A photograph of a child in a hospital bed, holding a teddy bear. The child is wearing a white hospital gown with a pattern of small, stylized animal faces. The bed is covered with white linens. The entire image has a light blue tint.

UVA Children's Hospital Patient Handbook

In Your Patient Handbook

WHAT IS THE CHILDREN'S HOSPITAL? 3

The staff at UVA Children's Hospital is specially trained to treat a child's unique needs. We offer a family-centered approach to care that encourages parents and legal guardians to participate in all aspects of your child's care.

ABOUT YOUR CHILD'S STAY 5

Care Partners | One or two adults may be designated as active members of your child's healthcare team.

Quiet Time | From 1-3 p.m. and at night we lower the lights to allow patients to rest. We offer earplugs, headphones and other ways to help you and your child rest.

Visitors and Visitor Lounges | Visits from family and friends are important. We value your privacy and security.

ABOUT OUR HOSPITAL AND SERVICES 7

Patient & Guest Services | UVA offers language and communication resources for patients, family members and visitors.

School | Our Hospital Education Program serves children from birth to age 21.

Spiritual Care | Chaplains are available to help you with emotional and cultural needs and at times of grief and loss. Social Workers provide counseling to help you and your family cope.

ABOUT YOUR CHILD'S SAFETY AND COMFORT 9

In an effort to keep patients and family members informed, safe and involved in the care that is given, we are happy to explain screenings, tests, procedures and your plan of care. Our Family Activated Rapid Response line is available at 4.2222 from a hospital phone or 434.924.2222 from a personal phone. We will ask you questions to better understand your individual needs.

Isolation precautions | These are ways to help prevent the spread of germs. Special signage and informational sheets are available for your use. The single most important thing anyone should do is to cleanse his/her hands when entering and leaving the patient's room.

ABOUT YOUR CHILD'S HEALTHCARE TEAM 11

This section explains the roles of the healthcare team members at a teaching hospital. The "whiteboard" in your room is where staff members write their names and post information about your child's care.

ABOUT GOING HOME 12

We will work with you from admission through discharge to ensure that your child's needs are met and your transition from the hospital to home goes smoothly.

ABOUT YOUR BILL 13

You will receive bills from the hospital and doctor and may be eligible for financial Assistance.

YOUR RIGHTS AND RESPONSIBILITIES 14

You play an active role in making sure your child receives the best care possible.

CARE JOURNAL 16

We provide this useful tool as a place to jot down your questions, concerns, your child's plan of care, names of helpful staff and more.

HELPFUL PHONE NUMBERS 20

Refer to this list for various services throughout the hospital. When using a hospital phone, dial the last five digits of the phone number.

PAIN SCALE 20

Getting and keeping pain under control is an important part of your child's care. Use this scale to help us understand how much pain your child is experiencing during his/her hospital stay. It also is a way to measure if pain is improving.

Proveemos servicios de interpretación gratuita a nuestros pacientes de habla Hispana. Cuando haga su próxima cita, llámenos al teléfono 434.982.1794 para solicitar los servicios de un intérprete. Pacientes de habla hispana pueden solicitar este Manual del Paciente en el idioma Español en "Patient and Guest Services."

Mission

To provide excellence, innovation and superlative quality in the care of patients, the training of health professionals, and the creation and sharing of health knowledge.

Vision

In all that we do, we work to benefit human health and improve the quality of life. We will be:

- Our local community's provider of choice for its healthcare needs
- A national leader in quality, patient safety, service and compassionate care
- The leading provider of technologically-advanced, ground-breaking care throughout Virginia
- Recognized for translating research discoveries into improvements in clinical care and patient outcomes
- Fostering innovative care delivery and teaching/training models that respond to the evolving health environment

Values

This institution exists to serve others, and does so through the expression of our core values:

- **Respect** – to recognize the dignity of every person
- **Integrity** – to be honest, fair and trustworthy
- **Stewardship** – to manage resources responsibly
- **Excellence** – to work at the highest level of performance, with a commitment to continuous improvement



Welcome to UVA Children's Hospital

When it comes to the care of your children, we know there is no such thing as "routine care." You want the absolute best care available for your precious little ones, and we want that for you, too.

At UVA Children's Hospital, we have more than 500 healthcare professionals focused solely on the care of kids and their families. Whether your child is here for a doctor's office visit, surgery, or a hospital stay, you can be sure that the care your child receives will reflect the reputation of one of the country's premier academic medical centers.

This handbook offers guidelines and resources to help make your visit to our hospital and clinics easier, safer and more comfortable. We encourage you to participate in your child's care by asking any questions you may have, and by offering your comments and feedback. You are an essential member of your child's healthcare team, and our goal is to exceed your expectations of what a healthcare provider should be.



A handwritten signature in black ink that reads 'R. Edward Howell'.

R. Edward Howell
Vice President and Chief Executive Officer
University of Virginia Medical Center

What is the Children's Hospital?

Children aren't little adults. Their bodies are different, and the staff at UVA Children's Hospital is specially trained to treat a child's unique needs. Our pediatric-trained physicians are experts in the conditions they treat and they're working hard to keep kids out of the hospital by researching treatments today that will help make children healthier tomorrow.

A Family-Centered Approach

UVA Children's Hospital is proud to offer a family-centered approach to care. This means care providers, patients and families make decisions together. Your healthcare team will listen to you and answer your questions in a way that will help you and your child understand the situation. Your family is an important part of your child's care team, and you are encouraged to participate in all aspects of his or her care. We value your family's safety, satisfaction and involvement.

We are committed to partnering with you to provide safe care and perform safety checks at the bedside. Whatever your child's condition, your whole family may experience stress and you will probably have a lot of questions. We're committed to helping you manage some of these challenges. We will help you and your child understand how and why we're doing a test or procedure, explain the follow-up process and work with your child's school as needed.



UVA Medical Center Inpatient Units

It is important that you take time to rest while your loved one is in the hospital. Family waiting lounges are available on the 7th floor. Only patients may use the bathrooms located in patient rooms. Visitor rest rooms are available next to the elevators on each floor.

Acute Care Pediatrics

Pediatric acute care units are located on 7 West (434.924.5561) and 7 Central (434.924.5371) for ages birth to 21 years. We offer more than 23 different specialty services. Doctors make morning rounds daily and families are encouraged to participate. We encourage one Care Partner or parent to stay with the child. Please let staff know if you leave the unit and how to contact you. You must sign in and out at the main nurses' station.

It is our policy that children under the age of 3 sleep in a crib. Children over the age of 3 sleep in a bed.

Neonatal Intensive Care Unit (NICU)

The NICU is located on the 7th floor East and can be reached at 434.924.2335. This unit is specially designed for newborns with complex medical conditions or life-threatening illnesses. For the newborn's safety and security we have a specific process for visitors to follow. All visitors must call the unit on the phone outside the unit before entering. Visitors may be limited and may be asked for identification. We encourage parents and Care Partners to be with their baby as much as possible. Doctors make morning rounds daily and families are encouraged to participate. When first entering the NICU, please talk with your baby's nurse to be updated about his or her condition and progress.

Pediatric Intensive Care Unit (PICU)

The PICU is located on the 7th floor West and can be reached at 434.924.1761. This unit specializes in the care of children ages birth to 21 years, providing critical care services for severe illnesses and injuries. This includes monitoring after complex surgery.

The PICU is very busy with monitors and other important equipment. Please use the phone outside the doors for permission to enter. For the child's security we have a specific process for visitors. Visitors may be limited and may be asked for identification. When first entering the

PICU, please talk with your child's nurse to be updated on his or her condition and progress. We encourage one Care Partner or parent to stay with the child.

Clinics

General pediatricians and specialty physicians offer primary care, well-child care, sick visits, consultations, and ongoing care at the Medical Center and in other community locations. For more information, call 434.924.5321.

EMU

Our Epilepsy Monitoring Unit provides prolonged brain wave monitoring.

Kluge Children's Rehabilitation Center (KCRC)

KCRC provides acute care, rehabilitation and outpatient services for children with special health needs. Located at 2270 Ivy Road, Charlottesville, VA, 22903. For more information, call 434.924.8201.

Lactation Specialists (Breastfeeding)

The UVA Breastfeeding Medicine Program offers breastfeeding classes, inpatient and outpatient consultations, and 24-hour phone support. Mothers with breastfeeding questions and concerns can contact a lactation specialist by calling 434.924.0000 and asking for the Breastfeeding Medicine Consultant.

Newborn Emergency Transport System

Provides ground and air transport for critically ill infants.

Newborn Nursery

The Newborn Nursery is located on 8 Central and can be reached at 434.924.2334.

Pediatric Emergency Department

The Pediatric Emergency Department provides special care for patients from birth to 21 years. For more information, call 434.982.0206.

Parking & Getting Around

General and handicap parking for University Hospital, Primary Care and West Complex is available in the Lee Street Garage directly across from University Hospital. Upon entering the garage, you will be given a green parking ticket. Take this ticket to the Hospital Information Desk on the first floor of the main hospital or the clinic you are visiting. An attendant will give you a pink ticket, which will provide you free parking. Both the green and pink tickets are needed to exit the garage.

Parking at KCRC is available in the main lot at their facility on Ivy Road.

Our front door team can provide you with a wheelchair, help you park your vehicle or call our free shuttle service to take you to and from KCRC, a clinic or lodging facilities like Ronald McDonald House. For more information, or to plan for special assistance, call 434.924.1122.





About Your Child's Stay

Admission

When your child is admitted to the hospital we will review his/her medicines, allergies, and medical history. We will also make a list of the belongings you have with you. We prefer that valuables are left at home, but we do have a safe for your use if necessary. We will review at-home health services or special care equipment that your child may need when he or she returns home.

Electronic Medical Record

We now use a computer to document your child's care. You and your child may view your information on the screen with us, but we ask that you do not touch computers or other electronic equipment.

Care Partners

Care Partners are people you designate to be active members of your child's healthcare team. They wear a green wristband and are provided a special security code. They help keep family and friends informed about the child's condition. Our program is discussed during the admission process but the child's parent or legal guardian can name or change a Care Partner at anytime during their hospital stay.

Identification (ID)

For safety, your child will receive an ID band to wear on his/her wrist or ankle. Staff must confirm both the name and date of birth before performing procedures or giving medicines. We use a computer scanner to increase safety. We will also put a red allergy wristband on your child if he or she has allergies (including latex) and a yellow wristband if unsteady or likely to fall.

Visitors and Visitor Lounges

All visitors must wear a pass that is given at the hospital's front desk. We screen child visitors under the age of 12 for illness. Our "Friends & Family Guide" contains more helpful information about visitation.

Mail, E-cards, Balloons, Packages and Flowers

These items can be delivered to inpatient units on weekdays. Upon discharge, we will forward mail to the address you give upon admission. For patient safety, only Mylar (not latex) balloons are permitted. For some patients,

Getting Ready for a Hospital Stay

Being in the hospital, going to the doctor, or having a procedure can be frightening for a child, siblings and even for parents. We are here to help you.

What to bring and label with your child's name:

- Comfortable clothes, socks and shoes, slippers
- Special devices or equipment (glasses, hearing aids, wheelchair, CPAP, feeding tube supplies)
- Activities to keep the child entertained and/or schoolwork
- A list of all medicines (including herbal remedies and supplements) with current dose and doctor/pharmacy name and contact information
- A list of all food and medicine allergies
- Medical records from other hospitals
- Legal records or other paperwork including health insurance and custody documents
- Information about diet, language, cultural, religious or other special needs

Please do not bring:

- Electrical appliances like hair dryers
- Valuables or large amounts of money – ATMs are available if you need money for food or co-pays
- Remote control toys
- Latex balloons

food and flowers may be restricted. No balloons are allowed in the NICU.

Mail and flowers can be sent to:

Patient's full legal name
UVA Medical Center
1215 Lee Street
Unit and Room Number
Charlottesville, VA 22908

Free e-cards can be sent via our website at uvahealth.com/ecard. Please call 434.924.5251 if you have any questions.

Patient Food Service

Catering-To-You is the service we use to bring your child the diet ordered by his or her physician. A catering associate will help you and your child make meal and snack choices daily. Children and adolescents enjoy a menu tailored to their age and individual needs. If your child has any special dietary requests, please talk with your healthcare team. Formula and tube feedings will be reviewed by your child's care team.

Patient Rooms

Our hospital beds are electronically operated. They have a call button and controls for lights, phone, television and radio. Your nurse will show you and your child how to use the bed controls and tell you about room features for comfort and safety. We may use equipment to safely help your child in and out of bed. If your child has a roommate, please respect their privacy and need for quiet time. The NICU environment is different from other units; staff will orient you to the NICU.

Quiet Time

On the patient units, quiet time is observed between 1 p.m. and 3 p.m. and also at night. We ask everyone to keep their voices low to allow patients to rest. We offer earplugs or headphones for the pillow speaker on the bed if noise becomes a problem. If you have any questions, your nurse will be happy to help you.

Telephones

We ask that family and friends calling to check on your child's condition call you (the parent) or one of your child's Care Partners directly. On the telephone at the bedside, you may call out 24-hours-a-day. These phones do not accept incoming calls between 10 p.m. and 8 a.m. After

8pm, calls coming through the hospital operator are directed to the main Unit phone number. Dial '9' for an outside line and '0' for the hospital operator. For long distance, dial 1 + 0 + area code and the number to make a collect call or use a phone card, which are sold in the gift shop. For 800 numbers, dial 9 + 1 and then the number. There are no telephones at the bedside in the NICU.

Televisions and Music

Each patient bed has access to local FM music stations, stations from Direct TV and special health programs. Ask us for help with closed captions, Spanish programs or headphones to use with the bed control. There are no individual TVs in the NICU.

Special Programs include:

- Channel 2** TV Guide
- Channel 8** Movies in English
- Channel 10** Patient Safety Channel (English and Spanish rotated every hour)
- Channel 11** Relaxing Videos and Music
- Channel 12** Children's TV
- Channel 13** Movies in Spanish
- Channel 14** Health TV (Health-related topics)
- Channel 15** Unavision in Spanish
- Channel 16** New parent information (English and Spanish rotated every hour)
- Channel 17** Request health videos 24 hours a day by calling 2.1600

There is a weekly movie guide and a detailed TV guide available in each unit.

Your Child's Belongings

During the admission process, as well as transfers and discharge, we will make a list of belongings brought with you and your child. We ask that you send valuables home but we have a safe, if needed. Items like glasses should be kept within easy reach and visible. Use of personal electronic devices (phone charger, laptop) in the hospital is discouraged. If you bring them, they are your responsibility. They may be plugged in to any outlet that is at least five feet from your child's bed. For your child's safety, personal electronic devices used in the hospital bed must be used on battery power only.

About Our Hospital and Services

Lobby

Our main lobby is the central hub for our services. Visitors are welcomed at the front entrance by our greeters and are then directed to the Information Desk for a visitor pass and pink parking ticket. Staff can help you find public rest rooms, pay phones, ATMs and other services.

Cafeteria/Vending

The University Hospital cafeteria is open 24-hours-a-day. The West Complex cafeteria (Wahoo West) is open Monday through Friday from 7 a.m. to 2:30 p.m. Vending machines, microwaves and coffee shops are located in both cafeterias.

Cell Phones

For patient safety, cell phones can only be used in certain areas: near the main elevators and in the public areas on the 1st floor of the hospital. Cell phones are not allowed in the NICU.

Chapel

A chapel is on the 1st floor of University Hospital. It is open to all faiths for quiet reflection. Ask your nurse about available religious materials and support services, or dial 0 (zero) and ask for the on-call Chaplain.

Foreign/Sign Language Interpreters

Interpreter services, video phone/TTY/TDD are available at no charge for patients and families with limited ability to speak or read English, or who are deaf or hearing impaired. Call 434.982.1794 for more information.

Gift Shop

In the University Hospital Lobby, the gift shop is open Monday through Friday from 7 a.m. to 8 p.m., Saturday and Sunday from 9 a.m. to 5 p.m. The store offers a variety of:

- Gifts
- Snacks
- Flowers
- Mylar balloons
- Cards
- Books
- Phone cards
- Toiletries
- Gift cards for the cafeteria or the gift shop

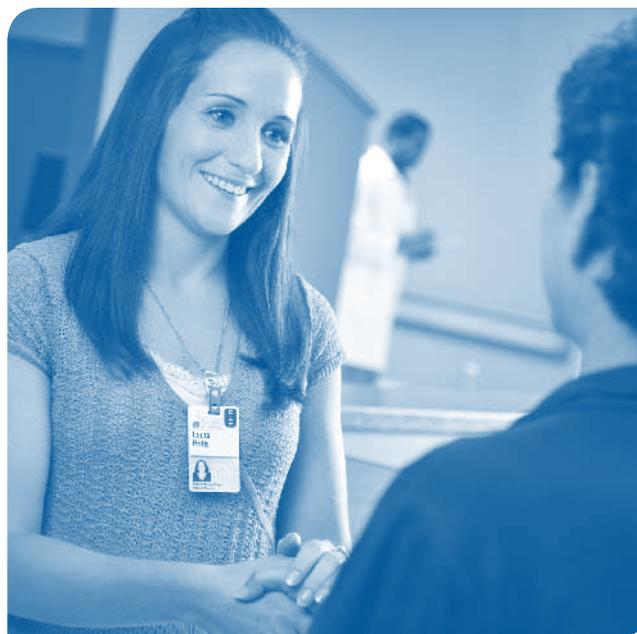
The gift shop can be reached by calling 434.924.2447.

Health Sciences Library

Patients, families, and their caregivers can access up-to-date, reliable information to help make better healthcare decisions. At the Claude Moore Health Sciences Library (which is between University Hospital and the West Complex) visitors and patients can access health information, books and information online using a valid Virginia Driver's License. The library can be reached at 434.924.5444.

Lodging

For lodging options, call 434.924.1299 or talk with a social worker. Ronald McDonald House is nearby and is located on the hospital's shuttle route. For more information call 1.800.443.2292 or 434.295.1885.



Patient and Guest Services

Patient and Guest Services is located in the main hospital lobby, next to the Information Desk.

Staff can help you:

- Find local lodging
- Get wireless Internet access in the hospital
- Find items in lost and found
- Answer questions about services in the area

Call us at 434.924.1122. We're here to help you!



Hospital Education Program

Maintaining children's everyday activities during their hospital stay is important. Going to school can help. From the first day of admission, your child may take part in the Hospital Education Program (HEP). All services are free and available year-round to inpatients from birth through age 21.

Certified teachers will help your child keep up with school assignments, either in the hospital classroom or at the bedside. Evening and weekend activities are provided by art and music therapists as well as university students.

During June, July and August, the HEP offers SummerSpot, a camp-like program for school-age children and their siblings. Siblings between the ages of 2 and 5 (kindergarten) may participate in preschool. When your child is ready for discharge, HEP teachers will help with the transition back to school. Please call 434.924.2658 for more information.

Volunteers

UVA Children's Hospital offers specially trained volunteers on the unit to support you and your child. Volunteers help children by reading books, playing games, doing arts and crafts, watching a movie together, or just visiting with them. Volunteers can also visit with your child while you take a much-needed break to have dinner, take a shower, or go for a walk. Volunteers wear bright green aprons and a volunteer ID badge.

Advance Directives

Advance Directives are legal documents for parents to make their healthcare decisions known. Our booklet, *Talking about your Health Care Choices*, contains an advance directive form and instructions. It is in the front pocket of this handbook, or we will be glad to give you a copy. Your completed form will be placed in your medical record. We offer forms and information about advance directives for patients age 18 years or older.

Blood Donations

If you, your friends or family wish to donate blood, detailed information can be found at vablood.org or by calling 434.243.2999.

Organ/Tissue Donation

We encourage you to talk about organ and tissue donation with your doctor, family and friends. Under Virginia law, your wish to be an organ or tissue donor must be honored. Information can be found at Save7lives.org or by calling LifeNet, Virginia's organ procurement agency, at 434.296.7910 (toll-free 800.847.7831).

Smoking

We are proud to have a smoke-free environment. This means that smoking is not permitted on UVA Medical Center grounds or inside the buildings. Comfort kits are available at no charge in the gift shop to help you cope with not smoking.

About Your Child's Safety and Comfort

- Patients under the age of 18 must have written permission from their legal guardian or Care Partner to leave the patient care unit for reasons other than for tests or procedures.
- In an effort to prevent sudden infant death syndrome, we follow a safe sleep program called "Back to Sleep." This program is backed by years of research and is recommended by the American Academy of Pediatrics.

Remember to:

- **SPEAK UP** if you have questions or concerns.
- Pay attention to the care your child receives.
- Educate yourself about your child's illness.
- Ask a trusted family member or friend to be a Care Partner.
- Know what medicines your child is taking and why he/she is taking them. Keep an up-to-date list.
- Use soap or alcohol gel or foam hand-rub to clean your hands. It's OK to ask any person coming into your child's room about cleaning their hands.
- Participate in decisions about your child's care.

Family Activated Rapid Response

If you, your visitors or Care Partners notice a change in your child's condition, tell your nurse or doctor right away. If you are still concerned after speaking with a healthcare professional, call 4.2222 from a hospital phone or 434.924.2222 from a personal phone. The operator will ask for your (the caller's) name, the patient's name, the room number and the nature of your concern. A specially trained team will respond.

Helping to Control Your Child's Pain

No one knows your child better than you do, and we welcome your input when assessing your child's pain. You know how your child responds to a painful event or illness. We regularly ask about your child's pain and we encourage you and your child to tell the nurse or doctor right away about any pain. If your child can speak we accept his/her report and use age-appropriate tools to measure that pain. It is important to get the pain under control early to provide safe and effective care. If you have questions, your nurse can call the Pain Resource Specialist. The UVA Pain Rating Scale is on page 20.

For Your Child's Safe Mobility: Fall Prevention Program

At UVA, your child's safety is very important to us. Patients feeling weak, taking certain medicines and adjusting to a new place can be more likely to fall. For this reason, we use a bright yellow wristband and sign to alert all caregivers that a child could be at risk for falling.

Getting up and moving around are important to your child's health and recovery. We want you to feel at home but there are some differences you should consider:

- Children under three years old are safer in a hospital crib, even if they do not use a crib at home.
- Medical equipment, like IV pumps, may limit your child's movement. Please don't let your child "ride" the IV pole.
- Use lap belts in wheelchairs, carriages or strollers if provided and keep bed rails up.
- Be with your child when walking with medical equipment attached or when your child is getting up for the first time after surgery.
- If you or your child are sleepy, please place your child back in bed

To keep your child safe, we may need to use special lift equipment and alarms, but we will explain their use

For your child's safety, we ask that you:

- Follow our instructions about getting your child in and out of bed.
- Let us know if you see any hazards like liquid spills, clutter, cords or uneven walkways.
- Let us know if your child is unusually unsteady.
- Call a caregiver if you need any assistance helping or moving your child

Thank you for being our partner in patient safety. Together, we can ensure that your child receives the best possible care. Please let us know if you have any questions or concerns. Your needs are important to us

Skin Health

When patients are very ill and unable to move around well, they are at risk for developing sores on their skin. We look at patients' skin regularly and encourage turning



and movement. We will turn patients who cannot turn themselves at least every two hours. We may use special equipment to help move or lift your child, and we will explain this to you before doing so.

Preventing Infections

Infections can hinder the healing process and can make healthy family members sick. Here are some quick guidelines to follow to prevent the spread of infection:

- Visitors should come to the hospital only if they feel well.
- Anyone entering or leaving the room should clean their hands. Hand sanitizing foam can be found outside patient rooms and is routinely used by staff to clean their hands.
- If your child cannot get out of bed to wash his or her hands, ask your nurse for hand cleaner.
- Bathrooms in patient rooms are for patients only. Everyone else should use public rest rooms.

Isolation Precautions

In the hospital, isolation precautions are used to help stop the spread of germs from one person to another. We post cards outside the door with directions. **Everyone** who enters the room must follow these directions *before* and *after* being in the room:

- **Contact Precautions (Pink Card)**

Germs spread by touching.

Before: Clean hands. Put on gloves and gown.

After: Take off gloves and gown. Clean hands.

Examples: VRE & LRE: Enterococcus is a normal bacteria (germ) in the bowel (gut) but when it spreads to other parts of the body it can cause infection.

MRSA: Staphylococcus aureus is a normal bacteria (germ) that lives on human skin but when it spreads to other parts of the body it can cause infection. These bacteria are resistant to antibiotics.

- **Droplet Precautions (Teal Card)**

Germs spread when the patient sneezes, coughs, cries or talks.

Before: Clean hands. Put on yellow mask.

After: Take off mask. Clean hands.

Examples: Whooping cough, influenza (for those who can cover their coughs and sneezes).

- **Contact/Droplet Precautions (Orange Card)**

Germs spread by touch AND when the patient sneezes, coughs, cries or talks.

Before: Clean hands. Put on gloves, cover gown, mask.

After: Take off gloves, cover gown, mask. Clean hands.

Examples: RSV, influenza (for those who can not cover their coughs and sneezes).

- **Airborne Precautions (Gray Card)**

Germs spread when the patient sneezes, coughs, cries or talks AND the room needs special air control.

Before: Clean hands. Put on mask (ask nurse which mask to wear).

After: Take off mask. Clean hands.

Example: Tuberculosis

- **Contact Droplet & Negative Pressure Precautions (Yellow Card)**

Germs spread by touch AND when the patient sneezes, coughs, cries or talks AND the room needs special air control.

Before: Clean hands. Put on gloves, cover gown, and mask

After: Take off gloves, cover gown, mask. Clean hands.

Example: Chicken Pox

- **Hand Washing (Green Card)**

In addition to the signs above, use only soap and water to clean hands (not alcohol hand sanitizer).

Example: C.diff (Clostridium Difficile) is a kind of bacteria (germ) that is found in the bowel (gut). It can cause belly pain and diarrhea.

About Your Child's Healthcare Team

What is a Teaching Hospital?

You and your child are the center of your healthcare team here at one of the country's best hospitals. At UVA Medical Center, we will work with you as a part of that team. The Medical Center is a network of primary and specialty care services ranging from wellness programs and routine checkups to the most advanced care. The hub of the Medical Center is a hospital with more than 500 beds and a Level I Trauma Center. Care is also offered at clinics throughout Central Virginia. Your team may include students or graduate trainees; so as a patient at UVA, your child can help contribute to the future of medical care.

For your safety, all staff members wear a UVA Health System picture ID badge listing their name and title. Here is an explanation of some of the titles you and your child may see and what they mean:

Attending Physicians are medical doctors (MD or DO), usually specialists in a field, who have primary responsibility for your child's care and treatment.

Fellows are doctors who have completed medical school and residency, and are currently training in a specialty.

Residents and **Interns** are doctors who have completed medical school and are training under an Attending Physician at all times.

Nurse Practitioners (NP) and **Physician Assistants (PA)** have completed special training and work with doctors to provide care and treatment.

Anesthesiologists or **Nurse Anesthetists** are providers who will give your child anesthesia (medication administered for the relief of pain and sensation) during a surgical procedure.

Registered Nurses (RN) coordinate and oversee all of your child's care.

Case Managers work with your care team to coordinate your child's hospital stay starting with admission, and ensures that your child gets the services needed both in the hospital and when discharged.

Licensed Practical Nurses (LPN), **Patient Care Assistants (PCA)**, **Technicians (PCT)** or **Certified Medical Assistants (CMA)** work under the RN to take vital signs and assist with your child's daily needs.

Health Unit Coordinators (HUC) are at the nurses' station to coordinate communication and documentation.

Chaplains provide spiritual, emotional, and bereavement care, support, and comfort. The Chaplain can arrange for a religious ritual or a visit from your family's spiritual leader.

Social Workers (BSW, MSW, LCSW), help you and your child cope with illness and injury, offer protection against abuse and neglect, and assist with referral for domestic violence



resources and safety planning. They also provide the following services: assessment; crisis intervention; general, death, and loss counseling, mental health support and referral; substance abuse referral; advance directive assistance; and referrals for and education about community resources.

Child Life Specialists help you and your child cope with the hospital stay by providing ideas for comfort, positioning and distraction while normalizing the environment as much as possible.

Registered Dietitians evaluate your child's food needs. They provide medical nutrition therapy, which includes diet ideas for your child's best possible health as well as nutrition support and education.

Pharmacists prepare and dispense medicines and consult with the team to be sure your child's treatment gives the most benefit. They answer questions about medicines and possible reactions.

Occupational Therapists (OTs) help your child with daily activities (bathing, dressing, toileting), fine motor tasks, developmental skills and splinting.

Physical Therapists (PTs) help your child move safely and plan for the equipment your child will need for movement in the hospital and after discharge.

Respiratory Therapists (RTs) help your child breathe easier with or without equipment and medicines.

Speech-Language Pathologists (SLPs) help your child with speech, language, thinking and swallowing. They will provide information and therapy.

Technicians perform a wide range of tests and services either in the room or in other areas of the hospital.

Catering Associates provide food that is balanced, well-prepared and meets your child's specific needs.

Housekeepers clean the room.

Transporters safely take your child to places in the hospital.

Volunteers donate many hours of service and financial support. Volunteers wear a green or red vest and a badge. Call 434.924.5251 if you would like to know more about being a volunteer.

Programs That May Help You

Children Health Advocacy Program: This program is staffed by volunteers and helps with legal and financial advice. Social workers can provide more information about this program.

Ethics Consult Service: Sometimes you, your family or caregivers face difficult ethical issues about treatment choices. If you would like to speak with someone, ask the operator to page number 1712 and someone will be glad to help.

About Your Bill

For most services at UVA, you will receive two bills:

- One bill will be from the hospital and will include charges such as room and board, medicine, supplies, and radiology and laboratory tests.
- Another bill will come from UVA Physicians Group for services provided by doctors.

Paying these bills is your responsibility. However, as a courtesy, the hospital and UVA Physicians Group will file claims to your insurance company for you at your request.

If you are unable to pay for your care, you may be able to receive help. Ask your social worker about our financial assistance program.

You can also visit:

<http://uvahealth.com/patients-visitors-guide/admissions-insurance-and-bills>. Please call our Financial Screening office at 434.924.5377 or 800.523.4398 to find out more about financial assistance. A completed application will be required, and you will be asked to write down all assets and income.

Our staff can address your questions or concerns about your bills.

- For hospital charges, call 434.924.5377 (toll-free 800.523.4398)
- For doctor charges, call 434.980.6110 (toll-free 800.868.6600)

About Going Home

From the time you arrive, your child's care team is working toward helping you return home with his/her medical needs met. During your child's hospital stay, staff will work with you and your family or another facility to help you make a smooth transition out of the hospital. Together we will identify your child's needs, which include supplies, follow-up visits, community resources and when your ride home should arrive.

Please let us know in advance if your child needs prescriptions, a written school work excuse or if you have any other questions or concerns.

- At the time of discharge the driver should wait with you and your child. Everyone will be taken to the Patient & Guest Services Patient Hub.
- At the Hub, the driver will be asked to get the car and bring it to the patient pick-up area across from the main hospital.
- A UVA greeter will take you and your child to the patient pick-up area and help you into the car.

Frequently Asked Questions About Leaving the Hospital

Who decides when my child is ready to leave the hospital?

Your child's doctor and care team will work with you to decide the best time for discharge. Our goal for discharge is before noon so you can get home and get settled.

What do I need to do?

When a discharge date and time is set, make sure someone can take you and your child home. Before your discharge day, have someone take personal items and gifts home and be sure your child has clothes to wear.

What if my child is going to another facility, not home?

The hospital staff will arrange for you and your child to get to your destination safely and efficiently.

Will I get instructions before I leave?

Yes, we will review written discharge instructions about your child's care, level of activity, follow-up visits, medicine, supplies, and home services with you and your child. This is the time to get all of your questions answered.

Will my child get medications or prescriptions before leaving?

Your child's doctor may order medications for your child to take after discharge. We encourage you to have these prescriptions filled at your local pharmacy so they know all of the medicines your child is taking. Keep a current list of all medicines, allergies, and vaccinations. Write down the name of all medicines, how many (amount), how much (dose), when and why it is taken and anything else special about the medication.

Patient Satisfaction

When you get home, you may receive a survey asking you about your hospital stay. We ask that you please complete the survey because it is important for us to know how we can continue to improve our services. We value your suggestions.

Discharge Checklist

Please take a moment to look over this checklist and make sure you've completed all steps before going home.

I have:

- transportation
(wait in room until transporter comes)
- discharge paperwork including prescriptions
- instructions for care after the hospital and all my questions have been answered
- a list of my child's medicines
- any valuables/medicines put in the safe
- all my personal belongings:
 - glasses contact lenses hearing aids
 - car seat watch/jewelry other
 - personal medical or electronic devices



Your Rights and Responsibilities

UVA Health System is committed to providing an environment that fosters quality healthcare for its patients while respecting the rights of those patients. Below are the rights and responsibilities for all patients. (“You” in this case refers to the child).

During your visit you can expect:

- To receive information you can understand about your illness and planned treatments.
- To take part in making care decisions including why you need a treatment and what will happen if you do not have it.
- To know the name of the doctors and all staff taking care of you.
- To have your family or doctor informed when you are admitted to the hospital, if you wish.
- To receive care in a safe environment and to be free from any form of abuse or harassment.
- To have personal privacy and to have your healthcare information treated confidentially.
- To access information in your medical record.
- The chance to write down your wishes for future medical care using an Advance Directive form. We will follow your expressed wishes.
- To have your pain assessed and managed.

- To be free from restraints unless needed to keep you or others safe.
- The option to agree to or refuse any research study or experiment.
- The chance to review your bills and have any questions answered.
- To receive a timely reply to any concerns or complaints.
- To know and to ask your practitioners about the financial relationships they may have with drug, medical product and medical device companies.

Likewise, patients are expected to understand their responsibilities to their caregivers and other individuals attempting to provide services to them. To provide the best possible care, we ask that you and your family:

- Tell us correct and complete information about your health, wishes for your care, changes in your condition, and your concerns.
- Ask a question when anything is unclear.
- Follow the care plan your doctor designs for you, or accept the risks if you make another choice.
- Show respect for all patients, visitors, staff as well as the hospital rules.
- Pay your bills promptly. If you are unable to pay for your care, you may receive help. Ask us for information about our financial assistance program.

Bill of Rights for Children and Teens

While you and your family are at the UVA Children’s Hospital, we will work with you to help make your stay as positive as it can be. It doesn’t matter who you are; you are special to us and we will always treat you with dignity and respect.

During your stay at the UVA Children’s Hospital, the people who take care of you will...

- Treat you kindly and respectfully.
- Call you by your name.
- Tell you our names and how we will help you.
- Answer your questions in words you understand.
- Have someone speak to you and your family in the language you understand best.
- Allow you to have your family with you as much as possible.
- Give information about you only to the people who need it to take care of you.

- Tell you as soon as possible about tests, visits or procedures and make sure you understand what, when and where they will happen.
- Keep you as comfortable and pain-free as we can.
- Give you the space and time to be creative and play, to learn and rest.
- Involve you in making choices about your care.
- Support you in expressing your concerns.
- Work with you and your family to get you ready to go home.
- Meet your needs as best we can each and every day.
- Try to arrange care that fits your schedule and ours and lets you eat or drink as soon as possible.

To help us provide the best possible care, we ask that you...

- Be honest with us about your health.
- Follow the plan that we develop together.
- Ask us questions when something is unclear.
- Follow our health system rules, which are for the good of all patients, visitors and staff.

How YOU Can Help

Each year, thousands of patients come to UVA Health System looking for help in an emergency, hope in the treatment of a chronic illness, or healing from serious medical conditions. Our goal every day, for each patient, is to provide the very best care possible. Through philanthropy, people across the communities we serve partner with us to reach this goal. Together, we make a difference. Join us.

You can choose to direct a monetary gift to:

- Lifesaving research
- Enhanced patient care
- Medical and nursing education
- Any other area of special meaning to you

For more information:

Please visit us at uvahealthfoundation.org, or call UVA Children's Hospital Development at **434.243.GIVE (4483)**.

Concerns or Complaints

Please speak with your healthcare team about concerns you may have about your care. If you need additional assistance, please call our Patient Relations Representative Department at 434.924.8315.

You also have the right to contact the following agencies to file a complaint:

Virginia Department of Health Office of Licensure and Certification

Attn: Compliant Unit, Suite 401
9660 Mayland Drive
Richmond, VA 23233
Phone: 800.955.1819 or 804.367.2106
Fax: 804.527.4503
Web: www.vdh.state.va.us/OLC/
Email: complaints@vdh.virginia.gov

The Joint Commission Office of Quality Monitoring

One Renaissance Boulevard
Oakbrook Terrace, IL 60181
Phone: 800.994.6610
Fax: 630.792.5636
Web: www.jointcommission.org/
Email: complaint@jointcommission.org

Medicare and Medicaid beneficiaries may also call:

Virginia Health Quality Center

9830 Mayland Drive, Suite J
Richmond, VA 23233
Phone: 804.289.5320 or 866.263.8402



Partnering with Your Healthcare Team

Your Care Journal

Caring counts here at UVA Health System. Each of us is committed to providing the very best care to our patients, whether through life-saving treatments or kind acts. We know that a patient's family and loved ones are invaluable partners – offering an additional set of eyes and ears, and a different perspective.

With that in mind, we offer you this journal as a useful tool during your child's care journey. Here, you can record information about your child's plan of care, care team members, test results, medications, diet restrictions, questions, concerns and more.

We look forward to partnering with you to provide the best possible care for you and your child.

Please ask us if you would:

- like a separate journal
- need more information
- have specific needs related to your child's care.

This journal is a place to write down:

- The names and roles of care providers
- Daily goals and activities
- Procedures, tests and therapies
- Medication and diet recommendations, as well as changes to the care plan
- Your thoughts and concerns
- Questions and notes to your healthcare providers, and their answers to these questions

Here are some questions you may want to ask:

- What is wrong? (your child's diagnosis)
- What might happen next? (your child's prognosis)
- What medical tests, treatments and medicines are needed? What are my child's options?
- How do I get help or find out more about taking care of my child after I leave the hospital?
- What can I expect in the future, and does my child need follow-up care?

Helpful Phone Numbers

Hospital Operator

"0" from a hospital phone or 434.924.0000 to page a staff member or reach a department

Blood Donations: 434.977.8956

Billing Questions

Hospital charges: 434.924.5377 or 800.523.4398
Physician charges: 434.980.6110 or 800.868.6600

Organ Procurement (LifeNet): 434.296.7910

When using a hospital or clinic phone, dial only the last five digits to reach the following areas:

Chaplaincy Services

Dial "0" and ask for the on-call Chaplain

Ethics Consult Service

Dial "0" and ask for page number 1712

Family Activated Rapid Response

434.924.2222

Gift Shop

434.924.2447

Language, Sign Interpreters and Translation Resources

434.982.1794

Lodging Arrangements

434.924.1299

Medical Records

434.924.5136

Parking

434.924.1122

Patient and Guest Services

434.924.1122

Patient Information

434.982.1100 (for patient room and phone number)

Patient Representatives

434.924.8315

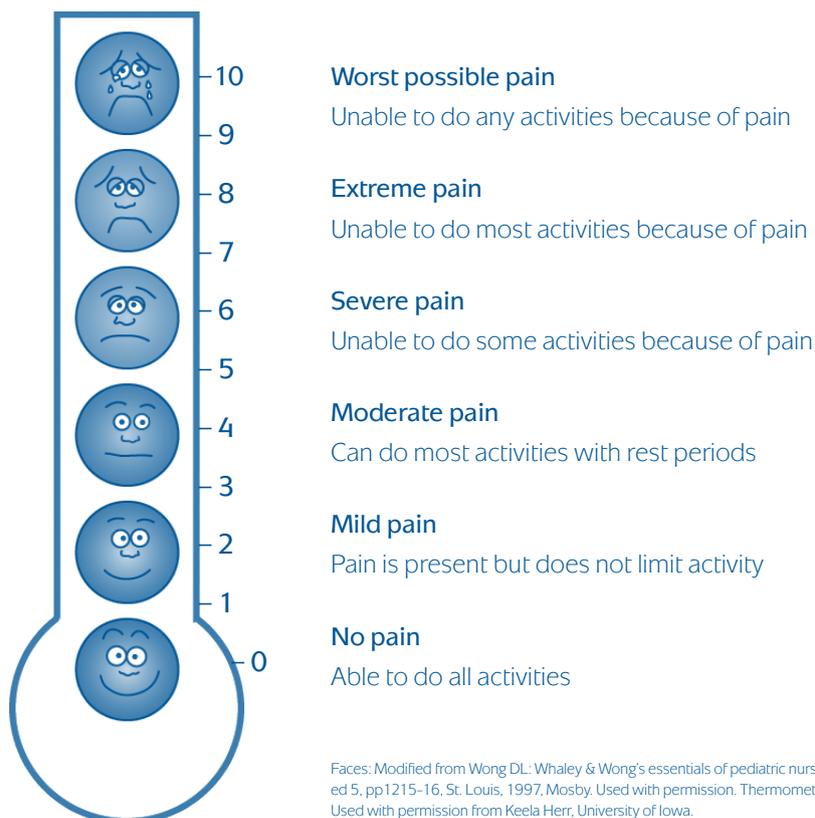
Social Work

434.924.2713

Volunteer Services

434-924-5251

UVA Pain Rating Scale



Faces: Modified from Wong DL: Whaley & Wong's essentials of pediatric nursing, ed 5, pp 1215-16, St. Louis, 1997, Mosby. Used with permission. Thermometer: Used with permission from Keela Herr, University of Iowa.