Quick Reference Phone Numbers
Information/first floor Greeter Desk: (407) 567-4750 or 57-4750 from a hospital phone
Campus Security: 57-5555 from a hospital phone
Valet Parking: 57-4750 from a hospital phone

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.
Welcome to a family-centered place of healing.

Nemours Children’s Hospital was designed by families for families. Here, you are a partner in your child’s journey to wellness. We promise to listen to you, include you in decisions, and empower you to be part of the treatment team.

Great care has been taken to make your stay as comfortable as possible. We hope you will find time each day to connect to the healing gardens that surround us. We encourage you to take advantage of services that will help make the transition from hospital to home easier.

Nemours Children’s Hospital is part of Nemours, one of America’s leading pediatric health care systems. We are dedicated to treating every child as if they were our own. This brief guide provides information you will need as we work together to help your child feel better.

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What to Bring When Your Child Is Admitted

For your child:
- keepsakes and photographs of family, friends, and pets to help make the room feel more like home
- a few comfort items: for example, a blanket; washable toys; a robe, slippers, and pajamas; DVDs of favorite videos and video games
- extra supplies of prescription medicines (Prepare for an extended stay just in case.)

For you and other family members:
- enough clothes to last 7-10 days (Visit nws.noaa.gov to check the Orlando weather forecast.)
- prescription medicines (Prepare for an extended stay just in case.)

To share with the health care team:
- your government-issued photo ID (driver’s license, passport or other official ID)
- a certified copy of your child’s birth certificate
- Social Security numbers (cards not required) for your child and at least one parent or guardian
- employer information (name, address, phone numbers) for parents or guardians accompanying child and, in the case of teens with a job, their employer information
- contact information (name, address, phone numbers) for at least one person we can reach in an emergency
- insurance information, including medical, pharmacy, and dental insurance cards
- your family doctor, including name, address, phone, fax, and email address
- the doctor your insurance company has assigned as your child’s primary care physician, including name, address, phone, fax, and email address
- custody or divorce papers, when required, to verify who can sign for your child’s medical tests and treatments

Finding Your Way Around

ATM
The ATM is located for your convenience near the Greeter Desk on the first floor.

Chapel
Open 24 hours every day, the Chapel is located behind the Greeter Desk on the first floor.

Concierge
Find the Concierge Desk inside the KidsTRACK lobby on the first floor.

Family Commons
Each patient floor has a large open space where family members are welcome to gather or spend some time alone. Please respect others by keeping noise to a minimum.

Family Lounges
Our family lounges on the third, fourth and fifth floors allow families a quiet, television-free space to rest, read, and relax – while remaining close to their child down the hall. Lounges are equipped with a refrigerator, coffee, and tea.

Food
Our cafeteria is located just past the Greeter Desk on the first floor. It is open every day from 7 a.m. to 7 p.m. Outtakes Quick Cuisine, also on the first floor, offers gourmet coffee and a limited snack bar from 6 p.m. to midnight every evening. Both eateries accept cash and the following cards: MasterCard, Visa, Discover and American Express.

Imaging
Find Imaging services including X-rays, MRIs, and CAT scans on the ground floor near the saltwater aquarium just outside the Emergency Department.

KidsTRACK
Located on the first floor of NCH, KidsTRACK is a place where families can:
- coordinate multiple doctor appointments
- connect with community support and insurance companies
- learn to use special equipment for home health care
- learn to cook meals for a child’s special diet in the teach-in kitchen
- find reliable information on medical conditions, research, and treatments

Ask your physician for a referral to KidsTRACK or call (407) 650-7715.
**Lactation Rooms**  
NCH provides two dedicated rooms for nursing mothers, one on the third floor next to the washer and dryer and another near the entrance of the fourth floor roof garden. Each room has a breast pump that mothers are welcome to use, one person at a time. If you wish to use a breast pump, please wash your hands first and ask your child’s nurse to show you how to label your milk. After pumping, take labeled breast milk to the nurse immediately for safe storage. Breast milk should never be stored in your child’s room.

**Parking**  
Patient families and visitors can park free of charge in the NCH parking garage. Enter on level 1 and park anywhere on levels 1 (not ground) through 4. Or use our complimentary valet service, available at the kiosk in the circular driveway in front of the hospital or by calling 57-4750 from a hospital phone. Parking is also available in the Emergency Department parking lot.

ChargePoint EV charging stations are available on the ground and first floor of the parking garage near the elevators.

**Restrooms**  
Restrooms are located on either side of the patient elevators on every floor.

**Shops**  
Branches Gift Shop on the first floor is open Monday through Friday from 9:30 a.m. to 6:00 p.m. and from 10:00 a.m. to 2:00 p.m. on Saturday and Sunday.

**Play Spaces**  
Children of all ages are welcome to enjoy the playrooms on the fourth and fifth floors.

**Teen Getaway**  
Our Teen Room on the third floor is reserved for patients and their siblings, 12 years and older.

**Washers/Dryers**  
Need to wash a load of laundry? Just ask your room nurse for details about washers and dryers available to patient families.

Please check the foldout map in your packet for a floor-by-floor guide to patient services and departments at NCH. Or get help at our Greeter Desks, located across from the elevator on each floor, ground through fifth.

**At Your Service**

**Concierge**  
If you are looking for a supermarket, restaurant, gas station or other services outside the hospital, our Concierge can help. The Concierge Desk is open weekdays inside KidsTRACK on the first floor. Or phone us weekdays at (407) 567-3213 or extension 57-3213. This free service can also connect you to services inside the hospital, including stamps and mailbox, notary services, and more. Please see the Concierge flyer in your patient packet for full details.

**Watching Over Your Child with TLC**

**About TLC**  
The Logistics Center (TLC) at NCH is a unique electronic command center with two important functions: monitoring security on campus and keeping an eye on your child’s vital signs. Paramedics on the clinical logistics side are at work around the clock, continually watching trends for each patient. That way, when a device like a heart or breathing monitor indicates that a patient may be having difficulty, TLC can alert medical staff right away.

**Video Cameras**  
If your child’s breathing, heart rate, or other monitored vital signs change, a paramedic in TLC may “audio” into the room. You will hear a brief introduction, then a paramedic will ask questions to find out how your child is feeling. The paramedic may also want to make a visual check. In this case, the camera pointed at your child’s bed will be activated. The camera is stationary and cannot scan the room beyond the bed. It is important that you always leave your child’s bed in place so that this safety feature is not compromised.

**Rapid Response Backup**  
Most modern hospitals have a rapid response team (RRT) for emergency situations. NCH is unique in the way our clinical logistics team backs up RRT. Every patient room is fitted with an RRT red button. If a nurse decides that quick intervention is needed, a touch of this button connects immediately to TLC, where paramedics have been monitoring your child’s vital signs and can deploy help without delay.
Parents and RRT
If you are concerned that your child may be in distress, talk to a nurse or other caregiver right away. You can also call our Rapid Response Team at 57-5555 from a hospital phone or, as a last resort, press the RRT button in the room.

Your Child’s Room

Comfort Zones
Patient rooms are designed in three zones so that everyone is equipped and comfortable. In the center is the patient bed with TV and headwall. Between this zone and the door is an area where NCH staff store equipment and materials and attend to the patient. The zone between the patient bed and window is for family members. It is fitted with a pullout couch, seating, and a rolling table that is perfect for play, schoolwork, or eating a meal together.

Refrigerator
In the room is a refrigerator for your family’s use. Our housekeeping staff cleans it daily. Please follow these safety rules:

- All items brought from outside NCH are your responsibility.
- Label them by date opened and discard after 48 hours.
- Store food and non-alcoholic drinks only. No medications, specimens, or other non-food items, please.
- Infant formula and breast milk must be stored in our breast milk refrigerator. Ask your on-duty nurse for help.

Customizing the Room for Your Child’s Comfort

Lighting Panels | With the flip of a bedside switch, patients can change the overhead light filters to instantly paint the room with their favorite color. Ask your nurse for details about this mood-lifting feature.

Window Shades | We offer two kinds of window protection in each patient room: sunshades that protect against glare without blocking healing natural light, and blackout shades to darken the room for sleeping and quiet time.

GetWell:) Network
NCH patients can access games and movies through the GetWell:) Network on their TV. This patient- and family-friendly network also serves an important medical purpose. 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 cannot be skipped.

The GetWell:) Network is a great place to search for information about NCH, including our medical units, the caregivers who work together to help your child, maps, parking information, how to use the phone, and many other frequently asked questions.

Online Ways to Stay Informed
In addition to GetWell:) programming, we offer MyNemours at Nemours.org, an easy way to access information about your child’s condition and treatment program. MyNemours is a free service for parents and legal guardians that provides online access to portions of the electronic medical record. Once you are enrolled, you can use the Internet to request appointments, view your child’s health summary and selected test results, request prescription renewals, and communicate securely with Nemours caregivers.

Through MyNemours, you can also access health information from KidsHealth, the Nemours website that is the #1 online source of pediatric health information. Speak to your child’s doctor to find out how to enroll in MyNemours. Visit KidsHealth anytime at kidshealth.org.
Your Important Role in Pain Management

Measuring Pain
Part of our job is making sure your child is as pain-free as possible. Since younger children especially can have difficulty describing their level of pain, Nemours caregivers are trained to ask questions that provide insights. For example, we may ask your child their word for pain, where it hurts, what it feels like (sharp, dull, burning, throbbing, aching, or shooting), whether it comes and goes or stays, and what makes it better or worse. Please pay close attention to nonverbal pain cues, especially when pain appears to interfere with sleep, appetite, emotions, or ability to think. We need your input!

We use widely accepted pain scales to help patients communicate their pain. The specific scale depends on age and verbal ability:
- Older children are asked to describe pain on a 0-10 scale, with 10 being the worst pain imaginable.
- Younger children look at a set of cartoon faces and choose a face that best describes their pain.
- Infants and children unable to talk are assessed using a pain scale that identifies pain behaviors.

Pain Management Strategies
Our goal is the same as yours: to keep your child safe and comfortable. Parents are our partners as we create an effective pain management plan for your child. Sometimes the right medication is the best way to keep a child comfortable so he or she can heal. Depending on the situation, we may try other pain management methods first, including distraction techniques and relaxation exercises. Our Child Life specialists are experts in these medication-free pain therapy methods and can show you ways to help.

Our Anesthesia Policy
If your child requires sedation for a surgery or procedure, including some imaging procedures, your calming presence can help reduce stress and anxiety so that less medication is required. In most but not all situations, one parent or guardian can accompany a child for sedation. Your face will be the last thing your child sees while falling asleep and the first thing he or she sees upon waking.

During Your Stay

Family Feedback
Our team is here to serve children and their families. If you have needs that are not being met, please contact your Patient Flow Coordinator or Patient Relations Representative.

Security/Safety
Parents play an important role in helping us protect our patients. Please be aware of security policies and encourage family members to follow safety practices during your child’s stay at NCH.

Identity Badges
NCH personnel should introduce themselves and display their photo badge at all times. If you do not see the badge, ask to view it. Your child’s room is equipped to display the names of clinical staff members on the TV.

Badges are color-coded, as follows:
- Blue for NCH staff members and volunteers
- Green for Family Advisory Council, community or consulting physicians, and partners in care
- Yellow for NCH-authorized Vendors

Parents of patients who are staying with us for an extended time will receive an ID badge that is similar to those NCH staff members wear. It provides easy access to the gardens and patient unit after hours.

Patient Wristbands
Your child will be issued a patient identification wristband to wear during an NCH stay: red if there is a known allergy; white if NO allergies. Please inform staff if allergy information has changed or if band is not correct. ID bands must be worn in the Emergency Department, Infusion Center, Surgery areas, Inpatient units, and for specific services in Imaging.

Hospital staff should check your child’s ID band before delivering any kind of care. Please remind us if we do not.

Patients 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, send a signal to the security desk, and activate security cameras.
Visitor Stickers
Visitors receive a sticker when they check in at the Greeter Desk on the first floor. Everyone over the age of 10 must wear this sticker throughout their visit. The sticker automatically changes colors after 12 or 24 hours. When it does, please see the Greeter Desk for a new one.

Quiet Time
We want you and your child to get some rest. Please encourage visitors to respect our Quiet Time hours between 8 p.m. to 8 a.m.

After-Hours Entry
The main entrance, doors to the discovery garden, and all side doors are locked after 9 p.m. Please enter and exit through the Emergency Department between 9 p.m. and 6 a.m.

Sign-out Procedure
A parent or staff member must accompany your child when he or she leaves the floor. Be sure to sign the sign-out sheet at the front desk of the unit.

Telephone Passcodes
Every authorized parent/guardian/caregiver will receive a passcode to use when communicating by telephone with our medical staff. Please see your nurse for details.

Campus Security
Security is available on campus 24/7. To request an escort to your car at night, just visit the Greeter Desk on the first floor. If you need help while on the grounds of the hospital, call 57-5555 from a hospital phone or look for one of the emergency phones on white poles with blue lights that are located throughout the campus. You can also call 911 from your cell phone.

Valuables
Please do not leave valuables in plain sight. Keep them with you or use the safe in your child's room.

Slip-resistant socks
Children and adults are encouraged to wear slip-free socks inside the hospital.

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

Hand Hygiene
The single most important way to prevent the spread of infection is frequent, thorough hand washing with soap and warm water or an alcohol-based sanitizer. We provide hand sanitizers throughout the hospital, including the door of each patient room. All members of the care team are required to sanitize their hands before entering a patient’s room. Please speak up if a caregiver neglects this important step.

More for Families

Free WiFi
To access our free WiFi service, just select the wireless network labeled Guest Wireless in your wireless network connections list. Then open your web browser and accept terms and conditions.

Gardens
We invite families, patients when possible, and visitors to take advantage of our healing gardens. Learn more about the discovery garden that surrounds NCH and our rooftop gardens on the second and fourth floors on the GetWell:) network in your child's room.

Useful Websites
- Nemours.org
- KidsHealth.org – English and Spanish
- MyNemours.org (available by enrollment only. Ask your doctor for details.)
15. To understand that Nemours Children’s Hospital is a teaching facility and to cooperate with the staff in their training of health care professionals.
16. To take care of your personal property and valuables and to respect the property of the hospital or practice location.
17. To provide complete and accurate insurance information at the time of your visit or hospital admission.
18. To assure the financial obligations of your health 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.

**Nondiscrimination Policy**

As a recipient of Federal financial assistance, Nemours Children’s Hospital does not exclude, deny benefits to, or otherwise discriminate against any person on the basis of race, color, national origin, sex, sexual orientation, or age, or on the basis of disability or age, or on the basis of disability or handicap. 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 in Employment Act of 1976, and the Health Care Rights Act of 1986. The facility will provide any reasonable alternative or modification of its policies and procedures to ensure that no person is excluded, denied benefits of, or otherwise discriminated against on the basis of his or her handicap.

You, your parent and/or guardian has the following rights:

1. To be informed of, to be given, and to receive complete information about any facility policies and procedures that apply to you.
2. 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.
3. To receive care in a manner that respects your cultural and personal values, beliefs, and preferences.
4. To receive care for emergency medical conditions that will deteriorate from failure to provide treatment.

**Notice of Patient Rights and Responsibilities**

This hospital does not exclude, deny benefits to, or otherwise discriminate against any person on the basis of race, color, national origin, or disability 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.

**Notice of Privacy Practices**

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