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 holistic 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 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.

TABLE OF CONTENTS

ABOUT ADVOCATE CHILDREN'S HOSPITAL 1

THE ADVOCATE EXPERIENCE 3
- 3 Mission
- 3 Values
- 3 Philosophy

WITH YOUR CHILD IN MIND 4
- 4 What to Bring From Home
- 4 Room/Accommodations
- 4 Temperature
- 4 Television Channels (reference to insert with channels listed)
- 4 Meals, Cafeteria and Vending
- 5 Inform Caregivers
- 5 Interpreter Services
- 5 Noticing Changes in Your Child
- 5 Calling the Nurse
- 5 Code H
- 5 Pain Management
- 5 MyHealth Pal Mobile App

STAYING CONNECTED 5
- 5 Room Telephone/Cell Phones
- 5 Wireless Internet
- 6 Useful Phone Numbers

MEET YOUR CHILD'S TEAM 6
- 6 Physicians
- 7 Physician Assistants (PA)
- 7 Behavioral Health Services Team
- 7 Nursing and Care Management
- 7 Health Care Specialists

OTHER PERSONNEL 7
- 7 Guest Services
- 7 Transportation Associates
- 8 Volunteers

SPECIAL SERVICES 8
- 8 Children's Health Resource Center
- 8 Injury Prevention
- 8 The School Program
- 8 Care Management/Social Work
- 9 Music Therapy
- 9 Art Therapy
- 9 Mission and Spiritual Care
- 9 Child Life Services
- 9 Pediatric Palliative and Supportive Care

SAFE AND SECURE 10
- 10 General Health and Safety
- 10 Room Cleaning
- 10 Patient ID Band
- 10 Electrical Safety
- 10 Walgreens Pharmacy
- 10 Smoking
- 10 Medications
- 10 Infection Control
- 11 Hand Hygiene
- 11 Videotaping, Audio Recording and Photography
- 11 Money and Valuables

WELCOME FRIENDS AND FAMILY 11
- 11 Visitor Guidelines/Visiting Hours
- 12 Parking
- 13 Gifts
- 13 Online Flower Shop
- 13 Automated Teller Machine (ATM)
- 13 Chapel

GOING HOME 13
- 13 During Your Child's Hospital Stay
- 13 Preparing for Discharge
- 14 After Discharge

EXPRESSING GRATITUDE FOR EXCEPTIONAL CARE 14
- 14 You Can Make a Difference

FAMILY ADVISORY COUNCIL 14

CARE FROM A TO Z 15
- 15 Rehabilitation Outpatient Locations
- 15 Rehabilitation and Developmental Services
- 15 Ronald McDonald House/Care Mobile
- 16 Multi-Disciplinary Specialty Clinics
- 16 Developmental Pediatric Program
- 16 Keyser Cancer Center

PATIENT RIGHTS AND RESPONSIBILITIES 17

FAMILY RESOURCES 18
- 18 Patient Relations/Advocacy

HEALTH CARE CONSENT 18
- 18 Medical Records
- 18 Billing/Charges
- 18 Room Charges
- 18 Physician Billing
- 19 Patient Notification Statement
- 19 Billing Information
- 19 Paying Your Bill
- 19 Speak to a Financial Counselor

THE ADVOCATE EXPERIENCE

As one of the nation's Top 5 health systems, Advocate Health Care is committed to creating the safest and 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 holistic 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

A hospital can be scary for children of all ages. We want to make your child's stay with us as comfortable as possible.

What to Bring From Home

Many children would rather wear their own clothes in the hospital. Feel free to pack pajamas, a bathrobe and slippers that will remind your child of home.

Car Seat

Your child's safety is important to us. Please bring a proper, functioning car seat for your child. Provided below is the website to check your car seat for expiration.

www.NHTSA.gov

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 playroom. For the highest level of safety, please note that all toys are cleaned by hospital personnel each time they are removed and returned to our playroom for use.

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.

Shower facilities are available on the second and fourth floor for the parents of Intensive Care Unit (ICU) patients.

Temperature

All rooms in the hospital have heating and air conditioning. The temperature can be adjusted to your comfort level.

Television Channels (reference to insert with channels listed)

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 a nurse. VHS and DVD movies are available.

Meals, Cafeteria and Vending

Our pediatric nutritionist will assist in choosing meals for your child based on his or her condition. Guest trays may be served in your child's room under special circumstances. Ask the nurse how you can request one.

There are two restaurants on the Advocate Children's Hospital/Advocate Christ Medical Center Campus. At Christ Medical Center, Cafe 95 is located on the first floor off the main lobby of the East Tower. The Kids' Kafé cafeteria can be found on the ground floor of the Children's Hospital. Vending machines are located in the Kids' Kafé.

Kids' Kafé

Breakfast: 6:30 am – 10 am
Lunch: 11 am – 4 pm
closed weekends

Cafe 95

Breakfast – 6:30 – 10 am
Lunch – 11 am – 2 pm
Dinner – 4:30 – 7:30 pm
Late Night – 12:30 am – 4 am

Local Restaurants

Please ask a staff member to see a menu book for delivery options. All food being delivered from local restaurants, must be delivered to the North Office Building driveway.

Inform Caregivers

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 hearing impaired, as well as for 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.

Calling the Nurse

If you need your child's nurse, press the nurse call button in your room.

Code H

If you notice a change in your child's condition and your health care team has not responded, dial extension 42.4200 from a hospital phone to call a Code H. A health care team will respond quickly to your child's room. Posters regarding "Code Help" are hanging in every patient room.

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 developmentally appropriate pain assessment tools to help identify and treat your child's pain. Throughout your child's visit, we welcome your input regarding your child's pain. If your child requires additional help controlling their pain, the pediatric pain service may be consulted by your child's physician to assist with providing pain/comfort management.

MyHealth Pal Mobile App

What should you do if your child develops a fever, cough, vomiting, rash, sore throat or head injury? What should you do about behavioral issues, from toilet training to teaching responsibility to teenagers? These are questions that all parents have. Health problems and parenting issues can arise anytime—evenings, weekends, when you're at work or traveling or your doctor's office is closed. That's why Advocate Children's Hospital offers our free MyHealth Pal app for iPhone and Android. It helps address the most common behavior and wellness questions parents ask their physicians.

STAYING CONNECTED

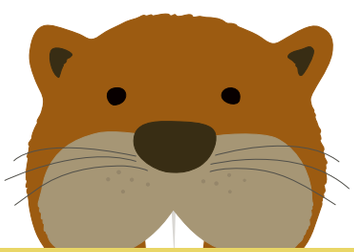
Room Telephone/Cell Phones

Please inform family and friends that calls can be received in your child's room from 7 am – 10 pm and by dialing 708.684.8000 for the operator. To make outgoing local calls, dial 9 + the number you are calling. Long distance calls may be made by dialing 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 white board is on the wall of your child's room with names and extensions of everyone caring for your child.

Service Dial Direct Extensions/Numbers

- Care Management – 21.3836
- Cashier – 41.5068
- Central Scheduling – 41.1000 or 708.684.1000
- Charitable Foundation – 41.5959
- Dietary – 41.1041
- Environmental Services – 41.6501
- Guest Services – 41.2475
- Lori's Hospital Gift Shop – 41.1352
- Main Hospital Phone Number – 708.684.8000
- Main Operator Dial – "0"
- Medical Records – 41.5030
- Patient Advocacy – 41.5452
- Public Safety – 41.1057
- TTY – 1.800.421.1220
- Volunteer Services – 41.5248

MEET YOUR CHILD'S 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. When you go home, the records from your child's stay will be sent to his or her personal doctor.

Hospitalists are physicians who care for patients admitted to the hospital. They work with your child's regular pediatrician and any other physicians who regularly see your child. When your child leaves the hospital, the hospitalist will provide your pediatrician with a summary of your child's hospital stay, as well as detailed instructions for any additional follow-up care needed.

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.

Behavioral Health Services Team

The Behavioral Health Services team are a group of professionals who are available to address the psychological wellbeing of children and families. Our behavioral health professionals assist children and families in coping with severe and chronic medical conditions and the stress of hospitalization. Therapeutic support and intervention is provided for patients and families while in the hospital, and assistance with outpatient mental health referrals and resources is also available. You and your child may meet one or more of these professionals during your stay:

- **Psychiatric Consult-Liaison**
- **Pediatric Psychologist**
- **Child and Adolescent Psychiatrist**

Nursing and Care Management

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

The **Nurse Manager** oversees the nursing staff and the day-to-day operations. In the absence of the nurse manager, the Assistant Clinical Manager is available.

The **Charge Nurse** will address any concerns and questions about your child's care. Staff Nurses are registered nurses highly skilled in the area of pediatric nursing.

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.

Patient Care Assistants assist staff nurses with the daily care of your child. They help with all personal care needs.

Student Nurses are in their final year of nursing school and are from various schools of nursing in the area.

A **Care Manager** is a nurse who assists you in coordinating your child's discharge.

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.

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.

Registered Dieticians work with doctors to create an appropriate diet for your child.

OTHER PERSONNEL

Guest Services

Guest Services is here to provide all patients and guests with a warm, inviting welcome. We are dedicated to focusing on the needs of our patients, guests and associates.

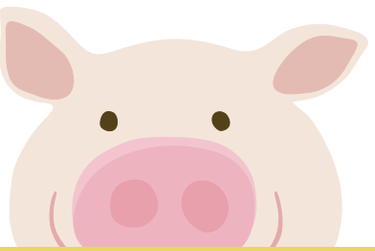
We offer the following services for our patients and guests:

- General and patient information
- Guest passes for visitation
- Directions for the whole campus
- Escorts to destinations
- Local information for hotels, restaurants, shopping, places of worship, and attractions

We are always happy to help or answer any questions you may have. Please call us at 708.684.2475 or extension 41.2475.

Transportation Associates

Transportation Associates are available to take your child to other areas of the hospital for procedures or tests, as well as provide assistance to the front of the hospital when your child is ready to go home.



Volunteers

Volunteers provide caring attention to children and their families. 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.

SPECIAL SERVICES

Children's Health Resource Center

The Andrew Family 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 in the main lobby of the hospital. Open Monday through Friday 8:30 am – 4:30 pm, you can reach the center by dialing extension 41.3225. The center includes:

- Lending Library – Our free lending library offers easy to understand health information. Browse our collection for current books, magazines, videos and pamphlets.
- Medical Play – Our interactive medical play supplies allow children to practice health care skills with teaching dolls, medical items, anatomy models and therapeutic games.
- Bicycle Helmets – Low cost bicycle helmets are available for purchase every Monday from 10 am to 3:30 pm or by calling 41.3225 or 708.684.3225 to schedule an appointment. Various sizes are available (toddler, youth and adult) in designer colors and graphics. We offer free custom fittings and education on how to wear a helmet properly.
- Online Resources – We offer ebooks and links to websites you can trust. Our caring staff can help you find reliable health information.

Injury Prevention

With unintentional injury being the leading cause of death in children, Advocate Children's Hospital's Injury Prevention Program is dedicated to the safety and well-being of all patients entering and leaving our doors. We take a patient-centered approach that involves the entire family. Our community outreach team brings safety education and training to schools, community centers, and public events. We address issues of home safety, poisoning, bicycle safety, concussions, suffocation and drowning, and general seasonal safety topics. Additionally, our certified child passenger safety technicians offer car seat checks to families looking for reassurance and education on installation of their car seat. We also assist with car seat loans for children with special medical needs. Car seat checks are done by appointment every Tuesday from 9 am until 2 pm. To schedule an appointment please call 708.684.7019.

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.

Care Management/Social Work

Pediatric Nurse Care Managers/Social Workers understand the impact of illness on patients and families from a multifaceted perspective including social, emotional, financial and environmental needs. They coordinate care and provide supportive seamless transitions focused on safety and quality. Your care team will make referrals and serve as an advocate on your behalf.

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

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.

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.

Mission and Spiritual Care

Advocate Children's Hospital chaplains provide a listening presence, emotional support and accompaniment throughout the hospital stay. With the interdisciplinary team, they value each child's unique story, and help patients and families connect to their own sources of strength. Chaplains are professionally trained to support families from diverse religious and cultural communities. They are knowledgeable about the developmental and spiritual lives of children, and are attuned to the needs of all members of the family. In addition to supportive visits, they can assist with prayer and ritual, provide religious resources, and help in times of crisis or decision-making. Whether you profess a particular faith or you claim no specific faith tradition, chaplains are available for support 24 hours a day, seven days a week. If you would like to speak with a chaplain, either ask your child's nurse to call, or dial 0 and ask the operator to contact the chaplain on your behalf.

Child Life Services

Child life specialists focus on the psychosocial and developmental needs of children while ensuring that life remains as normal as possible throughout hospitalization. They prepare children for medical procedures or treatments using language that children can understand and introduce coping strategies to help reduce anxiety and enhance cooperation among the health care team. Child life specialists promote family-centered care by providing information, teaching, and support to caregivers and siblings when needed.

Pediatric Palliative and Supportive Care

Pediatric palliative and supportive care is a specialty that focuses on enhancing quality of life for children and families facing serious, potentially life-limiting and often complex conditions. The palliative and supportive care team works in collaboration with your child's other health care providers. We provide support in treatment of your child's pain and distressful symptoms, assistance in seamless care coordination, improvement of communication, and assistance in making informed choices about difficult medical decisions. Our mission is to support and listen to you through challenges and transitions throughout your child's illness. Our goal is to help maximize your child's wellness and functioning and see them live life to the fullest, despite illness.

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. To speak to a member of our environmental services department, please call 41.6501.

Patient ID Band

We are committed to the safety and well-being of your child. Identification bracelets are given to all patients and their parents/guardians and must be worn at all times during your child's hospital stay. When your child is admitted to Advocate Children's Hospital, he/she will receive two bracelets that will be placed on their wrists or ankles for the duration of the hospital stay. One bracelet is a unique patient identification bracelet; the second is a security tag used for the protection of infants and children up to 18 years of age. Tell a nurse if any bracelet has incorrect information, if it does not fit or comes off. We will check your child's ID bracelet when medicine is given, treatment is received or tests are performed. Discuss security measures and visiting hours with your nurse. Be aware of anyone who enters your room and report any suspicious persons to your nurse.

Electrical Safety

Electrical items are not allowed in critical care units or in any heart monitor unit, as they may interfere with hospital equipment.

Walgreens Pharmacy

For your convenience there is a Walgreens retail pharmacy located in the Outpatient Pavilion. Your physician may send prescriptions to Walgreens electronically and they can be filled and delivered to your room during normal business hours. Hours of operation are Monday through Friday 8 am – 8 pm and Saturday 10 am – 2 pm. The pharmacy is closed on Sunday.

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.

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 precautions** – is used for germs that can be spread by contact with patients, surfaces and equipment in your child's room
- **Droplet precautions** – is used for germs that can be spread through droplets in the air (i.e. influenza)
- **Airborne precautions** – is used for germs that can stay in the air for a long period of time (i.e. Chicken pox, Measles)

If you are unclear about any of these precautions, ask your child's nurse why the precaution is being taken.

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

Hand Hygiene

The single best way to prevent infections is washing hands. Always wash your hands each time you enter your child's room and also when you leave the room to prevent the spread of germs. Please remember to also wash your hands after using the restroom, after you cough or sneeze and before you eat.

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 health care providers 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.

WELCOME FRIENDS AND FAMILY

Visitor Guidelines/Visiting Hours

2nd and 4th Floors: *Siblings of any age may visit*
Visiting Hours: 24/7 for parents/primary caregivers
Other Visitors: 8 am – 8 pm daily
Designated Quiet Hours: 1 pm – 2 pm daily
Number of Visitors Allowed: (5) total – This includes the parents/primary caregivers

3rd Floor PICU: *Siblings 12 and older may visit*
Visiting Hours: 24/7 for parents/primary caregivers
Other Visitors: 12 pm – 8 pm daily
Designated Quiet Hours: 2 pm – 4 pm daily
Number of Visitors Allowed: (3) total – This includes the parents/primary caregivers

3rd Floor PSHU: *Siblings 12 and older may visit*
Visiting Hours: 24/7 for parents/primary caregivers
Other Visitors: 12 pm – 8 pm daily
Designated Quiet Hours: 10 am – 12 pm daily
Number of Visitors Allowed: (3) total – This includes the parents/primary caregivers

Please be aware that these times are all subject to change due to the status of the units.

NICU – All day visitation:
Exceptions: 6:30 am – 7:30 am, 6:30 pm – 7:30 pm and when the pod is closed for procedures.

When visiting the NICU, all cell phones MUST be placed in a plastic zip-lock bag provided, this is for the safety of all patients in the NICU.

Only siblings 12 and older with proof of immunization will be allowed to visit. Scheduled sibling visitation is done on Saturday and for siblings younger than 12 between April 1st and September 30th. Siblings are **not** permitted to spend the night.

For the safety of our patients, guests and associates, ALL guests must check-in with Guest Services in the front lobby prior to visiting. Once guests are checked-in, they will be given a Guest Pass that must be worn visibly while they are visiting Advocate Children's Hospital. Guests without a visible pass will be directed to the Guest Services desk in the front lobby.

Guests who present with flu like symptoms may not be allowed to visit, or may be asked to wear a mask.

Occasionally during the year, we have guest restrictions and persons under the age of 18 will not be allowed to visit at that time.

Cell phones may be used on all units. Please be respectful to all patients and families while having a conversation.

Seeing family and friends will help with your child's recovery. Ask your child's nurse about visiting hours, who can visit and when they can visit. Children under the age of 12 are generally not allowed. Your child's doctor may make an exception.

Parking

Parking lots are maintained and monitored by Public Safety personnel, in partnership with First Class Health. Parking Garage C is located directly across the street from the Children's Hospital and provides over 500 spaces for patients and visitors. Parking Garage A is located closer to 95th Street and has over 700 spaces for patients and visitors and offers a covered pedestrian walkway into the East Tower. We offer parking in all of our garages free of charge. We also provide complimentary valet for patients and visitors at the Main Entrance of the Children's Hospital. Upon arrival, a valet will greet you and then park your vehicle in Parking Garage C.

Complimentary Valet Hours of Operation:
Monday, Wednesday, Friday: 7:30 am – 5 pm
Tuesday and Thursday: 6:30 am – 5 pm

Convenient and accessible parking is located on both east and west sides of our campus.

Gifts

Located off the main lobby of Christ Medical Center, the Rose Tree Gift Shop is operated by Lori's Hospital Gift Shops. For visitors' convenience, the shop carries greeting cards, magazines, and books for all ages, an array of gift items, floral arrangements and snacks. Clothing and personal care items are also available for sale. You can reach the gift shop by calling extension 41.1352 or 708.684.1352 from outside of the hospital.

Hours of Operation:
Monday through Friday: 8 am – 8:30 pm
Saturday and Sunday: 9 am – 8:30 pm

Online Flower Shop

The Advocate Online 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. Call 847.723.8727. You can also visit the website at advocatehealth.com/flowershop/.

Hours of Operation:
Monday through Friday: 9:30 am – 5 pm
Saturday: Noon – 4 pm

Automated Teller Machine (ATM)

An ATM machine is located on the ground level of Advocate Children's Hospital outside of the Kids' Kafé.

Chapel

Our chapels and prayer room are open 24 hours a day, 7 days per week for anyone seeking a quiet place to meditate or pray. The chapels are also used for occasions of formal worship and memorials led by chaplains.

Janet Ozinga Chapel is located on the ground floor of Advocate Children's Hospital – Oak Lawn down the hallway from the Kids' Kafé.

Richard and Wilma Molenhouse Chapel is located on the main floor of the East Tower of Christ Medical Center.

Services are as follows:

- An interfaith worship service is offered each Wednesday at noon in the Molenhouse Chapel.
- Catholic mass is celebrated at 9:30 am on the first, third, and fifth Sundays of the month in the Molenhouse Chapel.
- Muslim prayer services are held on Friday afternoons at 1:30 pm in the Molenhouse Chapel.

If your child wishes to attend any of the religious services, you will need to obtain permission from the nurse or doctor. Family members may attend at any time.

Room 5314 W in Christ Medical Center has been created as a prayer room to accommodate Muslim families, doctors and associates.

GOING HOME

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.

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

OUR CHAPELS AND PRAYER ROOM ARE OPEN 24 HOURS A DAY, 7 DAYS PER WEEK FOR ANYONE SEEKING A QUIET PLACE TO MEDITATE OR PRAY.

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.

- Check your child's room, 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. In the NICU and other specialty areas you may be required to fill the prescriptions prior to discharge so your medical team can verify and educate you on medication administration. For your convenience there is a Walgreens located in the Outpatient Pavilion. Your physician may send the prescriptions to Walgreens electronically and they can be filled and delivered to your room during normal business hours. Hours of operation are Monday through Friday 8 am – 8 pm and Saturday 10 am – 2 pm. The pharmacy is closed on Sunday.
- All patient/family pickups for discharges Monday – Friday before noon will be through the main entrance of the hospital.

For NICU patients:

- Prescriptions must be filled prior to discharge and brought in for your child's nurse to verify.
- You will also be encouraged to take a discharge class and CPR class prior to discharge in the NICU.
- Your child will receive a car seat challenge and hearing screen before discharge.
- Discharges may occur any day before 7 pm through the main entrance on the Advocate Christ Medical Center side of the campus.
- If your child has specialty discharge needs you may be asked to spend the night in our Parenting Inn room a few days prior to discharge.

Our Care Management Department consists of social workers and nurse care managers who assist with discharge planning, lending social and emotional support as well as providing patients and families with assistance in crisis situations.

After Discharge

Read your child's care instructions and follow them carefully. If you have any questions, ask your child's physician or a nurse. Make sure your child takes all medicines as directed and schedule any recommended follow-up visits as soon as possible.

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

Within 12 days of being discharged from the hospital, you may receive a survey by mail or by 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 the very best experience for our patients. We value your feedback because it helps us to improve and determine if our mission, values and philosophy are creating the most healing experience for your child, you and your family.

EXPRESSING GRATITUDE FOR EXCEPTIONAL CARE

You Can Make a Difference

Advocate Children's Hospital is here today thanks to a tradition of philanthropy. Generous supporters helped build our hospital in Oak Lawn to serve Southland children and families, and significant and meaningful gifts continue to sustain a wide range of programs and services on both of our campuses.

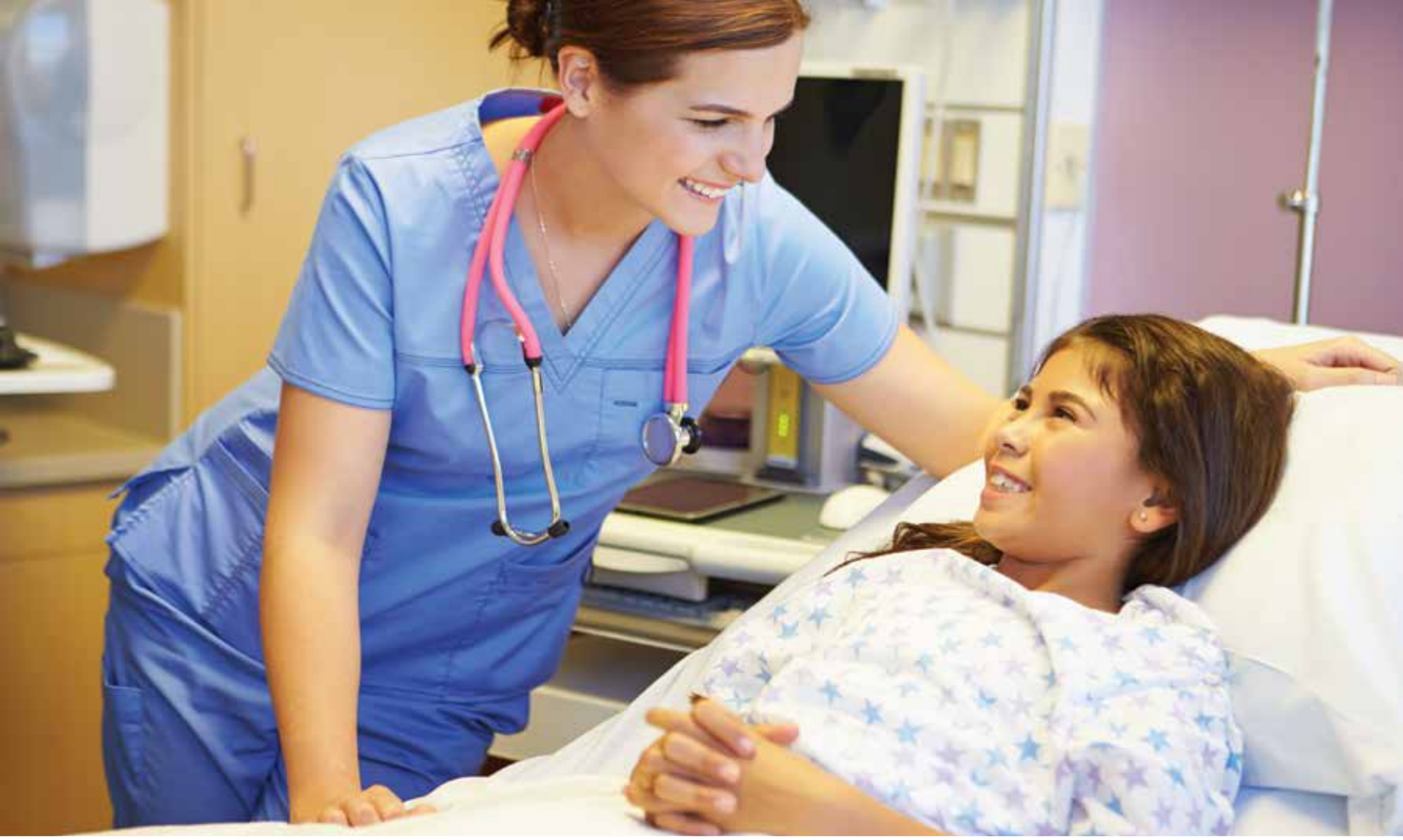
As a not-for-profit organization, our hospital relies on charitable gifts to help fund many programs whose costs are unreimbursed or under-reimbursed by patient fees. These include Child Life, pediatric cardiology research and follow-up care for children who have completed cancer treatment—among many 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/childrenshospital.**

FAMILY ADVISORY COUNCIL

The Family Advisory Council provides a collaborative partnership for families and Advocate Children's Hospital associates, clinicians and administrators to promote the delivery of family-centered care. Together we work to strengthen collaboration, improve communication and empower families to have a voice in their child's care.

If you would like more information about opportunities with the Family Advisory Council, please call 708.520.1.FAC.



CARE FROM A TO Z

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.

Rehabilitation Outpatient Locations

Advocate Christ Medical Center
Outpatient Pavilion
95th Street and Kilbourn Avenue
Oak Lawn, IL 60453
708.684.9890

Advocate Christ Outpatient Center
1206 East 9th Street
Lockport, IL 60441
708.684.9890

Rehabilitation and Developmental Services

This program provides comprehensive inpatient and outpatient services for children ranging from birth to adolescence. Services may include:

- Consultation
- Assessment
- Direct Treatment
- Fabrication and fit of therapeutic devices
- Education for patient and their families

Therapy begins in the medical center and may continue after discharge, if necessary. The program includes audiology, occupational therapy, physical therapy, speech, language and swallowing and education disciplines.

Ronald McDonald House/Care Mobile

Ronald McDonald House® near Advocate Children's Hospital is a 16 bedroom "home away from home" that keeps families together when their child is receiving treatment at Advocate Children's Hospital – Oak Lawn. The House is located in close proximity to the hospital, offering comfortable rooms where families can get a good night's rest and a hot meal knowing their child is safely nearby. Families must live more than 10 miles from the hospital and be referred by their social worker.

The Ronald McDonald Care Mobile® program, in partnership with Advocate Children's Hospital, provides essential health services to children in underserved areas in a mobile environment. Children receive physicals, immunizations, and referrals for specialty care including asthma, cardiology, obesity, and allergies.

Multi-Disciplinary Specialty Clinics

At Advocate Children's Hospital, we offer several specialty clinics to address a variety of pediatric conditions. All of our specialty clinics offer multi-disciplinary teams of doctors and nurses to provide the very highest of care.

- Advocate Children's Heart Institute (708.684.5580)
- Behavioral Health Services (708.684.7999)
- Cardiac Neurodevelopmental Clinic (708.684.5580)
- Cleft Lip and Palate/Craniofacial Clinic (708.684.2529)
- Coordinated Care for Children with Medical Complexity Clinic (708.684.1399)
- Cystic Fibrosis Center (708.684.5810)
- Diabetes Clinic (708.684.5670)
- DiGeorge Diagnostic and Treatment Center (708.684.2529)
- Down Syndrome Clinic (708.684.2529)
- Gilda's Club-Noogieland – Cancer Support (708.684.9505)
- Marfan Syndrome/Aortopathy Clinic (708.684.1567)
- Myelomeningocele Clinic (708.684.1013)
- Neonatal Follow-up Clinic (708.684.1323)
- Neuromuscular Clinic (708.684.5445)
- Post Clinic/Survivorship Clinic (708.684.4042)
- Sickle Cell Program (708.684.4247)

Developmental Pediatric Program

Our Developmental Pediatric Program cares for children referred by the Illinois Early Intervention Program to determine the best course of therapy.

Keyser Cancer Center

Our Keyser Family Pediatric Cancer Center manages as many as 5,000 patient visits per year. The outpatient center is designed to deliver advanced diagnostics and treatment therapies to children with various forms of cancer and blood disorders. Patients are treated by a multidisciplinary team of skilled health care providers dedicated to the latest treatment and care for patients and families. The Keyser Family Pediatric Cancer Center can be reached at 708.684.3898.

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.*

FAMILY RESOURCES

Patient Relations/Advocacy

The Patient Advocacy team serves patients and their families by answering questions, investigating and resolving concerns, explaining the policies, procedures and services of the hospital 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 Advocacy at 41.5452 from a hospital phone or 708.684.5452 from an outside line. Specialists are available Monday – Friday 7 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" or dial 708.684.8000 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.

- Illinois Department of Public Health: 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

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:

Attn: Health Information Management Department
4440 W. 95th Street
Oak Lawn, IL 60453

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 = $0.97 per page.
Copies 26 – 50 = $0.65 per page.
Copies in excess of 50 = $0.32 per page.

If you are moving or changing physicians, the Health Information Management department (41.5030 or 708.684.5030) 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.

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.

ADVOCATE CHILDREN'S HOSPITAL IS COMMITTED TO QUALITY.

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. If you have questions, the cashiers can be reached at extension 41.5069 or 708.684.5069 from outside the hospital.

Cashier hours are *(located off the main lobby of Christ Medical Center next to gift shop)*:
Monday through Friday – 7:30 am – 5 pm
Saturday, Sunday and holidays – Closed

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.

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 41.5069 or 708.684.5069.

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.

WE FEEL HONORED TO HAVE THE OPPORTUNITY TO SERVE YOU AND THE LITTLE ONES IN YOUR FAMILY WITH OUTSTANDING MEDICAL CARE.

NOTES: