



elcome



# About this book

When your child is in the hospital, you may want practical information and answers to your questions, like:

“How can I support my child?”

“What questions are important to ask the doctor?”

“Where can I get something to eat?”

Staff and families created this book to help you find the things you need

## We speak your language

When you and your child arrive for a hospital stay, we want to welcome and support you in every way.

We offer translation and interpreter services in a variety of languages. If you or your child speaks a language other than English, please let your care team know so we can arrange for translated materials or interpreter services. We also offer services and resources for the hearing and visually impaired. For more information, please speak with a member of your child's care team.

# 1 Welcome

## Your voice matters

Family-centered care recognizes that as a parent or family caregiver you are central to the care, treatment, and well-being of your child. You know your child best and we deeply respect your knowledge.

To ensure the best care for your family, we practice these principles of partnership:

## Family Presence and Visitor Access

Family and visitor access is subject to change based on current health and safety guidance.

We welcome you to be with your child 24 hours a day, seven days a week. In areas of the hospital with single-bedded rooms, up to two parents or other adults can be present at once and are welcome to stay overnight on the fold out bed or recliner in your child's room. An additional two family members or friends (12 years and up) that you approve and include on your visitor list can come see your child too.

Visitors under age 12 are not permitted, unless otherwise indicated.

The unit where your child receives care will have specific guidance for you regarding Family Presence and Visitor Access, also available on our website at: [nyulangone.org/hchvisitinghours](http://nyulangone.org/hchvisitinghours)

For the health of your child and other patients, please make sure that anyone coming to see your child is healthy and well.

## Your security is our priority

If you have any security concerns, please bring them to the attention of a staff member or the security staff on your child's floor.

It is best to keep your valuables at home. In single bedded rooms you may place valuables in the room safe.





# 2 Partnering With You

## Getting to know you

We want to get to know your child and family. Here are some questions we may have:

- Does your child have a nickname?
- What does your child like to do for fun?
- Is there something you do to relieve stress?
- What else would you like us to know about your child and family?

## Your Child's Team

Taking care of your child is our top priority. One of the benefits of receiving care in a world-class academic medical center is the number of specially trained healthcare professionals working together in collaboration with Sala Institute to care for your child. The following pages provide information about the clinicians and staff here to care for your child and family.

Everyone on your child's care team wears an ID badge. To help you know who is who, each staff member wears an identification badge that includes the person's name, job title, photo, and the name of our hospital.

Jason Fisher, MD  
Director, Division of Pediatric Surgery &  
Director, Children's Surgical Services

## Sala Institute: Your family is on our team

We believe that the best healthcare for infants, children, and teens brings together outstanding medical care with a strong family-centered approach. That means welcoming you, the parent or family caregiver, as a partner in your child's care, treatment, and well-being. It also means working closely with you to address your child's unique physical and emotional needs in the most effective ways.

At Hassenfeld Children's Hospital, our family-centered culture is fostered by Sala Institute for Child and Family Centered Care, a unique partnership between children, families, and health professionals.

We are partners in advancing family-centered care. We work with families to enhance excellent medical care by focusing on children's emotional well-being, resilience, and safety—as well as the well-being of their families. Sala Institute funds and designs many of the programs and practices described in these pages.

Your child's care team is made up of remarkable health professionals at Hassenfeld Children's Hospital, part of a world-class academic medical center. Sala Institute contributes to that excellence by advancing the practice of family-centered care within the hospital and beyond.

Most important, we will always put you and your child—your family—at the center of everything we do.

## Doctors on Your Child's Team

- Attending Physician/Consulting Physician: The most senior and experi-



## Other Important Members of the Team

- Physical Therapist: Helps children with their independence and participation at home, school and in their community.
- Occupational Therapist: Helps patients with daily activities (i.e. eating, bathing, dressing) and with infant/child development through feeding support, play and family education.
- Speech Language Pathologist: Helps infants and children with communication, play, feeding, and swallowing skills.
- Physician Assistant (PA): Medical professional with advanced training who works with a doctor to care for your child.
- Respiratory Therapist: Provides care for children with lung or heart conditions and others who have trouble breathing.
- Pharmacist: Works to ensure that we give your child their medications safely and accurately.
- Pharmacy Technician: Helps prepare and deliver medications to your child.
- Dietitian/Nutritionist: Provides expertise in infant and child nutrition and works with the care team to ensure good nutritional plans are in place to support healing.
- Patient Care Technician (PCT): Helps nurses by doing things like taking vital signs or bringing your child a cup of water.

Family-centered rounds



## Need urgent medical attention for your child?

If you have any immediate concerns about your child's medical condition, please tell any staff member right away. Most of the time, telling staff will get you the help you need. If it doesn't, call the Pediatric Response Team (PRT). The PRT is trained to respond to medical emergencies in the hospital.

1. If you are worried about a change in your child's condition, call a nurse right away.
2. If you are still worried and you feel it is urgent, use a hospital phone to call: "33911" at Hasenfeld Children's Hospital or Tisch Hospital. To use your cell phone, call (212) 263-3911.
3. Give your child's name and room number and tell the operator that you need the Pediatric Response Team.

A PRT will bring a team including a physician, nurse, and respiratory therapist to your child's bedside. They will assess your child and give immediate treatment if needed. The team leader will discuss the plan with you and also contact your child's physician.

## Nursing Hourly Rounds

A member of the nursing staff will check on your child at least once an hour, day and night. While we don't want to disturb your child's sleep and comfort, we need to do this hourly check for your child's safety, health, and well-being.



"As a mom, I learned to trust my instincts and that I am my child's best advocate... Having a nurse who listened and valued my concern when I spoke up made all the difference in my daughter's care."

Alex, mother to Zoe, age 3  
Sala Family Advisor



## You can help prevent infections

Preventing infections is important to everyone. Here are 5 basic things that you can do in the hospital and at home to keep your child, family, and others healthy and safe from infection:

1. When in doubt , clean your hands! Clean them before and after touching or eating food, after you use the restroom, after you change a diaper, after you visit someone who is sick (either in or out of the hospital), after you play with a pet, or touch public surfaces.  
TIP: Using soap and warm water, rub your hands well for at least 20 seconds. Alcohol-based hand sanitizers can be used if your hands are not visibly dirty.
2. Be germ free. Doctors, nurses, and other health care providers come into contact with lots of bacteria and viruses, so before they examine your child, you are welcome to ask them if they've cleaned their hands.  
  
Health care providers should wear clean gloves when they take blood, touch wounds or body fluids, and examine a patient's mouth or private parts. Please don't be afraid to ask them to wear gloves.
3. Cover your mouth, please. You should cover your mouth and nose when you cough or sneeze to stop the spread of germs that can make you and others sick! Be sure to throw away used tissues and clean your hands. If you don't have a tissue, cough or sneeze into your elbow, not your hands.
4. If you are sick... Please do not shake hands or touch others.
5. **Keep your child's and family's vaccines up to date!**  
We offer vaccinations to children who need them before they go home from a hospital stay. Did you know that you need to keep your vaccinations current even as an adult? Discuss with your health care provider which vaccinations you need to prevent disease.

# 4 Your Child's Comfort

## A big comfort: You

Your child's comfort matters. Research says that your presence, voice, touch, and calm manner can help decrease pain and stress.

How much does it hurt?

If your child is in pain, let's work together to ease it. The care team has several different scales to help your child rate their pain. Together, we will find the best way to decrease pain and offer comfort and relief.

TIP: Tell us right away if your child's pain is not improving. Use the call button to alert your child's nurse.

## Managing your child's pain

Your child's care team will partner with you to check and manage your child's pain and comfort throughout your child's hospital stay.

# Comfort 5: Supporting Your Child Through Painful Procedures

Our Comfort 5 plan, created by Sala Institute, shows how we can partner to lessen your child's pain and worry around procedures in five simple ways.

Partnership: You know what comforts and  
calms your child. (S. P.) (S. P.) (S. P.) (S. P.) (S. P.)



Whether you have been in the hospital with your child for a few days, a few



Don't forget your valuables!

Before leaving your room, make sure you have all your things. Pick up any valuables you left in the room safe, with Security or the Cashier's Office. To pick up your valuables when the Cashier is closed, call Security. 1-212-263-5038

## Website resources

There is a lot of information on the internet about children's health and medical conditions. It can be difficult to know which health resources to trust.

Your child's doctor or nurse can provide you with websites specific to your child's medical condition. Here are some websites we trust and recommend:

### Health and safety for children and adults

- [healthychildren.org](http://healthychildren.org) American Academy of Pediatrics website with health and safety information on the care of infants and children.
- [CDC.gov](http://CDC.gov) Centers for Disease Control website with information on vaccines, public health, preventing infections and illnesses.
- [kidshealth.org](http://kidshealth.org) Trusted information on common medical conditions in children with specific information for parents, for kids, and for teens.

### Pediatric health conditions, injuries and emotional well-being

- [nyulangone.org/hassenfeld](http://nyulangone.org/hassenfeld) On the Hassenfeld Children's Hospital website you can find a pediatrician, make an appointment, and learn more about our programs and services. For more information about medical topics, follow us on Facebook and Instagram.
- [nyulangone.org/locations/pediatric-rehabilitation-services](http://nyulangone.org/locations/pediatric-rehabilitation-services) Information from NYU Langone Health health care providers on the injuries that we treat, patient stories, and information about treatments, team members, and support services.
- [nyulangone.org/csc](http://nyulangone.org/csc) Hassenfeld Children's Hospital's Child Study Center website shares information on child well-being, emotional disorders and treatments, workshops, and parenting tips.

### Children and families with disabilities

## Common questions...

### Before your child's hospital visit or stay

- What if the hospital does not participate with my insurance plan?  
If the hospital stay is not on your insurance plan, contact your insurance company to find out about other options.
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## Billing and finances

We want to make sure that paying your child's medical bills is simple and smooth, so you can focus your attention on your child's comfort and healing. In the Financial Services Department, we are here to answer any questions you have about your child's medical bills.

## Useful Terms

**Copay:** This is the amount of money your insurance requires that you pay for each medical visit. It usually ranges between \$20 and \$250.

**Out-of-Pocket Expenses:** The charges that you yourself pay for medical care. These are the charges that your insurance does not pay.

**Deductible:** The money you pay for medical care before your insurance begins paying. So, if your insurance deductible is \$250, you would have to pay \$250 out-of-pocket for your care before your insurance begins to pay.

**Coinsurance:** Coinsurance starts after your deductible has been met. It's usually a percentage of the bill. For example, let's say your coinsurance is 10%. That means that your insurance pays 90% of the bill and you pay the remaining 10%. So, if your hospital bill is \$250, your insurance will pay 90% or \$225, and you will pay 10% or \$25.

**Out-of-pocket maximum:** The maximum amount of money you owe in medical costs per year. When you reach your out-of-pocket maximum, your plan will then pay 100% of all allowable medical expenses.

## Contact Us

Main hospital number: 1-212-263-7300

### Helpful Contacts

- Questions or concerns about your child's hospital stay? 1-212-263-6906
- Need copies of your child's tests? 1-212-263-5497
- Need copies of your child's medical records? 1-212-263-5490
- Questions about your hospital bill? (Monday through Friday, 8:00 a.m. to 7:00 p.m.) 1-800-237-6977
- Questions about your physician bill? 1-877-648-2964
- Need a referral for a Hassenfeld Children's Hospital physician? (Monday through Friday, 8:30 a.m. to 9:00 p.m.), or visit our website at [nyulangone.org](http://nyulangone.org). 1-888-7 NYUMED (1-888-769-8633)

If you have questions about your child's medical condition, call your child's doctor. If your child is experiencing a medical emergency, call 911 right away.

TIP: To use a medical center phone to call an outside number, dial "91" and then the area code plus seven digit phone number you are calling.

## Ways to get involved

### Sala Family and Youth Advisors

In addition to the many ways we partner with you and your child throughout a hospital stay, we also partner more formally with patients and families through our Sala Family and Youth Advisor programs.

Side-by-side, Sala Family and Youth Advisors work with hospital leaders, doctors, nurses, and other staff on our Sala Family and Youth Advisory Councils to improve care.

### Sala Patient and Family Faculty Program

At Hassenfeld Children's Hospital, Sala Family and Youth Advisors are teachers too. By using their own unique stories and health care experiences, Sala Patient and Family Faculty partner with clinicians to co-teach medical students, doctors, and nurses about the best ways to provide family-centered care.

With passion and dedication, the Councils:

- Develop tips and tools to support communication between families and the care team.
- Partner to improve safe, quality care.
- Contribute ideas to new programs, research, and educational resources for families.
- Helped create this Welcome Book for you.
- Helped design Hassenfeld Children's Hospital—34th Street.

## Learn more about being a Sala advisor

- Email [familyadvisor@nyulangone.org](mailto:familyadvisor@nyulangone.org) for information about our Sala Family Advisor program.
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