



ADMISSIONS BOOKLET

# What to Expect

A Guide to Nemours Children's Hospital



# Welcome

We understand no one wants to be in a hospital. But if you need care, we want to assure you Nemours Children's Hospital, Florida (NCHFL) is a welcoming, professional and safe place to receive the care you need. We are committed to supporting your child and your family on the journey to recovery.

As a caregiver, you are an integral part of our care team *and* your child's recovery. Please review the contents of this packet for details about what to expect during your child's stay, visitation guidelines, and more information regarding expectations during your time with us.





Two principles that guided the hospital's design:  
Nature offers healing power.  
Families are at the center of our care.

## Family Advisory Council

At Nemours Children's Health, "family-centered care" means putting your child and family first in everything we do. To help us make meaningful improvements for all the children we see and their families, we rely on our family advisory councils to help create new services, streamline our processes, and even weigh in on who we hire and how to build a better place to care for children.

Please, email [familyadvisorycouncil@nemours.org](mailto:familyadvisorycouncil@nemours.org) for more information or scan the QR code.



# Your Health Care Team

When your child is admitted, a care team member will give a tour of the hospital room and explain features like the call bell and communication board.

During your child's stay, multiple members of the health care team will interact with you and your child including your main doctor also known as "the attending" as well as other medical providers, some of them known as "specialists."

NCHFL is a teaching hospital and a resident — a physician who has finished medical school and now receives specialized training — may also be part of the care team.

Additionally, there is a broad group of people who come together to ensure your child has a safe and successful admission. Feel free to ask any staff member entering your room to identify themselves.



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We also have a team that can help care for the emotional and spiritual needs of your child and family. Child Life specialists, chaplains and social workers are available to provide support during your child's hospital stay.

Scan the QR code to learn more about our Child Life Program.



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# Rounds

Rounds are when the medical team gets together as a group to review the patient's status and care plan. Sharing your observations and asking questions during rounds can provide valuable information about your child that can affect treatment and care planning.

## Tell Us and Ask Questions

- Tell us everything about your child's physical and mental health
- Ask questions anytime something doesn't feel right
- Ask the names of your child's medicines and how they help
- Ask about the care plan for your child
- Plan for the transition from hospital to home

Ask your bedside nurse when rounding takes place in your unit. Let your health care provider know you want to join rounds.



## Clinical Logistics Center: Patient Monitoring Around the Clock

The Clinical Logistics Center (CLC) at NCHFL is a central command center that is a part of your child's clinical care team. The CLC supports patient care and monitors your child's vital signs around the clock, watching for trends and for signs of distress. The CLC can talk to you, or your child, through the bedside speaker if an alarm should occur, and with permission can see your child by accessing the in-room video camera.

### Virtual Nurse

Your child may have a virtual nurse as part of their care team. A virtual nurse partners with your child's bedside nurse from another location and provides care using the camera and speakers in your room. The virtual nurse will provide education to you and your child as well as keep the care team informed.

### Rapid Response

You know your child best. Keep an eye on the IV. The nurse will check your child's IV frequently.

Call the nurse if the area around the IV has:


- » Pain
- » Redness
- » Leaking
- » Tingling
- » Swelling
- » Bruising

Let's make sure we work together to keep your child safe while they sleep:

- Children younger than 3 years old should sleep in their crib.
- Children older than 3 should sleep in their bed by themselves.
- Toys and stuffed animals should not be stored in the crib/bed.
- Maintain crib/bed side rails in the upright position whenever an infant or young child is in bed unsupervised.

If you have any concerns about your child's condition:

- Tell your nurse.
- If you still have concerns, tell a provider on your care team.
- If you still have concerns, please ask for **the Rapid Response Team (RRT)**.
- Call **57- 5555** from your hospital room phone, tell the operator you need the **RRT** and give them your child's room number.



The CLC supports patient care and monitors your child around the clock.



# Infection Control

## How to Help Keep Your Child Safe From Infections

Keeping hands clean is one of the most important steps you can take to avoid the spread of germs. Please take extra care during your stay to keep your hands clean.

### When should you wash your hands?

- Before eating
- After using the toilet or changing diapers, and after cleaning a child who has used the toilet
- After blowing your nose, coughing or sneezing
- Before touching your child
- After touching objects in your child's room such as bed rails, call lights, door handles, furniture, etc.



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Alcohol hand rub is great, but if you can see that your hands are dirty, you should use soap and water.

Scan the QR code to learn how to do hand hygiene.



## Support Your Child's Health

The hospital environment is quite different from home. We care for various patients with different medical needs. Following the guidelines below will help us keep everyone safe.

### Please do:

- Speak up if you have questions or you do not understand something.
- Remind everyone to do hand hygiene before touching your child.
- Ask for help before you change your child's clothing or diapers.
- Limit the number of items brought to your child from home. A clutter-free environment helps us keep the room clean and further protects your child.
- Clean and disinfect any non-clothing items brought from home. You may request help with cleaning toys prior to giving them to your child or ask our staff for toys to use during your stay.
- Keep all clothing or other cloth items at home if possible. You may ask the staff what is OK to bring from home.

### Please don't:

- Touch your child's surgical wound or covering.
- Touch your child's tubes, medication lines or medical equipment.
- Provide daily care/bathing for your child without asking staff for help or instruction first.
- Cough or sneeze into your hand. Use a tissue or the crook of your elbow to cover your cough or sneeze.
- Place your personal items on the counter with the sink. The counter is for medical supplies and treatment purposes only.
- Visit if you have a fever, new rash, or other sign of illness. Send a different healthy family member or other family representative.



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### Did your child have surgery?

Here's a video that teaches you how to prevent infection before and after surgery. Use this QR code to find out more.





# Family Care Providers and Visitors

Being in the hospital can be stressful and difficult for patients and their families. We encourage the support and commitment of family, friends and visitors.

Parents, guardians and other identified family care providers are welcome in the hospital 24 hours a day, seven days a week in accordance with patient and family preferences and the clinical judgment of your child's care team. A total of two family members and/or visitors will be permitted bedside at all times. A sibling can be one of the family members, but they are not able to spend the night in the hospital.

## Staff, Family and Visitor Badges

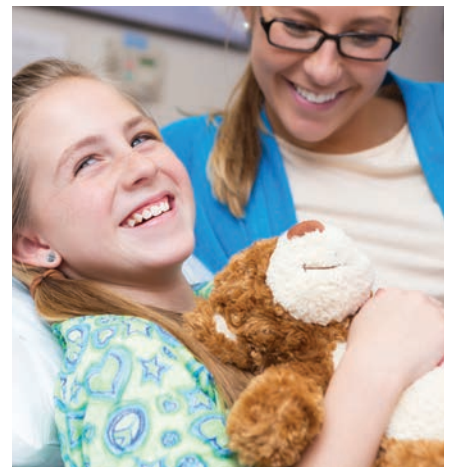
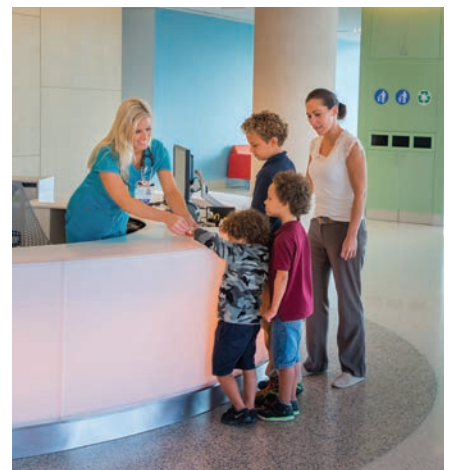
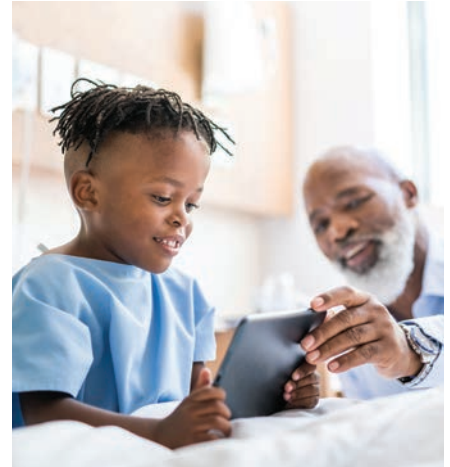
Hospital staff members always display their photo ID badge. Visitors must receive a badge at the Welcome Desk upon arrival. Badges are color-coded as follows:

- Teal for associates
- Orange for authorized contractors
- Watermelon for volunteers

Family members and visitors 18 and older are screened and provided a sticker badge when they check in at the Welcome Desk on the first floor. This process is repeated for each day of hospitalization. All parents, legal guardians and visitors 18 and older are required to wear a visitor badge for the duration of their visit or stay. A parent or responsible adult is required to always accompany minors while on hospital grounds.

Please keep in mind that visitation rules may change depending on external factors like high transmission of infections in the community or changes to CDC guidelines.

Quiet hours are **8 p.m. - 8 a.m.** each day. Please turn down the volume on the TV and other devices, put cellphones on vibrate, and speak in low voices.





## Spending the Night

To help you stay by your child's bedside as much as possible, our rooms are equipped for one parent or guardian to stay with their child overnight. Blankets, pillows and toiletries are available, as needed.



## Your Partnership With Our Caregivers

We want to provide a safe environment for you, your child and our staff. We strive for a respectful relationship with all caregivers. As part of a team, visitors, caregivers and staff should always work together and follow these guidelines:

1. Use kid-friendly language.
2. Use a calm, even tone of voice to help maintain a healing environment for your child and other patients.
3. Actively and respectfully engage with your health care team to develop a safe and effective plan for your child.
4. Pictures and videos of staff or other patients are not allowed due to health and privacy concerns.
5. NCHFL has a zero-tolerance policy for vulgar language and inappropriate behavior.
6. Verbal abuse, harassment and threatening behavior will not be tolerated.



## Ronald McDonald House (RMH)

RMH is also an option for our visiting families. [Scan the QR code to find out more about the application process](#) or call the RMH here at NCHFL, 321.319.4748 (Office hours: 9 a.m. to 9 p.m.).



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# Amenities



## GetWell:) Network

While your child is here, the in-room TV is transformed into GetWell:) Town, an interactive resource that includes informational videos based on your child's age and medical condition.



## Wi-Fi

To access our free guest Wi-Fi, select "**Nemours Internet**" from available wireless networks, then open your web browser and accept terms and conditions.



## Food and Dining Options

We offer healthy and convenient places to eat a meal with your family or grab a snack to go. Cash, credit and debit cards are accepted. Visit the GetWell:) Network on your room's TV to find café, coffee and gift shop hours. From the home screen, click on the restaurant icon and select **Food and Nutrition Hours**. Since café hours may vary, you may also contact our Food and Nutrition Services office by dialing **57-4011** from a hospital phone. They can also provide information on discounted food vouchers for purchase to use in our café.

**Nemours Children's Café** is on the first floor to the right of the Welcome Desk. Relax, refuel and recharge while eating delicious meals. Options include:

- Hand-tossed salads from the fully stocked salad bar
- A variety of cuisines, including allergy-friendly, vegetarian and international choices
- Table seating indoors and outdoors



**Outtakes Quick Cuisine** is on the first floor to the left of the Welcome Desk. Located inside the gift shop, Outtakes offers a quick bite or a fresh cup of coffee to fuel you. You'll enjoy:

- Starbucks® coffee
- Specialty sandwiches
- Salads and soups
- Baked goods
- Frozen treats and dinners



## Gift Shop

Branches Gift Shop is located on the first floor to the left of the Welcome Desk. It offers a diverse selection of snacks and gifts, toys and stuffed animals, cards, balloons, magazines, kid-friendly activities and more. For current operating hours, access the GetWell:) Network, click the Parents icon, then Discover Nemours and select **Services for Patients and Families**.

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## Washers and Dryers

Floors with inpatient rooms have a washer and dryer available at no cost for patient families. We recommend bringing your preferred laundry detergent. Just ask your nurse for directions to the closest laundry area.

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## Family Lounges

There are smaller family lounges on the third and fourth floors where you can enjoy quiet, television-free time to rest and relax — just steps from your child's room. They are equipped with a refrigerator and complimentary coffee and tea. Ask your nurse for directions.

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## Gardens

Spending time surrounded by natural beauty is an important part of healing the body, mind and spirit. Located just outside the café on the first floor, our discovery sensory garden features peaceful garden spaces plus interactive fountains, furniture and walking paths.

**Please be sure to ask your nurse to suspend your child's TotGuard® before you head outside.**

You're also welcome to enjoy one of our two rooftop gardens, located on the second floor (next to the Surgical Commons) and on the fourth floor where it's also used for therapy.

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## Parking

Patient families and visitors can **park free of charge 24 hours a day, seven days a week** in our easily accessible visitor parking garage located outside the main hospital entrance. ChargePoint EV charging stations are available on the first level of the parking garage near the elevators.

## Nemours App

Get the best of Nemours Children's at your fingertips using the Nemours app. Get easy, secure access to your child's medical records, see a pediatrician on-demand, search our award-winning educational content and get other tools designed to help you keep your child healthy.

### Key Features

- View your child's test results, immunizations, growth charts and doctor visit notes.
- Have video visits for urgent needs and scheduled appointments.
- Manage payments and billing account information.
- Send a message to your child's care team any time.
- Request prescription refills.
- Get reminders for upcoming appointments.
- Complete pre-visit tasks from the comfort of home.
- Search our library of Nemours KidsHealth educational content.

The Nemours app also has custom features for children with specific conditions, like asthma and congenital heart disease.

[Scan the QR code to learn more about the Nemours app.](#)



# Patient and Family Safety

Parents play a critical role in helping us protect patients. Be aware of your surroundings, and security policies, and always encourage family members and visitors to follow safety guidelines during your child's stay.

## Security and Blue Light Emergency Phones

Security is available on campus 24/7. If you need assistance while on hospital grounds, dial **407.567.5555** or **57-5555** from a hospital phone, or look for one of the emergency phones with blue lights located throughout the campus.



# Patient Financial Services

Visit [Nemours.org](https://www.nemours.org) and view our **Patient Family Resources** for information about insurance we accept, ways to pay your bill online and more. Or contact our financial family advocates weekdays from 8 a.m. to 5 p.m. at **844.551.2065 (Option 5)** for assistance.

### Other helpful numbers:

**Medical Imaging Scheduling:** 407.567.4238 (Option 2)

**Medical Records:** 407.650.7401 (Option 1)

**Specialty Scheduling:** 407.650.7715



## Summary of the Florida Patient’s Rights and Responsibilities



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Florida law requires that your health care provider or health care facility recognize your rights while you are receiving medical care and that you respect the health care provider’s or health care facility’s right to expect certain behavior on the part of patients. You will be informed on admission about your rights and responsibilities. You may request a copy of the full text of this law from your health care provider or health care facility. A summary of your rights and responsibilities is available by scanning the QR code.

## Family Feedback

The Patient Relations Department accepts compliments and criticisms pertaining to care patients and their families experience at NCHFL. We understand that despite every effort, sometimes you may have a concern or suggestion to improve the medical experience. Patient Relations is available to receive your feedback and, in a timely manner, have a Nemours Children’s team member review and respond to your concerns. You can call **407.567.3222** or email **concerns@nemours.org** to report your concern or compliment. Also, a survey will be sent to you to complete following your discharge; we want to know about your experience.



We understand that despite every effort, sometimes you may have a concern or suggestion to improve the medical experience.



We want you to have the best experience when communicating with your providers.



## Interpreter Services

We want you to have the best experience when communicating with your providers. We offer language interpretation services (including American Sign Language) upon request at no cost to you. Talk to your nurse for assistance with interpretation.

It's recommended that if you need interpreter services, you request them upon your arrival.

Interpreter services are available in the following formats during your child's hospital stay:

- Phone
- Video
- In-person interpreters (must be scheduled in advance)



If you are blind or hearing impaired, or if you need reasonable accommodations to participate in the care of your child while at the hospital, please let your nurse know.



# Going Home (Discharge)

Instruction sheets and other information will be provided as you prepare for home. Information about who to call if you have questions after your admission will be included in the documents that will be given to you before you go home. You can always call your pediatrician or the main hospital number, **407.567.4000**.

Follow-Up Appointment: \_\_\_\_\_

Follow-Up Appointment: \_\_\_\_\_

Questions or concerns about my child's discharge: \_\_\_\_\_

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**Need additional resources?**

Scan the QR code to be connected with community resources for basic needs like housing, food, transportation and health care.





# Grateful Patient & Family Philanthropy Program

The Grateful Patient & Family Philanthropy program at Nemours Children's Health was created to offer patients, their families and friends an opportunity to make a positive impact on patient services and programs. For many, providing philanthropic support and assisting other families who will need care is an integral part of the healing process.



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Patients and their families can express gratitude by making a donation in honor of a specific member of their health care team who made a meaningful impact in their care. In doing so, this provider will be recognized as an *Infinite Advocate* and will be gifted a special lapel pin to recognize their impact.

## How to Honor Your Infinite Advocate:

- Name any doctor, nurse or care team member who has impacted your Nemours Children's experience.
- Make a gift of any size.

Each Infinite Advocate will receive a card informing them of your thoughtful gift along with a special lapel pin to wear proudly.

Scan the QR code to learn more about how you can honor your Infinite Advocate today.



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CHILDREN'S HEALTH.

Well Beyond Medicine | [Nemours.org](https://Nemours.org)