Inpatient Care at Boston Children’s Hospital (BCH)

Information for Caregivers

- Parents or guardians can stay in the hospital 24 hours a day. Only one adult may sleep at the bedside overnight.
- If you leave the hospital, please let your child’s nurse know when you will be gone and a phone number where you can be reached.
- If you are not at the hospital, you may call to speak with your child’s nurse.
- For your child’s protection, information is only given to parents or legal guardians.
- When your child is admitted to the hospital, you must get a photo identification (ID) badge in the hospital lobby. To receive an ID badge, parents/caregivers must provide a photo ID. This must be worn at all times.
- All patients must wear an identification band at all times while on hospital property.
- All patients under the age of 18 must be accompanied by a parent/guardian, nursing unit staff, or volunteer when leaving the hospital floor/unit.
- Parents are responsible for siblings and other visitors.
- Electrical appliances (i.e. coffee maker, mini refrigerator) are not allowed in the hospital.

Visiting a Patient

- Only parents or caregivers are allowed to visit the hospital after 8 p.m.
- Friends and family members who are ill can not visit the hospital.
- All visitors under 12 years old must be screened for illness by the Information Desk staff in the Main Lobby. If cleared to visit they will be given a dinosaur sticker so they can visit the floor.
- Smoking, alcohol, drugs and weapon of any kind are not allowed at Boston Children’s Hospital. If you are legally allowed to carry a firearm, please contact the security office at 617-355-6121.

Visiting a Stem Cell Transplant Patient

- Only visitors who have had the chicken pox or the chicken pox vaccine may visit a stem cell transplant patient.
- No more than three visitors at a time are allowed in a stem cell transplant patient’s room.
- Children younger than 18 years old can visit in the patient room.
• Children under two years old may not visit a stem cell transplant patient unless cleared by the healthcare team.

• There is a bathroom in each patient room for the patient, siblings and parents’ use only. Visitor bathrooms are located in the family room and in the hallway.

INFECTION CONTROL

• Hand washing, for at least 15 seconds, is the best way to help prevent the spread of infection.

• When you enter or leave your child’s room wash your hands. You may use the sink located in your child’s room or use Purell® in the dispensers outside the room.

• To prevent the spread of germs and diseases, do not touch any child but your own and do not visit in any other patient room.

PATIENT ROOMS

• When your child is inpatient at Boston Children’s Hospital every effort is made to admit your child to the unit that they are most familiar with. Each patient room has one sleep space where one adult caregiver can sleep at night. Sheets, pillowcases and towels are on the linen cart on your floor.

• Do not touch the IV pump settings. Use the nurse call light to call with any questions or concerns.

• The side rails on your child’s crib need to always be up. Your nurse will inform you about crib and bed safety.

• Each bed space has a TV. Laptops are available to borrow throughout the hospital stay. Patients can bring their own laptops. Internet access is free of charge.

• Each bed space also has a phone.
  o There is no charge for incoming calls.
  o Phone calls that are made in the 617, 508 or 781 area code are free of charge.

• To make calls outside of those areas codes, dial 9-1, then the area code and number. You must charge your calls to your home phone or a phone credit card, or make a collect call. Cell phones are allowed on the unit, Each bed space on the 6th floor includes a personal refrigerator. Please take your food items with you when your child is discharged.

• To support children and/or family members who are deaf or hard of hearing, Teletypewriters (TTys) are available. If you would like a TTY in your child’s room, your child’s nurse can help you obtain one.

• There is a washing machine and dryer located on the 6th floor. The laundry key and detergent is at the the main desk of your unit.

• If your child was admitted to the hospital unexpectedly there is a limited supply of personal care items available.

• Store your personal items in the bedside cabinet or closet in your child’s room. Valuables, money or jewelry can be locked in the safe in your closet.
The information on this page is for patients who are receiving care at Dana-Farber/Boston Children’s Cancer and Blood Disorders Center. The information is not meant as a substitute for professional medical advice. Always speak with your health care provider with any questions you may have. For emergency medical care, call 911.
Interpreter Services
(617) 355-7198
If you need an interpreter while you are in the hospital, please ask your child’s health care provider.

Pastoral Care
(617) 355-6664
The Interfaith Chapel is located in the Farley building on the 1st floor and open 24 hours a day. Chaplains are available to offer spiritual and emotional support.

Contact Us

For patient care assistance, please call the following phone numbers:

- Jimmy Fund Clinic (617) 632-3270
  Business Hours 8 a.m. to 5 p.m., Monday through Friday
- Page Operator (617) 632-3352
  Off hours: weekdays after 5 p.m., holidays, and weekends
  Page pediatric hematology/oncology fellow on call
- Life Threatening Emergencies dial 911