Dear Families and Friends,

We are honored to have the opportunity to serve you and your family with outstanding care. We are committed to providing the safest and best care during your child's stay.

Our passion for caring for our young patients is something we hope you see and feel in everything we do. Please let any team member know if there is anything you or your child need to enhance your experience.

Thank you for entrusting us with the care of your child.

Mike Farrell
President, Advocate Children's Hospital

ABOUT ADVOCATE CHILDREN'S HOSPITAL

As a part of Advocate Health Care, one of the nation's Top 5 health systems, Advocate Children's Hospital is the largest network provider of pediatric services in Illinois. Our two main campuses are located in the Chicago metropolitan area—in Oak Lawn in the southwest and Park Ridge in the northwest.

Through a patient-centered, wholistic approach, Advocate Children's Hospital combines some of the country's most respected medical talent with exceptional and compassionate care. In fact, we are recognized by *U.S. News & World Report* as one of the nation's leaders in pediatric cardiology, pediatric cardiovascular surgery and neonatology, and many of our physicians have been recognized as being among the Top Doctors regionally and nationally in their field. The hospital is staffed by more than 650 pediatricians and 230 pediatric subspecialists, offering a wide range of specialized services for children.

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THE ADVOCATE EXPERIENCE

One of the top health care systems in the country, Advocate Health Care is committed to creating the best place for patients to heal by providing extraordinary care, delivering superior health outcomes and building lifelong relationships with all we serve. This commitment drives everything we do and is powered by our Mission, Values and Philosophy (MVP).

Mission

We serve the health needs of individuals, families and communities through a wholistic philosophy, rooted in our belief that human beings are created in the image of God.

Values

All of our relationships and actions are guided by these core values:

Compassion – We embrace the whole person and respond to emotional, ethical and spiritual concerns, as well as physical needs, in our commitment to unselfishly care for others.

Equality – We affirm worth and spiritual freedom, treating all people with respect, integrity and dignity.

Excellence – We empower people to continually improve the outcomes of our service, advance quality and increase innovation and openness to new ideas.

Partnership – We collaborate as associates, physicians, volunteers and community leaders to utilize our collective talents and creativity.

Stewardship – We are responsible and accountable for all that we are, have and do.

Philosophy

Our philosophy is grounded in the principles of human ecology, faith and community-based health care. We understand that people have physical, emotional and spiritual needs and that their relationships with God, their families and society are vital to their health and healing. We affirm these principles through our actions.

WE WANT TO MAKE YOUR CHILD'S STAY WITH US AS COMFORTABLE AS POSSIBLE.

WITH YOUR CHILD IN MIND

Keeping Your Child Comfortable

A hospital can be scary for children and families. We want to make you and your child's stay with us as comfortable as possible.

What to Bring From Home

Personal Items

Many children would rather wear their own clothes in the hospital. Feel free to pack a favorite blanket, pajamas, a bathrobe and slippers that will remind your child of home. Don't forget to pack the personal items you will need.

Car Seat

Make sure to bring a proper, functioning car seat for your child. Please use the following website to check your car seat for expiration or recall.

www.NHTSA.gov

Activities, Playtime and Toys

Toys can calm children while they are in the hospital. Feel free to pack a few of your child's favorite toys and games. We also will have a wide selection of toys available in our activity rooms and toy closets. For the highest level of safety, please note that all toys are cleaned by hospital personnel each time they are removed and returned for use.

Children are not allowed outside of their room including the activity rooms if they are under isolation precautions or have had a fever, diarrhea, or vomiting within the last 24 hours.

Room/Accommodations

Rooms are equipped to ensure that your child's medical needs and safety can be addressed quickly. A staff member will show you how to work the bed and answer any questions you may have.

Temperature

All rooms in the hospital have heating and air conditioning. The temperature can be adjusted to your comfort level. Please let your nurse know if the temperature in your child's room needs to be adjusted.

Television Channels

The remote that controls the bed also controls the television. Station information can be found in the station guide insert. If you or your child needs closed captioning, please tell the nursing team. Each room has DVD players and a wide selection of DVD movies are available.

Meals, Cafeteria and Vending

Our pediatric dietitian will assist in choosing meals for your child based on his or her condition. A room service menu for your child is available for your convenience and you may order meals between 6:30 am – 7:30 pm. If you have any questions about your child's meals, please ask the nurse to speak with the host/hostess or dietitian. The nursing team will also share meal options for parents.

Top Deck Café

The Top Deck Café is in the main hospital on the 10th floor.

Hours of operation are:
Hot Breakfast: 6 am – 9:30 am
Continental Breakfast: 9:30 am – 10:30 am
CLOSED: 10:30 am – 11 am
Full Lunch: 11 am – 2 pm
Limited Lunch: 2 pm – 4:15 pm
CLOSED: 4:15 pm – 4:45 pm
Dinner: 4:45 pm – 7:30 pm

Au Bon Pain

Au Bon Pain is located on the first floor of the bed tower near the Zen and Now gift shop.

- Open for breakfast, lunch and dinner.
- Weekday hours of operation are Monday to Friday 6 am – 8:30 pm
- Weekend hours of operation are Saturday and Sunday 6 am – 7 pm
- The satellite location in Parkside is open 6 am – 3 pm, Monday through Friday

Vending Machines

Vending machines can be found in the following locations:

- 2nd Floor Family Waiting Area
- Top Deck Café
- Grainger Atrium
- Emergency department
- Second floor of the Advocate Children's Outpatient Center (Yacktman Pavilion)
- Ground floor of the Parkside Center
- First floor near the surgical waiting area

Inform Care Takers

Please let us know how we can best care for your child and make sure to tell a nurse about:

- Past illnesses and surgeries
- Long-term health problems
- All of the medicines your child is taking, including vitamins, herbal supplements and any over-the-counter medicines
- Any allergies
- Recent exposure to people who have been sick

Interpreter Services

Advocate Children's Hospital provides programs for the deaf and hard of hearing and limited-English speaking persons. We provide qualified sign language/language interpreters and other auxiliary aids, where necessary, at no cost to patients and their families. To request a sign language/language interpreter, contact a nurse or another member of your child's care team.

Noticing Changes in Your Child

You know your child better than anyone. If you notice a sudden change, tell a nurse so that we can give your child the best care.

Pain Management

Managing your child's pain can help speed up the healing process. Our staff members are committed to managing and preventing pain as much as possible.

Each child feels pain differently. Our staff will use age and developmental pain assessment tools, including a 1-10 scale, to help identify and treat your child's pain. Throughout your child's visit, we welcome your input regarding your child's pain.

Calling the Nurse

If you need your child's nurse, press the nurse call button in your room or call the nurse directly using the phone number on the board in your child's room.

Pediatric Family Rapid Response

If you notice a change in your child's condition and your health care team has not responded, dial extension 21.3333 from a hospital phone and tell the operator you are calling Pediatric Family Rapid Response team. A health care team will respond quickly to your child's room. Posters regarding Pediatric Family Rapid Response team are hanging in every patient room.

STAYING CONNECTED

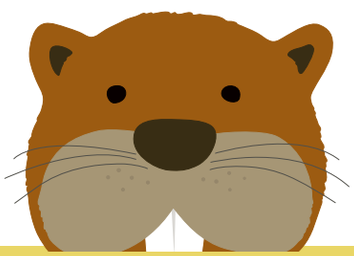
Room Telephone/Cell Phones

Please inform family and friends that calls can be received in your child's room from 8 am – 10 pm by dialing for the operator. To make outgoing local calls, dial 9 + the number you are calling. Long distance calls must be made with a pre-paid phone card or by calling collect. Dial 9 + 1 + the number you are calling.

Cell phones can be used in most areas of the hospital, except in areas and units where signs are posted prohibiting their use. For your convenience phone chargers are available upon request for your use while in the hospital.

Wireless Internet

Advocate Children's Hospital is pleased to offer free wireless Internet access (Wi-Fi) throughout our facility. To connect to our network, select the **"ahcpub"** wireless connection. Please note that our network is considered "unsecured" and anyone using our wireless network should have no expectation of security or privacy during use. We recommend updating your device's virus protection.



Useful Phone Numbers

A communication board is on the wall of your child's room with names and extensions of nursing and key team members caring for your child.

Advocate HealthAdvisor

1.800.3.ADVOCATE (1.800.323.8622)
or amgdoctors.com

- Hours of operation are:
  Monday through Friday 7 am to 7 pm
  Saturday 9 am to 2 pm

HealthAdvisor can address:

- New appointment with a personal doctor
- New appointment with specialist doctor
- Address insurance – preferred providers
- Have options in English and Spanish

Service Dial Direct Extensions/Numbers

While inside the hospital dialing 21- and the number will connect you directly. If dialing outside the hospital, please drop the 21 in front of the number and add 847 723- followed by the four digit number as listed.

- Advocate Children's Hospital Inpatient Units:
  - Child and Adolescent Psychiatry – 21.6590
  - Neonatal Intensive Care Unit (NICU) – 21.5386
  - Pediatric and Adolescent Young Adult Units
    - 2Tower – 21.0306
    - 2Center and 2West – 21.6280
    - Pediatric Intensive Care Unit – 21.0353
- Advocate Charitable Foundation – 21.8144
- Care Management and Social Work – 21.3836
- Cashier – 21.5195
- Chaplain, Clergy Visits – 21.6395
- Child Life – 21.7529
- Environmental Services – 21.8374
- Flower Shop – 21.8727
- Main Hospital Phone Number – 847.723.2210
- Main Operator Dial – "0"
- Medical Records – 21.6150
- Patient Relations – 21.6011
- Public Safety – 21.5123
- Room Service – 21.6130
- TTY – 847.723.8117
- Volunteer Services – 21.6105
- Zen and Now Gift Shop – 21.0877

MEET YOUR CHILD'S CARE TEAM

You will see many hospital associates throughout your child's stay. Any caregiver who enters your child's room should be wearing an Advocate name badge.

Physicians

Several kinds of doctors may be involved in your child's care, including those who are part of our teaching program. Hospitalists are doctors who specialize in the care of hospitalized children and may cover for your child's personal doctor in the hospital. When you go home, key information from your child's stay will be sent to his or her personal doctor.

Attending Physicians are private or Advocate-employed doctors who manage your child's care while in the hospital. Residents, interns and medical students are all supervised by the attending physician.

Consulting Physicians provide expert opinions and collaborate with attending physicians when requested.

Fellows have completed medical school and a residency program and now focus on specific subspecialties through more advanced training.

Medical Residents have completed medical school and are doctors with MD or DO degrees. They are usually in their 2nd or 3rd year of specialty training, with most disciplines requiring three years of postgraduate training in a specialty field. Residents have the knowledge and skill to develop management plans, write medication prescriptions and patient care orders, and supervise the interns and medical students.

Medical Interns have completed medical school and are doctors with MD or DO degrees. They may also be called "first-year residents" because they are in their first year of training to become experts in a particular field of study, such as pediatrics or surgery.

Medical Students are in their third year of medical school and must complete clinical rotations in various specialties. They can take patient history, perform examinations and help develop management plans, but they cannot prescribe medications or write orders without supervision and co-signature of an intern, resident, or attending physician.

While medical students, residents and fellows may be able to answer any questions you have about your child's care, his or her attending physician is the primary decision maker and can give you the most complete answers.

Physician Assistants (PA)

Physician Assistants are health care providers who work under the supervision of attending physicians to provide general and specialized care to your child. They are able to provide some of the care that your child's attending physician might provide.

Nursing

Your child will be cared for around the clock by our compassionate and highly competent team of nurses and patient care associates.

Advanced Practice Nurses (APNs) are nurses with advanced training and an in-depth understanding of complex pediatric health care. They work together with the physicians and health care team and are involved in education, case management, expert clinical practice, consultation and research.

Nurses will care for you and your child. They work closely with your child's doctors and your child's health care team to provide very good family centered care.

Nursing Care Technicians (NCTs) are nursing assistants who help your nurse with the daily care of you and your child. They help with all personal care needs.

Health Care Specialists

Physical Therapists may work with your child to help restore function, improve mobility, relieve pain and prevent or limit long-term physical disabilities.

Occupational Therapists can help improve your child's ability to perform everyday tasks.

Respiratory Therapists are specially trained to evaluate, treat and care for children with breathing issues.

Speech Language Pathologists assist in the safety of your child's feeding/swallowing abilities and support children with communication.

Audiologists assist in determining your child's hearing abilities.

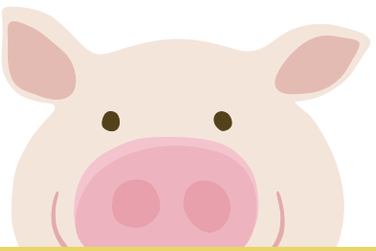
Educational Specialists assist in advocating appropriate school services for your child.

Dietitians

Registered Dieticians work with doctors, nurses and your child's health care team to create an appropriate diet for your child. If you have any questions about your child's diet in the hospital or home, please ask the nurse to speak with your child's dietitian.

Pharmacists

Registered Pharmacists review all of the medications your child receives to ensure they are correct and there are no unwanted interactions with any other drugs, food or lab tests.



CHILD LIFE SPECIALISTS FOCUS ON THE EMOTIONAL AND DEVELOPMENTAL NEEDS OF YOUNG PATIENTS AND FAMILIES.

SPECIAL SERVICES

Child Life Services
Child Life Specialists focus on the emotional and developmental needs of young patients and families. They are specially trained to use play and other forms of communication to help you and your child positively cope with hospitalization and medical procedures.

Art Therapy
Art therapists provide one-on-one and group interventions by using art as an outlet for expression and healing. Art therapy makes use of the visual side of the brain that expresses unconscious feelings through images instead of relying solely on words.

Music Therapy
Board-certified music therapists use live music adapted to each child's needs to maximize their healing and recovery. Group or individual music therapy sessions may aim to reduce pain and anxiety or recover motor and cognitive functioning. Whether music is used for creative self-expression or to improve sleep quality, music therapy can provide improved comfort and coping for your child during hospitalization.

The School Program
The Hospital School Program is committed to providing educational support to all school-age patients ranging from kindergarten through college. We strive to provide our patients and their families with the support they need when dealing with school related issues and any necessary documentation that might be needed due to their stay at Advocate Children's Hospital.

Volunteers
Volunteers provide caring attention to children and their families. All volunteers have been selected after a thorough interview and screening process including criminal background checks and health screenings. Whenever possible, they can sit with young patients and offer comfort and support, giving a "break" to families. They can also bring materials, such as books and craft items.

Care Management/Social Work
Nurse Care Managers and Social Workers understand the effect of illness on patients and families. They partner with your clinical team to assist in the developing and carrying out of an individualized treatment plan focused on safety and advocacy. The team serves as a link between hospital and community agencies to address clinical, psychological, social and financial concerns.

Mission and Spiritual Care
Our professionally trained Chaplains, serving all religious denominations, play an important role on our team. They work closely with the doctors and nurses who care for your child. Chaplains are available for your religious and spiritual needs, including grief counseling, ethical concerns and advance directives 24 hours a day, seven days per week. Please call extension 21.6395 weekdays between 8:30 am and 5 pm to see a chaplain. At other times, ask your child's nurse to page the chaplain on duty.

Pediatric Psychology
Pediatric Psychologists are available to work with children as they cope with the stresses of being in the hospital.

Pediatric Palliative Care

Palliative care is a key part of care for children living with complex, chronic or serious illness. Palliative care helps to prevent symptoms and give relief from more than physical pain. Palliative care works with a child's main treatment and can be given along with all other medical care. The Palliative and Supportive Care Team at Advocate Children's Hospital focuses on enhancing children's quality of living, giving an extra layer of support for the entire family. Our team can also help parents with discussions on care choices for their child, such as help planning for the future. Our Palliative and Supportive Care Team collaborates with all members of a child's health care team to ensure seamless communication and care.

SAFE AND SECURE

General Health and Safety

Safety and healing go hand in hand. By partnering with you to create a safe environment, our staff and doctors can better serve your child's needs.

Room Cleaning

Environmental Service Associates focus on making sure Advocate Children's Hospital is a clean environment in which to heal. Each day, our associates will introduce themselves when they enter your child's room to clean it. To speak to a member of our environmental services department, please call 21.5212.

Patient ID Band

Identification bracelets are given to all patients and must be worn at all times during your child's hospital stay.

Tell a nurse if your child's bracelet has incorrect information, if does not fit or comes off. We will check your child's ID bracelet when medicine is given, treatment is received or tests and procedures are performed.

Electrical Safety
Electrical items are not allowed in critical care units or in any heart monitor unit, as they may stop hospital equipment from working.

Transportation
Transportation Associates are available to take your child to other areas of the hospital for procedures or tests, as well as to provide assistance to the front of the hospital when your child is ready to go home. If your child is under 18 years of age, a parent or guardian or member of the health care team must accompany your child with the transportation associate.

Smoking
In keeping with Advocate's mission to promote health and wellness, smoking is not allowed anywhere on any hospital campus, courtyard, parking tower or parking lot. This policy applies to patients and visitors, as well as physicians, employees and volunteers.

Medications
While in the hospital, your child will not be allowed to take medicines from home. If you have brought medicines with you, we ask that you send it home with a family member or lock it up in the hospital safe after reviewing the medications with the nurse or pharmacist.

We will talk to you about all medicines prescribed for your child, how often they should be taken and possible side effects. Let us know if and when your child experiences side effects from any medicine we prescribe. If you do not recognize a medicine your child is about to receive, do not hesitate to ask us about it.

Infection Control
For your child's protection and the protection of all patients, employees of Advocate Children's Hospital consistently take precautions to prevent the spread of infection. Your child's health care providers may wear masks, gloves or other protective clothing when providing care. In certain situations, they may also ask you, your friends and visitors to wear protective clothing.

Specific types of precautions include:

- **Contact isolation** – is used for germs that can be spread by hands, clothes, or touching.
- **Droplet isolation** – is used for germs that can be spread through the air (i.e. influenza).
- **Airborne isolation** – is used for patients that may have germs or suspected to have germs (i.e. TB).

Ask your child's nurse about any of these precautions and why they are being taken, if you are unclear.

Hand Hygiene
The single best way to prevent infections is washing hands. Always remember to wash your hands with soap and water after using the restroom.

Additional tips in hand hygiene include:

- When washing your hands, say the "ABC's" or sing "Happy Birthday" twice. That is approximately the amount of time required to properly wash hands.
- Wash your hands with soap and water when they are visibly dirty. Alcohol-based hand sanitizers can be used when hands are not visibly dirty.
- All visitors should wash their hands when they come and go from your child's room.
- All doctors and nurses will wash their hands when they come and go from your child's room. Do not hesitate to remind them!

Videotaping, Audio Recording and Photography
Ask your child's doctor or nurse before taking any pictures or videos in the room. Absolutely no pictures or video recording is allowed outside of your child's room.

Money and Valuables
Try to keep your child's personal belongings in a safe place when they are not in use, such as the top drawer of the night stand. To reduce the risk of damage or loss, please do not wrap them in the linens, a tissue, or napkins, or leave them on the meal tray. This may cause them to be misplaced or damaged.

BY PARTNERING WITH YOU TO CREATE A SAFE ENVIRONMENT, OUR STAFF AND DOCTORS CAN BETTER SERVE YOUR CHILD'S NEEDS.

WELCOME FRIENDS AND FAMILY

Visitor Guidelines/Visiting Hours

Understanding that visits from close family and friends may help your child heal; for your child's and guests' health and safety, please develop a plan with your child's nurse for visiting. Ask your child's nurse about visiting hours, who can visit and when they can visit.

General visiting hours are from 8 am to 8 pm every day. Please check with your nurse about specific visiting hours and guidelines for special units, including NICU and PICU.

Community Resources

For information regarding hotel, dining or shopping ask your nurse for a copy of the "Parent Tip" sheet created by our Family Advisory Council.

Waiting Areas

The Family Care for Surgery Center is located on the first floor off the main entrance, near the Surgery Lounge. This area provides private space for family whose loved one is having an extended surgery (greater than 2 hours) or has more than three family members waiting. The area provides a quiet private space with a television and phone.

To schedule a room, speak to the volunteer in the Surgery Lounge. Space is available on a first come/first served basis and is open Monday through Friday from 8 am – 8 pm.

The Family Resource Center is available for families and offers computers and printing facilities for guests if needed. It is open Monday through Friday from 8 am – 4 pm.

In addition the inpatient and outpatient areas of Advocate Children's Hospital have specially designed waiting areas for children and families close to the clinical areas.

Fitness Center

The Fitness Center is on the ground floor of the Parkside Center. Daily passes are available for family members and visitors. Call 847.723.6138 or extension 21.6138.

Parking

Advocate Children's Hospital Outpatient Center Parking Lot

- The parking lot entrance is located around the back of the Advocate Children's Hospital Outpatient Center
- Free valet parking for outpatient pediatric patients with validation is offered at the front of the Advocate Children's Hospital Outpatient Center and at the Main Hospital entrance

West Garage

- Entrance is on Luther Lane North of the Center for Advanced Care
- Parking is free

Main Parking Garage

The garage is accessible 24 hours a day and parking is free. There is no attendant on duty.

Shuttle Bus

- A free shuttle bus service goes to and from the hospital Monday through Friday, 3:30 am to midnight
- The shuttle bus stops at the hospital, Parkside Center and Center for Advanced Care

Valet parking

Main Hospital Entrance
6 am to 6 pm – Monday through Friday
9:30 am to 6 pm – Saturday
Closed on Sundays and holidays

- Valet parking is $3
- Free for handicapped

Advocate Children's Outpatient Center
8 am to 5 pm – Monday through Friday
Closed on Saturdays and Sundays

Center for Advanced Care
6 am to 5:30 pm – Monday through Friday

- Valet parking is $3
- Handicapped is free

Handicapped parking is available at both valet areas and in all patient and visitor parking areas.

Gift Shop
The Zen and Now gift shop is located on the first floor and features various gifts, newspapers and reading materials and some personal items. It is open all year, including holidays and the hours of operation are:

Monday through Friday – 8 am – 8:30 pm
Saturday, Sunday and holidays – 9 am – 8 pm

The phone number is 847.723.0877 or extension 21.0877 from inside the hospital.

Flower Shop
The Advocate Flower Shop can create unique, fresh or artificial, floral arrangements, as well as blooming and green plants for delivery to hospital patients and Advocate associates. Orders may be placed online 24 hours a day, 7 days a week, but are reviewed and processed only during the retail shop's normal business hours.

The Flower Shop is located on the first floor of the hospital next to the Zen and Now gift shop. Call 847.723.8727 or extension 21.8727. You can also visit the website at advocatehealth.com/flowershop/.

Hours of operation are:
Monday through Friday – 9:30 am – 5 pm
Saturday – 10 am – 2 pm

Pharmacy
For your convenience, a pharmacy is located on the first floor near the Zen and Now gift shop and is open Monday through Friday, 9 am – 6 pm. The phone number is 847.692.2184 or extension 21.6900 from inside the hospital.

Automated Teller Machine (ATM)
ATMs are in the following locations:

- First floor near the Why Green? Gallery
- 10th floor outside of the Top Deck Café

Mail Service
Letters and packages are delivered weekdays. Any mail that arrives after you leave the hospital will be sent to your home.

Chapel
Our chapel is open 24 hours a day, 7 days per week for anyone seeking a quiet place to meditate or pray. The chapel is also used for occasions of formal worship and memorials led by chaplains. The chapel is located on the first floor east near the surgery lounge.

Faith Specific Resources and Worship Services
- **Christian:** Ordained clergy on staff including Catholic priest, worship services during holy seasons, communion, Eucharistic ministers, Catholic mass is celebrated at 5:30 pm and Sunday 3:30 pm in Johnson Auditorium (ground floor, Parkside center)
- **Jewish:** Rabbi on staff, kosher meals, Sabbath and Holy Day ritual and food items including Sabbath candles, kosher grape juice and challah
- **Islamic:** "Heart to Heart" program with trained visitors from the Islamic Community Center in Des Plaines, Jumu'ah Prayer very Friday at 1:30 pm in the chapel

GOING HOME

Discharge
When it is time for you to get ready to bring your child home, we will work with you and your family to create a safe discharge plan.

During Your Child's Hospital Stay
We want to answer all of your questions before your child leaves the hospital. We are often asked:

- When will my child be ready for discharge?
- I have questions about symptoms, health problems, or medicines.
- Will my child need equipment or home care?
- Will my child need more treatment at a different care facility after discharge?

If you have questions, speak with your child's nurse or care manager. Please feel free to write down any questions you may have in the notes section, located on the last page of this booklet.

OUR CHAPEL IS OPEN 24 HOURS A DAY, 7 DAYS PER WEEK FOR ANYONE SEEKING A QUIET PLACE TO MEDITATE OR PRAY.

Preparing for Discharge

Here are a few tips to make the discharge process run smoothly:

If you did not provide updated health insurance and social security information at the time of admission, you must do so before your child is discharged from the hospital. If you have financial or health care questions, we ask that you inform us at the time of admission, so a care manager or social worker can address your concerns before you leave.

- Check your child's room, safe, bathroom and bedside table carefully for any personal items.
- Your child's doctor and nurse will give you care instructions for home.
- Plan to get your child's prescriptions filled at a pharmacy on the day of discharge. To avoid delays when you return home, we encourage having the prescriptions filled before your child leaves the hospital at the pharmacy on the 1st Floor.
- All patient/family pickups for discharges Monday – Friday before noon will be through the main entrance of the hospital.

For NICU patients:

- We recommend that you fill any prescriptions before discharge so the medications can be brought in and reviewed by the nurse.
- You may be asked to bring your child's car seat in so we can check to see how your baby tolerates sitting in the seat.
- Your child will have a hearing test before going home.
- We offer CPR classes for your child's safety.
- If your child has specialty discharge needs, we may ask you to spend the night with your baby in our Care by Parent room.

Our Care Management Department consists of social workers and nurse care managers to assist with discharge planning, lend social and emotional support and provide patients and families with assistance in crisis situations. The team serves as a link between hospital and community agencies to address clinical, psychological, social and financial concerns. For information or assistance, call extension 21.3863.

Hip, Hop, Hurray

You will continue to be supported after your discharge by one of our Transition Call Nurses. You will receive a phone call within 24 – 48 hours from an Advocate Discharge RN to ensure your child is continuing on the healing path and to give you another opportunity to ask questions about your care at home. We are committed to a life long relationship with you and your family.

Within two weeks of being discharged from the hospital, you may receive a survey in the mail or via email asking you to evaluate your experience here at Advocate Children's Hospital. We want to know if we are achieving our mission and providing very good care for your child and family. Your feedback will help us determine if our mission, values and philosophy are creating the experience you need to heal.

YOU CAN MAKE A DIFFERENCE

Philanthropy

Thanks to the generosity of parents, grandparents, physicians, business owners, civic leaders and others, Advocate Children's Hospital – Park Ridge provides care that is more accessible, more advanced, more comprehensive and more compassionate than would otherwise be possible.

As a not-for-profit organization, our hospital relies on charitable gifts to help fund many programs whose costs are unreimbursed or under-reimbursed by patient fees. These include Child Life, neonatology research and follow-up care for children who have completed cancer treatment—among many others. Charitable gifts also enable us to purchase the special equipment we need to provide the most up-to-date care for children.

If you would like to learn more about how you can make a difference for the children and families Advocate Children's Hospital serves, please visit **advocategiving.org**.

Family Advisory Council

The Family Advisory Council (FAC) provides a collaborative partnership for families and Advocate Children's Hospital associates, clinicians and administration to promote the delivery of patient and family-centered health care. Together we serve as a working group to strengthen collaboration, improve communication and empower families to have a voice in their child's care. If you would like more information about the opportunities with FAC please contact 708.520.1FAC (708.520.1322).

CARE FROM A TO Z

Primary and Specialty Clinics

At Advocate Children's Hospital, we offer primary care and many sub-specialty clinics to address a variety of pediatric conditions and patient populations. All of our specialty clinics are located in the Children's Hospital Outpatient Centers and offer multi-disciplinary teams of doctors and nurses to provide the very highest level of care. For a complete listing of pediatric primary care and sub-specialties and services, please visit our website at AdvocateChildrensHospital.com.

Outpatient Services and Support

Our commitment to your child's health and well-being extends beyond the walls of our medical center. We strive to ensure that you have access to the services and information your child needs to continue in his or her healing process after discharge. If your child needs a rehabilitation center or any other program or service, ask to speak to a care manager or social worker.

Advocate HealthAdvisor

1.800.3.ADVOCATE (1.800.323.8622)
or amgdoctors.com

- Hours of operation are:
  Monday through Friday 7 am to 7 pm
  Saturday 9 am to 2 pm

HealthAdvisor can address:

- New appointment with a personal doctor.
- New appointment with specialist doctor
- Address insurance – preferred providers
- Have options in English and Spanish

Children's Health Resource Center

The Children's Health Resource Center provides reliable health information for parents, teenagers and children. We have resources to help you become an active partner with your health care team and make informed choices about your child's health.

The Children's Health Resource Center is located on the second floor of the Advocate Children's Hospital Outpatient Center (Yacktman Pavilion). Open Monday through Friday 9 am – 5 pm, you can reach the center by dialing extension 21.9484. The center includes:

- **The Metrick Pediatric Library** – A free lending library offering easy to understand health information. Browse our collection for current books, magazines, videos, and pamphlets. Our caring staff can also help you find reliable health information online.
- **Teen Health Resources** – Information to help teens cope with concerns about school, appearance, friends and relationships. We also have teen-friendly resources about a variety of illnesses.

- **The Emily Dorfman Learning Center** – An interactive playroom where children can learn about medical care in a "hands-on" setting.
- **Sibsensations** – A support group for brothers and sisters of children with developmental and physical disabilities. The program allows children to meet peers who share similar experiences in a fun, friendly and supportive atmosphere.
- **Bicycle Helmet Fittings and Sales** – Bicycle helmets are available for sale for just $11 per helmet. We carry toddler, child, youth and adult helmets in a variety of styles and colors. Our trained staff offers custom fittings and education on how to wear helmets correctly. Please call 21.9484 to schedule an appointment.

Research and Clinical Trials

Advocate Children's Hospital and its team of medical staff play a very active role in clinical trials locally and at the national level. For more information on a variety of clinical trials, please contact our research office at 847.723.7570.

FAMILY RESOURCES

Patient Relations/Advocacy

The Patient Advocacy team serves patients and their families by answering questions, investigating and resolving concerns and providing support for patients with special needs. Sometimes we miss the mark in providing superior care, and it is exactly these times we want to hear from you.

Contact Patient Relations at 21.6011 from a hospital phone or 847.723.6011 or TDD/TTY 847.723.8117 from an outside line. Specialists are available Monday – Friday 8 am – 4 pm. Messages left after hours, on holidays or weekends will be returned the following business day.

In emergencies, nursing supervisors are available after regular business hours to assist with problems. Call the operator, "0" and ask for the nursing supervisor.

The following contact numbers have been provided in the event that you do not receive a satisfactory response from our patient advocacy team.

- DNV GL Healthcare USA
  1.866.496.9647
- Illinois Department of Public Health: 1.800.252.4343 or 1.800.547.0466 (TTY)

PATIENT RIGHTS AND RESPONSIBILITIES

As an Advocate patient, it is your right:

1. To receive health care that addresses your physical, emotional, and spiritual needs.
2. To receive care that respects your values and beliefs and promotes your dignity, personal privacy and safety.
3. To receive care that is free from all forms of discrimination, abuse or neglect.
4. To receive support for your religious and spiritual practices.
5. To have us communicate with you in a way that you understand.
6. To know the names of the person in charge of your care and all those on your care team.
7. To receive the information you need to make informed choices about treatment, to be involved in planning your care, and to request, accept or refuse treatment.
8. To involve persons of your choice in your care.
9. To receive honest and clear information about the outcomes of your care, including those that are unexpected.
10. To receive help with advance care planning so that we can respect your wishes about treatment if you cannot tell us yourself.
11. To have personal and medical information protected as described in Advocate's *Notice of Privacy Practices.*
12. To know when information about you must be shared with others.
13. To have your doctor and a person of your choice promptly told if you are hospitalized.
14. To have your pain assessed and help develop a plan to manage the pain you may have.
15. To have a person of your choice with you during your stay; to have visitors whom you designate, including, but not limited to, a spouse, a domestic partner (including a same-sex partner), another family member, or a friend, and you have the right to withdraw or deny such consent at any time if it interferes with the well-being, rights, or safety of others, or is not medically indicated in your care; and to have access to others outside the hospital.
16. To help develop the plan for your discharge from the hospital.
17. To receive information about patient and family protective services if needed.
18. To be free from restraint or seclusion unless it is needed for your safety or the safety of others.
19. To access financial services to explain your charges, your bill and your options for financial help if needed.
20. To share concerns or complaints about your care and receive a prompt response.
    - Please contact the hospital operator and ask for *Patient Advocacy* to share a concern or complaint.
    - You may contact the Illinois Department of Public Health at 1.800.252.4343 or 1.800.547.0466 (TTY).
    - DNV GL Healthcare USA can be reached at hospitalcomplaint@dnvgl.com or call 1.866.496.9647.
21. To be fully informed of, and accept or refuse, any research or trial treatments used in your care.

As an Advocate patient, it is your responsibility:

1. To provide correct personal and family health information.
2. To follow the plan for your care.
3. To ask questions if you do not understand what we tell you.
4. To be respectful of others' dignity, privacy and safety.
5. To tell us if you want to use another doctor, care giver or facility.
6. To pay for your health care services or the portion of your bill that you owe, tell us if you need help with your bill, and work with the hospital to seek financial help when needed. Please ask for the brochure *Understanding Billing and Financial Assistance.*

If you would like additional information on your rights and responsibilities as a patient of Advocate Health Care, please ask your care provider for a copy of *Understanding your Rights and Responsibilities: For Those who want to Know More.*

HEALTH CARE CONSENT

Part of the admission process included signing a Health Care Consent Form that covered important information regarding your child's stay. If you did not read this form in its entirety, we recommend you do so. In particular, it addresses:

- Consent to treat
- Responsibility for payment
- Assignment of benefits
- Medicare payment and assignment of benefits
- Release of medical information
- Responsibility for personal belongings
- Independent physician services

Ask your child's nurse to provide a copy of the Health Care Consent Form if you do not have one.

Medical Records

If you haven't already done so, check with your place of employment or your insurance company to confirm what type of coverage your insurance policy provides or for any unique requirements, such as preadmission certification or required notifications. All non-covered hospital charges are payable when your child is discharged.

If you would like a copy of your child's medical records, ask the nurse for a medical records request form and send it to Advocate Lutheran General Health Information Management Department. The department will copy your child's records and mail them to your home. You will be billed in accordance with fees mandated by the state of Illinois and federal HIPAA guidelines:

Copies 1 – 25 = $1.00
Copies 26 – 50 = $0.66
Copies in excess of 50 = $0.33

If you are moving or changing physicians, the Health Information Management department will provide copies of your child's medical records. If you want the records forwarded directly to your child's new physician, be sure to include the physician's address on the request form or letter. Please call 847.723.6150 to request a copy.

Billing/Charges

Your hospital bill is made up of charges for room and board, as well as charges for procedures and other services ordered by your child's physician and performed by the hospital. Some of the services and procedures for which you may be billed include nursing care, radiology (excluding physician fees), medications, laboratory tests, physical therapy, operating room, delivery room, recovery room and intensive care.

Room Charges

You will be charged a fee for your child's room beginning on the day of admission. No charge is made for the day of discharge.

Physician Billing

Physicians' charges will not be part of your hospital bill. You will receive a separate bill from the doctors that cared for your child including doctors in cardiology, anesthesiology, radiology, cast room, laboratory, surgery or other areas that use physician services. The bill from the physician specialist is for professional services only. In addition, your medical center bill may include charges that cover the use of equipment, supplies and technical personnel during these procedures.

Patient Notification Statement

Advocate Children's Hospital is committed to quality. Our sophisticated quality assurance program, managed by a team of health care professionals, closely and constantly monitors and reviews the care and services our patients receive. Title II, Part B of the Social Security Act requires that institutional care provided through Medicare, Medicaid, and Maternal and Child Health programs be reviewed with a patient's physician. This is done on a continuing basis to ensure that patients receive adequate and appropriate health care services of the highest quality.

Billing Information

While you are at Advocate Children's Hospital, we want you to concentrate on your child's health. But, we know you also are concerned about the financial aspects of your child's hospitalization.

Please remember that many employers, insurance companies and HMOs require notification by the patient, family member or doctor prior to or shortly after admission. If you do not comply with this requirement, your medical benefits could be jeopardized or your insurance company could refuse to pay your bill in part or in full. For your own protection, please check with your benefits provider to see if you need to follow any special rules. By providing us with complete insurance information at the time of registration, you will make it possible for us to bill your insurance company and settle your account promptly.

Paying Your Bill

Whatever your insurance company does not pay is your responsibility. This amount is payable at the time of discharge.

Online Bill Pay

Advocate Children's Hospital offers online bill payments. You can pay your hospital bill, check account status and verify insurance information through the secure, easy-to-use service.
To learn more about the new feature, visit advocatehealth.com/billpay.

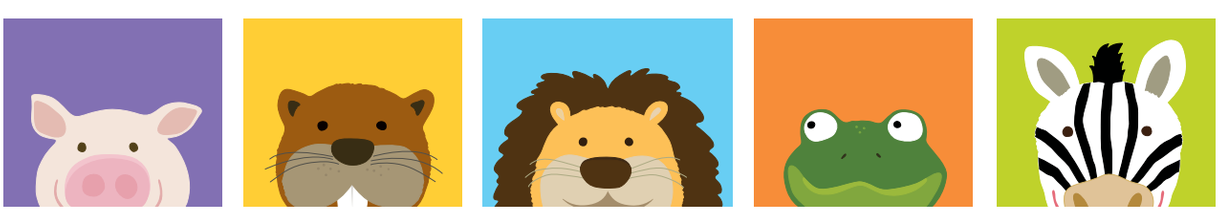
Questions About Your Bill

Our patient accounts staff will help to answer any questions or concerns about your bill. They can also help you get a detailed copy of your bill. Call 847.723.2399 or extension 21.2399.

Speak to a Financial Counselor

Counselors are available to address billing questions and concerns, such as insurance benefits, hospital charges, plans for payment of your balance and payment options that may be available to you, including charity care consideration. In keeping with our value of compassionate care, Advocate Children's Hospital has a financial assistance program available to help patients who qualify. If you anticipate problems paying your portion of your bill or you are uninsured, we encourage you to contact one of our financial counselors.

Our financial counselors may be reached at extension 21.5061 or 847.723.5061.

If we cannot provide a financial counselor who speaks your language, we will be happy to arrange for translation assistance to discuss any questions you may have about your bill.

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