The New Family Resource Center Offers Families of Patients a Comfortable Place to Research or Relax

The new Family Resource Center at Women & Children’s Hospital of Buffalo supported by an online presence will open in March to offer families of patients a comfortable place to access helpful information pertaining to an inpatient admission or other hospital visit.

“With our Family Advisory Council comprised of parents of current and former patients, support from local community partners and new ideas shared by international experts in promoting family-centered care, we’ve created this new Family Resource Center to help support our families seeking information about their hospital visit or simply a comfortable place to relax,” said Ann Maghran, Family Centered Care Coordinator.

The Family Resource Center, to open the week of March 11, is located on the first floor just off the main lobby and near the 118 Hodge Avenue entrance. It will be open to all patients and their families Monday through Friday from 9 am – 4:30 pm, with extended hours planned for the future.

This new multi-purpose Family Resource Center offers comfortable space for families that includes the following:

• Information on community resources, agencies and services accessible via websites and hard copies
• Approved information, books and websites specific to condition and diagnosis
• Recreational books and videos in a lending library setting
• Computers for family use (to check email, research, pay bills, etc.)
• Copy/Fax machines
• Space for support groups or other families of patients to meet

The Family Resource Center is supported by an online presence accessible at www.wchob.org/familyresourcecenter, which currently offers a wide variety of information for families of patients, including:

• Patient visitation guidelines
• Tips for preparing for your visit with how to talk with your child about the hospital and preparing or surgery
• Patient and family education materials
• Support services available for families throughout the hospital and in the community
• Hospital amenities
• Where to stay for nearby accommodations
• Dining options available inside the hospital and in the surrounding Elmwood Village
• Map and directions, information from the Buffalo Airport, Metro Rail or Bus, Thruway and other forms of travel
• Patient financial services and the ability pay your bill online

For more information about the Family Resource Center, please contact Ann Maghran by phone at (716) 878-1839 or email at amaghran@kaliedahealth.org.