Hospital unit phone number: __________________________

Access code number: __________________________

The access code is required when calling for patient information.

Helpful Phone Numbers

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Food Trays</td>
<td>(407) 567-4011</td>
</tr>
<tr>
<td>Patient Relations</td>
<td>(407) 567-3222</td>
</tr>
<tr>
<td>Pharmacy</td>
<td>(407) 567-4799</td>
</tr>
<tr>
<td>Rapid Response Team</td>
<td>57-5555 from a hospital phone</td>
</tr>
</tbody>
</table>

This guide is available in Spanish. Ask your care team for a copy.
Esta guía está disponible en español. Pídale una copia a su equipo de cuidado.

Nemours Children’s Hospital is a smoke-free campus.
This means that smoking is not allowed inside or outside the building. No-smoking signs are posted throughout the campus as a reminder. For the health and well-being of everyone, especially our patients, please respect our no-smoking policy.

Nemours Children’s Hospital
13535 Nemours Parkway | Orlando, FL 32827 | (407) 567-4000
Nemours.org
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A hospital created by families, for families.

At Nemours Children’s Hospital, family-centered care means putting your child and family first in everything we do. We rely on our Family Advisory Council (FAC) to help us make your child’s hospital experience better.

“As part of the Family Advisory Council our voices are always heard. I still remember walking through the hospital the first time and seeing our ideas brought to life. From architectural design, to the staff they hired, even the soap in patient rooms — we were part of the decision-making process. Although our paths may not be exactly the same, we’re all here to advocate and empower patients and families.”

— Stacie Stafford, Co-Chair, NCH Family Advisory Council

How to Join the Family Advisory Council
Contact the FAC by phone at (407) 650-7493, or email NCHFAC@nemours.org.

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NO EATING OR DRINKING BEFORE SURGERY!

It is important for the safety of your child that you follow the eating and drinking restrictions. Undigested foods or liquids can cause serious complications during surgery. Your child’s surgery will be delayed or canceled if they have not followed the eating and drinking guidelines below.

- **NO** Chewing gum, candy or mints
- STOP Baby formula/ formula supplements, all milk products and chicken/ fish broth
- STOP Clear liquids (gelatin, water, sugar water, apple juice, Gatorade®, Pedialyte® and white grape juice)
- STOP Breast milk
- STOP All solid table food, baby food and cereal

**What to Bring: A Checklist of Personal Items**

When your child is admitted to the hospital, there are a number of things you should have on hand.

**For your child:**
- photographs/keepsakes of family, friends and pets to make the room more homey
- comfort items such as a blanket, washable toys, a robe, no-skid slippers and PJs
- extra supplies of prescription medicines in the original pharmacy bottle
- portable electronics and gaming systems

**For you and other family members:**
- a few days’ worth of weather-appropriate clothing (there are washers and dryers available inside the hospital)
- extra supplies of prescription medicines
- snacks for your in-room refrigerator

**To share with your health care team:**
- your government-issued photo ID (driver’s license, passport or other official identification)
- a certified copy of your child’s birth certificate
- Social Security numbers for your child and at least one parent or guardian
- contact information for at least one emergency contact (name, address, phone number)
- insurance information (medical, pharmacy and dental insurance cards)
- contact information for the doctor assigned by your insurance provider as your child’s primary care physician (name, address, phone, fax and email) plus contacts for the physician who referred your child (if different)
- legal papers, such as custody or divorce decrees (if required), or adoption papers (if applicable) to verify who can sign for your child’s medical tests and treatments

This guide is available in Spanish. Esta guía está disponible en español.
About Our Hospital

Getting Around Overview
Located in the main lobby, our First Floor Welcome Desk is here to serve your immediate needs by providing general hospital information, offering wayfinding tips, and answering questions during your stay. Registration desks are located on every floor just off the elevators to provide direction if needed.

The Welcome Desk will provide family and visitor badges, which are required for visitors ages 10 and up at all times. Learn more about family and visitor badges on page 16.

Please check page 36 or at the security desk in the hospital lobby for a floor-by-floor guide to services and departments at NCH.

Aquarium
Your family can experience the healing power of nature by visiting our 1,500-gallon fish tank located on the Ground Floor. Our tank is maintained through the generosity of SeaWorld®.

Chapel
Open 24 hours a day, seven days a week, our nondenominational chapel is a peaceful place for respite, prayer, quiet meditation and reflection for people of all faiths. Upon request, we can provide devotional literature from a variety of faith traditions. Our chapel is located on the First Floor near the gift shop.

Family Commons
Our waiting areas and inpatient unit areas are designed to be as kid-friendly as possible. Each patient floor also has a large open common space where family members can gather and spend time together.

Family Lounges
There are smaller, more intimate family lounges where you can enjoy quiet, television-free time to rest, read and relax — just steps from your child’s room. Lounges are equipped with a refrigerator and complimentary coffee and tea. Lounges are located on the Third, Fourth and Fifth floors.

Food
Our Nemours Café is located to the right of the Welcome Desk on the First Floor. Outtakes Quick Cuisine is also on the First Floor, to the left of the Welcome Desk. Both are open daily and accept cash as well as most debit and credit cards. Visit the GetWell:) Network on your room’s TV to find café, coffee and gift shop hours. From the home screen, select General Services.

You can contact our Food and Nutrition Services Diet office by dialing 57-4011 from a hospital phone. Learn more in our food and dining options section on page 25.

Two principles that guided the hospital’s design:
The healing power of nature.
Families are at the center of our care.

Please note: The Ground Floor Medical Imaging Commons, Second Floor Surgical Commons and Second Floor Rooftop Garden are designated “Hungry Kid Zones.” Please respect the children who are fasting by enjoying meals in another spot.
**Gardens**

Spending time surrounded by natural beauty is an important part of healing the body, mind and spirit. Our “hospital in a garden” includes a one-acre discovery garden as well as spacious rooftop green spaces for healing, respite and therapy. Located just outside the café on the First Floor, our discovery sensory garden features peaceful garden spaces plus interactive fountains, furniture and walking paths. Please be sure to ask your nurse to suspend your child’s TotGuard® before you head outside.

You’re also welcome to enjoy one of our two rooftop gardens, located on the Second Floor (next to the Surgical Commons) and on the Fourth Floor where it’s also used for therapy. The Fourth Floor Rooftop Garden is convenient to infusion patients and their families.

**Gift Shop**

Branches Gift Shop is located on the First Floor to the left of the Welcome Desk. It offers unique items for everyone on your list, including a diverse selection of snacks and gifts, toys and stuffed animals, cards, balloons, magazines, kid-friendly activities and more. For current operating hours, access the GetWell:) Network, click the Parents icon, then Discover Nemours and select “Services for Patients and Families.”

**Lactation Rooms**

NCH has two dedicated rooms for nursing mothers. Each room is equipped with a breast pump. If you wish to pump, ask your nurse to show you how to label your milk. After pumping, take the labeled breast milk directly to the nurse for immediate, safe storage. Breast milk should never be stored in your child’s room. Lactation rooms are located on the Third Floor in the inpatient hallway, and the Fourth Floor near the entrance to the roof garden.

**Parking**

Patient families and visitors can park free of charge 24 hours a day, seven days a week in our easily accessible visitor parking garage located outside the main hospital entrance. ChargePoint EV charging stations are available on the First Floor of the parking garage near the elevators.

We also offer a free valet parking service; just drive to the main entrance and we’ll take care of your car. Valet parking is available Monday–Friday, from 8 a.m. to 4 p.m. After hours you may contact security to obtain your keys by dialing 57-5050 from a hospital phone or (407) 567-5050.

**Play Spaces for Kids and Teens**

NCH offers spaces for hospitalized children and their families to escape the stressors of the hospital, providing safe zones where they can find play activities away from a medical setting.

- **Coach Deigs Teen Space** on the Third Floor — features a foosball table, big-screen TV, games, comfy furniture, and a sound system for patients and siblings ages 13 years and up.
- **Play Space** on the Fourth Floor — designed for children ages 12 and younger who are inpatients.
- **Timmy’s Playroom** on the Fifth Floor — designed for children ages 12 and younger who are inpatients. It was donated and created by the Tim Tebow Foundation.

Please note that these play spaces are only available for kids staying overnight in the hospital. No food is allowed in the play spaces. Kids who have a fever should avoid the play areas. Patients, siblings and guests under 12 years of age must be accompanied by an adult while they play.

**Restrooms**

Restrooms are located on either side of the patient elevators on every floor (including family restrooms). Changing tables are available in the family restrooms on each floor.
During Your Stay

After-Hours Entry
The discovery garden doors (by the café) and all side doors are locked after 9 p.m. Please enter and exit through the main lobby or Emergency Department between 9 p.m. and 6 a.m.

Back to Sleep
We follow the American Academy of Pediatrics Back to Sleep safety guidelines and encourage all families to place babies on their backs to sleep. Learn more at HealthyChildren.org.

Service Excellence (Family Feedback)
Our team is here to serve children and families. If you have needs that are not being met, please contact a member of your care team or you can share your concerns with a member of our patient relations by phone from 8 a.m. to 5 p.m. by dialing 57-3222 from a hospital phone.

Quiet Time
We want you and your child to rest as easy as possible. Please encourage visitors to respect our Quiet Time hours from 8 p.m. until 8 a.m.

Sign-Out Procedure
A parent or staff member must accompany your child anytime he or she leaves the floor. Please check with your nurse before leaving the floor to ensure that your child’s TotGuard™ wristband is suspended to avoid setting off any alarms.

Slip-Resistant Socks
Kids should never be barefoot. When not wearing shoes, children and adults should wear slip-free socks inside the hospital to avoid falls.

Telephone Passcodes
Authorized parents, guardians and caregivers will receive a passcode to use when communicating by telephone with our medical staff. The access code is required when calling for patient information.
Interpreter Services
To help you understand everything about your child’s care, we offer language interpretation services (including American Sign Language) upon request at no cost to you. Talk to your nurse for assistance with interpretation.

It’s recommended that if you need interpreter services, you request them upon your arrival. Interpreter services are available in the following formats during your child’s hospital stay:
- phone
- video
- in-person interpreters (must be scheduled in advance)
- Nemours Associates who wear color-coded badges (mango indicates conversational Spanish, lime green indicates a qualified medical interpreter)

Visitation Policy
Parents, guardians and other identified family care providers are welcome in the hospital 24 hours a day, seven days a week in accordance with patient and family preferences and the clinical judgment of the patient’s care team.

Visitors must obtain a sticker badge when they check in at the Welcome Desk on the First Floor. Everyone over the age of 10 must wear this sticker throughout their visit.

NEMOURS PHOTO GUIDELINES
At Nemours, we know there are times during your child’s treatment that you would like to record or photograph. We understand and want to work with you. In return, we ask that you help us protect the health, safety and privacy of your child, our Associates, and all of the children and families at Nemours by following a few simple guidelines.

Stop and Ask:
Do I have permission?
You are welcome to take photos or record your child and your family members while you are at Nemours in most locations. However, you must always respect the rights and privacy of other patients, their family members and Nemours Associates. Please do not take photos or recordings of anyone without their permission.

Safety First:
Am I compromising care or privacy?
In order to provide the best care and protect the safety of all our patients, taking photos or recordings is not allowed in some areas such as in emergency rooms, changing areas for patients, surgical suites, rooms where other patients may be present, and any areas where procedures are being conducted.*

Rights And Responsibility:
Am I respecting others’ rights?
Please understand that Nemours Associates have the right to refuse to be in any recordings or photographs. They are not allowed to comment or take part in interviews about a patient’s care or treatment unless they are taking part in news stories or videos approved by Nemours Marketing & Communication. If a Nemours Associate believes patient care is being compromised or one of our patient family’s privacy has been violated, you or your family members will be asked to delete photos or recordings or you may be asked to stop using your device.

* If you are videotaping anyone other than your family members — always ask permission first, regardless of area restrictions.

Be Part of Our Promise:
Treat others how you would like to be treated.
We know you want to share your child’s experience with your family and friends and we encourage you to do so. We ask that you help us keep our promise to do everything within our power to treat every child as we would our own by respecting the safety and privacy of our Associates and all the children and families we care for at Nemours.

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Patient- and Family-Centered Care

Family-centered care is a cornerstone of Nemours Children’s Health System, because we appreciate and respect that no one knows your child better than you do. NCH was built with this commitment in mind. From the clinical care to our extensive support services, we engage with children and families as essential partners in our care teams. To support this partnership, Nemours experts will facilitate your child’s healing process — from the hospital to home — while empowering you and your family to be part of the decision-making process.

Social Work

Our social workers provide compassionate, professional and culturally sensitive assistance to children and families coping with illness, injury and disability. They can help deal with a child’s course of care and relieve families’ stress as much as possible, providing support for emotional needs, counseling and resource assistance. If you would like to speak to one of our social workers, please let a member of your care team know.

Spiritual Care

The Spiritual Care team is here for patients and families to provide spiritual and emotional support when needed most. A chaplain is available seven days a week and is on call 24 hours a day, every day. A member of the team can meet you in the chapel, in your child’s room, or wherever you feel comfortable. We are also happy to connect you with clergy of your own religious tradition.

HAND HYGIENE IN THE HOSPITAL

Keeping hands clean is one of the most important steps we can take to avoid spreading germs. Take extra care during flu season (fall and winter months) when there are also visitation restrictions. Here are some tips for healthy handwashing.

When should you wash your hands?
- before, during and after preparing food
- before eating
- before and after caring for someone who’s sick
- before and after treating a cut or wound
- after using the toilet or changing diapers, and after cleaning a child who has used the toilet
- after blowing your nose, coughing or sneezing
- after touching an animal or animal waste
- after handling pet foods or treats
- after touching garbage

What’s the right way to wash your hands?
- Wet your hands with clean, running water (warm or cold) and apply soap.
- Rub your hands together to make lather and scrub them well; be sure to scrub the backs of your hands, between your fingers, and under your nails.
- Continue rubbing your hands for at least 15 seconds.
- Rinse your hands well under running water.
- Dry your hands using a clean towel or air dry them.
- If you don’t have clean, running water you can use an alcohol-based hand sanitizer if it’s at least 60 percent alcohol. Although these can quickly reduce the number of germs on hands, sanitizers do not eliminate all types of germs.

Keep in mind that hand sanitizers aren’t effective when hands are visibly dirty.

This guide is available in Spanish. Esta guía está disponible en español.
Child Life
Child Life specialists are child development experts who help ensure life remains as normal as possible for children in a health care setting and other challenging environments. Our certified Child Life specialists promote effective coping through various techniques and work in partnership with the medical team and other professionals to meet the unique emotional, developmental and cultural needs of each child and family. Since our team understands that a child’s well-being depends on the support of the family, we are able to provide information, support and guidance to parents, siblings and other family members.

Child Life Areas of Service

Play & Self-Expressive Activities
A child’s job is to play. We encourage children to play, whether at bedside or in our play and teen spaces within the hospital. We use art, music and creative therapies to promote your child’s development.

Medical Play
Our Child Life specialists use real and pretend medical equipment to give your child a chance to play through medical experiences by sharing feelings, concerns and fears. We have the Mock Patient Room to provide an emotionally safe space for children and families to help prepare them for future scenarios and rehearse coping strategies.

Preparation
It’s natural for a child to be anxious about a hospital or clinic visit, but it helps to know what to expect. We help explain procedures and surgery using your child’s five senses and medical materials.

Coping and Distraction
During medical procedures, Child Life specialists offer a variety of tools to redirect your child’s attention to decrease anxiety and increase cooperation. Techniques may include relaxation, deep breathing and guided imagery. We also help your whole family draw on your own coping strengths.

Emotional Support
Our Child Life specialists provide psychosocial support to help your child cope with health care experiences and work through feelings such as fear, anger, sadness or guilt.

Programming
Enjoyment — like a good laugh — is an important part of healing. We organize a variety of activities and events for kids of all ages, including visits from special guests, premiere movie showings and live performances in our main lobby.

Bereavement
Child Life specialists offer comfort, support and memorial activities for families when needed. Our Child Life specialists are trained to understand the different ways children deal with stress, fear, confusion, anger, guilt and sadness. We will develop coping strategies specific to your child’s individual needs, and will also provide parents, siblings and other family members with information, support and guidance when necessary.

To request a visit from any of our patient- and family-centered care team members, ask your nurse to connect you.
Patient Safety

Parents play a critical role in helping us protect patients. Be aware of surroundings and security policies, and always encourage family members and visitors to follow safety guidelines during your child’s stay.

Security and Blue Light Emergency Phones
Security is available on campus 24/7. If you need assistance while on hospital grounds, dial (407) 567-5555 or 57-5555 from a hospital phone, or look for one of the emergency phones with blue lights located throughout the campus. You can also dial 911 from your mobile phone.

Staff, Family and Visitor Badges
NCH personnel display their photo badge at all times. Visitors must receive a badge at the Welcome Desk upon arrival. Badges are color-coded as follows:

- **Blue** for NCH staff and volunteers
- **Pink** for community or consulting physicians, and partners in care (e.g., patient family members who need to be on-site for an extended period)
- **Yellow** for NCH-authorized vendors

Clinical Logistics Center (Patient Monitoring Camera & Audio)
The Clinical Logistics Center (CLC) at NCH is an electronic command center that provides an extra set of eyes for your child’s safety and care. Paramedics are stationed in the CLC around the clock, and they continually watch for trends or distress. If a child has any signs of difficulty, medical teams can be alerted right away.

The CLC is able to audio and video directly into the room to more closely monitor patients and dialogue with parents and the care team. CLC staff will always audio in first to get permission before they video in. Using the HD camera, the CLC medic has a fixed view of the patient bed where they can zoom in close enough to see the rise and fall of a child’s chest.

Visit our website to view a patient story about the CLC by visiting Nemours.org/orlando.

Rapid Response Team
If you’re concerned your child may be in distress, talk to a nurse right away. You can also call our Rapid Response Team by dialing 57-5555 from a hospital phone.

Patient Wristbands/TotGuard®
Your child will be issued a patient ID wristband (red if there’s a known allergy; white if no allergies). Please inform one of your care team members if the allergy information isn’t correct or it changes. ID bands must be worn in the Emergency Department, infusion center, surgical commons, inpatient units and for some imaging services. Hospital staff should check your child’s ID band before delivering any type of care.

Children staying overnight must also wear a TotGuard® transponder wristband at all times. If a patient enters an unauthorized area or leaves the building, the device on the wristband will sound an alarm, signal the security team and activate security cameras. Please ask your nurse to suspend your TotGuard® if you’re going outside to visit the gardens.
Your Child’s Room

Care Compass (Patient Care Display)
The touch-screen tablet mounted outside each child’s room is called the Care Compass. It’s a valuable tool that helps include parents in the care team by sharing important information at a glance. The icons also relay vital information to physicians and nurses — from dietary restrictions and allergies to whether your child wants a visit from pet therapy. Simply walk up and touch the icons to see what info it represents.

Comfort Zones
Patient rooms have three designated zones:
- The center of the room is the patient zone complete with a bed, TV/GetWell:) Network and headwall.
- Between this zone and the door is an area where NCH staff can store equipment and materials specifically to care for your child.
- The zone between the patient bed and the window is for family members. It’s outfitted with a couch that converts to a twin bed, a reclining chair and a rolling table that’s perfect for play, schoolwork or sharing a meal together.

Customizing the Room
Lighting Panels | Using the GetWell:) Network, kids can change the overhead lights to “paint” the room with their favorite color.

Window Shades | There are two kinds of window protection in each room: sunshades that eliminate glare without blocking the healing natural light, and blackout shades to darken the room for sleeping and quiet time. Ask your nurse to show you where the controls are in your child’s room.
GetWell:) Network

Your child can access games and movies through the GetWell:) Network on the TV in their room. This family-friendly network also provides valuable medical and hospital information. For example, your child’s physician or care team may write an order for a video to educate you and your child about an upcoming surgery or procedure, or about follow-up care after you leave the hospital. Please note that videos ordered by a physician can be paused but not skipped.

The GetWell:) Network is also a great place to search for information about NCH, including more about our medical teams who work together to care for your child, hospital maps, parking information, telephone instructions, café hours and other frequently asked questions. It’s a great way to stay connected, send a cheer to our staff or provide feedback.

Follow the instructions below to get to GetWell Town:

1. Turn the TV ON/OFF by pressing the “Power” button on the pillow speaker that is attached to the bed.
2. Press the “Menu” button on the top left corner of the pillow speaker.
3. Select the “Home” button on the bottom left corner of the pillow speaker to access the home screen.
4. Click on any of the icons shown to the right to access a lot of great things.

Need help with GetWellNetwork? Contact our 24-hour help desk team at (888) 496-3375.

The Nemours Channel (Channel 60)

The Nemours Channel features more than an hour of programming including segments on Nemours’ history and mission as well as the Nemours Estate. We’ll also share patient stories and educational programming on topics ranging from anesthesia and asthma research to preparing for surgery and how to read to your child. Additionally we’ll highlight some of Nemours’ unique features such as the Clinical Logistics Center and our electronic health record.

Refrigerator

Your child’s room has a refrigerator for your family’s use. Our housekeeping staff cleans it daily. Please keep to these guidelines:

- All items brought from outside NCH are your responsibility.
- Label items by date opened and discard after 48 hours.
- Store food and nonalcoholic drinks only. No medications, specimens or other nonfood items should be kept here.
- Infant formula and breast milk must be stored in our breast milk refrigerator. Ask your on-duty nurse to assist you.

Safe/Valuables

Every patient room has a safe to hold your valuables. Please don’t leave valuable items in plain sight. Keep them with you or use the safe.

Technology Supports Our Care

At NCH, we use technology to care for patient safety and security. For instance, the Voalte® Smartphones we use for messaging keep our caregivers — including parents — connected. The Care Compass display outside each patient room is another way we use technology to deliver the best care possible. If your child is in distress, the paramedics in the Clinical Logistics Center can communicate using a speaker in each child’s room and, with permission, they can activate a camera as well. Read more in the Patient Safety section on page 16.
Telephone
There’s a landline in every patient room you can use to dial in-hospital extensions for services such as the café. Long distance and international calls can be made from this line using calling cards.

Spending the Night
To help you stay by your child’s bedside as much as possible, our rooms are equipped for one parent or guardian to stay with their child overnight. If you or your family requires lodging, mention Nemours and receive a special rate at participating hotels in Orlando.

Ronald McDonald House (RMH) is also an option for our families. The application process is listed below.

Step 1 will be a web-based application that will need to be completed by each family requesting to stay at RMH. The application can be accessed from their website at www.rmhorlando.org and once complete, the information is sent securely and directly to the RMH staff to review.

Step 2 of the application process will require each individual (age 18 or older) to complete a background check. RMH utilizes a third-party, online background check service, GIS (www.geninfo.com), and all information is kept confidential. RMH staff will contact eligible guest applicants with instructions on how to complete the background check through www.geninfo.com. Each individual (age 18 or older) must complete the background check.

Guest applicants must “pass” the background check in order to be eligible to stay at RMH. Only the individual who has a “failing” background check will be ineligible to utilize RMH — other eligible family members who pass the same criminal background check will be eligible to stay at RMH so long as all other rules and regulations are followed which include not allowing the ineligible person(s) to stay with the eligible family members.

RMH appreciates your understanding this guest application process. If, at any point, you have a question, please call the RMH near your campus:

RMH at Nemours Children’s Hospital: (321) 319-4748 (Office hours: 9 a.m. to 9 p.m.)
Family Amenities

ATM
There’s an ATM located near the visitor badge kiosks next to the First Floor Welcome Desk.

Food and Dining Options
We offer healthy and convenient places to eat a meal with your family or grab a snack to go. Cash, credit and debit cards are accepted. Visit the GetWell:) Network on your room’s TV to find café, coffee and gift shop hours. From the home screen, click on the restaurant icon and select Food and Nutrition Hours. Since café hours may vary, you may also contact our Food and Nutrition Services Diet office by dialing 57-4011 from a hospital phone.

Discounted food vouchers can be purchased to use in our cafe. You can contact our Food and Nutrition Services Diet office by dialing 57-4011 from a hospital phone to explore this option.

Nemours Café is on the First Floor to the right of the Welcome Desk. You can relax, refuel and recharge while our executive chef prepares delicious and healthy meals, using organic seasonal and locally sourced food whenever possible. Our hospital’s café is an eco-friendly, sustainable operation that uses less nonrecyclable Styrofoam® and utensils. Options include:
- made-to-order (or make-your-own) hand-tossed salads from the fully stocked salad bars
- a variety of cuisine, including vegetarian and international choices
- table seating indoors and outdoors

Outtakes Quick Cuisine is on the First Floor to the left of the Welcome Desk. It has plenty of options whether you’re on-the-go or just need to keep going. Located inside the gift shop, Outtakes offers a quick bite or a fresh cup of coffee to fuel you. You’ll enjoy:
- specialty sandwiches
- salads & soups
- homemade baked goods
- frozen treats and dinners
- Starbucks® coffee

Visit the GetWell:) Network on your room’s TV to find café and coffee shop options. From the home screen, click on the restaurant icon and select Food and Nutrition Hours.
Mailbox & Stamps
There is a U.S. Postal Service mail pick-up by the ATM to the right of the Welcome Desk in the main lobby. Stamps can be purchased in Branches Gift Shop.

Public Transportation
LYNX is the public transit provider for Orange, Osceola and Seminole counties. They offer a modified express (FastLink) bus route to Medical City/Lake Nona, including a stop at Nemours Children’s Hospital (NCH). You can hop on LYNX’s FastLink 418 to NCH from the Florida Mall SuperStop. Some riders can qualify for a Discount Fare ID; contact LYNX for information. LYNX operates Monday–Saturday (no service on holidays). To plan your trip or view a full bus schedule, visit www.GoLynx.com.

SunRail is Central Florida’s commuter rail system that operates Monday–Friday (no service on holidays). If you’re traveling by SunRail, use the Sand Lake Road station. LYNX’s FastLink 418 bus route to Medical City (see paragraph above) via Meadow Woods includes a stop at this station. The fare for SunRail is just $2 per zone (most routes operate within one zone) with a free transfer to LYNX; transfer policy is 90 minutes. For travelers who plan to ride SunRail routinely, they also offer a reloadable plastic SunCard. Visit www.sunrail.com for more details.

Washers/Dryers
Need to do a load of laundry? Floors with inpatient rooms have a washer and dryer available at no cost just for patient families. It’s recommended that you bring your family’s preferred laundry detergent. Just ask your nurse to direct you to the closest laundry set.

Wi-Fi
To access our free guest Wi-Fi, select “Nemours Internet” from available wireless networks, then open your Web browser and accept terms and conditions.

The Medicaid Transportation Program may provide transportation services to and from appointments to eligible patients. Contact your Medicaid customer service office to explore services or request a social work consultation.

For families traveling by air to Orlando, there is a flat-rate cab fare to NCH from the Orlando International Airport.

If you need assistance with transportation questions, please work with your social worker or care team to explore options.
Going Home

Discharge
Instruction sheets and other information will be provided as you prepare for home. You’ll receive a follow-up call within 48 hours to see how your child is doing.

MyNemours
We offer MyNemours, accessible directly or from our website at Nemours.org, as an easy way to access information about your child’s condition and treatment program. Once enrolled, parents and legal guardians can go online to request appointments, view your child’s health summary and select test results, request prescription renewals and even communicate securely with Nemours caregivers. Ask your nurse; they’ll help you get connected. Read more online and login at Nemours.org/mynemours.

KidsHealth.org®
Find information you can trust about kids and teens at KidsHealth.org. This popular site is really three sites in one: with sections for parents, for kids and for teens. KidsHealth.org features articles, games, animations and videos that have all been reviewed by pediatricians and other medical experts covering topics such as:

- pregnancy and newborns
- positive parenting
- emotions and behaviors
- growth and development
- first aid and safety
- nutrition and fitness

KidsHealth articles are provided in English and Spanish.

Outpatient Follow-Up Care
Nemours has a network of primary, specialty and urgent care locations throughout Central Florida. That way, you can access Nemours experts closer to home. Nemours Children’s Primary Care practices see children from birth to 18 years old for everything from routine well-child and sick-child visits to help with behavioral evaluations and chronic illness care. When your pediatrician’s office is closed, visit a Nemours Children’s Urgent Care. We’re open nights, weekends and holidays to care for illnesses and injuries. Every Nemours urgent care clinic offers X-ray and lab services. For a list of locations, visit Nemours.org/orlando.
Nemours CareConnect
Live on-demand video visits with Nemours pediatricians from the comfort of your home, 24/7. Nemours CareConnect extends the quality care that you expect from Nemours Children’s Primary Care and Nemours Children’s Urgent Care locations — at home and on your schedule. If needed, a prescription can be called into your pharmacy.

On-demand visits are $49 per visit.

Download the free app or connect on your laptop at NemoursCareConnect.com.

Paying Your Bill
At Nemours, we want to help you any way we can, including assisting you in the financial aspects of your child’s care. We do everything in our power to make this part of the process easier, so you can focus on more important things — like helping your child feel better. Visit Nemours.org and view Patient Family Resources to pay your bill online or contact our financial counselors weekdays from 8 a.m. to 4:30 p.m. at (407) 650-7703.

Pharmacy
Publix Pharmacy is located on the First Floor to the left of the Welcome Desk. Conveniently fill your prescriptions and purchase over-the-counter medicines and supplies. Our pharmacy staff will even deliver your medications right to your room.

We accept most insurance plans and we’re open weekdays from 8:30 a.m. to 6 p.m.

For questions, or to request our free medication delivery service, please contact our pharmacy by phone at (407) 567-4799 or by fax at (407) 567-4795.
Ethics

If patient families have ethical or moral concerns about the treatment received at Nemours Children’s Hospital, they are invited to submit their concerns to the NCH Ethics Committee.

To contact the committee, call the NCH operator at (407) 647-4000 or dial “0” from any hospital phone.

Patient’s Right to Care

If you have a medical emergency or are in labor:

You have the right to receive, within the capabilities of this hospital’s staff and facilities:

- An appropriate medical SCREENING EXAMINATION
- Necessary STABILIZING TREATMENT (excluding treatment for an unborn child)
- An appropriate TRANSFER to another facility

Even if you cannot pay or do not have medical insurance or you are not entitled to Medicare or Medicaid.

This hospital DOES participate in the Medicaid Program.

Notice of Patient Rights and Responsibilities

Florida law requires that your health care provider or health care facility recognize your rights while you are receiving medical care and that you respect the health care provider’s or health care facility’s right to expect certain behavior on the part of patients. You will be informed on admission about your rights and responsibilities. You may request a copy of the full text of this law from your health care provider or health care facility. A summary of your rights and responsibilities follows.

As a Patient of This Facility You or Your Parents and/or Guardians Have the Following Rights:

1. To be granted access to treatment or accommodations that are available or medically necessary, regardless of age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, gender identity or expression, and sources of payment for care.

2. Each patient (or his/her Support Person) will be informed in writing of their visitation rights including: (1) patient’s right to receive the visitor whom he or she designates, including, but not limited to, a spouse, a domestic partner (including same sex domestic partner), another family member, or a friend; (2) patient’s right to withhold or deny such consent at any time; (3) justified Clinical Restrictions which may be imposed on a patient’s visitation rights; (4) all visitors designated by the patient (or Support Person when appropriate) shall enjoy full and equal visitation privileges consistent with patient preference. Nemours Children’s Hospital does not restrict, limit, or otherwise deny visitation privileges on the basis of race, color, national origin, religion, sex, gender, identity, sexual orientation or disability.

3. To be treated with respect and courtesy in an environment that preserves your individual dignity, fosters a positive self-image, protects the individual’s need for privacy, and is free from mental, physical, sexual or verbal abuse, neglect and exploitation.

4. To receive care in a manner that respects your cultural and personal values, beliefs, and preferences.

5. To receive treatment for any emergency medical condition that will deteriorate from failure to provide treatment.

6. To receive care that supports your emotional, educational, religious, spiritual and developmental needs.

7. When informed consent is needed, to receive effective communication about the potential risks, alternatives (including nondreatment) and benefits associated with proposed procedures, care, treatment and services.

8. To be provided with the opportunity to ask questions and to expect a prompt and reasonable response with questions answered to your satisfaction.

9. To obtain complete and current information about your diagnosis, planned course of treatment, alternatives, risks, progress and proposed future health care needs from your care provider in a manner tailored to your needs which should include a consideration of age, primary language, disabilities and ability to understand.

10. To participate in care decisions.

11. To be informed of any experimental treatments or research studies that may directly affect your care and the potential risks, benefits, discomforts and alternatives. And you have the right to give your consent or refusal to participate in such experimental research.

12. To have pain assessed and the ability to participate in decisions regarding how pain is managed.

13. To refuse treatment in accordance with the law and to be informed of the medical consequences of that refusal.

14. To express grievances regarding any violation of your rights through the grievance procedure of the health care provider which served you and to the appropriate state licensing agency. This includes being informed about the hospital’s process to help resolve problems or concerns about your hospital stay and/or care. You may express your concerns to your attending physician, or any member of the health care team. You may also contact the Patient Relations Department. Your or your family member may share your concerns with the State of Florida Agency for Health Care Administration or the Joint Commission with contact information as follows:

State of Florida Agency for Health Care Administration
Phone: 1 (888) 419-3456
Web: http://www.fdhc.state.fl.us/index.cfm
Mail: Florida Agency of Health Care Administration
Consumer Services Unit – 4052 Bald Cypress Way
Bin C-75, Tallahassee, Florida 32319-3275

The Joint Commission
Phone: 1 (800) 994-6610
Mail: The Joint Commission
Office of Quality Monitoring
1 Renaissance Boulevard
Oakbrook Terrace, IL 60181

15. To know the names and qualifications of your caregivers. You have the right to know who is providing medical services and who is responsible for your care. You, your parent and/or guardian has the right to know if the hospital has relationships with outside parties that impact your treatment and care. These relationships may be with educational institutions, other health care providers or insurers.

16. To have your parent and/or guardian and/or an adult member of the health care team present as a “chaperon” at all times when you are examined or treated.

17. To have your medical record information treated confidentially, as described in the Nemours Notice of Privacy Practice.

18. To expect that your visit will be as safe and comfortable as possible and that any form of restraint and/or seclusion will be used only when medically necessary.

19. To have family members and others to visit you, your parent and/or guardian during normal visiting hours and as much as possible to support the provision of emotional support. To be given an explanation from the health care team when clinical or other reasonable restrictions on visitors are necessary. You also have the right to refuse visitors at any time.

20. To designate a family spokesperson to work with the staff if ethical issues arise in your care.

21. To be transferred to another facility unless the need for transfer and the alternatives to the transfer are completely explained to you. The transfer should occur only if acceptable to you and the receiving facility.

22. To receive a copy of a reasonably clear and understandable, itemized bill and, upon request, to have the charges explained.

23. To receive, upon request, prior to treatment, a reasonable estimate of charges for medical care.

24. To receive upon request, full information and necessary counseling on the availability of financial resources for your care.

25. If you are eligible for Medicare, you have the right to know, upon request, and in advance of treatment, whether the health care provider or health care facility accepts the Medicare assignment rate.

26. To be informed at a time of admission or outpatient treatment about patient rights and responsibilities.

27. To be informed about access to child and adult protective services if the need for these services is apparent.

28. To have a family member or representative of choice and your own physician notified promptly at the time of admission to the hospital if requested.

29. To be informed of the outcomes of care, treatment and services, including unanticipated outcomes by a licensed independent practitioner on your health care team.

30. To have wishes addressed related to end-of-life decisions and to be informed of your options.

31. To receive effective communication from the health care team which includes the sharing of information regarding patient support services that are available, including whether an interpreter is available if you do not speak English or you have visual or hearing impairments. The interpreter is supplied at no cost to you.

32. To be informed and given written consent regarding the production of the recordings, films, or other images that may be used for purposes other than your care, and to request the production of these images be stopped at any time or your consent withdrawn before recording, filming or image is used.

33. To be permitted to access, request amendments to, and obtain information on disclosures of your health information in accordance with law and regulation.

You, Your Parent and/or Guardian Has the Following Responsibilities:

1. Your parent and/or guardian should provide comfort and support you as much as possible, in the special way that only families can provide.

2. To work with the health care team to ensure the best possible treatment, rehabilitation and discharge planning.

3. To provide, to the best of your ability and knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to your health.

4. To report unexpected changes in your condition to the health care team.

5. To be available to your health care team either personally or by telephone.

6. To voice any concerns about your care to the health care team or any Associate of the Patient- and Family-Centered Care Team.

7. To let your health care team know if you do not understand the contemplated course of your health care plan, and what is expected of you in this plan if the health care instructions supplied are not understood or cannot be followed.

8. To follow the prescribed treatment plans and keep appointments. If you are unable to keep the appointments, you must notify the hospital or office. You, or your parents’ guardian, are responsible for the medical consequences if treatment is refused or the prescribed treatment plan is not followed by you.

9. To recognize that the needs of other patients and families may sometimes be more urgent.

10. To treat staff and other families in a considerate, courteous and cooperative manner.

11. To respect the cultures, values, beliefs, privacy, and confidentiality of other patients and families receiving care.

12. To ensure that your behavior, as well as the behavior of your visitors, is reasonable and responsible and considerate of the rights of other patients and staff.

13. To follow hospital and practice site rules affecting patient care and conduct.

14. To understand that Nemours Children’s Hospital is a teaching facility and to cooperate with the staff in their training of health care professionals.

15. To take care of your personal property and valuables and to respect the property of the hospital or practice location.

16. To provide complete and accurate information about the time of your visit or hospital admission.

17. To assure the financial obligations of your hospital care are fulfilled as promptly as possible.

The patient, parent and/or guardian will be informed at the time of admission or outpatient treatment and as needed thereafter about his/her rights and responsibilities through the Rights and Responsibilities Brochure and the Nemours Notice of Privacy Practices.

**DEFINITION: Chaperon: An adult member of the health care team who is 21 years of age or older, acting under the direction of the physician or Nemours Children’s Hospital or who is a licensed health care professional, and who is the same gender of the patient, when practicable.**

Nondiscrimination Policy

As a recipient of Federal financial assistance, Nemours Children’s Hospital does not discriminate against any person on the basis of race, sex, color, national origin, or disabilities in admission to, participation in, or receipt of the services and benefits under any of its programs and activities, whether carried out by Nemours Children’s Hospital directly or through a contractor or any other entity with which Nemours Children’s Hospital arranges to carry out its programs and activities.

This statement is in accordance with the provisions of Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, and Regulations of the U.S. Department of Health and Human Services issued pursuant to these statutes at Title 45 Code of Federal Regulations Parts 8, 9, and 91.

In case of questions, please contact:

Provider name: Nemours Children’s Hospital
Contact Person/Section 504 Coordinator: Jennifer Gutman
Telephone number: (602) 656-7331
TDD or State Relay number: 711; (800) 955-8771
As a partner in your child's care, parents are encouraged to participate in daily rounds with the care teams. Ask your nurse for details.
### Online Resources from Nemours

**GetWell:) Network**
While your child is here, the in-room TV is transformed into GetWell:) Town, an interactive resource that includes informational videos based on your child’s age and medical condition.

**Nemours.org**
Our site allows you to learn more about the conditions we treat as well as find primary, specialty and urgent care locations. Plus read more about our physicians using *Find a Doctor*.

**KidsHealth.org**
Brought to you by the experts at Nemours, it's the most visited site on the web for information about health, behavior and development from before birth through the teen years.

**MyNemours.org**
A free online service for parents and legal guardians that provides access to portions of your child’s electronic health record. Once enrolled, you can also access it to communicate securely with Nemours caregivers.

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### Alphabetical Listing of Destinations

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<tr>
<th>Destination</th>
<th>Floor</th>
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</thead>
<tbody>
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<td>Floor 1</td>
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<tr>
<td>Allergy/Immunology</td>
<td>Floor 4</td>
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<tr>
<td>Audiology</td>
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<tr>
<td>Auditorium</td>
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<tr>
<td>Behavioral Health</td>
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<tr>
<td>Branches Gift Shop</td>
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<tr>
<td>Nemours Café</td>
<td>Floor 1</td>
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<tr>
<td>Cardiac Intensive Care Unit (CICU)</td>
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<tr>
<td>Cardiology</td>
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<tr>
<td>Chapel</td>
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<tr>
<td>Clinical Research</td>
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<tr>
<td>Conference Center</td>
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<tr>
<td>Consultative Pediatrics</td>
<td>Floor Varies</td>
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<tr>
<td>Dentistry</td>
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<tr>
<td>Emergency Department</td>
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<tr>
<td>Employee Health</td>
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<tr>
<td>Endocrinology</td>
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<tr>
<td>Ear, Nose &amp; Throat (Otolaryngology)</td>
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<tr>
<td>Gastroenterology/Hepatology</td>
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<tr>
<td>Genetics</td>
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<tr>
<td>General Surgery</td>
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<tr>
<td>Healthy Choices Clinic</td>
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<tr>
<td>Hematology/Oncology</td>
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<tr>
<td>Hematology/Oncology Patient Rooms</td>
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<tr>
<td>Imaging (Radiology)</td>
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<tr>
<td>Infectious Diseases</td>
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<tr>
<td>Infusion</td>
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<tr>
<td>Inpatient Pharmacy</td>
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<tr>
<td>Interventional Radiology</td>
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<tr>
<td>Laboratory</td>
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<td>Medical Records</td>
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<tr>
<td>Nemours Center for Fetal Care</td>
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<tr>
<td>Neonatal Intensive Care (NICU)</td>
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<tr>
<td>Neonatology</td>
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<tr>
<td>Nephrology</td>
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<tr>
<td>Neurology/Neurosurgery</td>
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<td>Offices</td>
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<td>Ophthalmology</td>
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<td>Orthopedics</td>
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<td>Outtakes Quick Cuisine</td>
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<td>Patient Rooms</td>
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<tr>
<td>Pediatric Intensive Care (PICU)</td>
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<tr>
<td>Phlebotomy</td>
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<tr>
<td>Physical Medicine and Rehabilitation</td>
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<tr>
<td>Pulmonology</td>
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<tr>
<td>Rehabilitation Patient Rooms</td>
<td>Floor 5</td>
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<tr>
<td>Respiratory Therapy</td>
<td>Floor 3</td>
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<tr>
<td>Rheumatology</td>
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<tr>
<td>Roof Gardens</td>
<td>Floors 2, 4</td>
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<tr>
<td>Publix Outpatient Pharmacy</td>
<td>Floor 1</td>
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<tr>
<td>Sleep Center &amp; Electroencephalogram (EEG)</td>
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<tr>
<td>Surgery Center</td>
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<tr>
<td>Therapy &amp; Rehabilitation Services</td>
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<tr>
<td>Urology/Bladder</td>
<td>Floor 2</td>
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<tr>
<td>Valet</td>
<td>Floor 1</td>
</tr>
<tr>
<td>Vending Machines</td>
<td>Ground Floor</td>
</tr>
<tr>
<td>Volunteer Services</td>
<td>Floor 1</td>
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</tbody>
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