

2019 | EDITION 1

Welcome to Baystate Children's Hospital

A Guide for Patients and Families



Baystate  Children's Hospital 

ADVANCING CARE. ENHANCING LIVES.

413-794-0000 | baystatehealth.org

TABLE OF CONTENTS

Page 02	Page 05	Page 07	Page 08
Patient Rights & Responsibilities	During Your Stay	Partners In Care	Patient & Family
<ul style="list-style-type: none">— Concerns, Complaints & Grievances	<ul style="list-style-type: none">— Family Presence & Participation— Accommodations	<ul style="list-style-type: none">— SPEAK Up— Nurse Bedside Report— Tips for Managing Pain	<ul style="list-style-type: none">— Patient- and Family-Friendly Services— Child Life and Healing Arts
Page 12	Page 14	Page 15	Page 16
Patient Safety	Preparing to Leave the Hospital	Your Opinion Matters	Teens & Young Adults
<ul style="list-style-type: none">— Patient Safety Tactics— Patient-Owned Medical Equipment— When to Call the Rapid Response Team	<ul style="list-style-type: none">— Discharge Checklist— Discharge Services	<ul style="list-style-type: none">— Providing Feedback— Patient & Family Advisory Councils— Volunteer Opportunities	<ul style="list-style-type: none">— Tips for Teens and Young Adults
Hospital Inserts			
<ul style="list-style-type: none">— Know Your Caregivers— Important Phone Numbers— TV Channels— Gift of Gratitude			

A BCH-PFAC TIP

The Baystate Children's Hospital Patient and Family Advisory Council (BCH-PFAC) is comprised of current and former pediatric patients, parents, family members, and healthcare professionals. The BCH-PFAC represents the voice of our patients, families, and community. The council ensures that the perspective and experience of the child and family are integrated into all aspects of care provided at BCH. Interested in learning more? See page 15.

Tips from the BCH-PFAC can be found throughout this guide whenever you see the Kipp Kidwell image.



Welcome to Baystate Health

Thank you for putting your trust in Baystate Children's Hospital for your child's care. We are devoted to children and adolescents and dedicated to excellence. The entire staff at Baystate Children's Hospital is committed to safe, high quality care in a child-friendly environment so that your family's experience will be as comfortable and positive as possible. You are an important part of the healthcare team, so please participate by asking questions and expressing your needs and concerns. We know that we will take the best care of your child only if you are our partner!

This patient and family handbook was created by the children's hospital staff, parents, and patients to anticipate your questions and minimize your stress during your child's stay. We hope you find it helpful.

Thank you for the privilege to care for your family. What matters to you, matters to us. Please do not hesitate to tell us if there is something more we can do for you or your child.



A handwritten signature in black ink that reads "Mark A. Keroack MD". The signature is fluid and cursive.

Mark A. Keroack, MD, MPH
President & Chief Executive Officer, Baystate Health



A handwritten signature in black ink that reads "Charlotte M. Boney MD". The signature is cursive.

Charlotte M. Boney, MD
Pediatrician-in-Chief, Baystate Children's Hospital

Patient Rights & Responsibilities



At Baystate Health we are committed to maintaining the privacy of your information. Refer to our Notice of Privacy Practices for information on your privacy rights and how your health information is used.

As a patient at any Baystate Health/Baystate Children's Hospital facility, you have the right to:

RESPECT

- Be treated in a considerate, respectful way.
- Receive timely, complete, and accurate information.
- Expect privacy during treatment and care, within the capacity of the hospital.
- Receive care in a safe setting.
- Be free from unnecessary restraint or seclusion.
- Be free from all forms of abuse and harassment.

PARTICIPATION & DECISION MAKING

- Make decisions regarding your health care, including the decision to refuse or discontinue treatment, to the extent permitted by law.
- Participate in the development of your plan of care.
- Receive information about your diagnosis and treatment options.
- Fill out an advance directive, such as a health care proxy form.
- Refuse to be examined, observed or treated by students or any other Baystate Health staff without jeopardizing your access to care.
- Say yes or no to taking part in a research study.
- Choose who may be present for emotional support.

INFORMATION & TREATMENT

- Know the name and specialty of those providing care.
- Know the relationship between your doctor and the medical center.
- Have an interpreter or other assistance, as needed and available, when there is a language, communication or hearing barrier.
- Receive prompt life-saving treatment in an emergency.
- Receive an up-to-date list of all of your current medications.
- Be evaluated and treated appropriately for pain.
- If the patient is a female rape victim of childbearing age, to be offered prompt emergency contraception; and to be provided with emergency contraception upon request.
- If you have breast cancer, receive complete information from your doctor on medically available treatment options.
- Review and request medical records, as allowed by law.
- Have reasonable requests responded to promptly.
- Know the rules which apply to you.

FINANCIAL INFORMATION

- Information about financial assistance and free health care.
- Request and receive an itemized explanation of your medical bill.

A BCH-PFAC TIP

Your involvement can help prevent mistakes and keep your child safe.



DISCRIMINATION IS AGAINST THE LAW

- Baystate Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, citizenship, alienage, religion, creed, sex, sexual orientation, gender identity, age or disability. Baystate Health does not exclude people or treat them differently because of race, color, national origin, citizenship, alienage, religion, creed, sex, sexual orientation, gender identity, age or disability.
- Baystate Health provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, and more)
- Baystate Health also provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages
 - If you need these services, contact 413-794-5419
- If you believe that Baystate Health has failed to provide these services or discriminated in another way on the basis of race, color, national origin, citizenship, alienage, religion, creed, sex, sexual orientation, gender identity, age or disability, you can file a grievance with:
 - Director, Baystate Health Patient Relations
759 Chestnut Street, Springfield MA 01199
Phone: 413-794-5456, Fax: 413-794-1875
Email: Diane.Thomas@baystatehealth.org
- You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance the Director, Patient Relations, 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, DC 20201
800-368-1019, 800-537-7697 (TDD)
- Complaint forms are available at:
 - hhs.gov/ocr/office/file/index.html

CONCERNS, COMPLAINTS OR GRIEVANCES

Our goal is to provide you the best patient care in an environment that treats you with dignity, sees you as an individual, and respects your privacy. If at any time you have questions or concerns about the quality of care that you or a family member is receiving or has received at our hospital, do not hesitate to speak with your nurse or the unit manager.

The Office of Patient Relations is here to provide resolution for any concern or issue patients and family members may have with their care experience. We provide caring, professional support. If you feel that your issue was not resolved, you have the right to contact us to file a complaint or grievance at:

- Baystate Franklin Medical Center: 413-773-2214
 - Baystate Medical Center: 413-794-5456
 - Baystate Noble Hospital: 413-572-6088
 - Baystate Wing Hospital: 413-370-5297
- In addition, you have the right to file a complaint or concern with one or more of the following:
 - The Massachusetts Department of Public Health, Division of Health Care Quality
99 Chauncy Street, 2nd Floor, Boston, MA 02111
617-753-8000
 - The Massachusetts Board of Registration in Medicine
560 Harrison Avenue, Boston, MA 02118
617-654-9800
 - The Joint Commission on Accreditation of Healthcare Organizations, Office of Quality Monitoring
1 Renaissance Boulevard
Oakbrook Terrace, IL 60181
800-994-6610



PATIENT AND FAMILY RESPONSIBILITIES

By taking an active role in your health care, you can help caregivers meet your needs as a patient or family member. We ask that you:

- Provide your health care team with up-to-date medical information to the best of your ability.
- Follow your treatment plan and express any concerns with your provider.
- Tell your provider about medications you have been taking.
- Leave your valuables and personal items at home or send them home with someone you trust.
- Be thoughtful and considerate of the rights of others by behaving in a respectful way.
- Limit noise to help promote a healing environment for everyone.
- Provide up-to-date information about your health insurance to hospital financial counselors.
- Take responsibility for your hospital bill.
- Know that staff members will address any behaviors that are disruptive or which may convey lack of respect to patients, guests or members of the health care team.

RESPECTING HOSPITAL RULES

Baystate Health pledges to provide our patients, guests, staff, and providers with a compassionate, safe, and respectful environment. As a guest in our facility we ask that you abide by the following behaviors:

EMOTIONAL SUPPORT

- Emotional support is important in restoring health. Patients are likely stressed by their illness or injury. Talk to the nurse about how you can help and support your loved one.
- Understand there may be times when we have to restrict visitors, especially when there is safety, health exposure or security risks.

SMOKE FREE ENVIRONMENT

- To ensure the health and safety of Baystate Health patients, visitors, and employees, smoking is not permitted on Baystate Health property. Support is available for smokers during their hospital stay.
- We also do not permit the possession or consumption of marijuana on Baystate Health premises. This includes medical marijuana in any form. If you feel that medical marijuana is required for health reasons, please speak with your health care provider to discuss possible alternatives during your stay.

SAFETY AND SECURITY

- Contraband items such as weapons (including sharp items), illicit drugs or fire hazard materials are not permitted on our premises.

RESPECTFUL BEHAVIOR

- Comply with all boundaries set to ensure patient comfort and safety.
- Know that aggressive, loud, and disrespectful behavior is not tolerated in our facilities. This includes swearing, verbal abuse, assaults or threatening behaviors.
- In the interest of creating a safe, comfortable environment for everyone, please know that we will implement our safety plan which includes engaging local law enforcement anytime behavior escalates.

PHOTOS & PICTURES

- We ask that you refrain from taking photos and videos in the hospital.
- Do not take patient photos unless he or she agrees.

During Your Stay



FAMILY PRESENCE & PARTICIPATION

We embrace a patient- and family-centered care philosophy that values a patient's family as an integral part of the patient care team. For this reason we have open visiting hours for friends and family, as desired by you, the patient, and family.

- One family member, over 18 years old, is invited to stay at the bedside overnight on the provided sleep cot.
- There are bathrooms and showers available for guest use, please ask your caregiver for locations.
- Siblings are welcome during the day with adult supervision, however are not allowed to stay overnight.
- All visitors are asked to be as quiet as possible while walking in the hallways or in patient rooms so other patients are not disturbed.
- There will be times when we have to restrict visitors, especially when there is safety, health exposure or security risks. Please speak to your caregivers if you have any questions about this policy.

FOOD & NUTRITION SERVICES

Our personalized dining programs include:

- *Dining on Call*, Room Service provided on specific hospital floors
 - A nutrition operator will help you order your meal by phone. Your freshly prepared meal will be served within one hour.
- Ordering food:
 - Please call "4 DINE" to order meals between the hours of 6am-7pm.
 - Patients may order three meals/day at no cost, per diet order.
 - Breakfast is available all day and lunch/dinner food is available after 10:30am.
 - Diets are prescribed by the physician, please discuss with your caregiver if there are issues with the prescribed diet.
 - Breastfeeding mothers may receive meals at no cost, please discuss with your caregiver if you are breastfeeding.

*Guest meal trays are available for purchase.
See Patient & Family section for more information.*

A BCH-PFAC TIP

It's important to take care of yourself!

- Guest meal trays are available.
- There are parent showers on the unit and your care team will provide you with towels.
- Visit the Healing Garden and the walking labyrinth located near the Daly Lobby on the third floor.



HOUSEKEEPING SERVICES

During your stay, we will ensure your room is cleaned, sanitized, and free from infection. If at any time you need your room refreshed, let your nurse know. One of our team members will be happy to take care of your housekeeping needs.

USING YOUR TELEPHONE & TELEVISION

See hospital insert for a list of TV channels and important phone numbers.

GAME/VIDEO SYSTEMS

- Playstations are available in all patient rooms with preloaded games and movies.
- See in-room instructions or contact the child life specialist.

COMMUNICATION BOARD (WHITEBOARD)

A white communication board is located in your room. It will include the names of the staff members who will be working with you each shift along with other important information about your plan of care. Please review the whiteboard with your nurse.

QUIET FOR HEALING

- We make every effort to help our patients and their families get the rest and quiet they need.
- Quiet times on the unit are held at 2pm-4pm and at bedtime (around 8pm).
- Visitors are asked to support quiet time to promote a healing environment.
- Please be respectful to your roommate (if applicable) and contact your caregiver with concerns.
- Every evening, starting at 8 pm, quiet hours are followed (times may vary).
- Sleep kits (sleep mask, headphones or ear plugs) may be available from your nurse.





YOU AND YOUR FAMILY ARE PART OF THE TEAM

- During your stay, doctors, nurses, and staff will respect the uniqueness of your child and your family and will include you in the plan of care. You are the center of the healthcare team!
- Kids this means you too! Ask questions. Understand your treatment plan and medications. **SPEAK UP!**

SPEAK UP! TAKE CHARGE OF YOUR OWN CARE

- **S**peak up. Ask questions. Voice concerns.
- **P**ay attention.
- **E**ducate yourself.
- Designate an **A**dvocate, a trusted family member or friend to be your advocate or support person.
- **K**now the medicines you take and why.
- **U**se a healthcare facility that meets The Joint Commission's quality standards.
- **P**articipate in your care.

Partnering together will ensure the best care. What we can do together is greater than what any one of us can do alone.

HOURLY ROUNDS

- We perform hourly rounding so that we may consistently check in on your child to assure their safety and fulfill their needs.
- A member of the nursing team will round every 1-2 hours, checking on safety, pain, and personal needs.
- Please press your call bell at other times for assistance.

A BCH-PFAC TIP

If something "doesn't feel right," please speak up. You know your child better than anyone, and your input is vital to helping them get well.



NURSE BEDSIDE REPORT

At shift change, your nurses will come to the bedside to discuss your child's care. Important information about care is shared with the oncoming nurse during this time. You are encouraged to join the discussion. Share your thoughts, concerns, and questions.

During this time they will:

- Introduce your new nurse.
- Talk about what has been happening during your stay.
- Discuss your plan of care.
- Answer questions you may have.
- Staff will return after report has been completed on all patients to answer further questions and provide care.

If you do not wish to participate in this practice, please let your nurse know.

FAMILY CENTERED ROUNDS

Rounds are at a time when the medical team talks about your child's health, discusses what has happened in the hospital, and makes a plan for the day.

- Patient and family involvement in the discussion and decision-making is encouraged, welcome, and expected.
- Rounds typically take place once a day.
- If you are unable to be present for rounds, someone from the team will discuss the plan with you later.

TIPS FOR MANAGING PAIN

Our caregivers are committed to managing the pain you may experience and will partner with you to help reach a level of discomfort you can tolerate. Your doctors and nurses will discuss pain relief options with you including medications and alternatives such as:

- Play/Distraction
- Breathing Exercises
- Position Changes
- Ice/Heat
- 'M' Technique®

Tell your doctor or nurse when you have pain using this scale as a guide.



You are the expert about how you feel.



OTHER AMENITIES

- Dining services are available in a variety of locations throughout Baystate Health.
 - *Cafeterias* – Every hospital within our health system has a full-service cafeteria which is open to the public daily and features daily specials and diet related menu choices.
 - *Vending machines* – Various locations
 - *Guest meals* – Guest meals are available for purchase. See hospital insert for more information.
- *Gift shops* – Our gift shops offer a full line of gifts, cards, books, magazines, toiletries, candy, and flowers. See hospital insert for locations and hours.
- *Banking* – ATMs are located at various locations. See hospital insert for more information.
- *WIFI* – Complementary wireless internet access is available to patients and visitors for cell phones, tablets, and laptops.
- *Parking* – Free parking is available. Complimentary free valet service is available in some locations.

SMOKE-FREE ENVIRONMENT

To ensure the health and safety of Baystate Health patients, visitors, and employees, smoking is not permitted on Baystate Health property. Support services are available for smokers during their hospital stay.

MAIL & FLOWERS

Mail and flowers are delivered daily. Flowers are not permitted in the Intensive Care Unit (ICU) or as indicated by the care team.

LATEX BALLOONS ARE NOT PERMITTED

Due to allergies, latex balloons are not permitted however, mylar balloons are cheerfully accepted.

PERSONAL ITEMS

Keep personal items that you need, such as dentures, eyeglasses, and hearing aids, in protective cases in your bedside stand when not in use.

CELL PHONES & ELECTRONIC DEVICES

Use of personal electronic devices may be restricted as it may cause interference with medical equipment. We also ask you to refrain from taking photos and videos when you are in the hospital. Respect the privacy of other patients, families, and staff members – only take photos of your own child and family members.

VISITOR'S ACCOMMODATIONS

- Local hotel and other overnight accommodations are available for visitors, some with special rates. A listing is available on our website, baystatehealth.org or you may speak to a member of your care team. See the hospital insert for contact information.
- Ronald McDonald House of Springfield, MA®: When children are being treated at BCH, the Ronald McDonald House is a welcome “home away from home” for families who live further away from the hospital or don't have the means to go all the way home. Some restrictions apply. Contact your nurse, social worker or child life specialist for more information.

NEED DIRECTIONS?

- Ask someone wearing a Baystate badge for help.
- Or download WayToGo from the app store on your Apple or Android phone. To find your way inside of Baystate Medical Center, follow the app photos for the quickest route to hundreds of different locations including clinics, labs, cafeterias, and more!



To get the app please scan QR code below.

Make sure to scan corresponding QR code depending on your problem.



FAMILY RESOURCE CENTER

- Designed by families and healthcare professionals, the Family Resource Center is dedicated to meeting patient and family needs in a comfortable and relaxing environment
- Comfortable space to take a break, think, and relax
- Consultation room for private conversations and meetings
- Educational materials
- Internet access

BAYSTATE HEALTH SCIENCES LIBRARY

The Baystate Health Sciences Library is available to assist patients and their family members in finding reliable, health-related information prepared for the general public that is easy to understand and is helpful. All services are free. The library is located at Baystate Medical Center, 759 Chestnut Street, Springfield, on the ground floor of the Chestnut Building. For more information call 413-794-1866.

ETHICS SERVICE

The Ethics Service is designed to assist patients, families, and healthcare providers in the identification, analysis, and resolution of ethical dilemmas. Any patient, family member or healthcare professional may request an ethics consultation at any time, for any reason. For more information, or to request an ethics consultation, please contact Dr. Peter DePergola, Director of Clinical Ethics at Baystate Health, by pager #47502, tel: 413-794-7502, or e-mail Peter.DePergolaPhD@baystatehealth.org.

HARD OF HEARING

Telephone devices for the Deaf (TTY/TDD) are available for patients who are Deaf, hard of hearing, or who have challenges with speech. If you require one of these devices, please ask your nurse. You also may use one of our video interpreting units to make video calls to friends and family using the Z5 app.

INTERPRETER SERVICES

We have medical interpretation available in over 200 languages twenty four hours a day, seven days a week. Interpreters may arrive in person or may appear via video or via telephone. If you need assistance, please ask your nurse. All hospital staff members have access to telephonic interpreting, which can be reached very quickly. See hospital insert for Interpreter Services.



SPIRITUAL SERVICES

A member of the Spiritual Services staff is available for support, counsel, prayer, and sacraments. Contact your nurse if you want more information.

RESPIRE SPACES

Each Baystate hospital offers respite areas you can access which may include seasonal outdoor gardens, benches for quiet meditation, walking features.

INTERFAITH & SPIRITUAL SPACE CHAPELS

Interfaith and Spiritual Space Chapels are open 24 hours a day as a quiet place to pray or meditate.

COUNSELING & SUPPORT GROUPS

Specialty support groups and services are available for patients and families. This includes our bereavement program for those who have experienced the death of a loved one. Please reach out to your nurse who can provide more information.

SOCIAL SERVICES

Pediatric Social Workers offer support, provide resources, and can help with personal, family, emotional or other issues that may result from the stress of illness and injury. To request a social worker, ask your nurse.

A BCH-PFAC TIP

Post a photo in your room or on the whiteboard of your child experiencing a “good day” so when assessing your child the staff has something to compare to.



CASE MANAGEMENT

Case Managers work with the medical team to provide support services. They can assist with discharge planning. If you require skilled healthcare when leaving the hospital, case management will arrange how and what level of care you will need either at home or in another facility.

PHARMACY

Our pharmacies provide comprehensive onsite services, which may include bedside consults. Ask your nurse if you are looking for the nearest pharmacy, which may be onsite.

ENROLL IN THE PATIENT PORTAL

Scan barcode to access site (QR Reader app required).

Visit my.BaystateHealth.org to access your health information and your dependents' from a computer or mobile device. Once signed up, you will be able to:

- View and download lab and radiology results, medications, allergies, immunizations
- Send a secure message to your provider
- Request a new appointment
- Request a prescription refill
- Pay your medical bill
- Check your symptoms
- View your radiology images
- Speak to an academic librarian



Sign Up is Easy!

Self-enroll: Go to my.baystateahealth.org, click the “enroll” button, and follow the instructions. Sign up your child or dependent: A parent or legal guardian can request patient portal proxy access for a child under age 13 or for a dependent whose care they manage. Contact the patient's practice for a copy of the proxy form.

For more information, contact Baystate Health Information Management (HIM) at 413-322-4357.

BILLING & FINANCIAL ASSISTANCE

We offer multiple bill payment options, and we participate in most insurance programs offered in our area. Learn about your bill and request an itemized bill by calling Patient Billing Services at 413-794-9999 or see hospital insert for Financial Counselor contact information.



CHILD LIFE AND HEALING ARTS

Child Life Specialists

Whether your child is visiting the hospital for tests, a procedure, an emergency, or surgery, it can be a scary or stressful time. Our Certified Child Life Specialists (CCLS) are trained professionals with expertise in helping children and their families overcome some of life's most challenging events. They explain the care process and what to expect in terms your child and family can understand.

Our Child Life Specialists have backgrounds in child development and family systems. They promote effective coping through play, preparation, education, and self-expression activities. They have experience supporting children's and teens' concerns and reactions to many different health challenges and illnesses.

A BCH-PFAC TIP

The BCH Play Deck and Family Resource Center offer a special place away from the patient room. The Family Resource Center has computers, resource materials, and a quiet sitting area for you to take a break or read to your child. The BCH Play Deck is a treasure chest of age-appropriate games and activities. Check it out! Siblings welcome too!



Services Offered

- Support for children having surgery or procedures – preparation for the experience, development of a coping plan, relaxation techniques and/or alternative focus to reduce fear and anxiety, and opportunities for expression after the experience.
- Emotional support for families, including sibling education.
- Medical play opportunities to give children a chance to talk about their fears or misunderstandings.
- Age appropriate play to promote continued growth and development.

Healing Arts Programming

We offer various programs to support coping and healing. Ask your Child Life Specialist for more information about:

- Music Therapy
- Pet Therapy
- Massage Therapy
- 'M' Technique®
- Camp Outreach
- Special Events
- Play Spaces

Patients admitted to an inpatient unit may be able to visit our play deck and outdoor play space. Patients on isolation or requiring increased monitoring by medical staff can have toys and activities brought to their room. Ask your Child Life Specialist about planned activities and free play.

Pedi Pal Volunteers

Our specially trained volunteers are identifiable by blue aprons or red polo shirts. Volunteers can provide play opportunities for patients and respite for parents.



EMPLOYEE IDENTIFICATION

- All hospital employees wear identification badges. Feel free to ask any staff member's name and job role.
- You can identify some caregivers by the colors they wear. See hospital insert for more information.



PREVENTING FALLS

- Please check with the nurse before you get out of bed, go to bathroom, or get back in bed.
- Always wear non-skid shoes, slippers or hospital socks (see image below).
- Before getting up, sit at the edge of your bed for 10-15 seconds and dangle your feet over the side. Do you feel dizzy or light headed? If so, CALL YOUR NURSE and DO NOT GET UP!
- Ask your health care team if your medication or condition may make you more likely to fall.
- Please be careful of IV lines, monitor wires, catheter tubes, etc. If you need assistance or guidance on moving your child, please call your nurse first.
- If your child is less than one year old, they must sleep in an isolette or crib. Ensure the side rails are in the highest locked position and the clear vinyl sides of the canopy are in the lowest locked position.
- If your child is 2-3 years old and you request a hospital bed instead of a crib, please be sure you are with them at all times.

We are here to help you. Please call us so we can help prevent you from falling.



Yellow Fall Prevention Socks

SAFE SLEEP

While you and your baby are in the hospital, we hope you will allow us to support you in keeping your baby safe. Upon admission your caregiver will review safe sleep practices and ask you to sign our safe sleep pledge.

- Babies should always sleep alone, on their backs, in a safe crib.

Questions? Feel free to ask your caregiver.

HUGS TAGS AND ALARMS

HUGS is a child protection system which is activated by a small tag attached to your child's ankle. All children under four years and other children with special needs will have a HUGS placed .

An alarm is triggered and Security alerted if:

- Tag is tampered with
- Band is cut
- Child is leaving the unit without signing out
- Child is too close to entrance/exits

Please call your nurse if the HUGS straps need to be adjusted.

PREVENT BLOOD CLOTS

Clots are prevented by moving your feet and legs and turning over at least every two hours.

ISOLATION PRECAUTION SIGNS

- *Patients:* You may have a condition that requires isolation. A sign will be posted on or around your room door. If you have an isolation sign in most instances, you will need to stay in your room. If you have to leave your room for a test or treatment and have a cough or cold symptom, you may need to wear a mask when you leave the room.
- *Visitors:* Family and visitors need to report to the nurse's station if there is an isolation sign next to the patient door. The nurse will explain what is needed to visit. It is always important for visitors to wash their hands when they arrive and before they go home.
- Patients and visitors in isolation rooms are unable to visit the play deck or other common spaces. A Child Life Specialist or another staff member can bring activities to your room.

KNOW YOUR MEDICATIONS

- Ask questions about medications, such as what the medication does, possible side effects and any other concerns.
- While in the hospital, patients should not take medications from home of any kind unless instructed by the health care team.

CLEAN HANDS PREVENT INFECTIONS & SAVE LIVES

- Everyone in your room should clean their hands, visitors, health care providers, and yourself.
- Both alcohol-based cleaners or soap and water are effective at killing germs.
- You and your family should not hesitate to speak up and ask people to wash their hands.



www.cdc.gov/HandHygiene

Use alcohol-based hand sanitizer:

When hands do not look or feel dirty.

Make sure your hands are dry before handling other items.

Use soap and water:

When hands look dirty.

If you have a diarrheal illness/stomach bug.

Before eating and after using the restroom, commode or bedpan.

PATIENT-OWNED EQUIPMENT

Due to fire and safety codes, the use of patient-owned medical equipment (CPAP machines, etc.) ordered by your provider will be tested by Clinical Engineering before use to insure that it meets safety standards.

PATIENT-OWNED INSULIN PUMPS

For your safety and optimal medical care during this hospitalization please let the nursing and medical staff know that you are using a medication (i.e. insulin) pump to inject your own medications. If you need to dispose of needles, lancets or other sharps, please let the staff know so we can provide you with a safety container. Do not leave sharps at the bedside, table or food trays.

A BCH-PFAC TIP

Never be afraid to ask questions or for an explanation of words and test results.

When you are worried and sleep deprived it is difficult to understand and remember what is being said. Write things down. Ask for paper and pen or write on the whiteboard.



FIRE DRILLS

For your safety we routinely conduct fire drills at various times of the day. Should you hear a fire alarm please do not become frightened. Staff will close the door to your room and inform you of the reason they are doing so. Should a real emergency arise all staff are trained to protect you and others within the facility.

IF YOU ARE CONCERNED, WE NEED TO KNOW

You know your child and loved one the best. If you see a decline in his/her condition and you are worried, please tell your nurse or another staff member.

If you continue to require assistance:

- Use the patient's room phone and dial 112.
- Identify yourself and state you are calling for the Pediatric Rapid Response Team.
- The operator will contact the Pediatric Rapid Response Team.
- State the patient location (unit and room number).
- Within five minutes the team will arrive.



A BCH-PFAC TIP

Expect staff to check and recheck your child's identification band before giving any medication, performing tests or procedures, or providing a food tray. If staff doesn't check, speak up!

When it's time to be released from the hospital, your doctor will provide a plan for follow-up. Your doctor or nurse will give you discharge instructions and answer any questions about managing your treatment and medications. Be sure to understand any instructions before you leave the hospital. If you are receiving services at home, be sure you and/or your caregiver understand the services that you need.

MAKE SURE YOU HAVE THE FOLLOWING BEFORE YOU LEAVE

- Discharge Summary – Do you understand the discharge information?
- Medication list
- New prescriptions
- Medications brought from home
- Home care instructions
- Signed school-or-work required forms
- Follow-up appointments, referrals, and/or treatments
- Name and number of case manager who arranged services
- Telephone numbers to call if you have any questions about your child's after-hospital care
- Belongings/any valuables placed in hospital safe
- Check your room, bathroom, closet, bedside table, outlets, and drawers for personal items

A BCH-PFAC TIP

Before leaving, make sure you know the name of each medication, how and when it is taken, and what it is for.



IF YOU THINK YOU ARE BEING ASKED TO LEAVE THE HOSPITAL TOO SOON

You have the right to appeal your discharge if you don't agree with the decision that you are ready to leave the hospital. Medicare patients who decide to appeal should do so immediately by calling the Quality Improvement Organization (QIO). The QIO is a group of doctors who are paid by the federal government to review medical necessity, appropriateness, and quality of hospital treatment provided to Medicare patients.



A BCH-PFAC TIP

In the last days before discharge, do much of your child's care so that you can "practice" while you have hospital staff present.

- Appeal process:
 - Ask a hospital representative for an Important Message notice, if you have not already received one.
 - Follow the directions on the Important Message notice to request a Fast Appeal.
 - You must ask for an appeal no later than the day you are scheduled to be discharged.
 - Once you call the QIO, the hospital will be notified of your appeal request and will issue a Detailed Notice of Discharge indicating your appeal is in process.
 - Process can take up to 48 hours from the time your appeal is received.
 - The QIO will notify you of their decision.
 - Note: If you lose the appeal, you may be billed for all costs of staying beginning at 12:00 pm the day after you are notified by the QIO. The QIO for our area is:

Livanta
BFCC-QIO Program
9090 Junction Drive, Suite 10
Annapolis Junction, MD 20701
Telephone: 866-815-5440
TTY: 866-868-2289

TO ENSURE A SAFE AND SMOOTH TRANSITION FROM HOSPITAL TO HOME

- You may need continued care when you return home. Baystate Home Health can provide comprehensive home healthcare services in your home, including skilled nursing, physical therapy, occupational therapy, speech therapy, medical social work, home health aide, IV therapy, wound care, home safety evaluations, palliative and hospice care. Home health services need to be ordered by a physician and approved by your insurer.
 - Infusion and respiratory services are available to provide medical equipment and supplies to patients' in their home including oxygen, ventilators, home infusion and nutritional services, along with wheel chairs, hospital beds, and bath safety items.
- In some cases a brief time in a skilled nursing facility or acute rehabilitation facility may be the safest transition for you.
- Your case manager can help you with your home care and rehabilitation options. For more information please call 800-249-8298.

YOUR OPINIONS MATTER

HELP US IMPROVE



Please complete and return a patient feedback survey you will receive from Press Ganey Associates, Inc., by mail or email.

PATIENT SATISFACTION MATTERS TO US

We appreciate the opportunity to care for you and value your feedback. Please complete the patient survey you will receive by mail or email. Your feedback will be used to make improvements in the care we provide.

Surveys are administered by Press Ganey Associates, Inc., an independent organization.

A BCH-PFAC TIP



SHARE YOUR VOICE WITH US

Join the **Baystate Children's Hospital Parent and Family Advisory Council (BCH-PFAC)**. Your voice and input are a valuable part of the care and patient experience. Our PFAC represents patients and families who in partnership with medical staff collaborate on making a difference in a child's care and recovery. For more information or to learn more about this committee please call the Patient Experience office at 413-794-5656. We want to hear from you.

BE A BAYSTATE HEALTH VOLUNTEER

Share your time and talents while making a difference in the lives of our patients, families, and staff. To learn how you can be involved, contact the volunteer service manager or visit:

<https://www.baystatehealth.org/about-us/volunteer>.

See insert for hospital specific numbers.



FOLLOW US ON FACEBOOK!

<https://www.facebook.com/BaystateChildrensHospital/>



TEENS AND YOUNG ADULTS FAQ

Will I have a roommate while I'm in the hospital?

You might have a roommate. Staff members will do everything possible to provide you with privacy. We ask that you be respectful of others' privacy as well.

Can I bring my clothes and other belongings from home?

We encourage you to bring your favorite items – photos, clothes, cell phone, etc. to make you more comfortable. However, we encourage you to limit valuable and expensive items so that they are not lost or broken. Baystate Children's Hospital is not responsible for lost or stolen items.

Can my friends visit?

Unless your medical condition prohibits visitation, your friends and siblings can visit you from 8am – 8pm. Try to limit friends to three at a time. Your parents or guardians can visit at any time.

Can I go outside?

If your doctors and nurses agree that it's okay, you can go to our Outdoor Play Deck or the Healing Garden for fresh air.

I'm missing a lot of school or work.

Can you help me?

Ask your Child Life Specialist for help contacting your school to send homework and assignments. Patients who are admitted for lengthy stays may qualify for tutoring services.

Am I allowed to bring in food?

You may have food restrictions while you're in the hospital. Talk to your nurse before eating food from home. If you do not have restrictions, food will be labeled and dated before being stored in our kitchen.

Do I have a say in my care? Can I speak up?

Don't be afraid to share your thoughts and feelings. What matters to you, matters to us!



impact

You can make an impact on your community with a gift to Baystate Health Foundation.

Your gift ensures our youngest patients at Baystate Children's Hospital receive the care they need. Your gift provides funding to continue to enhance our community hospitals, like the new Emergency Department at Baystate Wing Hospital.

Your gift directly supports important aspects of care, like the addition of a specialized neonatal team to care for newborns at Baystate Franklin Medical Center and the purchase of a new CT-scan at Baystate Noble Hospital.

You can help us to expand care offerings, like our oncology program at Baystate Mary Lane or our customized approach to caring for elders that improves their recovery at Baystate Medical Center. All of these advances are thanks to people like you. We couldn't do it without you and we hope you'll consider making a difference through a gift to Baystate Health Foundation.

Make a gift today at baystatehealth.org/giving or by calling 413-794-5444.

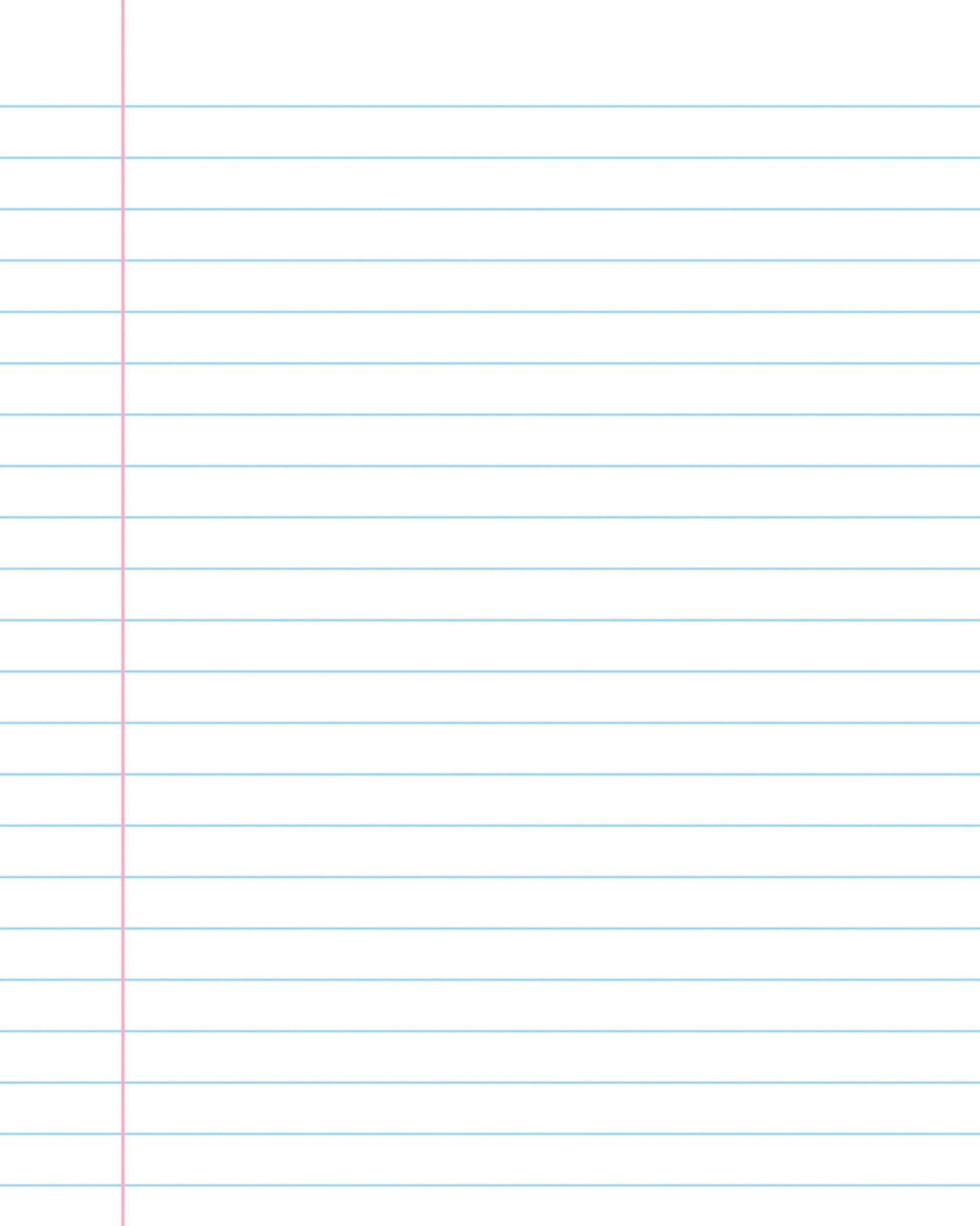
Baystate  Health Foundation

ADVANCING CARE. ENHANCING LIVES.

My Notes



A large area of lined paper for writing notes, featuring horizontal blue lines and a vertical red margin line on the left side.





Baystate
Health
Foundation

grateful

Together, you help us deliver a higher state of caring.

Make a Gift of Gratitude

Sometimes the smallest actions have the biggest impact, especially in times of need. When a member of the Baystate Health family has made you or your family members feel better, more comfortable or your visit easier, you can express your gratitude by making a meaningful gift in their honor.

You can say 'thank you' with a charitable gift of any size to the Gifts of Gratitude program because you or your family received special care and attention when you needed it most.

You can honor anyone at Baystate Health through our Gifts of Gratitude program. You can recognize a physician, a nurse, a technician or anyone that made your experience better and they will receive special recognition from Baystate Health leadership. To say thank you to them, fill out the reverse side of this card and return in the envelope provided. Please make checks payable to Baystate Health Foundation. You can also go online to baystatehealth.org/bhf and click on 'ways to give.'

Gifts of Gratitude
Baystate Health Foundation
280 Chestnut Street
Springfield, MA 01199

Health care professionals treasure the stories of grateful patients and families! If you or a loved one want to share your experience, please include a note with your gift or contact the Foundation at 413-794-1676 or email bhf@baystatehealth.org.

Baystate  Health Foundation

Baystate Health Foundation is a tax exempt organization under IRS Section 501(c)(3) and gifts are tax deductible as allowed by law.

grateful

We've made saying "thank you" meaningful and easy.

By making a Gift of Gratitude you're recognizing a physician, nurse, technician or any member of the Baystate Health team who made your or your family's experience better. The individual you honor will receive your message, as well as a special commemorative pin that they can wear to remember your thoughtfulness.

Make an impact today. Please select Baystate Health Foundation as your charity of choice and show your appreciation today by making a Gift of Gratitude donation. Not only will your generosity have an impact on the caregiver, it will directly support future care received by our patients. To make your donation, please complete the enclosed Gifts of Gratitude card in the back pocket of your Patient Guide, call Kathy Tobin at 413-794-5996 or visit baystatehealth.org/bhf.

Baystate  Health Foundation

ADVANCING CARE. ENHANCING LIVES.

MAKE AN IMPACT TODAY.

Please select Baystate Health Foundation as your charity of choice and show your appreciation today by making a Gift of Gratitude donation. Your generosity will have an impact on the caregiver and care received by our patients.

To make a donation, complete enclosed Gifts of Gratitude card in the back pocket of your Patient Guide, call 413-794-5996 or visit baystatehealth.org/bhf.

The mission of Baystate Health is to **IMPROVE**
the **HEALTH** of **PEOPLE** in our **COMMUNITIES**
every day, with **QUALITY** and **COMPASSION**.



ADVANCING CARE. ENHANCING LIVES.

413-794-0000 | baystatehealth.org