



PATIENT INFORMATION

The WakeMed Pediatric Unit A Guide for Families

Welcome to the WakeMed Pediatric Unit. Focused on family-centered care, we are committed to meeting the individual needs of each child and family we serve. Please share your feelings with us so that we can do our best to meet your needs during your stay.

Your Child's Admission

When your child arrives in the Pediatric Unit, he/she will be examined by a nurse and other members of the health care team. The nurse will obtain your child's weight, height, blood pressure, pulse, breathing rate, temperature and will perform an assessment. You will be asked to provide information that will help us plan your child's care.

Caring for Your Child

We encourage parents to participate in their child's care. Please feel free to ask questions about your child and his/her care, including anything you would like to know about his/her medications, machines, equipment and routine.

While in the hospital, your child may experience pain in different ways. The pain may result from procedures, surgery or emotions such as loneliness and fear. There are many things you can do to help your child feel at ease. Tell your child's nurse about any important routines, security items, such as stuffed animals, favorite activities and things that comfort him/her. If you do bring toys, stuffed animals and other items from home, please label them with your child's name.

Child life specialists are also available to help you and your child cope with hospitalization. Usually, a child life specialist will visit your child's room and talk with you shortly after admission. In addition to providing activities to occupy your child, child life specialists are specifically trained to help your child cope with hospital procedures and to assist you in identifying ways you can help your child.

Visiting Policies

Parents are always welcome. We encourage you to visit with your child as much as possible. For family and friends who wish to visit, the hospital visiting hours are 11 am to 8 pm. Parents or a designee (person over age 18) may stay overnight in the patient's room.

Children ages 12 and younger, who wish to visit your child, will need to obtain permission from the nurse. For the safety of your child as well as the visiting child, we ask children who are sick NOT to visit. Anyone who has been exposed to measles, mumps or chicken pox in the past three weeks should not visit.

To protect the privacy of all our patients, we ask you not to enter other patients' rooms.

Nourishment

Meal trays, snacks and drinks will be provided for older children. Formulas and baby foods will be provided for infants. The dietary staff will provide menus for children on a regular diet. Meals are chosen a day ahead of time, so if your child is in the hospital for a very brief time, he/she may not receive a menu. If your child receives food he/she does not like, your nurse may be able to order an alternate selection.

While your child is in the hospital, it may be necessary to withhold foods taken by mouth. Once your child is able to tolerate foods, a special diet will be ordered. Your child's nurse or doctor will tell you about any special diet restrictions.

The Pediatric Unit has a Parents' Lounge for adult family members of both pediatric and intensive care nursery patients. Coffee is provided.

The WakeMed Pediatric Unit

A Guide for Families

A complimentary breakfast meal is provided for one parent. Please notify us if you are on a special diet or have dietary restrictions. Café 3000, the hospital cafeteria, is located on the first floor of the hospital and is open from 6:30 am to 8 pm and midnight to 4 am. There is also a gift shop in the Visitor Lobby and a vending area on the ground floor of the building.

Clean Air Policy

WakeMed is a smoke-free environment. Smoking is not permitted in or around WakeMed facilities.

Safety and Security

WakeMed Campus Police & Public Safety officers make frequent rounds to monitor the Pediatric Unit and the Pediatric Intensive Care Unit (PICU) for the safety and security of staff, patients and visitors. In an effort to protect the safety and security of children, there are a number of visitor responsibilities that are very important.

- > Families and visitors should use the “C” elevators. The stairwell doors on the Pediatric Unit are alarmed and require employee ID badges for access.
- > Although the risk of patient abduction is very small, we still make a significant effort to protect our patients. Therefore, all newborns will wear a HUGS tag that will alarm if they go near the elevators or exit doors.
- > Please notify Campus Police & Public Safety immediately if you have a safety or security concern or see any suspicious individuals. Campus Police & Public Safety can be reached at ext. 08171. In an emergency, call ext. 03333.

You and your child will meet many different staff members during your stay. For your protection, WakeMed staff and affiliates (i.e. physicians, students, etc.) should be wearing a picture ID badge that includes their name and department.

Upon admission to the Pediatric Unit, your child will be placed in an age appropriate bed. Infants and children, up to age 2, will be placed in cribs with safety tops to prevent falls. Siderails on all beds should be raised and locked in the highest position when your child is in bed.

Infection Control

One very important aspect of safety in the hospital is infection control. Many children are admitted as the result of an infection. If your child has or is suspected to have an infection, he/she may be placed in some type of isolation as

a precaution. If so, your nurse will explain these precautions to you. In an effort to help prevent the spread of infection, as well as to protect the privacy of others, we ask that you NOT visit from room to room.

Confidentiality

To protect and promote the confidentiality of our patients, parents will identify a code when their child is admitted to the Pediatric Unit. Any time parents are outside of the hospital and want to check on their child, they can call the unit and use the code to get an update. It is the parent’s responsibility to provide this code to grandparents and other family members.

Daily Routine

The nurses on the Pediatric Unit care for your child in shifts. Shift-change times are at 7 am and 7 pm (occasionally 3 pm and 11 pm). Nurses on the Pediatric Unit may care for four to five patients. The nurses give each other a detailed report about your child’s needs and care at the beginning of each shift.

Most physicians make rounds in the morning, but there are not set times for physician visits. Your nurse may be able to give you a general idea of what time your child’s physician is expected to visit. A pediatrician is in the hospital at all times to handle emergencies.

Entertainment

A variety of activities are provided for your child. Each room is equipped with a TV and VCR/DVD player. Please feel free to bring movies from home. We also have a variety of movies available in our Child Life department. If you would like to check out a movie, ask a child life specialist, volunteer or staff member for assistance.

A playroom filled with toys, games and books for younger children is available down the hall from the “C” elevators. An adult or child life specialist will supervise non-infectious patients in the playroom.

Presence During Procedures

We promote keeping the patient’s room and play areas free of painful procedures, so patients are usually taken to the treatment room for most procedures. Parents are encouraged to stay with the patient in most cases. However, there are occasions when it may be in the best interest of parents and

patients for parents to use the time to take a break or run errands.

Discharge

The type of illness, your child’s reaction to the illness, and how quickly he/she recovers will influence how soon your child will be able to go home. It’s different for each child. Your child’s physician, nurse, other therapists and you will have input into the decision about discharge.

Normally, your physician will tell you when your child can be discharged from the hospital. In most cases, your child’s orders for discharge will be written after the physician’s rounds. Your child’s nurse will complete the necessary forms and procedures required for discharge.

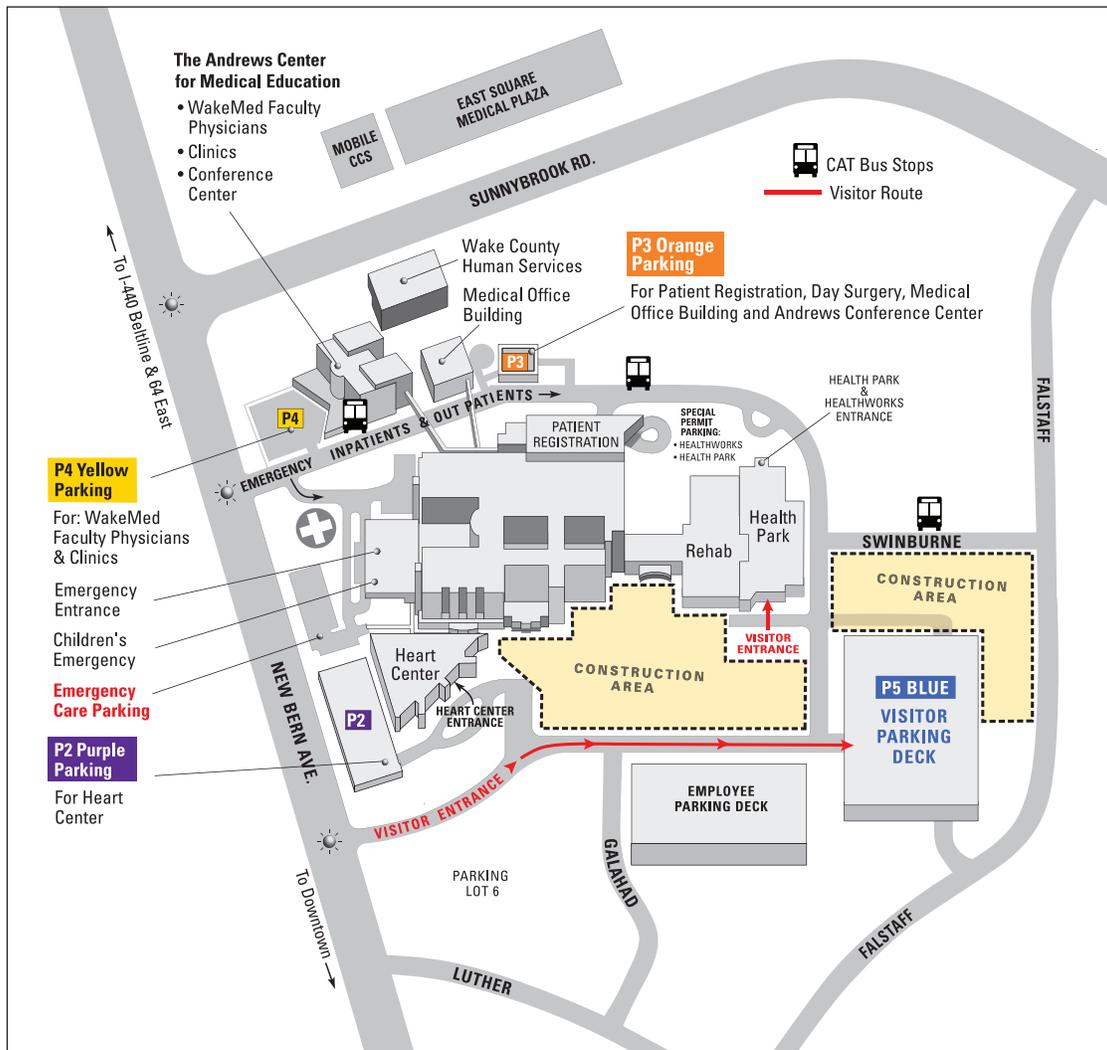
Parking

Patients should park in P3 Orange Parking Deck across from Patient Registration. Visitors should park in the P5 Parking Deck and enter the hospital through the main Visitors entrance. Look for the red awning.

Location

The Pediatric Unit is located on the fourth floor, C-wing. Use the “C” elevators off the main hallway on the first floor to access the unit.

More detailed directions and information about WakeMed Children’s are available at www.wakemed.org.



WakeMed Health & Hospitals • www.wakemed.org

Raleigh Campus • Cary Hospital • North Healthplex • Apex Healthplex • Brier Creek Medical Park • Clayton Medical Park
 Wake Forest Road Outpatient Rehab Center • Fuquay-Varina Outpatient & Skilled Nursing Facility • Zebulon/Wendell Outpatient & Skilled Nursing Facility
 Home Health • WakeMed Faculty Physicians

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