your child's beside. This prevents accidents and falls.

There is a charge nurse on every shift. If you feel that you have issues that need to be addressed, please ask to speak with the charge nurse.

### Social Worker

Social workers are available to support families with children who are experiencing chronic and/or severe medical issues. Social workers provide emotional support, coordinate discharge care needs and identify supportive community resources.

### Pharmacist

Our specially trained pharmacists partner with your child's care team to review, manage, and monitor the medications that your child is receiving. They may also meet with you to provide education about your child's medications.

### Discharge Planner

Discharge planners partner with your child's care team to help you identify any medical equipment and nursing care needs that your child may need at home. Our discharge planners are skilled at reviewing insurance benefits to assist you with your home care needs.

## PAIN RECOGNITION AND CONTROL

Pain can be one of the most worrisome concerns when your child is sick. You have the right to information about pain, pain identification, and pain relief measures. The doctors, nurses, Child Life team, and staff UI Health are committed to lessening our child's pain. Our goal is to make your child's visit as pain free as possible, and our mission is to correctly assess the safety manage any pain or discomfort your child may experience.

Each child feels pain differently. The staff at UI Health will use age development pain assessment tools to identify and watch your child's pain. Successful pain prevention and control can help your child to get better faster. We work together as a team and use a variety of ways to comfort your child, decrease anxiety, and lessen pain during your child's visit. Throughout your child's visit we welcome your input regarding your child's pain and how well we are treating it.

## HELPFUL INFORMATION AND RESOURCES

Patient meals between the following times:

Breakfast: 8 am – 8:30 am

Lunch: 12 pm – 12:30 pm

Dinner: 5 pm – 6 pm

\*See the patient handbook (page 5) for cafeteria schedule.



Parents are encouraged to bring food from home. However, the food must be labeled with name, date and time and stored appropriately. Please keep in mind, that if your child is unable to eat or drink, we ask that you not eat at the bedside. We do have a list of outside restaurants that deliver. Please ask staff member for the list.

### Computer Access

Computers are located in the Education Room which can be used by teen patients 13 years and older and parents of our patients ONLY. The Education Room is open daily from 9 am to 10 pm and locked at night. These computers are to be used appropriately at all times. Wireless internet access is available in all patient rooms.

### Play Room

The play room is open Monday-Friday with supervision. The Teen/Education Room is open every day without supervision. Patient's must be 13 years or older. Parents or guardians are welcome in there, as well, but patients always have first priority. Siblings are welcome in the playroom with supervision from parents or guardians. The Child Life Specialist can be reached at [312.413.0662](tel:312.413.0662).

## DISCHARGE

When your child is identified to go home he or she will be discharged. Discharge is at 10 am. You will be notified the night before discharge, so please make arrangements to pick your child up by 10 am.

If there is an issue regarding transportation please notify staff.

Please remember that it is a state law that all children up to 80 pounds must be restrained in a car seat or booster seat when traveling in a car.

The discharge process is important in your child's ongoing care. The process involves teaching you about your child's diagnosis, completing discharge paperwork, pharmacy prescriptions if needed, talking about medications and side effects, reviewing discharge instructions, and assuring you have a follow up appointment scheduled.

## Important things to consider

- If your child is in isolation, you must take precautions and follow the isolation guidelines. The nurse caring for your child will review what is needed before you enter the room.
- Please save all of your child's urine/diapers. When changing your child's diaper, please fold it up and leave it in the bathroom. Each child's urine and stool output is monitored.
- Please help the nurse by keeping track of how much your child drinks. It is important for the staff to keep accurate count of intake.
- Intravenous fluid (IV) pumps and monitors will periodically alarm. Please do not attempt to reset the pump yourself. Push the nurse call light to have your child's pump checked and reset.
- Before bringing any food for your child, please check with the nurse to make sure your child is not on a specific diet.
- Please inform staff if anything is broken or not working in the room.
- As each shift changes the nurse or tech should be writing their names on the white board located in each patient room. This will let you know who is caring for your child during their shift. If the nurse or tech forgets please ask him or her.
- You will also notice that the staff will be checking on your child on an hourly basis. Please feel free to ask for items you may need at this time.
- Parents may be asked to step out of the room when a procedure is required.
- If you have any concerns or problems please inform the staff right away so we can address any issues. We hope that your hospital stay will be satisfactory and that we met your needs. Our goal is to provide excellent care.
- During your stay you can expect a visit from our leadership team. Our leadership's goal is to round and check to make sure we are meeting your expectations. This is done on admission and before you are discharged. Please feel free to share your experiences and offer input to improving care and services.

### PHOTO & VIDEO POLICY

No photographs or video of other patients or staff is permitted.



FOR OTHER HELPFUL  
INFORMATION, PLEASE SEE  
THE PATIENT HANDBOOK.



