

Inpatient Welcome Guide



**Boston
Children's
Hospital**

Benderson Family
Heart Center

<p>1. Welcome</p> <p>Important numbers 4</p> <p>2. Who is on the care team?</p> <p>Cardiologists 5</p> <p>Cardiac surgeons 5</p> <p>Cardiovascular nurses 5</p> <p>Nurse practitioners (NP) 5</p> <p>Clinical nurse specialists (CNS) 5</p> <p>Clinical assistant (CAS) 5</p> <p>Physician assistants (PAS) 5</p> <p>Anesthesiologists 5</p> <p>Certified registered nurse anesthetists (CRNA) 5</p> <p>Perfusionists 6</p> <p>Nurse liaisons 6</p> <p>Clinical dietitians 6</p> <p>Cardiac neurodevelopmental specialists 6</p> <p>Resource specialists 6</p> <p>Case managers 6</p> <p>Child life specialists 6</p> <p>Music therapy 6</p> <p>Child psychiatrists, psychologists, and counselors 7</p> <p>Licensed clinical social workers 7</p> <p>Interpreters 7</p> <p>Respiratory therapists 7</p> <p>Lactation support 7</p> <p>Chaplain 7</p> <p>Behavioral support team 7</p> <p>Volunteers 7</p>	<p>3. What can we expect during an inpatient stay?</p> <p>Preparing for your hospital stay 8</p> <p>Patient rooms 8</p> <p>Leaving the room 8</p> <p>Facilities for parents 8</p> <p>ID badges 8</p> <p>Wheelchairs and go-karts 8</p> <p>Quiet time 9</p> <p>Patient meals 9</p> <p>TV and movies 9</p> <p>Electronic devices 10</p> <p>Computers 10</p> <p>Wireless access 10</p> <p>4. What do I need to know about patient hygiene and safety?</p> <p>Hand hygiene 11</p> <p>Patient bathing 11</p> <p>Alarms and monitors 11</p> <p>PIV safety 11</p> <p>Central line safety 12</p> <p>Safe sleep 12</p> <p>Precautions 13</p> <p>Distraction-free time 13</p> <p>Gift restrictions 13</p> <p>Reducing the risk of falls 13</p> <p>Developmentally supportive care 13</p> <p>Family-activated rapid response 14</p> <p>Smoking 14</p> <p>Alcohol and drugs 14</p> <p>Weapons 14</p> <p>Security 14</p>	<p>5. What do friends and family need to know about visiting?</p> <p>Visiting hours 15</p> <p>Parking 15</p> <p>Accessibility - visitors with disabilities 15</p> <p>Service animals 15</p> <p>6. What services and spaces are available to patients and families in the hospital?</p> <p>Marsha B. Freed Resource Room 16</p> <p>Activity rooms 16</p> <p>Hale Family Center for Families 16</p> <p>Patient Entertainment Center 16</p> <p>Green space 17</p> <p>Seacrest Studios 17</p> <p>Fresh Food Court 17</p> <p>Starbucks hours 17</p> <p>Gift shop 17</p> <p>7. What other resources are available to patients and families?</p> <p>Cardiac Neurodevelopmental Program (CNP) 18</p> <p>Early Intervention Program 18</p> <p>CPR training 18</p> <p>Laughter League 18</p> <p>Pawprints program 18</p> <p>Banking 18</p> <p>Mail and postage 18</p> <p>Fitness center 18</p> <p>Toiletries and essentials 18</p>	<p>7. What other resources are available to patients and families? (continued)</p> <p>Telecommunications devices for the deaf (TDDs) and telephone relay service 19</p> <p>Leaving the hospital 19</p> <p>Medications 19</p> <p>Home health equipment and other needs 19</p> <p>School or activity restrictions 19</p> <p>Transitioning to home 19</p> <p>Patient portal 19</p> <p>8. Maps 20</p> <p>9. Finding your way 22</p> <p>10. Notes 26</p>
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Welcome

Here at Boston Children’s, our doctors, nurses, and other staff spend each day getting to know families like yours. We care for patients — from babies in the womb to adults — with all types of heart conditions, ranging from the most common to the rarest and most serious. Our **Benderson Family Heart Center** is one of the largest and most experienced programs anywhere in the world, and we use the most advanced technology and procedures to give every patient the best possible outcome.

Above and beyond providing expert medical and surgical care, we are also committed to understanding and addressing important needs for each of our patients and their families — including the need for support, guidance, information, and a listening ear.

If you have any questions before, during, or after your stay, please don’t hesitate to ask your doctor or a member of your nursing team. You can also call **Boston Children’s Center for Families at 617-355-6279** to learn more about available resources at the hospital and in the community.

Important numbers

Main hospital number	617-355-6000
Cardiac Intensive Care Unit (CICU)	617-355-1107
Acute Cardiac Care Unit (ACCU)	617-355-1109
Cardiac Catherization Lab	617-355-6024
Outpatient Clinic	617-355-2079
Pre-op Clinic	617-355-6095



Visit our website at childrenshospital.org/centers-and-services/centers/heart-center

Our goal is to provide a consistent team of clinicians to care for your child, so they get to know your child and your family. We do this by assigning a primary team of clinicians to care for your child. While at Boston Children’s, your child’s needs will determine the members of their care team. Some of the clinicians you may meet include:

Cardiologist (Write name below)

Cardiologists diagnose and manage heart disease. Many specialize in one aspect of heart care, such as catheterization or echocardiography. Boston Children’s has more than 70 cardiologists on staff. You will have a primary cardiologist, but other cardiologists may also be involved in different parts of your treatment plan.

Cardiac surgeon (Write name below)

Cardiac surgeons perform operations to treat heart conditions. Our team of heart surgeons at Boston Children’s is one of the world’s largest. We also have a long history in the field. The first operation to correct a pediatric congenital heart defect took place at Boston Children’s back in 1938.

Cardiovascular nurse

More than 300 specialized cardiovascular nurses work here at Boston Children’s. In the Heart Center, nurses care for patients in the cardiac operating room, cardiac catheterization lab, cardiac clinic, Cardiac Intensive Care Unit (CICU), and inpatient areas. They assess each patient’s condition and provide direct care, as well as emotional support, information, education, and care coordination. A nurse will be responsible for your care at all times.

Nurse practitioner (NP)

Nurse practitioners are nurses who have advanced education and specialized skills. They participate in many different parts of the diagnosis, management, and care coordination of patients with heart disease.

Clinical nurse specialist (CNS)

Clinical nurse specialists are nurses who have advanced education and specialized skills. They provide expertise and support for other nurses at the bedside throughout the Heart Center.

Clinical assistant (CA)

Clinical assistants partner with nurses to help with various care activities, such as measuring vital signs, transporting patients to radiology, bathing and feeding, and playing with patients.

Physician assistant (PA)

Physician assistants practice medicine under the direct supervision of physicians and surgeons. As part of the cardiac care team at Boston Children’s, our PAs help in the operating room on many surgical procedures and work in the intensive care unit as a liaison for the critical care team and the surgeons. They also practice in the cardiac catheterization lab. PAs participate in the diagnosis, management, and care coordination of patients and see patients following discharge.

Anesthesiologist

Our anesthesiologists have special training in the use of anesthesia for cardiac procedures — not only in children, but also in patients of all ages. Here at Boston Children’s, we use a wide range of anesthesia techniques during surgery — from light sedation to general anesthesia — to meet the special needs of each patient.

Certified registered nurse anesthetist (CRNA)

Nurse anesthetists are advanced practice nurses who administer anesthesia for surgery or other medical procedures. They work in collaboration with surgeons, anesthesiologists, and nurses to ensure the safe administration of anesthesia. Similar to anesthesiologists, our CRNAs have special training in the use of anesthesia for cardiac procedures — not only in children, but also in patients of all ages.

Perfusionist

Perfusionists are members of the cardiac operating room team. They set up, monitor, and control the heart-lung bypass machine, which is used whenever it's necessary to support or temporarily "step in for" a patient's circulatory system or respiratory functions. When a patient is on the machine, the perfusionist controls their blood pressure, temperature, and other vital signs under the direction of the team physicians.

Nurse liaison

Nurse liaisons coordinate clinical communication during surgery. They are also a family resource while a patient is in surgery.

Clinical dietitian

Clinical dietitians are registered nutrition professionals who address specific diet concerns. For example, many patients with heart disease require a high-calorie formula. Our dietitians and their support team work with you to identify and manage nutritional needs.

Cardiac neurodevelopmental specialist

Boston Children's has one of the only cardiac neurodevelopmental programs in the country. Our team works closely with families, schools, and other medical providers to identify any developmental or learning issues related to a patient's heart condition, design customized treatment plans, and help each patient reach their fullest potential.

Patient navigator

Boston Children's patient navigators are on hand to help you with practical concerns, such as housing and transportation. You can reach us at **617-355-7965**.

Case manager

Case managers provide a range of patient and family-centered services to ensure access to care and to coordinate medically necessary care at home and in the community. Case managers coordinate patient care from admission through discharge.

Child life specialist

Child life specialists are professionally trained staff who use a variety of tools and techniques to encourage each patient's emotional, social, and mental growth during a hospital visit. Our child life specialists help children understand and adjust to health care experiences. They can also help parents respond to a child's behavior while in the hospital.

Music therapy

Music therapists support patients' psychosocial needs during their stay in the hospital. Music therapists work with patients and their caregivers to improve developmental outcomes that are at risk due to a complex medical diagnosis or prolonged hospitalization. They can also help support patients' physical, cognitive, and social functioning.



Child psychiatrist, psychologist, and counselor

Child psychiatrists, psychologists, and counselors provide emotional and supportive care for young patients and their families. If you would like to work with a mental health professional, your doctor or nurse can help you set up an appointment.

Licensed clinical social worker

Social workers are experts in helping families adjust to the emotional impact of an illness and hospitalization. Because every family and situation is different, a social worker will be available to help determine your specific needs and assist you with them.

Interpreter

Boston Children's interpreters speak more than 35 languages, including American Sign Language. Spanish-speaking interpreters and social workers are available 24 hours a day, and other interpreters are available on an as-needed basis. Interpreter services are also available virtually via tablet application or phone line. If you need an interpreter, please notify a member of your care team.

Respiratory therapist

Respiratory therapists (RT) are clinicians specially trained to care for patients with breathing difficulties or those who need breathing support after a procedure. RTs may perform assessments, administer breathing treatments, manage respiratory equipment, and provide other supportive care to patients.

Lactation support

Our lactation support team members are all international board-certified lactation consultants (IBCLCs) with years of pediatric nursing experience. Our practice is based on scientific evidence to promote optimal outcomes for our families. To request support, ask a staff member to page lactation.

Chaplain

A chaplain is a member of the clergy who is available 24 hours a day to offer spiritual and emotional support.

Behavioral support team

The behavioral support team provides valuable insight into the care of children and adolescents with behavioral needs. They work with the healthcare team and families to identify the best strategies to assist patients and families during their stay at Boston Children's.

Volunteer

A diverse team of more than 1,000 volunteers selflessly devote thousands of hours each year to support the hospital staff, patients, and families. Our volunteers provide a special human connection that can help reduce stress and improve the hospital experience for our patients and families. Volunteers wear blue aprons and a Boston Children's Hospital ID.



3 | What can we expect during an inpatient stay?

Preparing for your hospital stay

To help your child feel more comfortable while at Boston Children's, feel free to bring some of your child's favorite belongings, such as toys, games, books, photos, a favorite stuffed animal or blanket, and pillows.

You should also bring items from home that are part of your child's daily routine, such as:

- glasses, hearing aids, crutches, braces, corrective shoes, or other orthopedic aids
- current medications
- toothbrush and toothpaste
- schoolwork

Patient rooms

Inpatient rooms are single patient rooms and are assigned based on patient care needs, age, and other factors.

If your child is hospitalized overnight at Boston Children's, one parent can sleep in their room. Chairs in most patient rooms fold out into beds and some rooms have beds built into the window alcoves. Please notify your child's nurse if you would like to stay overnight in your child's room.

Leaving the room

All patients ages 17 and younger must be accompanied by a parent, guardian, nursing unit staff, or volunteer when leaving their floor or unit.

All infant patients must be transported in either a bassinette, warmer, crib, or stroller when leaving the floor or unit.

Facilities for parents

Each patient room has a shower that parents may use, except in the intensive care units (ICUs). ICU parents can request shower access in the Hale Family Center for Families.

Lockers and safes may be available to secure your valuables. Laundry facilities are located on on Hale 7, 8, 9. The unit provides towels and bed linens. Toiletries can be purchased at the nearby CVS.

ID badges

All patients must wear an identification band at all times while on hospital property. This band will be placed on your child's wrist or ankle during the admission process and used to verify their identification throughout their stay.

Parents and guardians need to wear an ID badge while in the hospital. IDs are available at the Information Desk in the main lobby. You will need to show valid identification, such as a driver's license, to receive a visitor ID. This ID also allows you to get discounts and special offers at many area businesses.



Wheelchairs and go-karts

Wheelchairs, go-karts, and strollers are available for patients to use. Please ask your nurse if your child is ready to use these items. Wheelchairs and go-karts may be ordered by the clinical staff. Strollers are maintained by the units and have more limited availability.

Quiet time

To create the right environment for rest and recovery, our inpatient units practice quiet hours each afternoon and overnight. The Cardiac Intensive Care Unit (CICU) promotes quiet time 24 hours a day.

During quiet hours, lights are dimmed and noise is kept to a minimum. This provides the peace and quiet patients need for resting, sleeping, reading, or simply enjoying time with their families. Playrooms stay open during quiet hours and patients and families still have access to the same resources, but we ask that you:

- be mindful of any neighbors, while in the room/halls
- turn down the TV volume
- set cell phones on vibrate
- consider using headphones
- consider using unit family rooms for phone calls or step to the back of the room
- turn down the volume of video calls

Please ask any nurse on the unit for more information.

Patient meals

Registered dietitians and diet technicians provide high-quality nutritional care to all patients and arrange for any special meals that physicians have ordered for your child. We also make many different types of formulas for our youngest patients.

We can accommodate any specific dietary needs, including allergies, kosher observance, and gluten-free foods, as well as your child's personal preferences. There is no restriction on the kind of food your child may order, whether it's breakfast food for dinner or a chicken sandwich for breakfast. Our regular meal times are listed below, however, our friendly staff will take your order at any time and deliver it within 45 minutes.

Breakfast: 7:30 a.m. – 9:30 a.m.

Lunch: 11:30 a.m. – 1:30 p.m.

Dinner: 4 p.m. – 6 p.m.

Simply call room service at **5-FOOD (5-3663)** to place your order.

TV and movies

There are televisions and DVD players in every patient room. The television system carries local stations and some satellite stations, 24 hours a day. Movies are shown from 9 a.m. – 11 p.m., seven days a week.

Some favorite channels include:

- **Channel 16** – Disney Channel
- **Channel 20** – Nickelodeon
- **Channel 22** – Movies and hospital information, including the Patient Entertainment Center (PEC) schedule, a list of services at the Interfaith Chapel, and "Children's Middy," a live, interactive show produced in the PEC every Tuesday at 2 p.m. To talk with the show's weekly host, dial **5-KIDS (ext. 5-5437)** on your hospital phone.
- **Channel 26** – Relaxation channel
- **Channel 28** – Spiritual programming
- **Channel 29** – Patient education



3 | What can we expect during an inpatient stay?

Electronic devices

Here are a few things to know about bringing any electronic devices to the hospital:

- All electrical medical appliances, such as intravenous feeding pumps or monitoring devices, must be inspected by the Department of Biomedical Engineering before they can be used in the hospital. You may ask the nursing team for help.
- If you'd like to bring any non-medical electrical items (laptops, iPads, or hair dryers) please discuss this first with the nursing staff.
- Please do not use cell phones within six feet of any electrical medical equipment.
- The security of personal belongings is each family's responsibility.

Computers

Computers are not provided by the hospital, but patients or families who bring their own laptop computer can connect to the internet free of charge. If you do not have your own computer, you can access computers and internet services in:

- the Marsha Freed Resource room on Hale 9 (See page 6 for more details)
- family waiting room in the CICU
- Hale Family Center for Families



Wireless access

Free wireless-enabled areas are available throughout the hospital, including:

- inpatient public areas
- outpatient waiting areas
- main cafeteria
- Hale Family Center for Families
- Patient Entertainment Center (PEC)

These hotspots include a content filter with a blocking profile, which prevents access to offensive or illegal websites.



4 | What do parents and families need to know about hygiene and safety?

Hand hygiene

Keeping hands clean (hand hygiene) is one of the best ways to help prevent the spread of infection and illness, especially in a hospital setting. We ask everyone who comes in contact with your child — family members, friends, and clinicians — to either wash their hands with soap and water or use an alcohol-based hand sanitizer.

You should wash your hands:

- before going into the unit/bed space
- before direct contact with your child
- after direct contact with your child or your child's bed space equipment
- after having contact with body fluids or broken or inflamed skin (such as after a diaper change or mouth care)
- after contact with a soiled area of the body
- before leaving any inpatient room or your child's bed space
- before and after eating
- after using a restroom



Patient bathing

Bathing is an important part of preventing infection. Every patient is bathed daily with warmed, premoistened bathing cloths, unless there is a medical reason not to. Older patients may be permitted to shower. Please check with your nurse if you have any questions.

Alarms and monitors

Bedside monitors are used throughout the Heart Center. The monitors work through small, painless stickers (leads) connected to wires. The leads are attached to the chest. These leads monitor your family member's heart rate and breathing rate. Most patients are also connected to a pulse oximetry (pulse-ox) machine to monitor blood oxygen levels. Also painless, this machine is wrapped around the fingers or toes like a small bandage with a red light. Unless blood pressure is being directly monitored through a special catheter in the intensive care unit, blood pressure will be measured by a cuff applied to their arm or leg.

Alarm limits are set for each particular patient and are adjusted as needed throughout a hospitalization. The alarms are set to be heard by staff and at the central monitor station. Please do not silence the alarms. Contact your nurse if you have any questions.

PIV safety

A peripheral intravenous catheter (PIV) is a small, flexible tube that is inserted into a vein in your child's hand, arm, foot, or leg. For infants it may be inserted into a vein in the scalp. The needle is removed after the PIV is inserted so that only the catheter remains in place. The PIV is secured with a clear dressing and tape. Once it is inserted and secured, the PIV should not hurt. A PIV is used to provide fluids for hydration, medicines, or blood products. The nurse will check your child's PIV frequently to assess if it is still working well or if it has become dislodged.

Sometimes the PIV can leak or come out of the vein and cause irritation to the skin. If this happens, you may notice redness, swelling, leaking, or pain. Please let your nurse know if you notice these symptoms. The PIV may need to be removed and a new PIV placed.

You can help protect your child's PIV by: using distraction to take your child's mind off of the PIV, not letting your child pull at the PIV, helping your nurse check the PIV often, and ensuring frequent hand washing to prevent spread of germs.

4 | What do parents and families need to know about hygiene and safety?

Central line safety

A central line is a tube that is placed into a large vein, often in the neck, chest, arm, or groin. It may be used to draw blood or give fluids or medications. It may be left in place for several weeks or longer.

A central line-associated bloodstream infection is a serious infection that takes place when bacteria or other germs enter the blood through the central line. Symptoms include chills, fever, or redness or soreness around the central line.

Hospital staff follow strict guidelines and procedures to reduce the risk of a central-line associated bloodstream infection.

Parents and family members can help reduce the risk of infection by following these tips:

- Clean your hands often. Our staff will clean their hands before and after caring for the central line.
- Tell your child's doctor or nurse if the bandage covering the central line is loose, wet or dirty, or if the area around the central line is sore or red.
- Protect the line. Do not let visitors touch the central line or tubing.
- Make sure your child bathes daily. Patients with a central line should take a shower or bath every day.



Safe sleep

Boston Children's practices safe sleep in accordance with the American Academy of Pediatrics (AAP) recommendations for infants less than one year old. Infants in the ICU who are on continuous cardio respiratory monitoring will transition to safe sleep practices when clinically stable or at time of discharge from the ICU.

Some infants have medical conditions that require alternate sleep positioning. Your healthcare team will discuss this with you if your infant requires different sleep practices.

Promote safe sleep for infants by following these guidelines:

- Place your infant on their back during naps and at bedtime.
- Infants who do not roll can be swaddled for comfort. The swaddle should not be above the shoulder.
- Dress your infant in a sleep sack or pajamas. Never use loose blankets.
- Never dress your infant too warmly. Keep the room temperature comfortable for an adult.
- Before sleep, offer your infant a pacifier that is free of attached strings.
- Use a firm and flat sleep surface in a crib or bassinet.
- Remove bumpers, soft bedding, stuffed animals, crib pads, and toys from the sleep area.
- Never share the sleep area with your infant.
- When possible, move infants who unexpectedly fall asleep outside of their crib (e.g., car seats, strollers, swings, vibrating chairs, etc.) to a crib or bassinet.

Precautions

"Precautions" is the word hospitals use to describe the steps that staff, parents, and visitors take to stop germs from spreading to others when a patient has an infection. Precautions — and the amount of time a child is on precautions — will vary depending on the infection or germ. Your nurse and medical team will tell you what you need to do. Here are some points to remember if a patient is on precautions:

- They may leave their room only when necessary, such as for tests or treatments.
- They, and their family and friends, may not use the activity room.
- A patient who is on precautions may still share a room with another patient.
- You should not touch another patient (not your family member) on precautions or any of their belongings.

Having a child on precautions can be hard but keeping germs from spreading benefits everyone. We ask for your cooperation if you or your family member is on precautions.

Distraction-free time

The **Red Zone Medication Safety Initiative** was developed to improve patient safety by reducing medication errors by creating "distraction-free time" for health care providers to minimize interruptions. We use this time to focus on your child's care. Examples of "distraction-free time" include: during nursing report (**usually 7 a.m. and 7 p.m.**) when we exchange critical patient information, while preparing to administer medications, performing assessments, and while preparing for a procedure.

Please allow health care providers time and space during "distraction-free time" to focus on your child's care. If you have any questions, please ask before the provider begins their task, or wait until they are finished, if possible. During this time, we ask that you minimize other distractions at the bedside, such as phone calls or any excessive noise, so your child's provider can focus on delivering care.

Gift restrictions

Mylar balloons are welcome, but **latex balloons are not allowed anywhere in the hospital**. Deliveries of latex balloons will not be accepted. Flowers and plants are not permitted in the Cardiac Intensive Care Unit (CICU).

Reducing the risk of falls

Patients may fall for many different reasons while in the hospital. The staff use a number of tools to prevent falls, but we need your help:

- ensure the side rails are always up and secure on your child's bed
- keep the call light within reach
- use non-skid footwear when walking
- make sure your child is not too dizzy or sleepy before getting up to walk
- ask a staff member whenever you have any questions or need assistance

Developmentally supportive care

At the heart of developmental care is the relationship between the patient and the caregiver, whether the caregiver is the mother, father, nurse, or physician. We provide individualized attention to support each patient's needs based on what they are communicating. Our interpretation of their cues and the signals we observe guide our response and care. Please speak with your care provider to learn more about care that is developmentally appropriate.



4 | What do parents and families need to know about hygiene and safety?

Family-activated rapid response

We all recognize that parents know their child best and should have a voice in raising a situation to an emergency. You are a member of the team and you should ask questions and discuss your concerns with the nurses and physicians caring for your family member.

Family-activated rapid response is available to families through an emergency phone extension: **55911**.

Each inpatient room has a poster with this emergency line and the room number readable from the bedside.

- The rapid response team is available if you feel there is something not right about your family member or their care, or if the existing plan of care is not addressing your concerns. The rapid response team includes an ICU physician, nurse, and respiratory therapist.
- When you call **55911**, an emergency operator will activate the rapid response team to quickly come and evaluate your family member in collaboration with the clinicians at the bedside.
- Parents are asked to notify the nurse when they request a family-activated rapid response team.

Smoking

Boston Children's is a smoke-free institution. Smoking or vaping of any kind is not allowed in patient rooms, bathrooms, waiting areas, lounges, hospital entrances, hospital buildings, or gardens. There are maps on the edges of the hospital's property that show places in the Longwood Medical Area where smoking is allowed.

Alcohol and drugs

Alcohol and illegal drugs are not allowed in the hospital or on hospital grounds. Patients, parents, or other visitors who would like professional help for alcohol or drug use may speak to a nurse, physician, or social worker.

Weapons

Weapons, including firearms and knives, are not allowed on hospital grounds. If you are legally authorized to carry a weapon, please call the Security Office at **617-355-6121** before coming to the hospital to arrange to have it secured when you arrive. The Security Office will hold your weapon while you are visiting the hospital. You may claim it when you leave.

Security

Please leave all valuables at home, including expensive clothing, electronic equipment, large sums of money, and valuable jewelry. If you bring items of value, keep them locked up at all times. Each patient room includes a small storage safe.

Boston Children's staff works hard to make the hospital a safe and comfortable place. Security personnel are available to help you and answer your questions at any time of the day and night.

For safety reasons, Boston Children's recommends that you do not walk alone outdoors at night.

Walking escorts are available 24 hours a day to patients and families. If you would like an escort, call **617-355-6121**. Please allow a 15-minute response time. A security officer will meet you at your location.

Escort service is available in the following areas:

- Boston Children's parking garages
- Longwood Avenue, from Brookline Avenue to Louis Pasteur Avenue
- Beth Israel Deaconess Medical Center
- The Inn at Longwood Medical
- Brigham and Women's Hospital
- Green Line "D" train, Longwood stop
- Green Line "E" train, Longwood medical area stop

5 | What do friends and family need to know about visiting?

We encourage friends and family to visit, but ask visitors to be considerate of other patients and staff, especially in regard to noise. The various areas of the Heart Center will have area specific limitations to the number of visitors that may visit at one time.

Friends and family members who have been exposed to any contagious illnesses, or are experiencing symptoms of a cold or fever, should not visit the hospital.

Please notify staff on your child's unit in advance when arranging for entertainers or special guests. Visitors may not bring electrical appliances into the hospital.

Visitors under 12 must be screened at the information desk before visiting inpatient floors. Once screened, visiting children will get a dinosaur sticker to wear for that day.

Visiting hours

Parents and guardians are welcome to stay in the hospital 24 hours a day, although there is room for only one parent to sleep overnight.

Brothers, sisters, friends, and other relatives may visit every day between noon and 8 p.m. Only parents or guardians are allowed to visit the hospital after 8 p.m., with some exceptions.

Parking

There are several options for parking while at Boston Children's. If you have any questions about parking, please ask your social worker or Heart Center resource specialist. A patient experience representative at the reception desk or your nurse can assist you in contacting one of them.

Accessibility for visitors with disabilities

We are committed to making our facilities and services accessible to all.

If you need a special accommodation, such as a wheelchair-accessible bathroom, interpreter, or escort assistance, please speak with a member of your health care team or a Boston Children's staff member at the front desk or valet. We are here to help you and your family.

In each of our facilities, we offer bathrooms that are handicap accessible and meet Americans with Disabilities Act (ADA) requirements. These bathrooms can accommodate wheelchairs and have other special features, such as grab bars and specially designed toilets and sinks. Please speak with a member of our staff to find the closest handicap-accessible bathroom.



Service animals

Boston Children's welcomes the use of service animals by any person with a disability, in accordance with the ADA. Service animals receive specialized training to perform specific tasks that a person may not be able to do because of their disability. Service animals are not allowed in areas of the hospital where they would cause a major change to hospital operations or impact the safety of others.

Comfort and emotional-support animals are not considered service animals, according to the ADA. Please ask for a copy of the service animal family education sheet if you have further questions.

6 | What services and fun spaces are available for patients/families in the hospital?

Marsha B. Freed Resource Room

This space on Hale 9 offers support programs for teenaged patients, parents, and families in inpatient cardiology. We coordinate a variety of programs — breakfast treats, care bags, parent coffee hours, parent chair massage, Reiki, scrapbooking, beading, computers — and so much more. It's a small room, but we have a lot going on.

The Marsha B. Freed Resource Room brings people together and offers a safe space on the unit. Our long-term families especially appreciate having a warm and welcoming space as a reprieve.

Activity rooms

Activity rooms can be found on every inpatient floor. They are shared by children, teens, young adults, and parents, and are open during the day for relaxing or taking a break from the hospital routine. Child life specialists and unit volunteers provide developmental play, games, computers, art projects, music, and other creative and educational activities at scheduled times.

Your child must be supervised by a parent, staff person, or volunteer while in the activity rooms. Parents and visitors are welcome to participate in activities. Because the activity rooms are places for children to temporarily escape the stress of the hospital, all medical examinations or other actions that may cause upset are prohibited in these areas.



Hale Family Center for Families

The Hale Family Center for Families is dedicated to supporting families during their time at Boston Children's. All patients and families are welcome to use the center's services. The center is located next to the main lobby between Au Bon Pain and the interactive wall.

The Hale Family Center offers:

- computers, printers, and a fax and scanner for families to use
- an area with a television and magazines
- an expanded activity area staffed with volunteers and child life specialists
- DVDs, books, and games for parents to check out and take to their rooms
- story hours and wellness classes
- conference rooms that are available for family meetings or birthday parties
- private telephone rooms for families to reach out to loved ones as well as quiet rooms for families

The center is open Monday through Friday from 8 a.m. – 7 p.m. It's open on weekends and holidays from 9 a.m. – 5 p.m.

Patient Entertainment Center

Located in the Berthiaume building next to Seacrest Studios, the Patient Entertainment Center (PEC) features magic shows, bingo, and musical performances. It's also a great place to just relax.

A schedule of events is available on the inpatient units. If your child is interested in attending an event in the PEC, please discuss it first with your child's nurse. Volunteers are sometimes available to escort patients to the PEC.

Green space

Boston Children's has garden areas so your family can enjoy quiet spaces for reflection, and benefit from wellness and healing. The Wishingstone Garden is outside the first-floor main entrance of the Hale Family Building. There are two interior gardens in the Hale Family Building: the 8th floor Friendship Garden and the 10th floor Stoneman Garden. And rooftop gardens are at the top of the main hospital building and the Hale Family Building. Ask a staff member for directions.



Seacrest Studios

Seacrest Studios is a state-of-the-art TV and radio station broadcasting on Channel 19 to all Boston Children's televisions on the hospital's main campus. Patients, families, and visitors can call in to live broadcasts by dialing **5-RYAN (5-7926)** or stopping by the studio, located on level 1 (above the musical stairs and next to the Patient Entertainment Center).

The programming ranges from music request hours to game shows to celebrity guests and more. Patients can make song requests, participate in games, or be a guest DJ. Patients get an opportunity to explore their creativity and hidden talents on air or from the comfort of their patient rooms.

Fresh Food Court

The Fresh Food Court at Boston Children's features many options including Starbucks, Subway, Pizzeria Regina, and Salad Creations as well as the Chef's Playground and Guilt Free Grill. The Food Court also offers grab-n-go options from sushi to sandwiches.

Hours:

Monday to Friday: 6:30 a.m. – 8 p.m.

Weekends/holidays: 6:30 a.m. – 7 p.m.

Closed daily: 10:30 a.m. – 11 a.m.



Starbucks hours:

Monday to Friday: 5:30 a.m. – 9 p.m.

Weekends/holidays: 6:00 a.m. – 6:00 p.m.

Gift shop

Our Trinkets and Treasures gift shop has a wide selection of gifts that will put a smile on your favorite patient. Located next to CVS Pharmacy on Fegan 1, the shop offers gifts for children of all ages. You can call the shop at **617-232-1147**.

The gift shop is open:

Monday through Friday: 8 a.m. – 8 p.m.

Saturday and Sunday: 10 a.m. – 6 p.m.

7 | What other resources and services are available to patients and families?

Cardiac Neurodevelopmental Program (CNP)

The Cardiac Neurodevelopmental Program (CNP) is a specialized program for babies and children who have had heart surgery and are at risk for learning, behavioral, and developmental challenges. CNP uses an early detection model to identify developmental challenges in patients as soon as possible. This gives the care team the ability to develop customized treatment plans and intervene quickly and effectively when needed.

Early Intervention Program

The Early Intervention (EI) Program provides family-centered services for infants and toddlers up to 3 years old who have a developmental delay or are at risk for developmental delay. Early intervention services include physical and occupational therapy, feeding therapy and nutritional support, speech and language therapy, developmental education, community playgroups, and parent/caregiver support. Early intervention services are available to qualifying parents, caregivers, nurses, therapists, doctors, and teachers.

Talk with a member of your child's healthcare team to find early intervention services near you.

CPR Training

Cardiopulmonary resuscitation (CPR) training is available to all families of Boston Children's patients. Your healthcare team may recommend that you become CPR trained. They can provide information on training locations and times. If you're interested in CPR training for yourself or a family member, please speak to your healthcare team.

Laughter League

The Laughter League is a group of clowns who visit children in their rooms or unit activity room. Ask your child's nurse or child life specialist if your child's unit is on their route.

Pawprints

Pawprints is Boston Children's therapy dog visitation program. Through Pawprints, eligible patients and their families may receive a visit from one of the hospital's therapy dogs.

Banking

There are two Bank of America ATMs and one Citizens Bank ATM located on the first floor of the Fegan Building, right outside the elevators. The Cashier's Office, located on the first floor of the Farley building, is open Monday to Friday from 8 a.m. – 4:30 p.m. and can make change.

There are also several banks within walking distance of the hospital. Ask the front desk for more information.

Mail and postage

Your child can receive mail while at the hospital. Ask your child life specialist for the exact mailing address.

If you need to send a letter or a package, you can buy stamps from the Cashier's Office on the first floor of the Farley Building.

Fitness center

Parents and guardians have free access to a local gym, BodyScapes, during your stay at Boston Children's. To use the facilities, just show the front desk your yellow ID badge. The gym is located a short walk from the hospital at 77 Avenue Louis Pasteur.

You can call the gym at **617-738-9229** or check the website for hours and more information.

Toiletries and essentials

There is a full-service CVS Pharmacy around the corner from the hospital at the Longwood Galleria (400 Brookline Avenue, 617-232-8277). This location has a pharmacy as well as an extensive selection of personal care items, over-the-counter medications, cosmetics, film, batteries, magazines, and other items for your convenience.



Telecommunications devices for the deaf (TDDs) and telephone relay services

A video phone is available for use in the Hale Family Center for Families. To reserve the video phone, please contact the center at **617-355-6279** or: center.families@childrens.harvard.edu

Leaving the hospital

Before your child is discharged, we will give you instructions for caring for your child at home. These instructions may include medicines, incision care, what problems to watch for after discharge, what to do if there is a problem, and who to call if you have concerns or questions.

Before leaving the hospital, you will be asked to "teach back" these discharge instructions to your nurse. This process ensures you have all the information you will need at home and fully understand the instructions.

Medications

If your child needs to take medicine at home, your nurse will teach you how to take this medicine, including:

- the name of the medicine and what it is for
- how much your child should take and how often
- whether or not it can be taken with food
- whether there are other medicines or foods your child should avoid while taking this medicine
- possible side effects and what to do if side effects occur

Home health equipment and other needs

You may be discharged with new equipment or an appointment to be seen by a home health nurse. If so, you will be given contact information for the home care agency with your discharge instructions.

School or activity restrictions

Your child may need to spend time recovering before returning to school, day care, or work. Ask your care team when your child can return to these activities and if any activities are restricted.

Transitioning to home

It's normal for children to need some time to adjust to being home after a hospitalization. Often, children don't know how to talk about their feelings. They may express themselves in other ways such as:

- a change in sleeping or eating patterns
- more fears than usual
- increasing irritability
- whining
- clinging to a parent
- regression (thumb sucking or loss of toilet training skills)
- aggression
- resisting household rules
- difficulty sharing attention from parents with brothers and sisters

To help your child adjust to being home:

- Spend extra time with your child and give them extra affection and attention during the first week at home.
- Follow your usual household rules (such as bedtime, playtime, clean-up, and meals).
- Return to your usual family routines.
- Talk in simple language with your child about their hospital stay, procedure, or test.
- "Play doctor" or "hospital" with your child. Through play, your child may bring up feelings about their hospital experience.
- Invite your child to draw pictures and tell you about them.
- Talk with your child about their dreams or nightmares.

Patient portal

<https://apps.childrenshospital.org/mychildrens/index.html>

MyChildren's Patient Portal is a secure, easy-to-use way for parents to access some of their children's medical information, online or on the go.

With MyChildrens you can:

- request, confirm and cancel your child's appointments
- get your child's test results
- access your doctor's notes
- connect to your doctor with secure messaging

Boston Children's Hospital 300 Longwood Ave.

The **Benderson Family Heart Center** is located in the **Hale** Building (green area on map). In the main lobby, turn left.



Or access the Heart Center from the Patient Family Garage by crossing the Fazzalari Sky Bridge.





Entrance to Hale Building



Hale 6: anesthesia, MRI and echo, catheterization, and surgery



Hale 2: Cardiac pre-op & Cardiology clinic



Hale 7: Cardiac Intensive Care Unit



Hale 9: Cardiac inpatient unit (step-down)



Hale playroom



Hale inpatient room



Hale nourishment Room



**Boston
Children's
Hospital**

Benderson Family
Heart Center

Welcome Guide



For more patient
family resources,
view our
content library



Photography/videography of staff

Please note that videotaping or photographing staff without their consent is not permitted.