

# Rady Children's Hospital-San Diego

## Family Guide

Information to Help Guide You Through Your Visit







# **Family Guide**

Information to Help Guide You  
Through Your Visit

## Key Contact Information

Main Hospital.....	858-576-1700 or <a href="http://www.rchsd.org/contact-us/">www.rchsd.org/contact-us/</a>
Compliments and Concerns .....	858-966-4950
Customer Service and Referral Center.....	800-788-9029 or <a href="mailto:refsvc@rchsd.org">refsvc@rchsd.org</a>
Emergencies.....	Extension 555555
Food Services.....	Extension 225619
MyChart .....	<a href="http://www.mychartatradychildrens.org">www.mychartatradychildrens.org</a>
Outpatient Pharmacy.....	858-966-4060
Patient Financial Services .....	858-966-4912
Research.....	858-966-5934
Ronald McDonald House .....	858-467-4750
Security .....	858-966-8103

## Calling a Patient's Room

To call a patient's room, please dial the Hospital's main number during normal visiting hours (8 a.m.-9 p.m.). Press 0 to speak to an operator. You will need to provide the operator with the patient's first and last name in order to be transferred.

## Rapid Response Team Information

If at any time you have concerns about the care or condition of your child, please ask your bedside nurse or use the nurse call system for assistance. If, after speaking with a nurse, you feel your child still requires medical assistance, you can activate the Rapid Response Team using the following procedure:

- Dial extension 555555 from an internal phone
- Identify yourself as a parent or family member
- Ask for the Rapid Response Team
- Provide the patient's name, room number and floor

An intensive care unit doctor, nurse and respiratory therapist will respond within 10 minutes.

Language assistance services, free of charge, are available to you. Call **858-966-4096**. For more information, see **page 25** or visit [www.rchsd.org/patients-visitors/your-childs-hospital-stay/language-services/](http://www.rchsd.org/patients-visitors/your-childs-hospital-stay/language-services/).

*Languages available: Spanish, Chinese, Vietnamese, Tagalog, Korean, Armenian, Russian, Japanese, Punjabi, Cambodian, Hmong, Thai and Hindi.*

# Contents Page

Welcome .....	2
About Rady Children's .....	3
Visitor Information .....	4
Admission Process .....	5
Partners in Care .....	5
Your Role .....	6
Family-Centered Care .....	7
Providing a Safe Environment .....	7
We Promise .....	7
Privacy and Appropriate Relationships .....	8
Depression Screenings .....	9
Visiting Guidelines .....	10
Visitor Conduct .....	11
Lobby Guidelines .....	13
Hallway Guidelines .....	13
Patient and Exam Room Guidelines .....	13
Safe Sleep Guidelines .....	14
Infection Prevention .....	15
Medication .....	15
Pain Management .....	16
Pain in Children .....	16
Helping Children Cope with Pain .....	17
Your Child's Health Care Team .....	18
Who You Will See .....	18
Who You May See .....	19
Hospital Services and Offerings .....	20
Bioethics Team .....	20
Chapel .....	20
Entertainment .....	21
Financial Counseling .....	21
Food Services .....	22
Gardens .....	23
Gift Shop .....	24
Language Services .....	25
Lost and Found .....	25
Outpatient Pharmacy .....	25
Research .....	26
Spiritual Care .....	26
Ronald McDonald House Charities® of San Diego .....	27
Going Home .....	28
Day-Of Procedures .....	28
Medical Records/MyChart .....	28
Car Seat Safety .....	29
Questions and Feedback .....	30
Thank Someone for Their Service .....	30
What if I Have a Problem or Need More Information? .....	30
Getting Involved .....	32
Giving to Rady Children's .....	33
Campus Map and Parking .....	34



Learn about  
our new campus  
transformation  
and parking info  
on **page 34!**

# innovation

belongs in every moment



## Welcome

We are honored that you have trusted us to provide for your child's health care needs. Whether your child is coming to us for a routine checkup, a surgical procedure or a lengthy stay, we will work to make you and your child feel safe, comfortable and included as essential members of the Rady Children's Hospital-San Diego health care team. This Family Guide provides information about Rady Children's and what to expect while you are here.

We understand that a hospital visit can be difficult and stressful. That's why we want you to know that the health, well-being and safety of your child are always our top priorities. We are here to help you. Please feel free to ask any questions!



Thank you for choosing  
Rady Children's.

Our health care providers are your partners in ensuring excellence in care for your child. Please do not hesitate to talk with us about any questions or concerns.

# ABOUT RADY CHILDREN'S

Rady Children's is the only hospital in San Diego County dedicated solely to pediatric health care and treats children from birth to 18 years old, as well as a small number of adults with certain conditions for which we have specialized services. We're a not-for-profit, freestanding hospital that is dedicated to excellence and innovation in pediatric care — the latest technology, the best equipment, the most progressive research and the finest teaching. Our outstanding team includes nearly 1,000 physicians and more than 5,100 employees; more than 1,500 nurses; and 1,200 auxiliary members and 500 active volunteers. As San Diego has grown, so has our commitment to offering comprehensive care to children in our community and beyond. Parents and children from across the country and around the world come to Rady Children's to see our renowned physicians. Our focus on research and innovation is helping our patients to receive state-of-the-art care every day.

## **Our Mission:**

Since Rady Children's first opened its doors in 1954, our mission has been *"to restore, sustain and enhance the health and developmental potential of children through excellence in care, education, research and advocacy."*

## **Our Vision:**

We will be a leader, recognized nationally and internationally, for excellence in patient care, education, research and advocacy.

**To learn more about Rady Children's,** visit: [www.rchsd.org](http://www.rchsd.org). You'll find detailed information on a variety of topics, including our programs and services, how to find a doctor, and even career opportunities. For general inquiries or to contact our Customer Service and Referral Center, visit [www.rchsd.org/contact-us](http://www.rchsd.org/contact-us)



# Visitor Information

At Rady Children's, the safety of our patients and families is one of our top priorities. All visitors are required to wear a visitor badge on campus at all times. For details on locations for obtaining a badge, see page 10.

Those 18 and older who wish to visit an inpatient unit are asked to present a government-issued identification card to receive a visitor badge. ID cards are compared to Megan's Law public registry to identify individuals who may pose a risk to children. Rady Children's reserves the right to use this information to restrict access to the Hospital as appropriate to ensure the safety and security of patients, visitors and staff.

Guests visiting an outpatient unit or most other areas of the Rady Children's campus will be issued a paper badge that indicates the area they will be visiting.



# Admission Process

Upon admission, your child will receive an identification wristband. Rady Children's team members will check this band prior to any treatment, medication administration, location transfer or other aspects of care. Please alert the charge nurse if you do not see this being done.

Rady Children's wants to ensure you have the opportunity to review your Patient Bill of Rights and our Joint Notice of Privacy Practices. These are available to you in your child's MyChart account and are posted throughout the Hospital. You may also access both documents online at:

[www.rchsd.org/rights](http://www.rchsd.org/rights)



[www.rchsd.org/privacy](http://www.rchsd.org/privacy)



## Partners in Care

Parents or legal guardians may designate up to a total of four Partners in Care to receive special green wristbands, which let Hospital staff know who is allowed in the Hospital after 9 p.m. The wristband must be worn at all times and is nontransferable.

Partners in Care are caregivers chosen by parents/legal guardians based upon their commitment and availability to provide physical and emotional support to the patient.

Partners in Care usually have unrestricted access to the patient, 24 hours a day. On occasion, visitation may be limited or restricted temporarily to protect a patient's privacy, health and safety, such as treatment for another patient in a semi-private room.

### **Partners in Care have the following special privileges:**

- Discounts on extended parking.
- Room service from the Hospital café. Pay via credit card or EASE card (see *Food Services on page 22*) from the child's room. Some restrictions may apply; please ask about rules in your unit.
- Free coffee or tea (from carts on patient floors).
- Access to family rooms, chapel, gardens, playroom and playgrounds.
- Access to the Ronald McDonald House (see *page 27 for detailed information*).

## **YOUR ROLE**

We appreciate that you're trusting us with your child's care. At Rady Children's, that trust goes both ways, and we honor your expertise and knowledge in your child's experience at Rady Children's.

***The following outlines a few ways you can help us provide excellent care:***

**BE AN ADVOCATE FOR YOUR CHILD.** Don't be shy. Ask questions about your child's care, raise safety concerns you have or ask the health care provider to double-check your child's chart before they act. Write down your questions to make sure the health care provider addresses them. You might say, "Excuse me, I have a few questions before you start treatment. Would you mind answering them, please?"

**SHARE WHAT MAKES YOUR CHILD UNIQUE.** You know your child best, and can introduce health care providers to things that may be important to overall care (e.g., your child has a fear of animals or only likes to eat food cut in small pieces).

**WASH.** Clean your hands and your child's hands frequently by washing with soap and water or using hand sanitizer, located throughout the facility. At a minimum, clean hands when entering and leaving the Hospital, your patient room and any treatment rooms (such as X-ray). Always wash using soap and water after using the bathroom or handling any soiled material. Don't be hesitant to ask a health care provider if you don't see proper handwashing. You might say, "Excuse me, I didn't see you wash your hands. I'd like to be sure everyone's hands are clean. Please wash them before caring for my child."

**STAY CLEAN AND DRY.** If your child has an intravenous catheter or a wound, keep the skin around the dressing clean and dry and let your health care provider know if it gets wet or loose.

**VOICE YOUR CONCERNS.** If you see anything that concerns you, notify your child's health care provider or team member. We WANT to know if anything troubles you. See "Rapid Response Team Information" on the introductory page of this guide or page 30 for more information about who to call if you feel uncomfortable after speaking with your child's nurse or physician.

**KNOW THE MEDICATIONS.** Ask for the names of the medications your child is receiving in the Hospital and how they are expected to help your child. Health care providers will check your child's identification band before giving a medication to make certain the correct medication is being given. If you don't see this, ask staff to double-check that the medication is for your child. You might say, "Excuse me, that medication is not familiar to me. Can you please double-check it against my child's chart?"

## **FAMILY-CENTERED CARE**

During a hospital experience with your child, things are often overwhelming and stressful. Parents come seeking advice, answers, treatments, cures and support from their doctors and nurses. We feel it is most important to involve the patient and family throughout hospitalization. Our first step is through family-centered rounds, in which you and your child's doctor and nurse collaborate on your child's care. Other members of your medical team; such as training doctors, medical students, respiratory therapists or pharmacists; may also join you.

During rounds, we collectively discuss how your child is doing, review any test results and make a plan for the day. Allowing the family to be part of this daily plan has proven to calm nerves, increase satisfaction with the experience and decrease time spent inpatient. This approach also empowers each patient family to make decisions, helps promote a safe and effective hospital stay, and supports families as they prepare to return home.

# Providing a Safe Environment for Your Child

Safety is of the utmost importance at Rady Children's, and we have a number of specific guidelines in place to uphold our standards and support excellent care.

## **WE PROMISE TO DO OUR BEST TO KEEP YOUR CHILD SAFE**

- We will wash our hands before and after administering care.
- We will check your child's identification wristband before providing food, medication or therapies.
- We will respect your child's privacy needs.
- We will talk to you about the medications your child is taking at home, is getting in the Hospital and will be sent home with. Side effects of these medications also will be addressed.
- We will teach you how to care for your child in the Hospital and when you get home.
- We will partner with you to maintain your child's safety by asking that you stay with your child when we perform physical exams or provide treatment.

## PRIVACY AND APPROPRIATE RELATIONSHIPS

- Rady Children’s staff members are trained to respect the privacy and confidentiality of our patients by not discussing medical and family issues with other patients and families. We ask that you also respect the privacy of other patients and their families. If families share information with you, please do not discuss that information with others.
- You may take photos of your child in the Hospital. Please respect other patients’ privacy and DO NOT take pictures of them. Please obtain consent before taking photos of staff.
- We will never share information about your child on social media without your consent. While we’d love for you to “like” the official Rady Children’s Facebook page and follow us on Instagram, LinkedIn and YouTube, please know that our policies prevent employees from following or interacting with you on social media.
- While we recognize and deeply appreciate the fact that some patients and families wish to give our staff gifts, please understand that we cannot accept them. Your words of appreciation are gifts in themselves! For information on how to provide formal recognition, see pages 30 and 33.
- Over the course of treatment, sometimes it can feel as though a nurse or other staff member becomes a member of the family. Our staff values these bonds, but it is important that they maintain professional relationships with all families, and not participate in activities outside of the Hospital.



## DEPRESSION SCREENINGS

At Rady Children's, we believe in managing care for the whole child, which includes both their physical and mental health.

According to the National Institute of Mental Health, one in five teens will experience depression during adolescence. Children under stress; who experience loss; or have attention, learning, conduct or anxiety disorders are at a higher risk for depression. Depression also tends to run in families, and can be harmful if left untreated. The good news is that depression is treatable.

To that end, all Rady Children's patients 12 and older are screened for depression using an evidence-based tool. Based on a patient's scoring, providers may refer patients to appropriate resources for further treatment and follow-up care.

### ***The following options are available to you and your child during a mental health emergency:***

- Call your child's doctor or mental health specialist
- Call **911** or go to the nearest emergency department
- Call the **San Diego County 24-Hour Emergency Access and Crisis Line** at **888-724-7240**
- Call the **National Suicide Prevention Lifeline** at **800-273-8255** (*available 24/7*)
- Call the **Trevor Lifeline** at **866-488-7386** (*available 24/7; LGBTQI*)
- Call **Rady Children's Behavioral Health Urgent Care** at **858-966-5484**, or walk in between 4 p.m. and 8 p.m. Monday through Friday at **4305 University Ave., Suite 150, San Diego, CA 92105**
- Text the **Crisis Text Line** by sending "KITE" to **741-741** (*available 24/7*)
- Call the **San Diego County Emergency Screening Unit** at **619-876-4502** or visit 24/7 at **4309 Third Ave., San Diego, CA 92103**
- Call or text **988** for 24/7, confidential support to people in suicidal crisis or mental health-related distress from mental health professionals with the Lifeline network.

## VISITING GUIDELINES

- Visits from Partners in Care play an important role in your child's recovery.
- All visitors must check in at one of the following information desks:
  - **Rose Pavilion** (entrance 1 located on Children's Way; open 6 a.m.-10 p.m. daily).
  - **Acute Care Pavilion** (entrance 2 located on Children's Way; open 24/7).
- Visitor badges or Partners in Care wristbands must be worn at all times and cannot be used by anyone other than the direct recipient.
- Partners in Care are welcome to visit any time unless there is a danger of spreading illness (such as during a severe flu season), while a surgical procedure is in progress in the department or if an emergency is occurring in the area.
- During the winter months, when rates of flu and respiratory illnesses are at their highest, we may further limit visitation in our inpatient units. Outpatient visits should also be limited to the patient and parent(s) only. Year-round, the following individuals are restricted from visiting:
  - Anyone with illnesses such as COVID, a cold or the flu, or symptoms such as coughing, sneezing, sore throat, vomiting, diarrhea or rash.
  - Anyone who has not had chicken pox, measles or other infectious diseases and has had a known exposure in the past three weeks. If you or any visitors received the chicken pox vaccine within the last three weeks, talk to your child's nurse before visiting.

## VISITOR CONDUCT

**Rady Children's Hospital - San Diego is a place of healing.**

**We are committed to providing a safe, secure, respectful environment for all.**

- Be considerate of other patients and visitors.
- Treat Rady Children's staff, facilities and equipment in a respectful and appropriate manner.
- Respect that Rady Children's is a non-smoking facility. Smoking and vaping are strictly forbidden on campus.
- Follow Rady Children's policies for infection prevention and control, including hand hygiene and following isolation procedures.
- To protect the property of patients and of the Hospital, please leave Rady Children's property in the room/unit at time of discharge.

## **Rady Children's has ZERO TOLERANCE for the following:**

- ▶ Disruptive behavior, violent actions or any inappropriate physical or verbal activities
- ▶ Taking photos, recordings or videos of any non-family member
- ▶ Alcohol, illegal or controlled substances, firearm or deadly weapon, tobacco products, and any item that might present a safety risk to others
- ▶ Tampering with medical equipment

**If you violate these guidelines, the security team will be called and you may be asked to leave the facility. Thank you for your cooperation and understanding.**



## LOBBY GUIDELINES

- Children should not climb or jump on the furniture or play in the way of automatic doors.
- Do not leave your child unattended.

## HALLWAY GUIDELINES

- Walk with your child when in the halls, supporting them under the elbow or arm, to maintain balance. Hold their hands if they have just learned to walk.
- Children should not run in the hallways.
- Shoes, slippers or non-skid soles should be worn to avoid slipping.

## PATIENT AND EXAM ROOM GUIDELINES

- Do not disconnect or reconnect tubing or devices without supervision from a health care team member.
- Keep all side rails up and locked, unless you are standing next to the bed. Do not allow children to climb over the side rails. Lower the side rails when getting your child in and out of bed.
- Keep beds at the lowest possible position. Do not allow children to stand on beds, exam tables or chairs.
- Make sure the canopy sides (tops) of “bubble top” cribs are pulled down and in the locked position when you step away. For regular cribs, the side rails should be up to a level that is higher than your baby.
- Do not leave your baby while they are lying on a chair, bedside cot or exam table.
- Ensure your child sleeps alone in their bed. Please do not lie down with your child in bed or allow your child to sleep with you in a chair.
- Be aware that doors and privacy curtains will be open, except as specifically requested by patients or families or if a medical test would be compromised with the presence of light. Clinically invasive procedures necessitating the use of privacy curtains require the presence of two people at the bedside.
- Keep in mind that most medical equipment has an alarm, which helps staff make sure your child is safe. When the alarm sounds, it lets staff know that something needs to be checked. It is important to let the alarm beep; do not turn it off. If your child’s nurse does not respond quickly, use the nurse call system and ask for assistance.

## IF AN ALARM SOUNDS IN YOUR CHILD'S ROOM

- Most medical equipment has an alarm, which helps staff make sure your child is safe. When the alarm sounds, it lets staff know that something needs to be checked. It is important to let the alarm beep; do not turn it off. If your child's nurse does not respond quickly, use the nurse call system and ask for assistance.

## IF YOU NEED TO LEAVE THE HOSPITAL, WE ARE ONLY A PHONE CALL AWAY

- You may call at any time to speak with the nurse caring for your child. To ensure patient confidentiality, you will be asked to provide information found on the wristband given to you when your child was admitted.
- To call a patient's room from outside of the Hospital, please call Rady Children's main line at 858-576-1700 during normal visiting hours. Press 0 to reach an operator. You will be asked to give the patient's first and last name in order to be transferred to their room.

### SAFE SLEEP GUIDELINES

Rady Children's is proud to support the National Institute of Child Health and Human Development's Safe to Sleep campaign, which centers on reducing sleep-related causes of infant death.

When putting your infant to bed, whether in the Hospital or at home, the following tips can help reduce their risk:

- Place infants (less than a year old) on their back every time they sleep, even for a short nap
- Avoid having babies sleep on adult beds or furniture such as couches or chairs
- Put babies into their cribs when their caregiver is falling asleep
- Use a firm mattress with a tight-fitting sheet, and avoid having items such as blankets, toys or bumpers around a sleeping baby

For more information, visit:

[www.rchsd.org/patients-visitors/safe-sleep-practices](http://www.rchsd.org/patients-visitors/safe-sleep-practices).



## INFECTION PREVENTION

The following efforts help our staff and patient families work together to protect patients' health and safety and prevent the spread of infection:

**HAND WASHING.** Hand washing is one of the best ways to prevent the spread of infections. Clean your hands and your child's hands frequently by washing with soap and water or using hand sanitizer (located throughout the facility). At minimum, clean hands when entering and exiting your child's room, before and after touching your child, and as needed. You can expect all health care providers to wash their hands before and after caring for your child. Ask your health care provider to wash their hands if you don't know that it's been done. Alcohol based hand gel or soap and water are both effective ways to clean hands.

**PREVENT TRANSMISSIONS.** Many diseases are spread through sneezes and coughs. All people entering our Hospital are screened for signs of illness or exposure. We ask that visitors with symptoms go home and return when symptoms resolve. For patients and visitors who cannot leave, masks are available and should be worn when in the facility. These actions are in place to protect our patients, their families, and our staff and physicians from exposure.

**STANDARD PRECAUTIONS.** Health care providers wear protective equipment including gloves, gowns, masks and eye protection if needed when providing care and performing certain tasks.

**TRANSMISSION-BASED PRECAUTIONS (*contact, airborne or droplet*).** Additional precautions may be taken when patients have confirmed or suspected infectious illnesses. A sign will be placed on your child's door indicating the type of precautions in place. Your nurse will provide you with additional information on the type of precautions needed during your child's hospitalization.

**A CLEAN ROOM IS A HIGH PRIORITY.** We ask that you limit the items you bring from home to only those necessary for your child. This allows our staff to clean the room and helps us provide safe care without clutter. Decorations can only be posted on the boards of each room and cannot include tape or stickers.

## MEDICATION

- Tell your child's doctor about all medications and doses that your child is taking, including over-the-counter medications, herbs, vitamins and home remedies.
- Tell your child's doctor and nurse about any allergies or adverse drug reactions that your child has experienced.
- Ask for information about your child's medicines in terms you can understand.
- Know that our inpatient pharmacy may use different medication brands, doses or packaging than your home pharmacy.

# Pain Management

No one wants to see a child in pain. At Rady Children's, our pain services team; comprising physicians, nurse practitioners, child life specialists, physical therapists, psychologists, social workers and integrative medicine specialists; works to relieve patients' pain to the fullest extent possible. Acute pain therapy for hospitalized children and outpatient therapy for chronic pain are available to all patients with an order from their doctor.

## PAIN IN CHILDREN

Children respond differently to pain based on their age. While some pain and discomfort is typical after a surgery, injury or certain illness, pain that is severe or that persists can interrupt your child's healing process. We believe nearly all pain can be treated safely and effectively, and our goal is to make your child as comfortable as possible during their recovery. In addition to monitoring your child's pulse, blood pressure, temperature and breathing rate, we will routinely measure your child's pain level while they are in our care.

We use pain measurement tools based on your child's age and level of development. In younger children or in children who cannot express their pain level, we measure pain using the Faces Legs Activity Cry Consolability Revised Scale, or FLACC-R. With FLACC-R, a medical expert will observe and assess behavior and provide a score of zero, one or two in each category – face, legs, activity, crying and ability to be consoled. The expert will then calculate a total score, and pain reduction methods are typically implemented when the child is determined to be at a level three or higher. In older children, we measure pain using a scale of zero to 10, where zero equals no pain and 10 equals severe pain. We want to give pain treatment for a pain rating of five or above. Let us know when your child's pain is at a five to seven instead of waiting until your child's pain is at a seven or higher.



## HELPING CHILDREN COPE WITH PAIN

### Infants

Infants rely on parents to notice their pain. Look for decreased activity, restless movement, loss of appetite, clinging or whining.

*Parents can use soothing techniques including the following:*

- Pacifier
- Rocking
- Holding
- Soothing voice
- Gentle massage

### School Age (6 to 12)

School-age children can relate to bodily pain and tell you its location. As with younger children, children in this age range may feel guilt, associating their pain with punishment.

*The following tactics can help school age children cope with pain:*

- Distraction
- Positive thinking
- Massage
- Deep breathing
- Musical instruments

### Toddlers and Preschoolers

Young children relate to pain primarily as a physical experience. Reassure your child that their pain is not punishment or a result of their behavior.

*Children in this age group can be comforted with techniques including the following:*

- Rocking
- Holding
- Listening to music
- Playing

### Adolescents (13 and Older)

Teenagers are often afraid of looking weak or losing control and can hesitate to show feelings of pain. Reassure your child when they cry or express pain in other ways.

*This age group may require more practice with relaxation and coping techniques, such as the following, than other groups:*

- Distraction
- Relaxation
- Imagination
- Deep breathing



PLEASE ASK IF YOU  
DON'T KNOW THE  
ROLE OF THOSE WHO  
COME TO TAKE CARE  
OF YOUR CHILD

## Your Child's Health Care Team

During your child's stay, various care providers and allied health professionals may be involved in your child's care. Our staff members wear identification badges bearing acronyms of their roles (*outlined below*) and are required to introduce themselves before caring for your child. Please ask if you don't know why a team member is in your child's room.

### WHO YOU WILL SEE

**Attending physicians (MD/DO)** are doctors who supervise or lead a team of doctors and have responsibility for patients' medical care. Physicians at this level have finished a residency program and can practice independently. They supervise and teach residents, interns and medical students.

**Registered nurses (RN)** are responsible for patient clinical assessment, implementing both the medical and nursing plans of care, collaborating with the interdisciplinary team, and coordinating and providing patient and family education. There is always an RN responsible for your child's nursing care.

Our health care providers are your partners in ensuring excellence in care for your child. Please do not hesitate to talk with us about any questions or concerns.

## WHO YOU MAY SEE

**Advanced practice providers (APP)** is a general term for medical providers, such as physician assistants or nurse practitioners, who are trained and educated similarly to physicians. They work in all areas of the hospital and clinic, and patients can be treated by an APP in the emergency room, operating room or during routine visits.

**Child life specialists (CCLS)** work with children and families in the Hospital to help them cope with the challenges of hospitalization, illness and disability.

**Dietitians (RD)** specialize in food and nutrition. They advise families and children on making healthy lifestyle choices and how to maintain a balanced diet.

**Fellows (MD/DO)** are doctors who have completed their primary residency and have chosen to pursue advanced training in a particular specialty.

**Medical students** are learning to become a doctor. The medical students you meet will be in their third or fourth year of medical school.

**Nurse practitioners (NP)** are nurses with advanced graduate-level education who are licensed to diagnose and prescribe treatment, including medications, and perform complex clinical procedures. They work in collaboration with physicians and other health care professionals.

**Occupational therapists (OT)** help infants and children with activities related to daily living, such as feeding.

**Patient care assistants (PCA)** support nurses by performing basic tasks such as bathing, taking vital signs and feeding patients.

**Pharmacists (PharmD)** specialize in medication therapy management and advise patients and health care professionals on the best use of medications in and outside the Hospital. You may also meet pharmacy residents (pharmacy school graduates receiving specialized training in pediatric medication therapy) and pharmacy interns (fourth-year pharmacy school students).

**Physician associates/physician assistants (PA)** are licensed clinicians who practice medicine in every specialty and setting.

**Physical therapists (PT)** help children with coordination and movement by using exercise and various physical intervention techniques.

**Resident/interns (MD/DO)** are doctors who are in a residency program. Residency is a time when a doctor gets extra training in a specialty area, such as pediatrics, before becoming an attending physician. You may have several different residents with different levels of training check on your child.

**Respiratory therapists (RT or RCP)** specialize in your child's respiratory (breathing) needs by performing frequent assessments, providing treatment and educating on breathing-related conditions.

**Social workers (SW)** offer assistance and support services for patients and families, including grief counseling, crisis intervention or referrals for community resources.

# Hospital Services and Offerings

## AUTISM

The Autism-Friendly Health System Initiative (AFHSI) at Rady Children’s Hospital was inspired by the needs of patients, families, and staff. The Autism Friendly Questionnaire (AFQ) can be filled out by caregivers to help inform care teams on the ways to best support their child in the hospital. Autism tool kits containing sensory items, visuals, and more are available throughout the hospital.



## BIOETHICS TEAM

When a child is sick or injured, families may face tough choices. Ethical dilemmas can arise where there may be no obviously right or wrong answer and values are in conflict. Our bioethics team can help.

The bioethics team offers a multi-disciplinary response and can include a nurse, a social worker, chaplain, psychologist and/or a physician. The team is trained to work together and listen to everyone involved to identify sources of agreement and disagreement. Their goal is to help create consensus about what is best for the child and recommend a plan for how to achieve that.

If you would like to access this service, please ask a member of your care team to contact the bioethics team for you. You may also call **858-576-1700** and ask the operator to contact a member of the bioethics team.

## CAREGIVERS TOOLKIT

Family caregivers face a number of pressures. Rady Children’s Resiliency Taskforce created a collection of resources to support parents and caregivers in building resilience, and fostering emotional and mental health. Please visit the toolkit using the QR code at right.



## CHAPEL

The chapel is always open to visitors of all faiths for prayer, meditation or quiet reflection. The chapel is located on the first floor of the Rose Pavilion, behind the lobby.

## ENTERTAINMENT

Inpatient units throughout the Hospital offer a number of entertainment options for patients and family members, such as games, play rooms and creative activities. For options specific to your child's unit, please ask any member of their care team for information.

Rady Children's also provides TVs in all patient rooms, with channels catering to all ages. Among these channels, we are proud to offer San Diego Zoo Kids, featuring programming about unique and endangered animal species. Tune into channel 19 for fun, engaging and educational content! For other channel listings, please refer to the channel guide in your room.



## FINANCIAL COUNSELING

Financial counselors are available to help families whose children visit the clinics or who are admitted to the Hospital. The financial counselors can assist with eligibility for government programs and information regarding Covered California that may help with the cost of medical care.

The financial counseling team is also able to assist with payment plans, adding newborns to existing coverage, presumptive eligibility at the onset of admission, requirements for Rady Children's Financial Assistance Program and future appointment estimates.

To reach a financial counselor, call **858-966-4005** and select any option. For assistance with a payment plan, billing questions or charge disputes call **858-966-4912**.

## FOOD SERVICES

Rady Children's Food and Nutrition Services Department provides a wide variety of healthy meals, beverages and snacks throughout the Hospital outlined below. Most locations accept cash and major credit cards

**The Hospital café (also called the cafeteria)** is located on Frost Street, just west of the Medical Office Building, in the Hahn Pavilion. The café offers a full array of freshly cooked meals and grill items, freshly made composed salads, grab-and-go items, beverages, fruit, and treats. Hours: 7 a.m.–8 p.m. and 10 p.m.–2 a.m. daily\*.

**The Acute Care Pavilion Grab-and-Go** is located on the second floor of the Acute Care Pavilion, the four-story building located at the south end of our campus. The Grab-and-Go is to your left as you exit the elevators on the second floor. It offers freshly made salads and sandwiches, microwavable and grab-and-go items, beverages, fruit, and snacks. Hours: 6:30 a.m.–8 p.m. daily\*.

**Subway** offers breakfast items, sandwiches, soups, salads, fresh fruit and ice cream. It is located in the Rose Pavilion toward the south end of the hall. Hours: 6 a.m.–midnight daily\*.

**The coffee kiosk** is located outside behind/between the Rose Pavilion and the Acute Care Pavilion. The kiosk offers Starbucks coffee and beverages, fresh pastries, freshly made salads and sandwiches, fruit, and snacks. Hours: 6 a.m.–4 p.m. Monday through Friday\*.

**Room service** is available for patients and their families, and can be delivered anywhere on our main campus. Hours of operation are from 7 a.m.–midnight, seven days a week. To place an order, dial extension 225619 from any house phone. All food is prepared fresh to order and is delivered within 45 minutes. We accept Visa, MasterCard, American Express, debit and EASE cards. Sorry, no cash.

**Vending machines** are also available throughout the main campus. Staff members can direct you to the nearest location.

*\*Hours subject to change.*

## GARDENS

The main Rady Children's campus is home to a number of gardens, which provide a peaceful place for patients, families and staff to relax.

The Leichtag Family Healing Garden, located behind the Rose Pavilion, is designed to nourish its visitors' physical, emotional, mental and spiritual needs. The Acute Care Pavilion features three separate Carley's Magical Gardens, which include a second-floor garden complete with hidden clues that lead kids to the 12 golden eggs of Marisa the Magical Bird. The third-floor terrace garden features beautiful views of downtown San Diego, Point Loma and, on clear days, the Coronado Islands.

All gardens are typically open 8 a.m.-8 p.m. daily.

***During campus construction, the gardens may be closed at times. We apologize for any inconvenience if this occurs during your stay.***





**PLEASE NOTE THE FOLLOWING GIFT GUIDELINES TO KEEP OUR PATIENTS SAFE:**

- Plants and flowers are only allowed in certain areas. Please ask your child's nurse if flowers are permitted in your child's room.
- Only Mylar balloons are allowed at Rady Children's. Latex balloons, or using latex exam gloves as balloons, are not allowed due to the choking hazard and because some children have latex allergies.



**GIFT SHOP**

The Rady Children's gift shop is moving online. Please see our website for the most up-to-date information.

**The Acute Care Pavilion Grab-and-Go:** The ACP Grab-and-Go area has common toiletry items if needed during your visit to Rady Children's Hospital. Hours for the Grab-and-Go kiosk are 6:30 a.m.-8 p.m. daily.

## LANGUAGE SERVICES



If you need assistance communicating with your child's health care providers, interpreting services are available to you in person, by phone and through video. Spanish-language interpreters are onsite 6:30 a.m.–8 p.m. Monday through Friday and 8 a.m.–8 p.m. on weekends and most holidays. Telephone interpretation and video interpreting services (VRI) for more than 200 different

languages are available at any time. Certified sign language (ASL) interpreters may be accessed through our VRI service on demand. A face-to-face ASL interpreter may be provided onsite with advanced notice. A TDD/ TYY phone line is available at **858-627-3002**.

## LOST AND FOUND



Hospital security manages the lost and found. Please call **858-966-8103** or visit the security desk located inside the emergency department waiting area.

## OUTPATIENT PHARMACY



Rady Children's outpatient pharmacy is a full-service retail pharmacy offering prescription services for children and adults. The outpatient pharmacy specializes in difficult-to-find formulations for children, and can flavor most liquid medications. It is located in the Medical Office Building at 3030 Children's Way on the first floor. It is open 9 a.m.–7 p.m. Monday through Friday and 9 a.m.–3 p.m. on weekends and holidays.

## RESEARCH



Rady Children's is committed to the innovation of pediatric medicine and building a brighter future for all children. Through our affiliation with University of California San Diego School of Medicine, St. Jude Children's Research Hospital and other world-class research institutions, our patients benefit from the best minds in medicine working together.

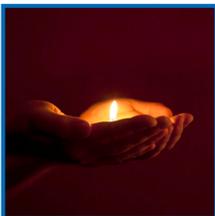
While you are at Rady Children's, you and your child may have the opportunity to participate in a research study, such as a clinical trial. Clinical trials are voluntary studies designed to answer specific questions about the safety and effectiveness of medication or other therapies. These studies are important because they aim to develop treatments specifically for children, as children may respond differently than adults to certain treatments. Their responses may also change as they age from infancy through childhood and into adolescence.

Research is vital to solving many of today's health challenges, and Rady Children's is one of the leading sites in the United States for pediatric research. Together, we can provide the best clinical care for children, today and in the future.

For specific information on Rady Children's research program and which studies your child may qualify for, please consult with their physician. You can also learn more by visiting [www.rchsd.org/research](http://www.rchsd.org/research) (use QR code to the right), emailing [research@rchsd.org](mailto:research@rchsd.org) or calling research administration at **858-966-5934**.



## SPIRITUAL CARE



Spiritual care is available for all patients and families at Rady Children's whether you have a particular faith tradition or not. Chaplains are available to provide support and assist you with any spiritual needs that you have while you are in the Hospital. If you would like spiritual support during your time at Rady Children's, please call **extension 227493** from a Hospital phone or ask a member of our staff to contact a chaplain for you.

# Ronald McDonald House Charities® of San Diego

*Located across the street from the Acute Care Pavilion*  
2929 Children's Way, San Diego, CA 92123  
858-467-4750 [www.rmhcSD.org](http://www.rmhcSD.org)



San Diego's Ronald McDonald House offers lodging and support to families during their child's hospitalization. Guests with seriously ill or injured children may be eligible to stay overnight with a referral from a Hospital social worker. Daytime resources are available through the Family Care Center.

The Family Care Center is open to all families with children in nearby hospitals, even those not staying overnight, 7 a.m.-9 p.m. daily. Simply show your Hospital-issued wristband at the House for a day pass. The following services are free of charge thanks to contributions from caring individuals, businesses and organizations in our community:

- Daily meals (breakfast, 7 a.m.-8:30 a.m.; lunch, noon-1:30 p.m.; dinner, 6 p.m.-7:30 p.m.)
- Napping and nursing rooms
- Laundry facilities
- Showers
- Indoor and outdoor play areas
- Sports court
- Fitness room (guests 18 and older)
- WebMD Computer Lab
- Ford Getaway Room (TV, video games, foosball)
- Bernice Lavin Salon
- Interfaith chapel and reflection room
- Onsite school for students pre-K through grade 12, in partnership with San Diego Unified School District (for House residents only)

## Helping Families from Outside San Diego

Families traveling to Rady Children's from outside the region can call our Customer Service and Referral Center at **800-788-9029** for assistance with transportation, lodging, things to do in the area and other logistics.



**YOUR NURSE WILL GO OVER  
THE DISCHARGE INSTRUCTIONS  
FROM YOUR CHILD'S DOCTOR**



## Going Home

Your doctors and nurses will keep you informed of the plans for discharge from Rady Children's. The expected date is usually decided a few days prior to discharge day. We encourage you to prepare by learning about any new medications your child will need, any new home equipment that will be set up and anything else that will help you care for your child at home. Your child's doctor, nurse and case manager will help you with these details.

### **DAY-OF PROCEDURES**

Your child's doctor or nurse will contact you to tell you that your child is ready to go home. You will need to be at your child's bedside for most of the day to speak with your child's doctors and nurses and to review important discharge instructions and home care needs. If your child needs any medications, the orders will be sent to the Rady Children's outpatient pharmacy or pharmacy of your choice. Your nurse will let you know when the medications are ready to be picked up.

### **MEDICAL RECORDS**

By signing up for **MyChart**, you can:

- access your child's medical records
- review test results online
- communicate with your care team
- check in for appointments
- pay copay balance

**MyChart**  
at Rady Children's



Visit **[www.mychartatradychildrens.org](http://www.mychartatradychildrens.org)** or scan the QR code to learn more, or ask your health care provider or assistance.

**You can also download MyChart for free from the App Store or Google Play, and select Rady Children's Hospital-San Diego from the list of participating hospitals.**

## MEDICAL RECORDS *(Continued)*

In the event you require a hard copy of your child's records, a medical record request form must be completed and signed. Please note it is required to have an original signature on file. This process can be completed by downloading the Authorization for Use or Disclosure of Health Information form at [www.rchsd.org/patients-visitors/medical-records](http://www.rchsd.org/patients-visitors/medical-records) and mailing to the following address:

**Rady Children's Hospital-San Diego**  
**ATTN: Health Information Management**  
**3020 Children's Way, MC 5049, San Diego, CA 92123**



You may also go directly to the health information department, which is open 8 a.m.–4:30 p.m. Monday through Friday at the following address:

**Rady Children's Business Center, 5898 Copley Drive, San Diego, CA 92111**

Please allow 14 days to process your request. If you have any additional questions or would like to check the status of your request, please call **858-966-5904**.

## **CALIFORNIA CAR SEAT SAFETY: IT'S THE LAW**

Every year, more than 1,000 children are killed in motor vehicle crashes in the United States. To prevent these tragedies, select a car seat based on your child's size, and then choose a seat that fits your vehicle and use it **every time**.

**Children under 2 years old must be rear-facing in a car seat** unless they weigh 40 pounds or more, or are 40 inches tall or more.

**Children under age 8** must be properly buckled into a car seat or a booster in the back seat.

**Children age 8 or older**, or who are 4-foot-9 or taller, may use the vehicle seat belt if it fits properly. To see if your child is ready to use only the vehicle seat belt, ensure they can:

- sit all the way back in the seat;
- bend their knees at the edge of the seat;
- keep the lap belt low on their hips;
- keep the shoulder belt crossed between their shoulder and neck; and
- remain like this for an entire car ride.

**Until age 13**, all children are safest when properly restrained and in the back seat.

Your nurse can provide a brochure with information about local laws and resources. For more information or to schedule a car seat inspection with Rady Children's Transportation Safety Program, visit [www.driventosafety.org](http://www.driventosafety.org).



# Questions and Feedback

Rady Children's is committed to providing high-quality, compassionate care to every patient family. An important part of this process is receiving feedback. Patient families will be selected to receive a survey via email, text or phone. This survey is specific to the department where your child was last seen. We invite you to give honest feedback, and will use your thoughts to update or enhance our offerings and ensure an excellent experience.

In the survey, when asked, "How likely would you be to recommend this facility/(provider) to your family and friends?," our hope is that you respond "extremely likely" (10). If by the end of your time with us, this is not the case; please let us know what we can do to provide better service in the future.

## THANK SOMEONE FOR THEIR SERVICE



Rady Children's honors their staff members who consistently demonstrate Compassion, Accountability, Respect, Excellence and Service (CARES).

You can nominate a member of your care team for a Daisy or BEE award.

The Daisy Award is granted to nurses who demonstrate extraordinary compassion and nursing care. The BEE Award is granted to a non-nursing health care worker or provider who is consistently exceptional, demonstrates CARES values, and provides service that goes beyond and above. Visit [www.rchsd.org/patients-visitors/feedback](http://www.rchsd.org/patients-visitors/feedback) for more information on these and other ways to show your appreciation.

## WHAT IF I HAVE A PROBLEM OR NEED MORE INFORMATION?

If you have quality or safety concerns, please talk to your nurse. If your nurse is not available, please ask for the charge nurse or manager in the area of the Hospital where your child is being treated.

If you need additional help or support, call Rady Children's Customer Service Center at **extension 244950** from any phone in the Hospital, or **858-966-4950** from an outside line. You may also send an email to the customer service team at [refsvc@rchsd.org](mailto:refsvc@rchsd.org). Information presented will be carefully reviewed and responded to.

**Rady Children's Hospital-San Diego**  
**Customer Service and Referral Center**  
3020 Children's Way, MC 5101  
San Diego, CA 92123

Phone: **858-966-4950** Fax: **858-966-4957** Email: [refsvc@rchsd.org](mailto:refsvc@rchsd.org)

## WHAT IF I HAVE A PROBLEM OR NEED MORE INFORMATION? *(Continued)*

Rady Children's complies with applicable state and federal civil rights laws and does not discriminate, exclude people or treat them differently because of age, sex, economic status, educational background, race, color, religion, ancestry, national origin, sexual orientation, gender identity/expression, physical or mental disability, medical condition, marital status, registered domestic partner status, genetic information, citizenship, primary language, veteran's status, immigration status (except as required by federal law) or any other status protected by law. To view our full Notice of Nondiscrimination, please visit our website at [www.rchsd.org/documents/2017/07/full-notice-of-nondiscrimination-english.pdf/](http://www.rchsd.org/documents/2017/07/full-notice-of-nondiscrimination-english.pdf/).



If you believe you have been subjected to discrimination at Rady Children's, please contact the Rady Children's Section 1557 Coordinator at **858-966-4950** to file a formal grievance. The coordinator will investigate and issue a written decision on the grievance. In addition the complainant has the right to pursue further administrative or legal remedies.

A person can file a complaint of discrimination within 180 days of the date of the alleged discrimination electronically through the Office for Civil Rights Complaint Portal, which is available at [www.ocrportal.hhs.gov/ocr/smartscreen/main.jsf](http://www.ocrportal.hhs.gov/ocr/smartscreen/main.jsf), by phone at **800-368-1019** or by mail at **U.S. Department of Health and Human Services, 200 Independence Ave., SW, Room 509F, HHH Building, Washington, D.C. 20201**.

If you have quality of care or safety issues, and do not feel that these concerns have been addressed by Rady Children's, you may also contact The Joint Commission Office of Quality and Patient Safety by phone at **800-994-6610**, email at [complaint@JointCommission.org](mailto:complaint@JointCommission.org), fax at **630-792-5636** or mail at **One Renaissance Blvd., Oakbrook Terrace, IL 60181**.

See [www.rchsd.org/nondiscrimination](http://www.rchsd.org/nondiscrimination) for additional information regarding our policies. Language assistance services are available to our patients and visitors free of charge. Call **858-966-4096** (TDD: **858-627-3002**) for more information.



# Getting Involved

## RADY CHILDREN'S FAMILY ADVISORY GROUPS

Input from families matters at Rady Children's! Our Family Advisory Council, composed of Hospital staff and patient family members, provides feedback and guidance to care providers and Hospital leadership. Just a few current areas of focus include electronic patient education at the bedside, family presence during anesthesia, increased parent liaison availability, and data and metrics reporting. If you are interested in learning more about serving on the FAC, please visit [www.rchsd.org/about-us/who-we-are/family-advisory-council](http://www.rchsd.org/about-us/who-we-are/family-advisory-council).



In addition to the general FAC, focused council opportunities include the following:

- **Cardiac Family Advisory Council:** The CFAC is composed of parent volunteers and Rady Children's Heart Institute staff. The CFAC's mission is to integrate the patient and family perspective into the vital work of the Heart Institute. Through advocacy and collaboration, the CFAC will advance the knowledge of, and excellent care for, people with congenital or acquired heart disease. For more information, please email Juanita Alexander at [jalexander@rchsd.org](mailto:jalexander@rchsd.org).
- **Neonatal Intensive Care Unit Family Advisory Committee:** The NFAC is composed of parent volunteers and NICU staff and physicians. It provides recommendations on how to structure NICU programs for parents and families, educate staff about the parent's perspective of the NICU experience, and help other parents navigate their NICU journey. For more information, please email Robbie Greer at [rgreer@rchsd.org](mailto:rgreer@rchsd.org).
- **Transgender Family Advisory Council:** The TFAC is a group of parents, patients, staff and community leaders who serve in an advisory role to help hospital leadership plan programs, services and initiatives to best support gender-affirming care and related family services. For more information, please email [genderclinic@rchsd.org](mailto:genderclinic@rchsd.org).



## EXCELLENT CARE AND COMPASSION GO HAND IN HAND

Patient families like yours express gratitude for exceptional care in a variety of ways – through a kind note to their favorite caregiver, volunteer efforts or financial support.

As a not-for-profit hospital, we are grateful for generous gifts from families and friends who make extraordinary patient care, advanced research and world-class medical education possible.

Philanthropy allows us to focus on families, not finances, by enabling caregivers to go beyond the illness to help heal the spirit of a child or teenager in the Hospital. It is part of all we do. Many special programs that your child and family receive at Rady Children's are vital to the healing process and rely on philanthropy. These essential services – child life, social work, chaplaincy, child abuse prevention and treatment, sibling support, trauma counseling, art and music therapy,

and our popular playrooms – are what make Rady Children's not just a hospital, but a children's hospital.

We invite you to discover the most compelling way for you to stay involved with Rady Children's beyond your care experience. Options include the following:

- Honoring your child's care team through a philanthropic donation – gifts of all sizes make a difference
- Sharing your story and inspiring other families
- Participating in a Rady Children's fundraising event

You can create healthier futures and give hope for more families and generations to come. Learn more about the many ways you make a lasting difference at **www.radyfoundation.org/grateful**.



## BEYOND FUNDRAISING

Rady Children's Hospital Foundation supports the vital work of Rady Children's by fundraising for world-class patient care, groundbreaking research and advanced medical education. Our fundraising experts connect grateful patient families to the area of the Hospital for which they are most passionate. Your gift can change a child's life when you invest in the development of new treatments and therapies, finding cures for childhood diseases and helping children get back to enjoying childhood.

### CONNECT WITH US

[www.radyfoundation.org](http://www.radyfoundation.org) | [grateful@rchsd.org](mailto:grateful@rchsd.org) | 858-966-7878



Follow us @RadyChildrens

# CAMPUS MAP



Wayfinding maps are located throughout the facility, and you'll also find maps and virtual tours at [www.rchsd.org](http://www.rchsd.org). Please ask any Rady Children's employee for assistance.

## CAMPUS TRANSFORMATION & PARKING

Rady Children's is planning a major expansion that will include a new seven-story medical tower and a renovated emergency department.

The expansion is a major investment in the future of Rady Children's Hospital and will help the hospital continue to provide world-class care to children in San Diego and beyond.

Parking and wayfinding around campus will be impacted for the next few years. During this time, on-campus parking is being prioritized for patients to ensure minimal disruption to patient care.

We encourage patient family visitors to plan ahead and allow more time to navigate campus during construction.

For the most up-to-date information about parking and rates, please visit [www.rchsd.org/parking](http://www.rchsd.org/parking) or call the Rady Children's security desk at 858-966-8103.



Rady  
Children's  
Hospital  
San Diego





[facebook.com/radychildrens](https://facebook.com/radychildrens)  
[instagram.com/radychildrens](https://instagram.com/radychildrens)  
[youtube.com/radychildrens](https://youtube.com/radychildrens)

To find out more about our programs and giving opportunities, please visit [www.rchsd.org](http://www.rchsd.org) or call **858.966.7878**.



3020 Children's Way | San Diego, CA 92123  
858.576.1700 | [www.rchsd.org](http://www.rchsd.org)