Family Guide
Information to Help Guide You Through Your Visit

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Rady Children's Hospital San Diego
Welcome

We are honored that you have trusted us to provide for your child’s healthcare 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 healthcare team. This Family Guide provides information about Rady Children’s and what to expect while you are here.

We understand that when your child needs medical care, a visit to the Hospital 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. We are here for you and your child.

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

<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>About Rady Children’s</td>
<td>1</td>
</tr>
<tr>
<td>Visitor Information</td>
<td>2</td>
</tr>
<tr>
<td>When Your Child Is Admitted</td>
<td>3</td>
</tr>
<tr>
<td>Providing a Safe Environment</td>
<td>7</td>
</tr>
<tr>
<td>Pain Management</td>
<td>14</td>
</tr>
<tr>
<td>Your Child’s Healthcare Team</td>
<td>18</td>
</tr>
<tr>
<td>Places in the Hospital</td>
<td>23</td>
</tr>
<tr>
<td>Going Home</td>
<td>29</td>
</tr>
<tr>
<td>Questions and Feedback</td>
<td>31</td>
</tr>
<tr>
<td>Getting Involved</td>
<td>33</td>
</tr>
<tr>
<td>Giving to Rady Children’s</td>
<td>34</td>
</tr>
<tr>
<td>Campus Map and Parking</td>
<td>Inside Back Cover</td>
</tr>
</tbody>
</table>

### Frequently Called Numbers

<table>
<thead>
<tr>
<th>Service</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rady Children’s Hospital-San Diego (Main)</td>
<td>858-576-1700</td>
</tr>
<tr>
<td>Customer Service and Referral Center</td>
<td>800-788-9029</td>
</tr>
<tr>
<td>Compliments and Concerns</td>
<td>858-966-4950</td>
</tr>
<tr>
<td>Food Services</td>
<td>858-576-1700</td>
</tr>
<tr>
<td>Outpatient Pharmacy</td>
<td>858-966-4540</td>
</tr>
<tr>
<td>Patient Financial Services</td>
<td>858-966-4912</td>
</tr>
<tr>
<td>Gift Shop</td>
<td>858-966-8088</td>
</tr>
<tr>
<td>Ronald McDonald House</td>
<td>858-467-4750</td>
</tr>
</tbody>
</table>

### Contact Us Electronically

<table>
<thead>
<tr>
<th>Service</th>
<th>Website/Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website</td>
<td><a href="http://www.rchsd.org/contact-us/">www.rchsd.org/contact-us/</a></td>
</tr>
<tr>
<td>MyChart</td>
<td><a href="http://www.MyChartatRadyChildrens.org">www.MyChartatRadyChildrens.org</a></td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:refs@rchsd.org">refs@rchsd.org</a></td>
</tr>
</tbody>
</table>

### Emergencies

Emergencies: Extension 5555

### 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.
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Rady Children’s Hospital-San Diego is the only hospital in San Diego County dedicated solely to pediatric healthcare and treats children from birth to 18 years old. We’re a nonprofit, 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 900 physicians and more than 1,000 nurses on staff, nearly 5,000 employees, 500 active volunteers and more than 1,300 Auxiliary members. As San Diego has grown, so has our commitment to offering comprehensive care to our community’s children. Parents and children come to our Hospital from across the country to see our nationally 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 our website: 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, click on 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 to Rady Children’s Hospital are required to wear a Visitor Badge.

• Those 18 years and older who wish to visit an inpatient unit are asked to present a government-issued identification (ID) 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.

• 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.

• All visitors must wear their badge at all times while on campus.
When Your Child Is Admitted

ADMISSIONS PACKET
You will receive an Admissions Packet when your child is admitted. This packet includes:

• Patient Bill of Rights and Patient and Guardian Fact Sheets. Please review these documents carefully.

• Your signed copy of Registration, Consent for Treatment and Confidentiality documents.

• 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.

• Parents/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 to be allowed in the Hospital after 9 p.m. See more information below about Partners in Care.

Do You Know About

PARTNERS IN CARE

• Partners in Care (PIC) are caregivers chosen by parents/legal guardians based upon their commitment and availability to provide physical and emotional support to the patient. There may be a total of four PICs designated, including the parents/legal guardians.

• PICs 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/or safety, such as treatment for another patient in a semi-private room.

• PICs will be identified by a green armband which must be worn at all times and is not transferable.
YOUR ROLE AS OUR PARTNER
We know that you’re trusting us with the care of your child. At Rady Children’s, that trust goes both ways, and we honor the experience and knowledge of our parents in your child’s experience at Rady Children’s.

Here are some ways for you to help us in providing 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 caregiver to double check their chart before they act. Write down your questions to make sure the caregiver addresses them. You might say, “Excuse me, I have a few questions before you start treatment. Would you mind answering them, please?”

YOU KNOW YOUR CHILD BEST. Share unique things about your child with caregivers that may be important for your child’s overall care (i.e. they have a fear of animals or only like to eat food cut in small pieces).

WASH. Wash your hands and your child’s hands when entering and leaving the Hospital, your patient room, the bathroom, and any treatment rooms (such as x-ray), and be sure to wash if you have handled any soiled material. Don’t be hesitant to ask a caregiver 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 caregiver know if it gets wet or loose.

VOICE YOUR CONCERNS. If you see anything that concerns you, notify your child’s caregivers. We WANT to know if anything troubles you. See pages 20 and 31 for more information about who to call if you feel uncomfortable after asking 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. Caregivers 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?”
A PARTNER IN CARE HAS THE FOLLOWING SPECIAL PRIVILEGES:

• Discounts on extended parking

• Room service from Café. (Pay via credit card or EASE card from the child’s room. Some restrictions may apply; please ask about rules in your unit related to food at the bedside, etc. For more about EASE cards, see “Food Services” on page 23.)

• Free coffee or tea (from carts on patient floors)

• Access to family rooms, library, chapel, gardens, playroom, playgrounds

• A Partner in Care has access to The Ronald McDonald House. (See page 28 for detailed information.)

FAMILY CENTERED CARE:

When it comes to having 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 every step of the hospitalization. Our first step is through Family Centered Rounds.

Family Centered Rounds means we round with YOU, your doctor and your nurse all together. After all, the family are experts on the child’s baseline, routine and overall wellness. We discuss how your child is doing, go over test results and make a plan TOGETHER for the day. Allowing for the family to be part of this daily plan has proven to calm nerves, increase satisfaction with the experience, and decrease time spent in the hospital. Other members of your medical team may join rounds such as training doctors, medical students, respiratory therapists, or pharmacists. The culture of providing family centered rounding is promoting a safe and effective hospital stay and helping prepare you for the steps needed to get home.

Goals of Family Centered Rounding:

• Respect every child and his or her family.

• Support the opinion of the child and family about medical care.

• Work together to make the patient and their family heal and feel better.

• Empower each child and family to make choices and decisions about their health.
VISITING GUIDELINES

• Visits from parents, guardians, brothers, sisters and other close family members play an important role in your child’s recovery.

• 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 an emergency is occurring in the area.

• Brothers, sisters and other family and friends may visit between 8 a.m. and 9 p.m.

• All visitors must check in at one of the Information Desks, located in the Nelson Family Pavilion (Entrance 9 located on Frost Street), the Rose Pavilion (Entrance 1 located on Children’s Way) or the Acute Care Pavilion (Entrance 2 located on Children’s Way). The visitor badge or armband must be worn at all times. Please do not give your badge/armband to anyone else. (See page 2 for detailed information.)

• Child visitors are the responsibility of the parent. Children under the age of 13 – including brothers and sisters of the patient – must be accompanied by an adult in all areas.

• Limit the number of visitors, especially in semi-private rooms.

THOSE NOT ALLOWED TO VISIT INCLUDE:

• Anyone who has symptoms of a contagious illness, such as the flu, a cough, cold, vomiting, diarrhea or rash. No sick visitors!

• Anyone who has not had the chicken pox, measles or other infectious diseases and has had a known exposure in the past three weeks. If you received the chicken pox vaccine in the last three weeks, talk to your child’s nurse before visiting.

• During the winter months, when flu and respiratory illnesses are at their highest, we limit visiting in our inpatient units. To protect our patients, parents and designated Partners in Care are the only ones we allow to visit during these times. Outpatient visits should also be limited to the patient and parent(s) only.
Providing a Safe Environment for Your Child

You know your child best, and it is okay to ask us anything related to the care of your child.

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

- We will wash our hands before touching your child.
- We will check your child’s identification wristband before providing food or medication or delivering therapy.
- 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.
- We will talk to you about medication side effects.
- 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.

**MAINTAINING 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.

- We will only take a picture of your child with your consent and with you or a second staff member present, using authorized cameras or personal devices owned or approved by Rady Children’s, and only for identification purposes or to document care/treatment.

- You may take photos of your child in the hospital. Please respect other patients’ privacy and DO NOT take pictures of other patients.

- 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 Twitter, we hope you understand that our policies prevent employees from friending you on Facebook or following you through other social media networks.
• 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!

• Over the course of treatment, sometimes it can feel like 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.

PATIENT BILL OF RIGHTS

Did you know that patients, families and those legally responsible for patients at Rady Children’s have 25 separate rights? These include the right to:

• Considerate and respectful care
• Have personal privacy respected
• Request or refuse treatments
• Receive care in a safe setting
• Considerate and respectful care
• Request or refuse treatments

To see the full Patient Bill of Rights, in English and Spanish, visit www.rchsd.org/patients-visitors/patient-bill-of-rights/.

CAREGIVER/VISITOR RESPONSIBILITIES:

• Be considerate of other patients, visitors and staff of Rady Children’s.

• Do not use cell phones in areas where they are prohibited.

• Do not take photographs or video/audio recordings of staff or other patient families without their permission, and never post images on social media without permission.

• Do not bring alcohol, illicit drugs, weapons (including knives) and pets onto Rady Children’s property.

• 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.

• Do not enter restricted areas unless escorted by Rady Children’s staff.

• Follow visiting policies (see page 6).

• Do not visit if you are sick or not feeling well.

• To protect the property of patients and of the Hospital please leave Rady Children’s property in the room/unit at time of discharge.
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 his or her room.

MEDICATION

• Tell the doctor about all medications and doses that your child is taking, including over-the-counter medications, herbs, vitamins and home remedies.

• Tell the 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.

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 ROOM/EXAM ROOM GUIDELINES

• Do not disconnect or reconnect tubing or devices without supervision from a healthcare 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.

• For “bubble top” cribs, make sure the canopy sides (tops) 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 he or she is lying on a chair, bedside cot or exam table.

• Your child should sleep alone in his or her bed. Please do not lie down with your child in bed or allow your child to sleep with you in a chair.

• 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.

SAFE TO SLEEP: A NATIONAL CAMPAIGN TO REDUCE SLEEP-RELATED CAUSES OF INFANT DEATHS

Nearly 3,400 infants die suddenly or unexpectedly each year in the United States. Most of these deaths result from Sudden Infant Death Syndrome (SIDS) and other sleep-related causes.

Follow these guidelines to reduce the risk of suffocation to your infant, and other sleep-related causes of infant death:

• Place infants (less than 1 year old) in the “BACK TO SLEEP” position (on their back) EVERY time they sleep (no matter how long).

• Babies should NOT sleep on adult beds, couches or recliners.

• Put babies into their cribs when the caretaker is going to sleep.

• Infants and children must sleep ALONE in a crib until they reach 2 years of age or 89 cm (35 inches) in height.

• The crib mattress is for sleeping — not storing items.

Please help us spread the word about keeping infants safe while they sleep.

For more information visit www.rchsd.org/patients-visitors/safe-sleep-practices.
INFECTION PREVENTION GUIDELINES

For the health and safety of our patients, we follow infection prevention guidelines. There are several ways that you can help prevent the spread of infection:

• **Hand washing** - Wash your hands when entering and exiting your child’s room, before and after touching your child, and as needed. You can expect all healthcare providers to wash their hands before caring for your child. Ask your healthcare provider to wash their hands if you don’t know that it’s been done. Alcohol gel or soap and water are both effective ways to clean hands.

• **Preventing the spread of respiratory infections** - Many diseases are spread through sneezes and coughs. To prevent the spread of infection, cover your nose and mouth when you cough or sneeze. Use a tissue, or cough into your elbow. If you use your hands to cover your mouth, wash your hands right away. Encourage others to cover their coughs, as well.

If you are sick, but feel you still need to be at the Hospital with your child, please talk to your child’s nurse about extra precautions that you should take, including wearing a mask to prevent spreading illness.

• **Standard precautions** - As part of standard precautions, all healthcare providers will wear protective equipment (clean gloves, masks and gowns) if needed when providing care and performing certain tasks. Staff members wear these items to prevent the spread of infection.

• **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 can 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 board – and without tape or stickers.
YOUR CHILD’S IV

Your child may need intravenous therapy (IV) at the Hospital. Here are some things you should know about IVs and what you should look for.

Things you should know about IVs:

• Your child’s IV may need to be changed.
• An IV may last from 8 hours to 4 days.
• There are many things that determine how long an IV lasts.
• We are committed to keeping your child safe with IV therapy.

The IV site should be:

• Soft
• Warm
• Pain-free
• Dry to the touch
• Uncovered
• Visible
• Without swelling
• Same size as the other arm/leg

Your child’s nurse will:

• Check your child’s IV every hour to recognize any problems as soon as possible.
• Check your child’s IV even if your child is asleep, day and night.
• Nurses may have to turn on lights to assess and make changes to your child’s IVs, feeding tubes, infusion pumps or other devices.
• Remove the IV as soon as a problem is identified and replace the IV if needed.

Call your child’s nurse if the IV site is:

• Swelling
• Leaking
• Painful
• Red/bruising
• Firm to the touch
SURGICAL PRECAUTIONS

We take special care to ensure the safety of patients who are about to have a surgical procedure.

- **Patient identification** - Staff will check your child’s identification wristband and ask the same questions many times. These questions may include name, date of birth, kind of surgery being performed and where on the body the surgery is to be performed.

- A healthcare professional will mark the spot on the patient’s body that is to be operated on. Please make sure the correct spot has been marked and nowhere else. This helps avoid confusion and mistakes.

- Depending on the type of surgery, your child may be given antibiotics before and/or after surgery. Your child’s incision will be examined frequently, and the dressing changed as appropriate. You will be provided with instructions about how to care for their incision while it is healing.

- After surgery, ask about the care your child will need at home. Obtain written instructions. Be sure you have the names and phone numbers of people to call if you have questions or in case of an emergency.
Pain Management

At Rady Children’s Hospital-San Diego, we believe no child should have to suffer from unneeded pain. Our Pain Management Services program offers acute pain therapy for children while in the hospital and through the Chronic Pain Program, an outpatient clinic.

The Pain Management team is a multidisciplinary group consisting of physicians, nurse practitioners, child life specialists, physical therapists, psychologists, social workers and a variety of integrative medicine programs. Pain Management services are available to all patients with an order from their physician.

PAIN IN CHILDREN

Children of different ages respond differently to pain. 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. Our goal is to make your child as comfortable as possible during their recovery. In addition to measuring your child’s pulse, blood pressure, temperature, and breathing rate, we will routinely measure your child’s pain level while he or she is in our care.

WHEN FEELING PAIN, YOUR CHILD MAY:

- Cry, moan, be irritable or act withdrawn.
- Be restless or not want to move at all.
- Hold or guard the area of discomfort.
- Not eat or drink as much as usual.
- Complain of pain.

MEASURING YOUR CHILD’S PAIN

We use pain measurement tools based on your child’s age and level of development. We measure pain in older children using a Pain 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.
PAIN RELIEF TECHNIQUES
Your child's care team extends beyond doctors and nurses to social workers, therapists and child life specialists. If you need assistance helping your child cope with pain, do not hesitate to ask your provider about all of the resources and services available to you.

Deep Breathing: Have your child breathe in deeply through their nose and blow out through their mouth. Practice breathing deeply along with your child and use imagery to help your child understand the concept (breathe in like smelling a flower, breath out like blowing bubbles).

Positive Thinking: Whether before a procedure that might be painful, and as a lifetime skill, encourage your child to replace negative thoughts with positive words and imagery—“I know I can do it,” or “This might hurt for just a moment, but afterward I will feel much better.” With younger children, read a book like The Little Engine that Could.

Distraction: Help your child refocus their mind on something other than the pain by engaging in an activity together. Read a book, write or journal, do arts and crafts, listen to music, recite poems or other verses, practice a task, like counting, play games, blow bubbles or play a song or musical instrument together. Go to the Playroom, if possible.

Imagination: Create a vision board with your child of images they enjoy such as animals, fun places, like a beach, or family faces and photos from fun memories. Cut and paste these photos or images from magazines and paste them onto a poster board. Use these images to help your child refocus when they are becoming worried or discouraged.

Comfort Measures: Ask for ice packs and/or warm packs or a warm blanket. Assist your child in changing positions in bed, the chair or while walking. Massage your child’s feet, hands, back with lotion to relieve stress and increase comfort. Ask your nurse or child-life specialist for more information.
Helping Children Cope with Pain

**INFANTS**

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

Soothe your child using a rhythmic voice, soft humming or soft music while gently holding or rocking.

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

**TODDLERS AND PRESCHOOLERS**

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

- Rocking
- Holding
- Listening to music
- Playing
School-aged children can relate to bodily pain and tell you its location. Children in this age range may feel guilt, associating their pain with punishment.

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

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 show pain in other ways. This age group may require more practice with relaxation and coping techniques than other groups.

- Distraction
- Relaxation
- Imagination
- Deep breathing

We know that untreated or poorly treated pain can interfere with healing and create potential physical and psychological problems for patients. Nearly all pain can be treated safely and effectively, and we are committed to offering your child the best pain management possible.
Your Child’s Healthcare Team

During your child’s stay, various care providers and allied health professionals may be involved in your child’s care. Our staff wears identification badges (check for them) and are to introduce themselves before caring for your child. The list below will help you identify them, as well as their roles and responsibilities, but please ask if you don’t know why a team member is in your child’s room.

WHO YOU WILL SEE

Registered Nurse (RN): 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.

Patient Care Assistant (PCA): Provides assistance to RNs by performing basic tasks such as bathing, taking vital signs and feeding patients.

Attending (MD/DO): Doctors who supervise or lead a team of doctors and have responsibility for the patient’s medical care. Physicians at this level have finished a residency program and can practice independently. They supervise and teach the residents, interns and medical students.

Our caregivers are your partners in ensuring excellence in care for your child. Please do not ever hesitate to talk with us about any questions or concerns.
WHO YOU MAY SEE

Resident/Intern (MD/DO): 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.

Fellow (MD/DO): Doctors who have completed their primary residency and have chosen to pursue advanced training (a fellowship) in a particular specialty.

Respiratory Therapist (RT or RCP): Specializes in your child’s respiratory (breathing) needs by performing frequent assessments, providing treatment and education on breathing-related conditions.

Child Life Specialist (CCLS): Works with children and families in the Hospital to help them cope with the challenges of hospitalization, illness and disability.

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

Nurse Practitioner (NP): Nurses with advanced graduate-level education that are licensed to diagnose and prescribe treatment, including medications and perform complex clinical procedures. They work in collaboration with physicians and other healthcare professionals.

Social Worker (SW): Offers assistance and support services for patients and families, including grief counseling, crisis intervention or referrals for community resources.

Occupational Therapist (OT): Helps children with activities of daily living. They assist with tasks such as feeding, in both infants and children.

Physical Therapist (PT): Helps children with coordination and movement by using exercise and various physical intervention techniques.

Dietitian: Specializes in food and nutrition. They advise families and children on making healthy lifestyle choices and how to maintain a balanced diet.

Pharmacist: Specializes in medication therapy management and advise patients and healthcare 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).
Your Child’s Care - Help Us Help You!

As a parent, guardian or family member, we want you to participate in your child’s care. If at any time you have concerns about the care or condition of your child, please follow the steps below:

1. Ask your bedside nurse.

2. If your nurse is not available, please use the nurse call system and ask for assistance.

3. If, after speaking with a nurse or doctor, you feel your child still needs more medical attention, you can activate the Rapid Response Team. The Rapid Response Team consists of a pediatric ICU doctor, nurse and respiratory therapist that will respond within 10 minutes to assess and treat a patient whose medical condition may be getting worse.

TO ACTIVATE THE RAPID RESPONSE TEAM:

a) From an internal phone, dial extension 5555.

b) Identify yourself as a parent or family member.

c) Ask to activate the Rapid Response Team.

d) Give the patient’s name, room number and floor where patient is located.

The emergency operator will page the Rapid Response Team and give them the information you provided. The Rapid Response Team will respond within 10 minutes.

BIOETHICS TEAM

Tough Choices - When a child is sick or injured, families may face tough choices in deciding the best thing to do. Parents may not see eye to eye because of different values or religious beliefs. Families and the medical team may disagree about what is in the child’s best interest. A chronically sick child may want to stop treatment. These and other “ethical dilemmas” arise in circumstances where there may be no obviously right or wrong answer. When ethical issues make decision-making confusing or agonizing, our Bioethics Team can help. (continued on next page)
What is a Bioethics Consultation?
The Bioethics Team includes a nurse, a social worker or pastor, and a physician. The Team is trained to work together to 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.

A Bioethics Consultation typically involves meetings between the Bioethics Team and your child’s providers. Families may attend or may elect not to do so. Consultations may also take place more informally. At the end of the process, the Bioethics Team provides recommendations based on your child’s case and extensive experience in helping families in similar circumstances. Final decision-making remains in the hands of you, as parent, and your child’s medical team.

Requesting A Clinical Bioethics Consultation at Rady Children’s - If you think this service can be of help to you, ask a member of your healthcare team – the social worker, nurse, charge nurse or physician – to contact the Bioethics Consultation Team for you. Alternatively, you may contact the Team directly via the Hospital operator. Call 858-576-1700 and ask the operator to contact a member of the on-call Bioethics Consultation Team.

RESEARCH AT Rady CHILDREN’S

Rady Children’s Hospital is committed to discovering new treatments for childhood diseases. Through our affiliation with the University of California, San Diego School of Medicine, St. Jude Children’s Research Hospital and other world-class research institutions, children cared for at Rady Children’s benefit from basic, clinical and translational research - and from the best minds in medicine working together.

While you are at Rady Children’s you may be asked to let your child participate in a research study, such as a clinical trial. Clinical trials are voluntary research studies designed to answer specific questions about the safety and/or effectiveness of drugs, vaccines and other therapies. These studies are important because they aim to develop treatments specifically for children, as children do not always respond just like adults and responses in children can change as they mature from newborns to teenagers.

Research is vital to solving many of today’s health challenges, and Rady Children’s Hospital is one of the leading sites in the United States for pediatric research studies. By participating in research, you have a unique opportunity to contribute to the future of health care.

Get informed and ask your physician about research projects your child may qualify for. For more information about research at Rady Children’s Hospital please visit our website at: www.rchsd.org/research/, send us an email at research@rchsd.org or call Research Administration at 858-966-5934.
During your stay, you may encounter additional providers not listed on the previous pages. They will introduce themselves and explain their role in your child’s care. Please ask if you don’t know the role of those who come to take care of your child.

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 7493 from a Hospital phone or ask a member of our staff to contact a chaplain for you.

LANGUAGE SERVICES

• If you need a medical interpreter to better communicate with your child’s healthcare providers, please ask for assistance. Spanish-language interpreters are on-site 6:30 a.m. to 8:30 p.m., Monday through Friday; 8 a.m. to 8:30 p.m., weekends and 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 on-site upon advanced notice. A TDD/TYY phone line (for the deaf) is available at 858-627-3002.
Places in the Hospital

ATM

- An ATM is located in the Café in the Hahn Pavilion. A second ATM is available in the Rose Pavilion, just past the Gift Shop.

CHAPEL

- The Chapel is always open for prayer, meditation or quiet reflection. The Chapel is located on the first floor of the Rose Pavilion on Children’s Way, behind the lobby.

FOOD SERVICES*

Rady Children’s Food and Nutrition Services Department provides a variety of options throughout the Hospital to obtain a healthy meal or snack. Most locations accept cash, major credit cards and Rady Children’s “EASE” cards. EASE cards are pre-paid debit-type cards that can be purchased from any cashier at the main Café or Grab-and-Go between 8 a.m. and 3 p.m. Monday through Friday. Deposit any desired amount of money on to an EASE account with a credit card or cash.
• The Café (also called the Cafeteria or Dining Room) is located on Frost Street, just west of the Medical Office Building (MOB), in the Hahn Pavilion. The Café offers a full array of freshly cooked meals and grill items, a complete salad bar, kid’s combo specials, grab-and-go items, beverages, fruit and treats. *Hours: Daily, 6:30 a.m. – 8 p.m. and 10 p.m.- 2 a.m.

• The Grab-and-Go is located on the second floor of the Acute Care Pavilion (ACP). The ACP is the four-story building located at the south end of our Campus, just past the Inspiration Fountain. The Grab-and-Go is to your left as you exit the elevators on the second floor. The Grab-and-Go offers freshly made salads and sandwiches, microwavable and grab-and-go items, beverages, fruit and snacks. *Hours: Daily, 6:30 a.m. - 8 p.m.

• Subway offers breakfast items, sandwiches, soups, salads, fresh fruit and ice cream. It is located in the Rose Pavilion past the Gift Shop towards the end of the hall. *Hours: Daily, 6 a.m.- midnight.

• The Coffee Kiosk is located outside behind/between the Rose Pavilion and the Acute Care Pavilion (ACP). It is down the sidewalk just south of our Inspiration Fountain. The Kiosk offers Starbucks coffee and beverages, fresh pastries, freshly made salads and sandwiches, fruit and snacks. *Hours: Monday-Friday, 6 a.m. - 5 p.m.

• Room Service is available for patients and their families. It can be picked up from the Café or delivered anywhere here on our Main Campus. To place an order, dial extension 5619 from any house phone. We accept Visa, MasterCard, American Express, debit and EASE Cards. Sorry, no cash. *Hours: Daily, 7 a.m. – midnight.

• The Gift Shop carries items such as pre-packaged snacks, chips, candies and cold beverages. *Hours: Monday - Friday, 8:30 a.m. - 8 p.m., Sat. & Sun., 11 a.m. - 4 p.m.

• Vending Machines are also available throughout the Main Campus. Staff members can direct you to the nearest location.

*Hours subject to change.
GARDENS

• Several gardens are located throughout the Rady Children’s campus as places for patients, families and staff to relax. These include Carley’s Magical Gardens, located in the Hahn Pavilion, and Leichtag Family Healing Garden, located behind the Rose Pavilion.

• Additionally there are three gardens in the Acute Care Pavilion. On the ground level is a whimsical landscaped courtyard between the Rose and the Acute Care Pavilions. The 2nd Floor Garden offers clues hidden throughout the garden. The clues lead the children to 12 golden eggs of Marisa, the Magical Bird. At the south end of the 3rd floor, there is a terrace that provides beautiful views of downtown San Diego, Point Loma and, on clear days, the Coronado Islands.

• The gardens are usually open daily from 8 a.m. – 8 p.m. They provide a fun and beautiful distraction for patients, and a place of comfort and peace for families.
GIFT SHOP

• The Rose Gift Shop, located in the Rose Pavilion, is open Monday through Friday, 8:30 a.m. – 8 p.m. and weekends, 11 a.m. – 4 p.m. Gift Shop hours are subject to change.

• Choose from a variety of stuffed animals, balloons, activity kits, gift items, snacks and beverages or send a beautiful bouquet of flowers. You can even create a custom gift package, with free delivery anywhere inside the Hospital. Call the Gift Shop at extension 8088 (858-966-8088 from outside the Hospital) during business hours to place an order for delivery or pickup.

• The Gift Shop also offers movie tickets at a discounted rate, stamps and seasonal items such as San Diego County Fair tickets.

• 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 are not allowed due to the choking hazard and because some children have latex allergies.
LIBRARY

- Rady Children’s Library is open to families Monday through Friday, 8 a.m. - 3:15 p.m. The library is located next to the Café (also called Cafeteria or Dining Room) and offers families the use of computers with Internet access, a copy machine, and access to numerous medical resources. Library hours are subject to change.

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 1st floor. It is open Monday through Friday 9 a.m. – 7 p.m. and Saturdays/Holidays 9 a.m. – 3 p.m.
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.rmhcbsd.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. Simply show your hospital-issued wristband at the House for a day pass. Services are free of charge thanks to contributions from caring individuals, businesses, and organizations in our community. Come to the Family Care Center for: Three meals a day (Breakfast 7 – 8:30 a.m.; Lunch 12 – 1:30 p.m.; Dinner: 6 – 7:30 p.m.), napping and nursing rooms, laundry facilities, showers, indoor and outdoor play spaces, sports court, fitness room (ages 18+), WebMD Computer Lab, Ford Getaway Room for TV, video games, and foosball, Bernice Lavin Salon with volunteer licensed stylists, interfaith chapel/reflection room, and for families residing at the House, on-site school for pre-K to grade 12, in partnership with San Diego Unified School District. Hours: Daily 7 a.m. - 9 p.m.

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.
Going Home

Your doctors and nurses will keep you informed of the plans for discharge from Rady Children’s. The expected date of discharge is usually decided a few days before the day of discharge. We encourage you to prepare for the discharge 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 prepare to go home.

ON THE DAY OF DISCHARGE:

• Your child’s doctor or nurse will contact you to tell you that your child is ready to go home that day.

• You need to be at your child’s bedside for most of the day to speak with your child’s doctors and nurses to review important home care needs.

• If your child needs any medications, the orders will be sent to the Rady Children’s Outpatient Pharmacy. Your nurse will let you know when the medications are ready to be picked up at the Outpatient Pharmacy. Let your doctor know before the day of discharge if you would like the prescriptions filled at another pharmacy.

• Make sure you understand how to use any new home care equipment required for your child’s care.

• Your nurse will go over the discharge instructions from your child’s doctor.
California Car Seat Safety: It’s the Law

• Children under 2 years of age must ride in a rear-facing car seat unless the child weighs 40 or more pounds OR is 40 or more inches tall. The child must be secured in a manner that complies with the height and weight limits specified by the manufacturer of the car seat.

• Children under the age of 8 must be secured in a car seat or booster seat in the back seat.

If your child meets this criteria, your nurse can provide you with a brochure on information about the law and local resources to assist with obtaining a car seat or having your seat inspected for proper installation.

INSTRUCTIONS FROM YOUR CHILD’S DOCTOR WILL INCLUDE:

• Your child’s diet
• When to call the doctor and which doctor to call
• Follow-up appointments that have been made or need to be made
• A list of your child’s medications and when and how to give them
• Any special instructions that are needed to keep your child healthy

MyChart at Rady Children’s

Stay connected to your child’s health by signing up for MyChart at Rady Children’s. MyChart gives you online access to your child’s medical records and much more. Visit www.MyChartatRadyChildrens.org to learn more about MyChart or ask your health care provider for assistance.

Go Mobile: Download the free application from the App Store (for iPhones) or Google Play (for androids), and select Rady Children’s Hospital-San Diego from the list of participating hospitals.
Questions and Feedback

HOW ARE WE DOING? PLEASE PROVIDE FEEDBACK!

Telephone Survey: Rady Children’s is committed to improving the quality of care provided to you and your child. An important part of this process is receiving feedback from our patients and families. Some patient families will be randomly selected to receive a phone survey. This survey is specific to the department where your child was last seen. We invite you to give honest feedback. We will use that feedback to make changes, ensuring you have an excellent experience at Rady Children’s.

THANK SOMEONE FOR THEIR SERVICE!

Rady Children’s honors their staff members who consistently demonstrate Compassion, Accountability, Respect, Excellence and Service (CARES). To recognize a member of the Rady Children’s team, please visit www.rchsd.org/ThankYou or scan the QR code to the left with your smart phone.

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

If you have quality of care 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 4950 from any phone in the Hospital, or call 858-966-4950 from an outside line. You may also send an email to the Customer Service team at refsvc@rchsd.org. Information presented will be carefully reviewed and responded to.
Rady Children’s does not discriminate on the basis of race, color, national origin, sex, gender identity or expression, sexual orientation, age or disability. If you believe you have been subjected to such discrimination please contact Rady Children’s Section 1557 Coordinator (“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: https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf or by phone 800-368-1019 or by mail at: U.S. Department of Health and Human Services, 200 Independence Avenue, 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 Monitoring by phone at 800-994-6610, email at complaint@JointCommission.org, fax at 630-792-5636 or mail at One Renaissance Boulevard, Oakbrook Terrace, IL 60181.

Rady Children’s complies with applicable state and federal civil rights and non-discrimination laws. See https://www.rchsd.org/nondiscrimination for additional information regarding our policies. Language assistance services, free of charge, are available to our patients and visitors. Call 858-966-4096/TDD: 858-627-3002 for more information.

Financial Assistance

• 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 insurance issues, as well as with eligibility for government programs that may help with the cost of medical care.

• Our counselors can also give you information about the Financial Assistance Program if your child does not have insurance and is not eligible for coverage in any plan.

• Call Patient Financial Services at 858-966-4912 for help.
Getting Involved

Rady Children’s Family Advisory Groups

**Family Advisory Council (FAC):** Input from families matters at Rady Children’s! Our Family Advisory Council, composed of family members of patients and Hospital staff, provides feedback and guidance. If you are interested in learning more about serving on the FAC, please visit our website at [www.rchsd.org/about-us/who-we-are/family-advisory-council](http://www.rchsd.org/about-us/who-we-are/family-advisory-council).

**Cardiac Family Advisory Council (CFAC):** The CFAC is comprised of parent volunteers and Heart Institute staff. The CFAC’s mission is to integrate the patient and family perspective into the vital work of Rady Children’s 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 reach out to Juanita Alexander at jalexander@rchsd.org.

**NICU Family Advisory Committee (NFAC):** The Neonatal Intensive Care Unit (NICU) Advisory Committee is composed of parent volunteers and NICU staff and physicians. The NFAC 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. Contact Linda Glenn at lglenn@rchsd.org for more information.

**Transgender Family Advisory Council (TFAC):** 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 our transgender and gender expansive children, youth and their families. For more information, contact: genderclinic@rchsd.org.
Giving to Rady Children’s
Excellent care and compassion go hand in hand.

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

A gift to Rady Children’s Hospital Foundation is an opportunity to say thank you to a member of your care team, a clinical area, or a program that made a difference in your child’s life.

Learn more about giving to Rady Children’s
www.RadyFoundation.org/grateful
or contact us at 858-966-7878.
Parking

Parking is available in five main locations:

- Children's Way North Parking Garage
- Children's Way South Parking Garage
- Birmingham Way Parking Lot (for Specialty Clinics in Building 28)
- Frost Street Parking Lot (outside the Nelson Pavilion near Children's Way)
- Frost Street Parking Lot (for Buildings 7910 & 7920 Frost Street)

Fees are posted at each entrance. Parking tickets can be validated to reduce the cost. Validation is available from inpatient units and at the reception desks of our Specialty Clinics. Please make sure to ask for validation when checking in. Weekly and monthly visitor parking passes are available at the parking lot booths and can be purchased at a reduced rate.

Valet service is also available for a fee at the Rose Pavilion entrance of the Hospital on Children's Way.

Way-finding maps are located throughout the facility, and you’ll also find maps and virtual tours available on our website at [www.rchsd.org](http://www.rchsd.org). Please ask any Rady Children's employee for assistance.
To find out more about our programs and giving opportunities, please visit RCHSD.org or call 858.966.7878.