

# Outpatient Care at the Jimmy Fund Clinic

## Information for Caregivers

### Clinic Hours:

- Clinic hours are from 8AM to 5PM Monday through Friday
- Clinic is closed nights, Sundays and holidays
- Clinic is open on Saturdays from 8AM to 3PM for scheduled infusions or lab draws only. If you are concerned about your child, you should not call the clinic on Saturdays but follow the weekend/night procedure.

### Before you arrive to clinic:

- Please arrive 15 minutes before your first scheduled appointment of the day to allow time for check-in and vital signs.
- Make every effort to arrive at your scheduled appointment time.
  - Allow extra time to valet or self-park.
  - Early or late arrivals will be seen when a healthcare provider is available.
- If you are going to be late for your child's appointment, call the front desk (617-632-3270).
- Arriving on time with a topical anesthetic such as EMLA in place helps keep your appointment on schedule, and minimizes wait time.
- Bring a current medication list and your child's medications to each clinic visit.
- If you take Cyclosporine (Neoral®, Sandimmune®, Gengraf®) or Tacrolimus (FK506/Prograf®), do NOT take the morning dose until after the blood work is drawn.
- Bring items to clinic that your child may need throughout the day such as a change of clothes, diapers, formula or special food that your child may need.

### When you arrive to clinic:

- Check in at the JFC front desk. An identification bracelet will be placed on your child.
- An RTLS (Real Time Locating System) Badge will be given to you and your child. This small badge should be worn when you are in clinic and helps staff find you throughout your clinic appointment.
- After check-in, remain in the waiting area.
- Stem cell transplant patients are seen either in the private isolation rooms or in the regular clinic rooms. You should not wait in the main waiting room.
- If your child is not feeling well, let the front desk staff know.

Outpatient Care at the Jimmy Fund Clinic

- A clinic assistant will measure your child's height, weight, temperature, blood pressure, heart rate and oxygen saturation. Let the front desk staff know if you are waiting for longer than 20-30 minutes.
- If your child needs lab work, it usually takes 1–2 hours for results to be available.
- When it is time for your child to see their provider you will be taken to an exam room.
- You may order food for your child. Patient menus are available at the front desk.
- Please do not leave money, jewelry or other valuables unattended at any time while in the clinic.

**If receiving treatment:**

- Children need to be supervised by a guardian at all times. If something unexpected happens and you must leave the clinic for a short time during your child's treatment, please tell clinic staff right away so that they can determine if we can safely care for your child in your absence.
- While you are waiting nurses, physicians and pharmacists are reviewing lab results, finalizing chemotherapy orders, and preparing medications.
- When your child's treatment is ready you will be brought into the infusion area.

**Checking out of the Jimmy Fund Clinic:**

- When your health care provider has cleared you to leave clinic you will be given:
  - An updated list of all your child's medications
  - A "blue form" to schedule your next appointment at the front desk
  - A list of upcoming appointments. Please review the dates and times carefully.
  - Please return the RTLS badge for both you and your child to the RTLS drop box in the clinic when you leave.

## Visiting a Patient

- Siblings or other family members are welcome in the Jimmy Fund Clinic. Please keep the following guidelines in mind:
  - Friends and family members who are ill can not visit.
  - Children must be supervised by parents or guardians at all time.
  - Due to limited space, be aware of the number of people who come to clinic.
- Visiting a patient on precautions in a private infusion room:
  - Siblings and visitors must remain in the patient room.
  - Parents or adult caregivers may leave the patient room but must wash their hands before and after entering common areas such as the hallway, resource room, activity room and kitchen.

## 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.
- If you are sick, please tell your child's healthcare provider.
- Stem Cell Transplant patients must wear a mask when entering Dana-Farber. Patients should continue to wear a mask to clinic until they have returned to school and are allowed to go to public places.
- Until your healthcare team tells you otherwise, Stem Cell Transplant patients must ride the elevator at Dana-Farber only with their family members.
- Patients may need special precautions to prevent the spread of infection. Staff will wear gowns, gloves or masks. These precautions will be explained to you.
- If a patient is on any contact precautions:
  - Siblings and visitors must remain in the patient room.
  - Parents or adult caregivers may leave the patient room but must wash their hands before and after entering common areas such as the hallway, resource room, activity room and kitchen.

## Clinic Areas

- **The Playroom** is where you can find toys, games and other activities.
- **The Teen Area** is where teens and young adults can spend time with others their own age while in clinic.
- **The Blum Pediatric Resource Room** is where you can find books and information. Art, music and other activities are available for your family.
- **Nourishment stations** are located in the waiting area and the infusion area.

## 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