

Patient & Family Handbook



DISCHARGE Questions

Discharge Date:

- Tell me about your child's new medications and how you plan to give them to your child.
- Tell me when your child's follow-up appointment is scheduled with his or her doctor.
- What questions do you have about your child's discharge?

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Welcome

For more than 25 years, OSF HealthCare Children's Hospital of Illinois has met the health needs of children in a family-centered way. A visit to the hospital can be one of the most stressful events in the life of a child, parent or sibling – no matter what the length of stay or diagnosis. Everyone at OSF Children's Hospital, from caregivers to volunteers, works to create a healing environment for every patient we serve.

It is our role to keep your child safe and healthy. It is our goal to partner with you in nurturing and caring for your child. It is our Mission to serve you and your child with the greatest care and love.

This booklet was designed in partnership with parents just like you. They helped us make sure you have the information you need to be our partner in delivering the very best care to your child. You are the expert about your child, and we respect that! This partnership defines "Patient and Family Centered Care," which encourages a faster recovery and the best hospital stay possible.

Thank you for choosing OSF HealthCare Children's Hospital of Illinois. It is our privilege to care for your child.

Leader Rounding

OSF leaders round on patients during the day. If a leader visits your child's room, we invite you to share your experience with them.

If you have questions or concerns about your child's care, please ask your child's nurse or the charge nurse on duty so we can take care of your needs right away.

Patient Experience

If you have a compliment, comment or concern about care or safety, talk to your child's patient care manager or call Patient Experience at (309) 655-2222, Monday through Friday from 8 a.m. – 4 p.m. After hours, your call will be taken by the OSF Call Center, and taken care of appropriately.

Getting Around

Our campus is divided into zones to help you find your way. For four-digit patient room numbers, the first number is the floor, the second is the zone and the last two are the room number.



FLOOR 3 ZONE 2 ROOM # 15

For three-digit patient room numbers, the first number is the floor and the last two are the room number. All three-digit room numbers are located in Zone 9.



FLOOR 6 ROOM # 15 ZONE 9

Maps are located at all information desks and digital signs.

Calling Family or Friends

A telephone is available in most rooms. The telephone number can be found on the back of the phone.

To make phone calls, follow these simple instructions:

- In-Hospital Calls: dial the last five digits of the hospital number.
- Local Calls: dial 9, then the number.
- Long Distance Calls: dial 9, then 0 for the operator.

Cell phones may be used in patient rooms.

Calling About Your Child's Condition

The following numbers are available for parents to speak with a nurse to check on the condition of their child.

- General Pediatric – (309) 624-0815
- Neonatal Critical Care (NICU) / Neonatal Intermediate Care (NIC) – (800) 451-5793
- Pediatric Intensive Care (PICU) – (309) 624-0731
- Pediatric Intermediate Care (PIC) – (309) 624-0730

GetWell Network

In our General Pediatric and Critical Care units, all patient televisions are connected to the GetWell Network. (GetWell Network is not available in the Neonatal Critical Care Units.) This service provides convenient access to information and entertainment. Through the GetWell Network you can research medication information, watch safety videos, connect to the Internet, listen to music, view our room service menus, watch movies On Demand and play a huge selection of video games. In addition, you can connect your own gaming system or portable DVD player to your patient television. For more information on connecting your gaming system or portable DVD players, please talk to the Child Life Specialist on your floor.

Parental Controls

The GetWell Network comes with built-in parental controls to allow parents the ability to change what is available on the system. These controls allow parents to restrict access to options on the system, including internet access or specific websites, video access or education and entertainment content.

To set parental controls, follow these simple steps:

1. Click on the PARENTS button on the main screen of GetWell Town.
2. Scroll down to select and click on SET PARENTAL CONTROLS.
3. Set your password.
4. Select the areas you wish to restrict access to and follow the on-screen instructions.

Note: These restrictions can easily be turned off and on during the day by logging into parental controls and selecting “toggle controls off” or “toggle controls on.”

Internet Access

Free wireless internet is available on our GUEST network. For access to the GUEST Wireless Network, you must accept the GUEST Wi-Fi Internet Access Agreement that appears when you attempt to access the network. If you have questions, call (309) 655-4800. The OSF Service Center is legally limited to the type of assistance that can be provided for privately owned devices.

Food Services

Cafeteria (first floor, Zone 4): Open 24 hours, 7 days a week. Features salad bar, deli and grill.

Café Express (first floor, Zone 9)
Monday - Friday, 6:30 a.m. - 8 p.m.
Saturday & Sunday, 7 a.m. - 3 p.m.

Don's Bistro (first floor, Zone 1)
Monday - Friday, 7 a.m. - 7 p.m.
Saturday & Sunday, 7 a.m. - 6 p.m.

Subway (first floor, Zone 6)
Monday - Friday, 8 a.m. - 10 p.m.
Saturday & Sunday, 10 a.m. - 6 p.m.

*Hours may vary on holidays.

Vending Machines – Drinks and snacks are available at several locations throughout the hospital.

Caregiver Meals – If you are visiting at mealtime, one free Caregiver meal is provided per family. A special room service menu is available for Caregivers.

Guest Meals – Guest meals are available for visitors who would like to order from our room service menu. Please purchase a guest meal voucher from either of the OSF MarketPlace gift shops before ordering or pay over the phone using Visa or Mastercard. Call 4-MEAL (4-6325), from a hospital phone, and we will be happy to help you. Ambassadors visiting the room can not accept cash or credit/debit cards.

Visiting Patients

At OSF HealthCare Children's Hospital of Illinois, patients and their caregivers are considered full members of the health care team. We encourage family and visitor presence. In order to help us provide quality care and ensure the safety of your child, we ask that all parents and visitors adhere to the following visiting guidelines:

- A patient has a right to receive visitors he or she chooses, but we ask for no more than four people in the room at a time.
- The parent/legal guardian will be asked to provide a list of approved visitors to the concierge.
- The patient/legal guardians of the patient have the right to deny visitors at any time.
- All visitors and parents must wear their badge at all times while on the unit.
- All visitors must have their name on the visitor list in order to enter the unit. Visitors must show photo identification to receive a visitor's badge to enter the unit.

- Children under the age of 14 must be accompanied by an adult at all times. Children must complete a Health Screening Form. All visitors must be free from signs and symptoms of contagious illnesses such as fever, cough, colds, vomiting, diarrhea or rash.
- While there are no set visiting hours, there may be times when OSF HealthCare Children's Hospital staff have an obligation to limit visiting for medical, safety or patient well-being including the well-being of other patients on the unit.
- Patients, family and visitors should be considerate of others by limiting the volume of voices or other types of noise to maintain a healing environment for all patients.

Showers & Sleeping Arrangements

We encourage parents and family to spend as much time as possible with their hospitalized child. That's why we have included sleeping space in all of our patient rooms. Showers are available in your child's room in the General Pediatric and Pediatric Critical Care units. Shampoo, soap and towels are available if you need them.

Sleeping accommodations are available for one parent or legal guardian at the child's bedside. A recliner may be made available for a second parent/legal guardian at the family's request. If a parent or legal guardian is not available to spend the night, an appointed caregiver is welcome as long as the individual is over the age of 18 and has prior approval from the parent or legal guardian.

If additional family members wish to stay overnight, there are other arrangements available:

- Sleeping rooms located in the Neonatal Intensive Care Unit on the 3rd floor. Rooms are available for one person. They have a locked/secured area that has key-card access. There is a community bathroom and shower available. Talk to your nurse to reserve a room. The rooms are only available from 7 p.m. to 9 a.m. The rooms are free, but can only be arranged as needed, on the same day and on first-come-first-serve basis.
- Family House is located one mile from the hospital. It is exclusively for families of hospitalized patients, and provides a home-like atmosphere with 20 rooms each with private bathrooms, television and telephone. They also have two kitchens, a large dining area, laundry and internet access. Same day reservations can be made by calling (309) 685-5300. Complimentary shuttle services are provided as scheduled.
- A list of several low cost accommodations is available at information desks throughout the hospital. When making your reservation, ask if an OSF HealthCare rate is available.



Concierge Services

Our concierge staff, located at information desks throughout the hospital, can help you become familiar with the hospital. The concierge can help you find your way on our campus, whether you are looking for a patient room, services or departments.

The concierge in the waiting area on your child's floor will also help with access badges and orientation to OSF HealthCare Children's Hospital.

Spiritual Care

Pastoral Care: Pastoral Care staff members support the needs of you and your family. Ask your child's nurse or any employee if you would like to spend time with someone from Pastoral Care. Available 24 hours a day.

Prayer Boxes: Prayer request forms and boxes are located throughout the medical center. Members of our Prayer Team will pray for those requests.

Chapel(s): St. Anthony's Shrine, available for quiet meditation, is located on the first floor of Zone 3. Blessed Sacrament Chapels are located on the first floor of Zones 7 and 9. Meditation rooms can be found on many units. The St. Francis Main Chapel, located on the second floor of Zone 5, holds services daily. Mass and liturgical services can also be seen on Channel 3 in patient rooms. Below is a list of services offered in the Main Chapel.

• Daily Mass Schedule

Monday - Friday, 6:15 a.m. and noon

Saturday, 4 p.m.

Sunday, 11 a.m.

There is a special schedule for religious holidays.

• Protestant Worship Service

Sunday, 3 p.m.

• Confessions

Tuesday and Thursday, 11:30 a.m. - noon

Saturday, 3 - 4 p.m. or by request of a Priest

• Prayer Services

Sunday, 5:15 p.m.

• Communion

Communion will be provided to Catholic patients and visitors during the following times:

Monday - Friday, 12:45 - 3:30 p.m.

Saturday and Sunday, 8:30 - 11:30 a.m.

School Program

Our in-house school and tutoring services help students stay active in their studies during their hospital stay. We offer both classroom and bedside tutoring and update schools on student progress and completed assignments.

Our school calendar aligns with the Peoria Public School's calendar, operating from August until the end of May or early June. Our classroom is located on the General Pediatric Unit. If you would like your child to take part in the school program, ask your child's caregiver.

Activity & Game Rooms

Activity Rooms

Activity rooms are located on both the Pediatric Critical Care and General Pediatric units. You will find a variety of toys, games and crafts to play with in the room or take back to the bedside. A television and game systems are available for patient use. Computers are available for patients or families. Specific themed activities are also made available Monday through Friday. Children should not be unattended in this space. Activity rooms are open daily from 9 a.m. - 9 p.m.



Game Room

The game room is located on the General Pediatrics Unit. For pediatric patients 10 years and older. It has a game table, video games, TV, arts and crafts and provides a space away from younger patients. Computer access is also available. Patients can bring movies from home or request access to movies through their nurse or Child Life Specialist. The game room is open daily from 9 a.m. - 9 p.m.

Laundry

Free laundry services are located in Room 9-1208, across from Café Express. It contains a washer and dryer. The room is accessible with your secured access badge. Laundry soap and softener can be purchased in the OSF MarketPlace gift shop located on the first floor in Zone 9.

Automated Teller Machine (ATM)

ATMs are located near the Blessed Sacrament Chapel in Zone 9, next to the Zone 1 elevators and in the Cafeteria in Zone 4.

Bus Service

Bus schedules are available at Security on the first floor of Zone 3.

Care Partner Program

If you would like to take a more hands-on role in your child's care, ask your child's nurse for more information about our Care Partner program. Up to two people over the age of 18 can serve as a Care Partner. They will be involved in your plan of care during your stay and after discharge.

Family Resource Center

The Family Resource Center has computers with internet access that are available to patients and families. It is located on the first floor of Zone 9. The Family Resource Center is open weekdays from 8 a.m. - 4:30 p.m.



Respite Garden

The Lynn & Jerry Flaherty Family Respite Garden provides a peaceful place for families to take a break from the hospital environment. Located just outside the fourth floor of OSF

HealthCare Children's Hospital, the garden features more than 1,800 perennials, nearly 30 trees and shrubs, a rock stream and seating areas covered by canopies. To get to the garden, check in at the Zone 9, fourth floor concierge desk. There may be times that access to the garden is limited. The respite garden is open daily, April through October, from 9 a.m. - dusk, weather permitting.

Gift Shops & Newspapers

OSF MarketPlace Gift Shops

- Located on the first floor in Zone 9 near the North Parking Deck entrance.
Monday - Friday, 8 a.m. - 8 p.m.
Saturday & Sunday, 9 a.m. - 5 p.m.
- Located on the first floor in Zone 3 near the Security desk.
Monday - Friday, 8 a.m. - 8 p.m.
Saturday & Sunday, 9 a.m. - 5 p.m.
- You can also order gifts for delivery to your child's room from our website, childrenshospitalofillinois.org

OSF Medi-Park Pharmacy

Located on the first floor of the Hillcrest Building.
Monday - Saturday, 8 a.m. - 10 p.m.
Sunday, 10 a.m. - 10 p.m.

Newspapers

Newspapers can be purchased in the hallway between the North Parking Deck and Zone 0 and near the Zone 3 elevators.

Personal Belongings

Please make sure your child's name is on all personal belongings. Place them in the bedside table or closet when they are not being used. Code lock boxes for valuable items are available in every patient room. Please be sure to use the lock box to secure any valuables or cash.

Personal gaming systems may be brought from home and connected to our televisions for your enjoyment. You may also bring movies from home to play in your room.

If you lose something during your stay, please notify patient care staff immediately. If you get home and discover something was left behind, call (309) 655-2000 and ask to be transferred to the unit where you stayed. If the item is not there, ask to be transferred to Security. **We are not responsible for lost items.**

Pediatric Emergency Response Team

Our Pediatric Emergency Response Team (PERT) responds to sudden changes in your child's medical condition. If you notice changes in your child's condition that cause serious concern and a doctor or nurse is not available, or if after speaking with a member of your child's health care team, you continue to have serious concerns about your child's condition, you may call PERT.

- Use the phone next to your child's bed and dial 4-7339.
- Tell the operator "I need the Pediatric Emergency Response Team to come to Room # _____."

When the team arrives, they will begin an examination of your child and begin treatment as necessary. They will also contact the primary doctor involved in the care of your child. If you have questions about PERT, please ask your caregiver.

Car Seats

Illinois law requires all children younger than 8 years of age to travel in an appropriate child restraint. Ask your child's caregiver if you will need to bring your child's car seat to the unit before discharge.

If you have a special car seat need, please ask your child's caregiver so we can help. If you have general questions about fitting your child properly into your car seat, or the car seat properly into the car, call our Safety Information Line at (877) 277-6543.

Safety & Security

Disaster Drills

For your protection, the hospital conducts fire and disaster drills. If a drill occurs while you are here, please remain in your child's room. If you hear an alarm (chimes or bells) or see flashing lights, stay where you are until the nursing staff tells you what to do.

Security

There are many security systems in place to ensure your safety and security, including an in-house security department, which provides many services for patients and visitors 24 hours a day.



You can call Security at (309) 655-2131 for the following services:

- Lost and found
- Escort services to vehicles
- Vehicle assistance

Smoking Guidelines

OSF HealthCare Children's Hospital of Illinois and OSF Saint Francis Medical Center is a smoke-free campus. **Smoking is not allowed inside or outside of any buildings on our campus.** Smoking is not allowed on benches or picnic tables on OSF property. Use of electronic cigarettes is also prohibited in patient rooms or on OSF property.

Discharge Medications to the Bedside

OSF Medi-Park Pharmacy, located on the hospital campus, offers convenient delivery of new prescription medications to your bedside.

You can have prescriptions filled and delivered directly to your child's room during discharge, eliminating an extra stop on the way home. If you would like to use this service, tell your child's nurse. OSF Medi-Park Pharmacy will work with your prescription insurance. They will fill and deliver your order to your child's room and collect any co-pay. Cash, credit or debit and flex spending cards are accepted.



To contact the pharmacy directly, please call (309) 655-3799.

Hours

Monday - Saturday, 8 a.m. - 10 p.m.
Sundays, 10 a.m. - 10 p.m.

If you brought medications from home, remind your nurse to return them to you before you leave.

NOTICE: Discrimination is Against the Law

OSF HealthCare Children's Hospital of Illinois complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. OSF Children's Hospital does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

OSF Children's Hospital:

- 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, other formats)
- 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 any employee or Patient Experience at (309) 655-2222.

If you believe that OSF Children's Hospital has failed to provide these services or discriminated in another way on the

basis of race, color, national origin, age, disability, or sex, you can file a grievance with: Patient Complaint and Grievance Project Manager, 530 NE Glen Oak Ave., Peoria, IL 61637, phone (309) 655-2222, fax (309) 655-3728, email sfmc.patientrelations@osfhealthcare.org or TTY 711. You can file a grievance in person or by mail, fax or email. If you need help filing a grievance the Ministry Section 504 Compliance Officer is available to help you at (309) 308-5978 or OSF. Compliance@osfhealthcare.org.

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 Ave., SW
Room 509F, HHH Building
Washington, D.C. 20201

(800) 368-1019, (800) 537-7697 (TDD)

Complaint forms are available at <https://www.hhs.gov/ocr/office/file/index.html>.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (309) 655-2222 (TTY: 711).

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer (309) 655-2222 (TTY: 711).

注意: 如果您使用繁體中文, 您可以免費獲得語言援助服務。請致電 (309) 655-2222 (TTY: 711)。

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. (309) 655-2222 (TTY: 711) 번으로 전화해 주십시오.

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa (309) 655-2222 (TTY: 711).

ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم (309) 655-2222 (رقم هاتف الصم والبكم: 711).

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните (309) 655-2222 (телетайп: 711).

સૂચના: જો તમે ગુજરાતી બોલતા હો, તો નિશ્ચિત્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. (309) 655-2222 (TTY: 711) પર ફોન કરો.

خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال کریں (309) 655-2222 (TTY: 711)۔

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số (309) 655-2222 (TTY: 711).

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero (309) 655-2222 (TTY: 711).

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। (309) 655-2222 (TTY: 711) पर कॉल करें।

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le (309) 655-2222 (ATS: 711).

ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε (309) 655-2222 (TTY: 711).

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: (309) 655-2222 (TTY: 711).

TV Channel Listing

Channel 3 – Religious Service

Watch Mass and liturgical services held in the Main Chapel.
See page 6 for Mass times.

Channel 14 – Patient Education Channel

Watch a short video with important information about your stay in the hospital.

Channel 17 – C.A.R.E.

Watch relaxing, natural images and listen to soothing, instrumental music designed to reduce anxiety, alleviate pain, assist with sleep and minimize the distraction of hospital noise.

- | | | | |
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