

Welcome

Thank you for choosing Deaconess Riley Hospital for Children. We are providing you with this service guide so you know what to expect during your stay. Deaconess strives to provide excellent service for all our patients.

Your Child's Health Care Team

- Your pediatric nursing staff consists of highly trained professionals with the knowledge and experience to care for your child. Many Deaconess pediatric nurses have gone above the requirements and have been certified as pediatric nurses (CPN) by the Pediatric Nursing Certification Board.
- If your child is a patient of a physician who does not admit patients to the hospital, you will have the pleasure of being cared for by one of our pediatric hospitalists or pediatric intensivists. These are pediatricians who specialize in care of pediatric patients in the hospital. Deaconess Pediatrics is excited to have such an outstanding team of physicians to provide excellent care for our patients.
- Deaconess is a teaching facility, so you may also have family medical residents and nursing students participating—under the direction of their preceptor—in your child's care.
- If at any time during your stay you feel someone has done an exceptional job, we have left a comment card in your room for your convenience. If you need more, let us know.

Questions/Concerns

- If you have any questions or concerns, please feel free to talk to your nurse. No concern is too small when it comes to the care of your child. The Deaconess Pediatric Team wants to make sure all your questions are answered and concerns are addressed prior to going home. We strive to provide excellent service.

Communication

- Our nurses will do bedside reports at 7:00 a.m. and 7:00 p.m. If you do not wish to be awakened at 7:00 a.m., please notify your nurse and we'll be happy to let you rest. We encourage patient and family participation in bedside reports. Our staff wants to keep you informed.
- The pediatric manager rounds on patients on most weekdays, but if at any time you wish to speak to the manager or supervisor in-house, your child's nurse will be happy to assist you. We encourage you to give the manager feedback on your child's care. We look at every concern and compliment as an opportunity to learn and grow.
- A pharmacist is available to our pediatric patients and families to discuss any medication concerns or questions. Please ask your nurse if you'd like to speak to a pharmacist.
- The chaplain is available to address any spiritual needs you may have while at Deaconess.

Security is Important to Us

- Deaconess has a high-tech security system, so your child will be secure while in the facility. Our security team works closely with local law enforcement and the pediatric staff to ensure quick response times to all security situations. The safety of every pediatric patient is our priority.

Visitation Regulations

- Visitation is open on the pediatric unit. Visitation hours are from 8:00 a.m. – 9:00 p.m. After 9:00 p.m. we ask that all visitors under the age of 18 leave for the night. Prior arrangements must be made by the patient's family for young siblings.
- We encourage a parent/family member to stay with your child. Pillows and blankets are available for visitors.
- Pediatric intensive care may limit visitation, depending on your child's needs.
- We also encourage everyone to wash their hands on arrival and before they leave. There are a lot of germs inside and outside of the hospital.
- Quiet Time is from 2:00 p.m. – 3:00 p.m. daily. Adequate rest is important for our littlest pediatric patients. We encourage everyone to talk softly and minimize hallway traffic during these times.

Meal time Instructions

- Deaconess Pediatrics offers room service from 6:30 a.m. to 6:30 p.m. We will provide you with a pediatric-friendly menu to meet the needs of your child. Dial "food" (3663) on your room phone, and our dietary staff will be happy to assist you. If you have a special request, please let our dietary staff know.
- Snacks are also available on request. The pediatric nutrition room is stocked with kid-friendly snacks. Please ask your nurse and let him/her know if you have any special requests.
- Deaconess understands the financial and time burden you are under while your child is hospitalized. Two \$6 meal vouchers are provided once a day for family/guests. These vouchers can be redeemed at the Main Street Café or for the guest tray menu. The Main Street Café is located in the main lobby and is open from 7:00 a.m. – 7:00 p.m. Breastfeeding mothers will receive a complimentary tray every meal.

- Snack machines and soda machines are available throughout the hospital. Your nurse will help you locate these machines.

Child Life Department

- Deaconess realizes that a hospital is not a fun place for a child, but our child life department has entertainment available. Movies and games are available on request. We have DVD/VHS players in every child's room. Video games are also available. Your nurse will be happy to assist you. The child life assistant will come around through the week to address any "play needs" your child may have.
- Play is very important in our patients' and families' lives, so we created *Playville*, a special area on the pediatric unit created in conjunction with the Junior League of Evansville. We welcome patients and families to utilize *Playville* when medically possible. Talk to your nurse to see if you are able to visit, and remember to wash your hands before entering. Please place all used toys in the "soiled toys" bin. If you are unable to visit *Playville*, toys from the area can be brought to your room. Please leave those toys in the room until your nurse picks them up.
- The parent lounge is available for families of pediatric patients for your relaxation and comfort. There is a soda fountain and refrigerator in the lounge. Please label all food (name and date) before placing it in the refrigerator, or it may be discarded. Notify nursing staff if the parent lounge needs to be restocked.

Keeping it Clean

- Housekeeping will take out your trash and clean your room daily. If you have any cleaning requests at any time during your stay, please let your nurse know.