Welcome to M Health Fairview Ridges Hospital Pediatrics

For Patients, Families and Guests

Welcome to patient and family centered care

Care at M Health Fairview Ridges Hospital Pediatrics centers on you—our patients and their families. We are committed to partnering with you to make the best plan of care for you and your child.

You will play a big role in deciding about your child's care. Members of your care team are always here for you to talk to and ask questions.

You are always welcome here

Parents, caregivers and invited guests are welcome on the unit 24 hours a day. In every patient’s room, there is either a reclining chair or a couch that turns into a bed. If you plan to leave your child’s room for a long time, please tell a member of your care team. That way, we can make the best plan for your child while you are away.

Come to bedside handoffs

It’s a good idea for you to be here when nurses change shifts. We call these “bedside handoffs.” Both the nurse who is leaving and the incoming nurse come to your child’s room. They go over your child’s care. This gives you a chance to meet both nurses and ask questions. We invite you to be a part of the conversation.

Safety and security

- Our unit is locked to keep our patients safe. This means that any visitors must ring the doorbell by the unit door. Our staff will let them in. There is a security camera at the entrance to our unit as well.
- All patients age 7 and under will have a security band on their wrist or ankle. This band will set off an alarm if the patient is too near the exit door.
- Please always keep your wallet, purse and other valued things with you.
**Isolation**

We have to keep some children away from other patients and visitors to prevent illness from spreading. This is called “isolation.” If your child is in isolation, they only leave their room to go to tests or treatments.

When your child is in isolation, you and your guests will have to follow some safety rules too. Check with your nurse about safety rules to follow when entering and leaving the room.

**Daily routines in the hospital**

What will your child’s day be like? For most children, there is a daily routine in the hospital. Routines help kids feel more secure when they are away from home. You or we can write your child’s daily plan on the white board. That way, your child will know what to expect. Here are some things to expect each day:

**Assessments (Checking)**

The medical team will check on your child day and night. While your child is sleeping, we will be as quiet and discreet as we can. We know your child needs sleep in order to heal.

**Vital signs**

The nurse will check your child’s breathing, blood pressure, temperature and pulse as needed.

**Weight**

Your child’s nurse will weigh your child at different times during your stay.

**Bathing**

A daily bath is good for your child. Keeping the skin clean helps fight illness from germs. We can give your child a bed bath if they do not feel up to getting in the bath or shower.

**Exercise**

Muscles need a break from being in bed. We will ask your child to sit in a chair and do something each day if they can. Even if your child does not feel good, some daily movement will help the body heal.

**Meals and room service**

Room service is open 6:30 a.m. to 6:30 p.m. There is a menu in each patient room. Meals are made to order and brought to your room within 45 minutes. Patients and parents may call **741** from the bedside phone to place orders or ask questions.

**Meals for family members**

Family members may order a guest tray from patient menus. The guest tray is a set price. You can choose 1 entrée, 2 sides, 1 dessert and a drink. We only accept credit cards—no cash or checks. Guests may also visit the cafeteria on the first floor.

**Patient kitchen**

Most of your child’s food will come from room service, but we do keep some items in the patient kitchen. The kitchen is near the entrance to our unit. We have:

- Water and ice
- Coffee
- Milk
- Popsicles, fruit ice and jello
- Crackers

There is a refrigerator for families too. You are welcome to store food in there. Just make sure it’s labeled with the room number and date.

You may also bring food from home. But check with medical staff to make sure it is OK for your child to eat.
Helping you and your child cope

Helping with your child’s pain

Taking care of a child’s pain is a big part of healing. We are committed to your child’s comfort.

We will partner with you to make a pain and comfort plan for your child. We will ask you and your child to tell us about their pain. We will ask how well your child’s comfort plan is working. We will give your child ways to talk about the pain so we know how much it hurts.

We offer extra help with pain and anxiety during tests and treatments. For example:

- Placing the child so you can hold and console them
- Numbing cream or spray on the skin
- Nitrous oxide
- Using our special treatment room

Be sure to tell your nurse or doctor any time your child’s pain changes.

Giving your child choices

Kids and teens usually don’t get to choose whether to take their medicine or get a treatment. But we can let them choose:

- How to take their medicine (before or after lunch)
- Where to have their treatment (in their own room or in the treatment room)

Our Child Family Life team can help with all of this!

Talking to your child

Children want to know what to expect when they are in the hospital. They especially want to know what will happen during a test or treatment.

Special places for treatment and play

Treatment room

We have a separate room where children can go for medical routines like IV starts and blood draws. We use this room whenever we can. Going to a different room for treatment helps keep your child’s own room a “safe place.”

We will work with you to decide if using the treatment room is best for your child. Please talk with your child’s nurse or a Child Family Life specialist.

Playroom

Our playroom has toys, crafts, books and games for different ages. Ask your nurse if your child may go to the playroom. You must watch your children in the playroom.

You may also bring things to your child’s room from the playroom. You may keep them in your child’s room during your stay. Please do not take things back to the playroom. Give them to a staff member or volunteer when your child is done with them. We need to clean them carefully.

Children in isolation are not allowed to go to the playroom. Brothers and sisters of patients in isolation are not allowed either.
But how do you tell them without scaring them? Here are some tips:

- Be prepared. Get good info from sources you can trust.
- Be calm. Your child can sense when you are worried.
- Be honest. Use simple, non-scary words to describe things.
- Respect your child’s desire to know. Some kids want to know all the details. Others don’t.
- Ask your care team questions, both your own questions and your child’s.
- Partner with the medical team in your child’s care.

What works best?

- Reassure your child.
- Give your child facts that make sense for their age.
- Encourage your child.

What doesn’t work?

Don’t make promises, guesses or threats.

Your child’s health care team

You have the right to know who is caring for your child. All hospital staff and volunteers wear badges that show their name, department and photo.

Medical staff

Your child’s doctor will partner with you and the nursing team on your child’s plan of care. They will order any needed tests, treatments and medicines. The medical team will visit your child at least once a day.

Nursing staff

Our nurses are highly trained and devoted pros. They care for children 24 hours a day. Together with the rest of the team, they manage your child’s care. They assess and treat your child. They also help you and your child understand and cope with medical problems and treatments.

Child Family Life Specialists

Certified Child Family Life Specialists work with patients and families. They help children understand things at the child’s level. They can reduce fears and help children cope before, during, and after medical events.

Case managers

This is a team of registered nurses and social workers. They work with patients, family and doctors to plan your child’s care during and after a hospital stay. They can also connect you to resources to help you move from the hospital to home.

Diagnostics

Diagnostic services help find out what is going on inside your child’s body. It may be through blood work, X-rays or other tests.
**Therapists**

Your child may get care from respiratory therapists, physical therapists, speech therapists or occupational therapists. These pros bring their unique skills and point of view to your child's care.

**Chaplains**

Our chaplains are an important part of the health care team. They serve the spiritual and emotional needs of all people, regardless of their faith. Chaplains guide patients and loved ones through illness and healing.

**Pharmacy**

Our Fairview Pharmacists know the best ways to use medicines. They work very closely with your doctor when the doctor orders medicine for your child.

**Other hospital services**

- **ATM**—1st floor outside the Cafeteria
- **Cafeteria**—1st floor. Follow the signs. Open 7:00 a.m. to 6:30 p.m. Monday through Friday, and 7:30 a.m. to 6:30 p.m. Saturday and Sunday
- **Vending machines**—1st floor by the Cafeteria
- **Gift shop**—1st floor by the main hospital entrance
- **Chapel**—1st floor in the hall behind the gift shop
- **Retail Pharmacy**—1st floor. Follow the signs.
- **Free Wi-Fi Internet access**—We'll explain how to log on when we admit your child. Instructions are also in your child's room.

**Food delivery and things to do**

Parents and caregivers need to take breaks. We have info about local places to visit and restaurants that deliver! Ask a Pediatric staff member.

**Questions? Comments? Concerns?**

Call the Pediatric Nurse Manager: 952-460-4435
or Call the Pediatric Patient Care Supervisor: 952-892-2481

Thank you for choosing our hospital.