

Family Education Sheet

What to Expect When Your Child is ADMITTED to Boston Children's Hospital



Boston Children's Hospital
Until every child is well™

Patient and Family Education
www.childrenshospital.org

Once I am told that my child will be admitted (stay overnight), what happens?

- First, we will bring you a form to sign to allow us to admit your child. Next, we will look for the right bed in the hospital for your child. It can take a few hours to find the right bed sometimes, especially if there are many other children in the hospital.
- Once a bed is found, your doctor(s) and nurses will share important information about your child with your inpatient care team.
- When both the bed and your child's inpatient care team are ready, we will help bring you and your child to the new bed.
- Once you get there, the medical team will come to your child's room and go over medications and treatments. Even though you have told other caregivers this information, it is important to communicate directly with this new care team and verify this information.
- Please tell a team member if you need a clinical assistant to watch your child while you step out briefly.
- Please keep in mind that cell phone reception in certain areas of the hospital is variable.

You may receive additional information from the unit that your child is admitted to.

GetWellNetwork

The TV in your room connects to GetWellNetwork. A member of your care team will direct you to videos about your child's condition for you to watch as a family. GetWell also has a helpful Patient Resources section where you'll find details about the many resources available to you throughout the hospital.



Where can I get food?

- **There are several options on the ground floor of the hospital.**
 - **The Fresh Food Court** offers food options including Subway, Salad Creations, Guilt-Free Grill and Regina Pizzeria.
 - **Starbucks** and **Red Mango** Yogurt & Smoothies are close by.

- **Au Bon Pain** is in the main lobby of the hospital and is open 24 hours/day.
- Other options are located at the Longwood Galleria next to Boston Children's Hospital at 400 Brookline Ave. (Make a left at the main entrance to the hospital and walk 2 blocks). It is on your left.
- If you would like to order hospital food for your child, please ask a nurse or assistant on the unit.
- Ask the nurse on your unit about meal vouchers.



Am I allowed to use my phone? Where can I charge it? Is there WiFi?

- Please check with your unit for their phone policy.
- We can charge your phone in a locked cabinet in the Emergency Department (ED) while you wait. Once you are brought to the new unit, please ask for assistance charging your phone.
- Yes, we have free WiFi. Our WiFi network is "chbguest." You do not need a password.
- Filming and photography in clinical areas is not allowed out of respect for the privacy of our patients and staff.



Can I stay with my child? What are the visiting hours?

- As a parent or guardian, you are welcome to stay with your child 24 hours a day.
- One parent or guardian may sleep overnight at your child's bedside. Linens and towels are provided. Talk to your nurse if more than one parent needs to stay overnight.
- Visiting hours for family/friends are different in each inpatient unit. Please check with your unit for your child's specific visiting hours.
- In an effort to prevent spread of infection, we kindly ask you to allow only healthy visitors near your child.
- Parents are responsible for their non-patient children at all times.



Will my child have a single room? If not, will my child have a roommate?

- Your child may have a single room but it is possible that your child will have a roommate.
- Room assignments are based on many factors including both the medical and personal needs of

patients. Nurses always try to keep cultural and religious preferences in mind when matching roommates.



What is the Hale Family Center for Families and where is it?

- **The Hale Family Center for Families** is a place to find out about resources available to your child and your family both within and beyond the hospital (for example, where to do laundry, ATM locations and places for family members can stay overnight).
- You may borrow a book or DVD and use a phone or computer. The Center is in the Main Lobby between Au Bon Pain and the interactive wall. Hours are Monday–Friday, 8 a.m.–7 p.m., Saturday and Sunday and major holidays 9 a.m.–5:30 p.m. 617-355-6279.



Why does my child need an ID bracelet? Do I need a badge?

- ID bracelets are important for your child’s safety and must be worn at all times. If the bracelet falls off or is damaged, please ask a staff member to put a new one on your child. The information on the bracelet is used to safely give treatments and medications during your child’s stay.
- You need a parent/visitor ID badge. These are available 24/7. Hours and locations are:
 - 6am-11pm at the Main Desk in the Lobby
 - 11pm-6am in the ED
- This is an important way Boston Children’s protects patients’ safety and privacy. The ID badge will allow you access to the inpatient elevators and your child’s unit.



How can I get information about the cost of the visit?

- Your insurance company will be able to help you understand what treatments and services, are covered under your insurance plan. You can reach your insurance company by calling the number on the back of your insurance card.
- For questions about your bill after your visit, or to speak with a Financial Counselor, call Patient Financial Services (billing) at 617-355-3397.



What about parking? How much does parking cost?

- You may use the Patient Family Garage or our valet services.
- You can validate your parking ticket at the Discharge Desk in the ED or at the Main Lobby Reception Desk when you leave the hospital.
- The Patient Family Garage is directly across the street from the hospital’s main entrance and is open 24 hours a day. The validated rate is \$10 for up to 24 hours (or 1 exit).
- Keep your parking receipt and use it again as a voucher for free same-day parking if you enter and exit the Patient Family Garage again before midnight.
- Valet parking is available 24 hours at the main entrance. The validated rate is \$15 for up to 24 hours. Vehicles with handicap placards are waived the additional \$5 charge for valet, but normal garage rates still apply.

How can I get an interpreter?

If you need an interpreter while you are in the hospital, please ask your child’s nurse to page the interpreter or call through the page operator, at 617-355-6369.