

# WakeMed Health & Hospitals



Exceptional People.  
Exceptional Care.



By reading through this orientation, we hope that you'll have a better understanding of the NICU and how things flow. We will cover care times, the admission book, cameras, and more!

We know that this is a challenging time for you, and we hope to help ease some of your worries!

## Coming to the NICU



ID Band & Band Number (privacy number): Parents receive this as the passcode into the NICU

Parents are welcome to bedside anytime!

In our open pod areas, we allow 2 people at the bedside at a time. In our private rooms, we allow 3 people at the bedside at a time.

Siblings of the child in the NICU are welcomed in the unit! Siblings 10 years of age and older may come as frequently and as often with a supervising parent.

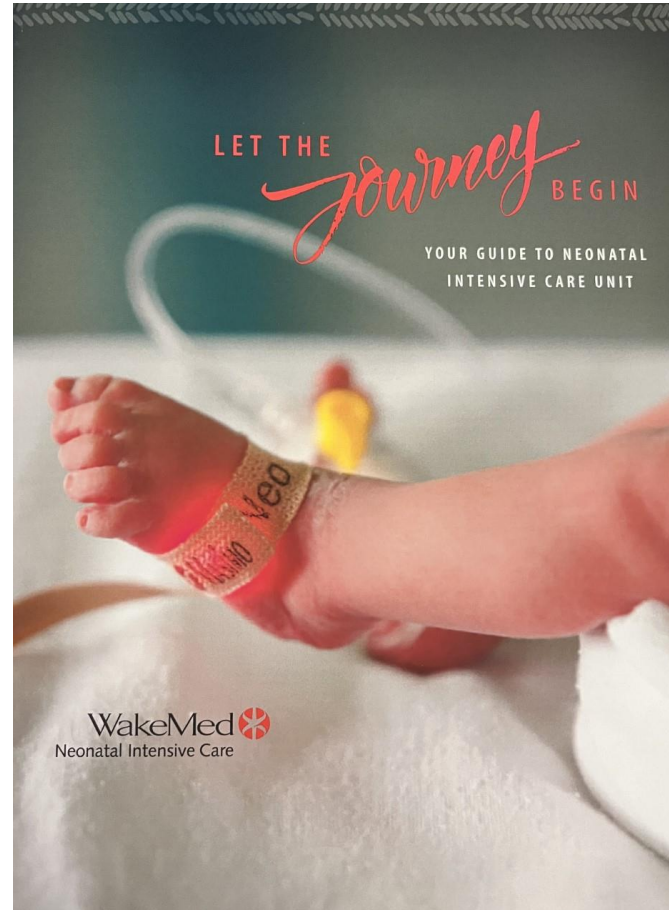
Siblings from 4 to 9 years of age may come as frequently as able with a supervising parent. Please have an additional supervising adult with you if you plan to do skin to skin at this time.

Siblings under the age of 4 will require an additional supervising adult at all times. They can be at the bedside for no longer than 5 minutes at a time.

Siblings can be in the unit from 8a-8p.

- Very important in infection prevention
  - Babies who are sick or premature have a harder time fighting germs
- 30 second scrub from fingertips to elbows
- No rings, watches, or bracelets should be worn in the NICU
- UV Boxes for disinfecting electronic devices
- Anyone who is treating an illness (respiratory illness, diarrhea, or vomiting) should not enter the NICU

# Let the Journey Begin Admission Booklet



## Care times and being at the bedside



- What are care times?

Times when babies receive hands-on care, like changing diapers, checking the temperature, etc.

When you are present, regardless of time of day, we hope that you will feel welcomed to provide care for your infant!

It is normal to be nervous. Our team is here to support your family in feeling more confident and partner with you as you care for your baby.

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# Your Baby's Healthcare Team



Who is on your baby's care team?

- Most importantly, YOU!
- Doctors
- Advance Practice Providers (NP, PA, etc)
- Nurses
- Respiratory Therapists
- Pharmacists
- Dieticians
- Lactation Consultants
- Speech Therapists
- Physical Therapists
- Developmental Specialist

## Communication and Decision-Making



- Regular updates can be provided to you from your child's bedside nurse
- The physician or practitioner are also available to provide you information about your child's health
- Your child's MyChart has up-to-date notes and lab results and may be accessed via the bedside tablet

# NicView Livestream Cameras



- Available to all patients
- Requires consent form
- Has 24/7 support online or via phone
- Unique username and password for you to share (or not!)



\*\*Please do not call the NICU regarding cameras. Call the technical support line. If you call about the cameras, there will be a warning and then the camera will be removed after subsequent calls\*\*

Available to you in the NICU



Family Lounge: lunch provided every other Wednesday  
Ronald McDonald House and Lounge  
Infant CPR class with our Discharge Coordinators  
Lactation Support Classes (Free!)  
Social Work Support  
Spiritual Care Providers

## Primary Nursing



- What is primary nursing? Primary nursing allows for your infant
- How do we get a primary team?

## Cuddlers are:

- Carefully selected
- Background checked
- Trained
- Available to all patients
- Helpful for medical interventions

What you can do:

- Kangaroo Care and/or hand hugs
- Keep your voice soft
- Be thoughtful about lighting
- Developmental heart/scent cloth
- Participate in cares

When can I take my baby home?  
The timing is different for every baby.

### Discharge Milestones:

- Breathing on their own
- No drops in their heart rate or drops in oxygen saturation
- Able to maintain their own body temperature
- Feeding well by mouth
- Gaining weight

# Celebrations in the NICU



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**Exceptional Care.**



## QUESTIONS?

Please reach out to our Family  
Support Program Coordinator,  
Savannah Staten

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