

THE PEDIATRICS WARD & PICU QUICK REFERENCE GUIDE



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Pediatrics Manager-Donna Walker RN (510)-752-8003

Website: www.permanente.net/homepage/kaiser/pages/d13839-top.html

There are many people here at Kaiser Oakland that will be working with you and/or your child during your stay here on the 10th floor. Our goal is to make sure you have the best experience possible while you are here. Please let us know at any time if we can be of assistance.

Thank you

Sincerely,

10th Floor Staff

Welcome!

On behalf of the entire pediatric team we want to welcome you and your child to the Pediatric Unit or Pediatric Intensive Care Unit (PICU). The entire team is honored to be your child's health care providers.

Our mission is to provide you and your child with high quality, family-centered care throughout your hospitalization. Our PICU and Pediatric teams are here to provide state of the art medical and nursing care. The bright murals in the hallways create a cheerful décor and our family room and playroom have been designed to make families and patients feel more comfortable during their stay.

Part of our responsibility as a pediatric referral center includes training of the next generation of physicians and nurses. Because Kaiser Oakland is a primary training ground for resident physicians and student nurses, these trainees will be working in conjunction with our staff to care for your child and meet their needs.

We realize that this may be a difficult time for you and your family. Our goal is to support you and make you and your child as comfortable as possible during your stay. Please let us know how we can do that for you.

Room Assignments

We strive to make the very best room assignment for your child. We have a mix of private, two patient, three patient and observation rooms on the floor. We take into account the patient's diagnosis, sex, age and even length of stay when assigning rooms. While we wish every room could be private, availability of private rooms is limited; therefore a child needing a private room for medical reasons will be given top priority. If your child is placed in a private room that is not deemed medically necessary, you may be moved from that room at any time if another child is admitted that must be in isolation. When the new Kaiser Oakland hospital opens

across the street, all of the Pediatric and PICU rooms will be private. Please look out the window to see our progress!

Spending the Night

Being in the hospital could be frightening for a child. We encourage a parent/guardian to be here as much as you can. We can provide a sleep chair for one parent/caregiver to stay overnight. If no space is available, one parent may sleep in our Family Room on the 10th floor (providing space is available). Due to space limitations in the patient rooms, please return chair to the seated position by 9 am and keep them up during the day. Visitors (not parents) under the age of 18 may not stay in the patient's room overnight.

Your presence is an important part of their healing. You as a parent can provide emotional support, love and a familiar voice and touch for your child. Parents and primary caregivers may visit at any time. We also encourage you to assist in the care of your child. This may involve things such as calming your child, and assisting with diaper changes and baths when appropriate. Please do not feel as if you must stay at your child's bedside every minute of the day. Leaving for a short time or even leaving the hospital can help clear your thoughts and help you feel refreshed and re-energized. We will take care of them for you and can update you.

For safety and infection control reasons, please do not visit other bedsides during your child's stay.

Visitors

The pediatric floor is secured for the safety of our patients. Visitors need to get a visitors badge on the 1st floor before being allowed onto the 10th floor. Parents/Guardians will be given a wrist band similar to your child's to keep for your entire hospital stay.

Friends and extended family are welcome from 8AM to 8PM daily. Only two visitors may be at the bedside in the PICU at a time

If a visitor is ill, has a fever/rash or has been exposed to an infectious disease like the flu, chicken pox or measles, we ask that this person does Not visit.

can dial directly in to this phone please ask your nurse for the number. Dial 9 for local calls and dial 8-0 for long distance using a calling card or collect. Calls to your room will not be accepted from 10 p.m. to 7 a.m. to promote rest.

Cell phones are allowed but we request that they be placed on vibrate to decrease the noise in the unit. If you are in a shared room please step out of the room for long/loud conversations.

Condition H (HELP)

As partners in care we ask that you consider calling the condition H hotline if you notice a medical change in the patient and you feel that the healthcare team is not recognizing it. This hotline allows you to request additional healthcare assistance. **Dial 29049** from any hospital phone. (full phone number on pg) The nurse answering the phone will ask for identification, the patient name, the patient's room number, and the reason you are calling-what is your concern. The RN will then activate a **condition H** response and a hospital representative will arrive at the patient's room and evaluate the situation.

Translator Services

If you need information to be given to you in a language other than English please let any member of your care team know. We can provide translation services by telephone or with an interpreter.

Important Phone Numbers

Main Hospital (510) 752-1000

Pediatric Intensive Care Unit (510) 752-PICU (7428)

Pediatric Unit (510) 752-PEDI (7334)

Condition H (HELP) hotline (510) 752-9049

Member Services: 1-800-464-4000 M-F 9am -5pm

Medical Director-Jorge Gutierrez MD (510)-752-9011

PICU Medical Director-James Hanson MD (510)-752-1437

Pedi Medical Director-Karin Salim MD (510)-752-1203

Pedi Outpatient Director-James Mitchell RN NP (510)-752-1445

PICU Manager- Karmi Soder RN (510)-752-7547

For your convenience there is a cafeteria on the first floor of the hospital. You may keep a small amount of food for yourself in the family room refrigerator. All food placed in this family refrigerator must be labeled with your child's name and date. For health safety reasons, food left in the refrigerator for more than three days will be discarded.

In the PICU, visitors are asked not to eat at the patient's bedside. Parents may drink from a container with a sealable lid.

Parking

Parking is located on Howe Street directly across from the main hospital building, and at the Medical Office Building (MOB) entrances on Broadway. Each family is given one parking pass that is valid for the patient's entire hospital stay. Please keep this pass in a safe place. The name on the pass should match the caregiver's name as it appears on their driver's license.

Shuttle Service

A shuttle bus provides free service between MacArthur BART station, the Oakland Kaiser Permanente Medical Center, and the Mosswood Building. Let the driver know if you plan to go to the 3900 Broadway Campus ("top of the hill"), or to the Mosswood Building.

Shuttles run approximately every 15 minutes, depending on traffic conditions.

BART: Mon-Fri, 5:30am - 9:00pm

Mosswood: Mon-Fri, 9:30am - 5pm

For more information, please call (510) 752-2118.

Phone Calls

You may call the Pediatric/PICU Unit at any time to inquire about your child's progress. (phone numbers pg) Please be ready to give a medical record number (or code word) to ensure that we are giving information only out to immediate family.

Each patient has a telephone at the bedside. Friends and family

In the PICU there may be times when we ask you to step out of the unit briefly during special procedures. This is for both privacy and safety reasons. Please be aware of other patients' rights to privacy and quiet. We have many different age groups on the floor—appropriate language and behavior are expected. Any visitor/family member whose behavior is inappropriate or disruptive will be asked to leave.

We encourage siblings to visit if they are under adult supervision. The hospital can be scary to siblings and we are fortunate to have Child Life Specialists who can prepare and assist your child with their first sibling visit. Just let your caregiver know if you would like to take advantage of this service.

Hand washing/ Infection control

Please wash your hands before and after visiting your child. If you are feeling ill, have a fever, rash or have been exposed to infectious diseases, we ask that you not visit.

Change of Shift (7:15-7:45 am/pm)

Please be aware that during change of shift nurses will not be available as at other times. In the PICU we ask that family and visitors either stay at the bedside or leave the PICU. There will be no in and outs of the unit during this time. This is for the privacy of the patients and to allow the exchange of information to be as timely as possible.

Creating A Healing Environment

We realize it takes much more than just medical treatments to help your child recover from an illness or surgery. In general, children and teens need help to cope with stressful situations, opportunities to express their feelings about being in the hospital and activities to give them a sense of normalcy and control.

Our health care team strives to offer you and your child:

- A calm, quiet and comforting environment
- Respect and honesty

- Age-appropriate explanations
- Opportunities for choice, when appropriate
- Participation in your child's care

Social Services

If you or your child are having difficulty coping with the difficulties related to hospitalization supportive counseling is available to you through the social services department. Please ask your Nurse for assistance.

Daily Rounds

Each morning around 9am, your child's Care Team will review your child's care and make plans for the day. You are encouraged to join, ask questions, and take part in planning the care for your child. At any time of day we invite your participation in your child's care plan.

Restrooms/ Shower

For your convenience, there is a public restroom on the west side of the 10th floor. There is a bathroom on the East side that is wheelchair accessible. In addition there is a restroom in the family room on the East side. There are additional restrooms on the first floor in the lobby. For infection control reasons we ask that you not use the patient restrooms. There is also a shower available - please ask the nurse for assistance if you would like to use it.

Gifts

Latex or rubber balloons are the leading cause of material choking deaths in children. In addition many people are allergic to latex.. To maintain your child's safety, latex balloons are not allowed. Mylar balloons are permitted throughout the hospital. Unfortunately, flowers are not allowed at the bedside for safety and infection control reasons

Calling Your Caregiver

You can reach your caregiver by pressing the "nurse" button on a cord that has your TV and Radio controls. In addition some nurses

have a phone you can reach them at. The number will be written on the care board on the wall in your room.

Television and VCR

There are televisions and one VCR in each patient room. In order to promote healing sleep, we ask that televisions be turned off no later than 10:00 p.m. We have video games and a video library. You may bring videos from home but no "R" rated movies are allowed on the 10th floor so please leave them at home.

Diapers

We appreciate your assistance in changing your child's diapers. Weighing diapers is part of your child's care. Please set diapers aside and inform your caregiver so that he/she may weigh them.

Treatment Room

On the Pediatric unit, in an attempt to keep your child's bed a "safe" place, we try and perform invasive procedures and "pokes" in the treatment room.

Items from Home

We encourage you to bring a few selected items from home. A special blanket, stuffed animal or favorite toy makes it easier for your child to stay in an unfamiliar environment. For safety reasons we ask that you limit the amount of personal items at the bedside. This is to allow equipment to be brought to the bedside as needed.

Food

Each day a dietician will visit your child to help choose the food for the next day. On the first hospital day, your child will be given a pre-selected meal. If you want to bring food from home for your child please label it and give it to your nurse to place in patient refrigerator. Once food has been in your child's room it can not be returned to patient refrigerator. If your child needs something from the patient refrigerator please ask one of our caregivers to assist you. For health reasons we ask that you please not store food at your child's bedside