

# Inpatient Care at Boston Children's Hospital (BCH)

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## 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 infant and child patients 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.

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- 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.
  - There is no charge for incoming calls.
  - 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 6<sup>th</sup> 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 6<sup>th</sup> floor. The laundrykey 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.

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- Please keep decorations and personal items to a minimum to make the cleaning process more effective. NOTE: cleaning personnel will not move personal items to clean underneath them.
- Please hang all decorations, cards and posters on the wall with sticky tack only. Tape may not be used to hang any item.
- At BCH, cards, letters, toys, and Mylar balloons for patients are welcomed. Latex balloons are not allowed anywhere in the hospital. Due to infection concerns, plants and flowers are not allowed on the 6<sup>th</sup> floor. Please speak to your nurse if you have any questions about this policy.
- On 6W there are lockers located immediately outside the unit by the patient elevators where you can store belongings. The unit secretary will give you a key or a combination for your locker. NO FOOD is allowed in the lockers.

## Patient and Family Common Areas

### Activity Room & Family Resource Centers

Staff and volunteers are available in the activity rooms and resource centers. A child life specialist and volunteers staff the activity room. Patients and siblings of all ages are welcome if accompanied by an adult. Any visitor who is sick or is visiting another patient on precautions needs to stay in the patient's room. Toys or DVDs may be brought back to your child's room to play with even if they cannot leave the room.

Stem Cell Transplant patients are welcome in the **6W** activity room, *two at a time*, after screening for infections. Siblings of patients may **not** walk in the hallways or be in the activity room.

### Family Resource Centers

- Resource Room, Boston Children's Hospital, 9<sup>th</sup> floor, (617) 355-7864
- Patient and Family Resource Room, Boston Children's Hospital, 6<sup>th</sup> floor (617) 355-5645
- Center for Families, Boston Children's Hospital, main lobby (617) 355-6279
- Blum Pediatric Resource Room, Dana-Farber Cancer Institute's Jimmy Fund Clinic, Dana 3 (617) 632-3900

### Teen Room

The teen room is located on the 6<sup>th</sup> floor across the hall from the 6N activity room, and is specifically for patients 13 years old and over.

### Food Service

BCH offers a food service for patients that feature a room service-style menu. When your child is done with their meal, please return the tray to the cart in the hallway.

Hours: Daily, 7:30 a.m. to 6:00 p.m. (full service). From 6:00 p.m. to 6:30 p.m. cold sandwiches are available. Phone: 617-355-3663 (FOOD).

### **Kitchen**

The kitchen on your unit has drinks and snacks for patients. A filtered water and ice machine, coffee maker and microwave are available for use. Each kitchen has two refrigerators. One is specifically for patient food only. Food from home, labeled with your name and a date, may be stored in the refrigerator for up to three days. Unlabeled items will be thrown away. Please remove all unused food before your child goes home.

### **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 1<sup>st</sup> 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