

## Services and Questions?

- We would like to help make your stay as comfortable as possible. For parent/guardian sleeping arrangements, a sleeper chair is provided for one parent to sleep in the room with your child. There is a restroom across from the family room and more down in the visitor waiting room.
- Shower facilities are available: the staff can assist with personal hygiene items and towels.
- A telephone is located at each bedside. Dial 9 to access an outside line. Internet access ports are also at each bedside. There is a computer in the family room, from which to access the internet.
- We have many support services available: Social Work, Pastoral Care, Child Life, Family Centered Care Coordinator, and others. Please refer to the Patient Notebook for more information.
- For immediate concerns, please call our secretary at (716) 878-7484. Our secretary will then page the manager on call for the PICU, and they will return your call promptly.

Our staff take great pride in the care we provide and we understand how stressful this time can be. Please feel free to ask as many questions as you need to feel comfortable about your child's care or share concerns with the hospital staff. We are here to help you.



## Privacy and Security Information

For information about your child, call the PICU at **(716) 878-7484**. To ensure your privacy is maintained and that information about your child's condition is told to you, we have created an access code for you to use when calling in. Information about your child will be provided only when the correct code is given. Please secure the code and give it only to those people you allow receiving information on your child.

Your child's access code is: \_\_\_\_\_

Above all please know that we invite your participation, and we thank you for entrusting us with the care of your child.

Language assistance services are available free of charge for anyone who has a need for an interpreter.

Tenemos servicios de ayuda en Español, para cualquiera que necesita un intérprete.

## Pediatric Intensive Care Unit (PICU)

PARENTING AND VISITATION GUIDELINES



The Pediatric Intensive Care Unit (PICU) at Women & Children's Hospital of Buffalo is dedicated to quality and safe patient and family centered care. We believe families play an integral role in their child's or adult family member's healing and care. We pledge to enter into a partnership with you throughout your child's stay.

## Parenting in the PICU

Our goal is to provide a healing and therapeutic environment. Parents and caregivers are welcome at their child's bedside 24 hours a day.

Each morning, the PICU team start their morning rounds at 8:30 a.m. and visit each patient bedside (not in a particular order) to discuss his/her plan of care. We invite and encourage you to participate in these collaborative rounds. If you will be absent from your child's bedside please inform your child's nurse. If you miss rounds, a doctor will be available for updates.

Should a parent wish to stay with their child overnight, we are able to safely accommodate one sleep chair at each bedside. Please refer to the Patient Notebook for alternative accommodations.

We encourage parents to care for their child in anyway you are comfortable and is safe for the patient. We encourage you to bring in familiar items from home such as a blanket, picture or small toy for your child's comfort.

## Patient Safety

Washing your hands with soap and water is the best way to prevent the spread of germs. Hand sanitizer is also available at each bedside. We require that everyone wash their hands before entering and after leaving the room.

Isolation (keeping the patient separate from others) protocols are meant to protect patient, visitors and caretakers. Signs at the doorway will designate which type of precaution (safety measure) is necessary. Your nurse can assist you.

Gown, gloves and mask are at each entry. Please remove these protective items in the patient room before leaving. We ask that your child's bedside rails be up, especially when you leave the room. Let your child's nurse know when you are leaving so we can ensure your child's safety. Please ask questions anytime we can help.

## Family Visitation Room

*Donated by the LaRock Family and Sunoco-Aplus Corporation*

Take a few slow deep breaths. It is important for you to take care of yourself so that you can be strong for your child. This room is intended for use by parents/caregivers for this purpose. Please be aware that the family room is primarily for the use of parents/guardians of patients.

Visitors should use the waiting room located outside the unit across from the surgical suite. We ask that you respect other families' privacy as this is a room to be shared by all the PICU families.

Overnight accommodations are not provided in the family room. Please enjoy the use of this room for your meals. Some patients are not able to eat or drink, and it can be upsetting for them if you eat at their bedside. Family need to use this room to stay close to their loved one.

Please label and date all food that goes in the refrigerator. If not labeled, it will be thrown away for food safety reasons. Help us to keep this family room clean, and notify the staff if cleaning is necessary.

We understand that this is a difficult and stressful time and having family close by is helpful.

## Visitor Guidelines

For patient safety, every parent and visitor must obtain a visitor pass in the main lobby before going onto the floor. Picture ID is required. These guidelines apply to persons other than parents or their designees:

- All visitors must have the approval of the child's parent(s).
- Visitors with a fever, cough, cold or rash are asked not to visit in order to prevent the spread of infection.
- We request that all visitors call from the outside waiting room prior to entering the unit.
- Visitors are welcome during the hours of 11 a.m. until 8:30 p.m.
- Safety concerns and limited space allow for only two (2) visitors at each bedside.
- Please respect the bedside nurse who may, on occasion, need to limit visitation.
- During an emergency situation, we may need to restrict visitors or block a hallway.
- For patient confidentiality, we ask that you remain in your rooms during our nursing staff shift change at 7 a.m. and 7 p.m.

## Sibling Visitation

Being separated during hospitalization may be emotionally difficult for patients and their siblings. If you feel that a sibling visit would be beneficial, please discuss this with your child's nurse. Siblings with a fever/cold/cough should not visit.