

## PATIENT RESOURCE CENTER

410-328-9355

Located on the first floor of the Weinberg Building  
Weekdays: 8:30 am – 5 pm

The PRC has many features to support families, such as health education materials, computers with internet access, movie rental and books.

## PASTORAL CARE

Chaplains can always be reached through a patient's nurse or by calling the hospital operator. Between 8 a.m. and 4:30 p.m., you may contact them directly at 8-6014. There is a priest, a rabbi, as well as protestant and nondenominational ministers on staff.

The Interfaith Chapel, located on the first floor of the Weinberg Building, is open all day, everyday. A Catholic Mass is offered on Sundays at 9 a.m. and Monday through Thursday at 12 noon. There is a Vesper Service on Sunday evenings at 7:30.

## SUPPORTING YOUR CHILD'S EDUCATION NEEDS WHILE HOSPITALIZED

School is part of a child's normal routine. Maintaining as much of a normal routine as possible during hospitalization is important to a child's growth and development. The following are some suggestions for ways parents/caregivers may support their child's educational needs while in the hospital.

- Let your child's teacher or school know your child is in the hospital.
- Ask the school for homework to be sent home with a sibling or arrange to pick up the homework for your child to work on when appropriate during hospitalization.

- When medically appropriate, set aside time for schoolwork each day. Make your medical team aware of this, so we can do our best to honor this time.
- Computers are available in the Playroom and Teen Room during regular activity times as resources for supporting educational needs of children and teens.
- If your child is expected to be away from school for a long period of time, Social Work may assist in requesting tutoring services from the school system.
- Social Work & Child Life are also available to help if you have any concerns about school.

## SAFETY

- Please remember to always wash your hands or use the hand gel as soon as you enter your child's room and before you leave. Instruct all family members to do the same. This is the most effective way to reduce the transmission of germs.
- Bedside rails should be up and secure at all times unless giving direct care to your child.
- Please do not sleep in the crib or bed with your baby. Avoid leaving pillows and stuffed animals in your baby's crib as well.
- Children should wear appropriate foot covering while walking. Staff can provide non-slip socks.
- Let the nurse know if your child will be left unattended by a family member.
- Mylar balloons are the only balloons allowed. Please avoid tying balloons to crib rails and beds of children under 4 as this presents a strangulation hazard.



## HOUSE OFFICERS AND TRAINEES

The Children's Hospital is the main teaching facility for the University of Maryland Schools of Medicine, Nursing Pharmacy and Social Work. You will meet students and residents from many disciplines who participate in the care of your child while learning their profession. In particular, there are "housestaff," who are on site 24 hours a day providing medical care under the direction of the supervisory attending. Get to know the members of the health care team, and be involved in the care decisions! Parents are an integral part of the health care team.

## THE TEAM CARING FOR YOUR CHILD

There are many people involved in your child's care. Here are some you may meet:

**Nurse (RN)** – responsible for coordinating your child's care by assessing your child, administering medications and ordered treatments, as well as helping with vital signs (such as blood pressure and temperature) and daily care

**Nursing Assistant (NA)** – assists with your child's daily care by obtaining vital signs, changing bed linens, and any other personal needs

**Nurse Practitioner (NP)** – a RN with special training in pediatrics who works closely with physicians to care for your child

**Charge Nurse** – coordinates patient's admission and discharge, and assists the nurses whenever needed

**Nursing Student** – a student in their 3rd or 4th year of nursing school who are overseen by the nurse and their clinical nursing instructor

**Attending** – a senior doctor who coordinates all of the patient's care and oversees the faculty; a faculty member of the University of Maryland School of Medicine

**Residents** – doctors who are

completing their training in pediatrics  
**Medical Student** – students in medical school who are overseen by the residents

**Child Life Specialist** – provides support and assistance to patients and families to make the hospital experience as normal as possible

**Phlebotomist** – draws blood for lab tests and places IV's ordered by the physicians

**Respiratory Therapist** – administers breathing treatments (i.e. Albuterol) and helps take care of patients who need oxygen

**Occupational Therapist, Physical Therapist and/or Speech-Language Pathologist** – evaluate children and create individualized plans of care to address developmental milestones

such as fine motor skills, gross motor skills, feeding skills and language

**Nutritionist** – works with the physicians to coordinate proper nutritional care

**Social Worker** – works with patients and families to provides counseling in addition to finding community resources

**Case Manager** – a nurse who helps coordinate care on discharge (such as setting up home care nursing, ensuring proper equipment is available or transfer to another facility)

Parents are an integral part of the health care team!



UNIVERSITY of MARYLAND  
CHILDREN'S HOSPITAL

Useful Information for  
University of Maryland  
Children's Hospital

PATIENTS  
& THEIR  
FAMILIES



[www.umm.edu/pediatrics](http://www.umm.edu/pediatrics)



**Welcome to the University of Maryland Children's Hospital.** *The sights, sounds and routine of the hospital may be new to you and can be stressful. We care about you and your family and we are here to help.*

*The following information answers some of the basic questions many families have and may help you feel more comfortable while you are here. If you have any additional questions, please speak with any Children's Hospital employee.*

*On the 5th Floor of the Children's Hospital, there are 4 wings. On each wing, there is an ice and water machine. Please help yourself, but check with a nurse before giving any liquid, or foods, to your child. B, C and D wings have bathrooms for families and visitors. The bathroom in the room is only for the patient. A washer and dryer are also available on B and C wing.*

*Please remember to bring all the medications your child is taking to review with the team; for your child's safety, do not administer these medications unless told it is ok to do so. Also, please have the names and phone numbers of all the doctors your child sees, especially information about the primary care physician.*

### PHONE NUMBERS

#### Pediatric Unit

(A wing): 410-328-5410  
(B wing): 410-328-6245  
(C wing): 410-328-6944

#### Pediatric Intensive Care Unit

(D wing): 410-328-6453

#### Intermediate Care Unit

(D wing): 410-328-8898

Child Life: 410-328-7440  
Social Work: 410-328-6700  
Hospital Lobby: 410-328-5473  
TDD Phone: 410-328-9600

When dialing one of the above numbers from an on-campus phone in the hospital, dial 8 and the last four numbers.

To use the phone in your child's hospital room, dial 9 to get an outside line. If you need to make a long distance call, dial 0 for operator assistance. You will need a calling card to make a long distance call. Cell phones may be used in most areas of the hospital.

When you must be away from the hospital, please feel free to call the unit at anytime to check on your

child. Please do not have family members call the unit directly so we can focus on providing quality care. Ask friends and relatives to contact a family member for information on your child or to call your hospital room directly. The direct number to your child's room is posted on the wall.

We encourage parents and friends to use Caring Bridge, an online resource that allows families to create free, private, personalized websites for easier communication with family and friends during a hospitalization. Please speak with a staff person for additional information or visit the Patient Resource Center for support in setting up a Caring Bridge website.



### VISITING HOURS

General hospital visiting hours for extended family and friends are 10 am to 9 pm.

Families are so important in a child's life which is why we support you being in the hospital with your child as much as you are able to be. Physicians and nurses round in the early morning, so we encourage you to be at your child's bedside at that time so you can participate in the daily plan. A sleep chair to support one parent or adult caregiver staying overnight is available at the bedside on A, B, and C wings. IMC level patients on D wing also generally can have a chair at the bedside. There is a waiting room on D wing with sleep chairs for ICU level patients.

Siblings are encouraged to stay connected with their hospitalized brother or sister by participating in activities at home or when visiting the hospital. Child Life Specialists are available to help support the special needs of siblings. For your child's health and well-being and the health of the other children in the hospital, check with your child's medical team about sibling visitation.

### TELEVISIONS/VIDEO

TV service is free for pediatric patients. We have some mobile carts with DVD players and video games that are shared across the inpatient pediatric units. Movies are available for borrowing from the activity rooms. Families are encouraged to bring in their own DVD player, favorite movies, or video game system from home if they prefer unlimited access to these activities.

### ACTIVITY ROOMS

**The Playroom**, located at the end of B Wing, is for infants and children up to 7 years of age.

**The Teen Room**, located at the end of A Wing, is for children/teens 8 years of age and up.

Structured activity is scheduled 7 days a week. Times are posted outside each activity room and on the information boards in your child's hospital room. The activity rooms are available for children and teens

who are non-infectious. Toys, games, and other activities are available for children and teens in isolation or on bed-rest.

### PARKING

There are several parking lots by the Medical Center, including

- **Underground University Plaza Garage**, located on West Redwood Street, just opposite University of Maryland Medical Center. Open 24-7
- **Baltimore Grand Garage** on Paca Street, between Baltimore and Fayette Streets. Open 24-7
- **Marriott Hotel Parking**, at Lombard and Eutaw Streets. Open 24-7
- **Allright Parking**, at West Redwood and Eutaw Streets. Open 24-7
- **Valet Service** is available at the front of the Medical Center from 7 am – 4 pm. There is a fee in addition to the garage cost. You can have your car retrieved when you are ready to leave the Medical Center by calling ahead to the Valet at 8-8934 on a campus phone.

### RONALD MCDONALD PARENT LOUNGE & SIBLING ROOM

Located on C wing.

This lounge is available 24/7 for parents of children in the hospital. Coffee, microwave, refrigerator, television and internet access are available. Toys, games and a wall-mounted video game are available for sibling use. Sleeping accommodations are not available in the Parent Lounge so that the area can be available for all families at anytime.

The Ronald McDonald House is within walking distance and is for family who qualify. Contact Social Work for more information on getting a referral for a room.



### FOOD

Your child will be provided with meals and snacks that are consistent with the medical care plan.

There are several places to buy food on the first floor of the Medical Center. There are also vending machines by the Court Yard Café and a soda machine by the B wing nurses station.

#### Court Yard Café

Weekdays: 6:30 am – 1 am  
Weekends: 7 am – 3 pm

#### Subway

Open 24 hours daily

#### Mama Ilardo's Pizza

Everyday: 11 am – 11 pm

#### Cypriana Café

Everyday: 7 am – Midnight

#### Au Bon Pain

Open 24 hours daily

#### The Great Cookie

Monday – Friday: 7 am – Midnight  
Saturday: 10 am – Midnight  
Sunday: 11 am – Midnight

#### Rx Brew

Weekdays: 6 am – 4 pm

The Baltimore Inner Harbor is located within walking distance, ¾ of a mile from the Medical Center. There are many places there as well as around the Medical Center where you can eat.

### GIFT SHOP

410-328-9913

Located in the main lobby on the first floor of the Medical Center

Weekdays: 8 am – 9 pm  
Weekends: 8 am – 8 pm

### PHARMACY

410-328-2833

Located on the first floor of the Weinberg Building

Weekdays: 7 am – 6:30 pm  
Weekends: 9 am – 4 pm

### BANKING

410-547-2621

M & T Bank has a branch on the first floor of the Medical Center

M – Thur: 8:30 am – 4 pm  
Friday: 8:30 am – 5 pm  
Saturday: 10 am – 2 pm

There are M & T ATM's by the branch, as well as Bank of America ATM's on the first floor of the North Hospital. There is also a generic ATM located by the Courtyard Café.

**Bring a child's favorite blanket or toy to the hospital!**



**TV service is free for pediatric patients!**