

YOUR GUIDE TO

*Labor
&
Delivery*



Millard Fillmore Suburban Hospital
A Kaleida Health Facility



TABLE OF CONTENTS

Welcome Expectant Parents!	2
About Our Hospital	2
About Our Mother-Baby Unit	2
Department Directory	2
Preparing for Delivery	3
<i>Choose a support person; Participate in Childbirth Education; Choose your Baby's Healthcare Provider; Details; Items to Bring to the Hospital; Create a Plan; Your Plan Should Include; Know When to Call; Reasons to Call; Your Other Children; Organize your Healthcare Coverage Information; Billing Process</i>	
During Delivery	5
<i>Visiting Guidelines; Pain Relief; Comfort Aids for Mom; Pain Relief for Scheduled Caesarean Section Mothers</i>	
Miscellaneous	6
<i>Religious Information; Restrooms and Waiting Areas; Incoming Calls; Outgoing Calls; Cell Phones; Electrical Appliances; Jewelry/Money/Valuables; Smoking; Visitor Needs; Refreshments; Cafeteria Hours; Birthday Shop; Mail and Flowers; Telephone and Television</i>	
After Delivery	7
<i>About your Baby; Circumcision; Neonatal Intensive Care Unit (NICU); Visiting Hours; About Mom; Your Baby's Safety; Celebration Dinner; Newborn Photo; Baby Web Page; Naming Your Baby</i>	
Important Postpartum Stay Details	8
<i>Your Room; Baby's Feeding Time; Nursery; Your Comfort; Your Meals; Bill of Rights; Appreciation</i>	
Going Home	9
<i>Discharge; Car Seats; Home Care Pharmacy; Mother-Baby Unit Visiting Guidelines</i>	
Resources for Your New Family	10
<i>Breastfeeding Support; Crib Safety; Crib Assistance; Immunization Information; Circumcision Information; Car Seat Information; Family Issues; NICU Parent Support Group; Ronald McDonald House</i>	

WELCOME EXPECTANT PARENTS!

The anticipation of bringing a new life into the world is as exciting for family and friends as it is for you. Our labor and delivery physicians, nurses and support staff want to assure you that your child's birth will be accomplished safely and with dignity, so you and your loved ones can have the most positive experience possible.

Please read the following information to familiarize yourself with our unit and understand our goal of providing the care you deserve.

ABOUT OUR HOSPITAL

At Millard Fillmore Suburban Hospital, we understand that healthy babies start with healthy mothers. Our caring team of healthcare professionals provide family-centered care to help bring healthy, beautiful babies into the world. Patients travel to our facility from all over Western New York.

ABOUT OUR PRENATAL TESTING CENTER

Millard Fillmore Suburban Hospital offers outpatient screening for expecting mothers including 3D ultrasound and Nuchal Fold Translucency testing.

ABOUT OUR MOTHER-BABY UNIT

What specialties do our nurses practice?

We have neonatal nurse practitioners as well as registered nurses in labor & delivery that are Neonatal Resuscitation Program (NRP) certified and Internationally Board Certified Lactation Consultants (IBCLC).

How big is our department?

Our team boasts a total of 60 RN's, nurse aides and Lactation Consultants. We have 23 patient beds and all of our rooms are private.

What makes us unique?

We offer a fetal monitoring system that keeps an eye on the well-being of your baby, with information accessible throughout the OB area.

MILLARD FILLMORE SUBURBAN HOSPITAL DEPARTMENT DIRECTORY

Administration	(716) 568-6700	Mother-Baby Unit Manager	(716) 568-6538
Childbirth Education	(716) 568-3628	Pastoral Care	(716) 568-3777
Emergency Department	(716) 568-6550	Perinatal Center	(716) 568-6653
Suburban Family Pharmacy	(716) 568-3784	Prenatal Bereavement Support	(716) 568-3628
Labor and Delivery	(716) 568-6570	Poison Control Center	1(800) 222-1222
Labor and Delivery Unit Manager	(716) 568-6725		
Lactation Consultant	(716) 878-7046 or 568-6720		
Mother-Baby Unit	(716) 568-6720		

We provide interpreters to assist patients who do not speak English or patients and their families may ask for a telephone that can be used to translate in the event that there is no interpreter available.

PARKING

There is free parking available and valet services offered for a minimal fee at Millard Fillmore Suburban Hospital.

PREPARING FOR DELIVERY

Preparing for the birth of your child is one of the most important tasks you and your coach can complete to ensure a successful delivery. Read the following suggestions to help you get ready.

Choose a support person

Every expectant mother should choose one or two labor support people to be active participants in the birthing process. Your labor coach(s) should receive relevant training to help them provide constant emotional and physical support for you throughout the stressful time before, during and after delivery.

Support people/partners are not just visitors or casual observers but critically important participants with key responsibilities.

Childbirth classes

Approximately two-three months before your baby is born, you should attend childbirth classes to learn about the following and more:

- Baby basics
- Birthing Basics
- Breastfeeding
- Caesarean delivery
- Comfort measures and positioning in labor
- Three week childbirth series.
- Would you like to complete childbirth classes in the comfort of your own home?

Call (716) 568-3628 for more information regarding ONLINE childbirth education classes.

Choose your baby's healthcare provider

Your baby's first check-up will occur shortly after birth while you are still in the hospital, so you must start thinking about your baby's healthcare provider now.

- Make a decision on a family practitioner or pediatrician for your baby by the seventh month of pregnancy to be sure you have a doctor available should you deliver early.
- Obtain a business card from the healthcare provider you choose and bring it with you to the hospital. You will be asked for the name of your family practitioner or pediatrician.
- If you do not have a pediatrician when you arrive, the staff pediatricians at the hospital will care for your baby.

What should I bring to the hospital?

Mothers and babies are usually not in the hospital very long after birth, but there are still some important things you need to bring. Pack a suitcase four weeks before your due date with the following items:

- A comb, brush, toothbrush, toothpaste, make-up, etc.
- Baby book
- Camera
- Cosmetics /shampoo
- Friends and family phone list
- Slippers/flip-flops
- Shower shoes
- Snacks for your support person
- Two bras (Buy nursing bras if you will be breast-feeding)
- Two or three nightgowns and a bathrobe (nightgowns can get messy after birth)
- Underwear
- Bed pillows with pillow cases other than white.
- Ipod/music for relaxation
- Lipbalm
- Comfortable clothes for your hospital stay

Babies need to ride in infant car seats on the way home. They are not safe riding in your arms in a car. Have a family member bring your baby's car seat to the hospital when you are ready to go home.

Create a plan

Most people don't think about having to go to the hospital before the baby is due, but developing a plan to address the possibility can prevent a stressful situation from becoming unmanageable.

Your plan should include

- Care for your other children
- How to reach your primary support person(s)
- Transportation to the hospital and home
- Who to notify and emergency contacts

Know when to call

Unusual changes in your medical condition might cause you to need hospital care earlier than your delivery date. Do not try to treat yourself or use any over-the-counter medications without talking to your doctor first.

Reasons to call

- Labor pains, cramping before your due date
- Your water breaks
- You are experiencing vaginal bleeding
- You have not felt your baby move or a significant decrease in movement
- You feel something is not right
- Fever
- Severe headache, seeing spots or flashing lights
- Urinary discomfort
- Abdominal pain

Call your doctor immediately or come to the emergency room if you have any of the above symptoms.

Your other children

Childcare is not available at Millard Fillmore Suburban Hospital. You must find someone to care for your other children while you are in our facility.

Organize your healthcare coverage information

If you think there will be a problem paying for your hospitalization, please contact the Patient Financial Services Department at (716) 859-2161. Our facilitated enrollers may be able to help you apply for medical assistance. You will need to bring your insurance cards every time you receive services at Millard Fillmore Suburban Hospital.

DURING DELIVERY

We offer 9 labor and delivery rooms designed with both the comforts of home and the modern technology needed to welcome your new baby safely into this world.

A neonatal team is available 24/7 for high risk deliveries including Women & Children's Hospital of Buffalo Neonatal Nurse Practitioners and Neonatologists.

Visiting Guidelines

The birth of your baby is an exciting time for you and your family. Visitation is encouraged to promote a family centered environment. Our priority is to give the best experience possible. ***Each patient is provided with four passes for visitors who may visit.*** Please help us maintain a safe environment for you and your family by following these guidelines:

- In the triage area visitors are limited to only one support person due to space constraints.
- We ask that during your stay on labor and delivery no more than two chosen support persons are present. At any given time staff may need to ask support persons to step into the waiting area to assure patient safety and privacy. If delivery must occur in the operating room, one support person may be permitted if circumstances allow. Siblings are not allowed in labor and delivery in order to promote the golden hour immediately following birth.
- In following hospital policy, we ask that no visitors under the age of 14 be in the labor and delivery area.
- Anyone who is sick or has been exposed to an infectious disease should not visit.
- Millard Fillmore Suburban Hospital is a smoke free facility. No smoking is allowed on hospital property.
- Per federal law, staff is not permitted to give any information over the phone.
- Please be courteous to all patients and understand some may be severely ill or may be going through difficult situations.

Thank you for choosing Millard Fillmore Suburban Hospital to be part of your childbirth experience.

Pain Relief

As one of the few hospitals that provide in-house, dedicated board certified obstetric anesthesia service around-the-clock, we offer the most effective pain management.

Several types of anesthesia are offered at Millard Fillmore Suburban Hospital. After careful consideration of your medical and surgical history, your overall health, physical status, the nature and length of anesthesia needed and your personal preference, your anesthesiologist will recommend the most appropriate pain medication for you.

If you have any questions, please talk with your anesthesiologist or call the Department of Anesthesia office at (716) 568-3600 during business hours.

Comfort Aids for Mom

Birthing balls are available and each room has a television equipped with a radio to help you relax. There are ipod charging stations also available. Ask your nurse for details. Showers are available in each birthing room.

If having a scheduled C-Section, please note the following tips:

- Do not eat or drink after midnight
- Arrive at the hospital at least two hours prior to your surgery time
- Check with your doctor before taking morning medications
- Remove all jewelry, acrylic nails, nail polish and body piercing jewelry

MISCELLANEOUS

Religious Information

A hospital chaplain is available for new mothers and families each day of the week at (716) 568-3777. Chaplains are also on-call 24 hours a day and can be reached by calling the hospital switchboard at (716) 568-3600.

Your family's clergy are welcome to visit at any time during your hospital stay, and Catholic and Protestant Communion is available upon request.

Restrooms and Waiting Areas

Restrooms and a waiting room, are located outside the Labor and Delivery unit, but this room fills up quickly if each patient has many visitors. The main lobby waiting room can also be used by visitors 24 hours a day/7 days a week.

Incoming Calls

We are committed to protecting your confidentiality and will not give out protected patient information, regardless of who calls.

Outgoing Calls

Outgoing local calls are free in the Labor and Delivery Suite. Dial nine and the telephone number. Regional and long-distance calls require a calling card or operator assistance.

Jewelry/Money/Valuables

Leave all valuables at home except your wedding band and have a small amount of cash for coffee and newspapers.

Smoking

Millard Fillmore Suburban Hospital is a smoke-free environment and all patient rooms and hallways are equipped with smoke detectors.

Visitor Needs

All visitors must obtain a pass. There is open visitation on the maternity floors for all significant others. Staff cannot give medication to anyone other than the patient. Visitors must bring their own medications and pain relievers with them.

Vending machines for visitors are available. Wireless internet is available in the hospital.

Cafeteria Hours

Monday - Friday	Breakfast: 7:30 a.m. Lunch/Dinner: 11:00 a.m.-1:30 p.m. Light Menu: 4:00 p.m.-6:30 p.m.
Weekends and Holidays	Breakfast: 7:30 a.m. - 9:30 a.m. Lunch/Dinner: 11:00 a.m.-6:30 p.m.
Garden of Eatin	The Women's Board of Millard Fillmore Suburban Hospital's coffee shop provides breakfast, lunch and dinner table service and takeout daily from 8:00 a.m.-8:00 p.m. on the ground floor. You may call ahead at 568-3688.
Tim Horton's	Tim Horton's is located in the main lobby available 24 hours a day/7 days a week

Gift Shop

The gift shop is located in the main lobby across from the pharmacy.

Mail and flowers

Hospital personnel distribute mail and flowers to patients as these items arrive. The hospital address is: Millard Fillmore Suburban Hospital, 1540 Maple Rd., Williamsville, NY 14221.

AFTER DELIVERY

About Your Baby

Healthy newborns are allowed to remain with parents immediately following birth so you may share your newborn's first moments together.

All infants will receive their physical assessment and first bath in the transitional nursery during the time the mother is being transferred to the patient floor. Millard Fillmore Suburban Hospital greatly encourages the "Golden Hour" of newborn care which occurs immediately following birth. This is an important time for baby and parents to spend alone getting to know one another. Skin to skin contact is also recommended at the facility within the first few hours of birth to initiate bonding and development of a sense of security for the new born. Research has shown these techniques create greater success in transitioning to home for the mother and newborn.

Circumcision

Circumcision is a very personal decision made by the parents and obstetrician. A consent form for the procedure must be signed by the parent and witnessed. Special circumcision care instructions will be provided to you.

Neonatal Intensive Care Unit (NICU)

The majority of all deliveries are healthy babies that go to the Newborn Nursery, a Neonatal Intensive Care Unit (NICU) for those babies who need special critical care services is available at Women & Children's Hospital of Buffalo, however plans are being developed for a level II NICU at Millard Fillmore Suburban Hospital to open in 2013.

Visiting Hours

Hospital visiting hours are 11:00 am - 8:30 pm. Refer to visiting guideline section for specific labor and delivery hours.

About Mom

Approximately two hours after your delivery, you will be transferred to the Mother-Baby Unit where a nurse will care for you in the restful atmosphere of a completely private postpartum room. There you will be given instructions on how to care for yourself and your newborn so you can hold your baby in comfort and get ready to greet visitors.

One nurse is assigned to both you and your baby on each shift to help you learn the basics of general baby care and promote the most effective caring process.

Breastfeeding and baby care classes are held on the mother baby unit.

We have open visitation for significant others but exceptions may be made at the discretion of nurse or physician. Anyone who is sick or has been exposed to an infectious disease (chicken pox, flu, etc.) in the past three weeks should not visit you or your baby.

Children under 14 years are not eligible to visit unless they are siblings of the newborn, particularly during the flu season as designated by the hospital.

Your Baby's Safety

Our Infant Surveillance System is part of an overall plan to help keep your baby safe. Please pay attention to the following safety information:

- Only staff with a pink badge are authorized to move infants.
- Identification bands are ONLY given to mom, baby and spouse or significant other.
- Your baby should never be left alone in your room for any reason. Take your baby to the unit nursery if you need to leave the room.
- Babies are always moved in their cribs, not carried in the arms.
- Babies sleep in their cribs on their back while in your room.

IMPORTANT POSTPARTUM STAY DETAILS

Your Room

Our private, spacious maternity rooms are designed with your comfort in mind. Extra privacy and a homelike environment allow you to enjoy your baby with your family and friends.

We are an environmentally friendly facility that participates in Go Green efforts so sheets and towels are changed as needed. Please tell your caregiver if you want the linens changed more frequently than is being provided.

Baby's Feeding Times

Breastfeeding your baby as soon as possible after delivery, especially in the delivery room, is important because breastfed babies are fed on-demand. We encourage you to remain with your baby so you can begin to recognize the subtle cues that your baby is ready to eat. Our nursing staff and lactation consultants are available to offer assistance and to provide information whenever you need it.

It is our standard of care to encourage Rooming In and Skin to Skin contact with your baby for successful feeding and bonding. We prefer to include partners in the education of caring for your new family.

Breastfeeding help and education will be offered to you during your stay and when you leave.

Formula Feeding: If you choose to formula feed, instruction and education are also available. Formula and bottle are provided for newborns during their hospital stay.

Nursery

Newborns can be taken back to the nursery at any time, but we encourage you to keep your baby with you so that you become comfortable caring for your new infant. Please bring your baby to the nursery if you are alone and going to shower.

Your Comfort

Your physician will order any needed medication to relieve discomfort. Please let your nurse know if you are in pain or if your medication is not effective so we can alert your physician.

Your Meals

Room service is provided so that you can order and have your meal fresh when you are ready to eat during the designated timeframes for breakfast, lunch and dinner. You will receive that information upon check in to your room. Special dietary needs are reviewed by our dietician.

Celebration Suites

A celebration suite is available upon request.

Newborn Photo

A First Photo representative will contact you to discuss photo packages, but you are not obligated to purchase pictures.

Naming your Baby

The baby will be known by the mother's last name for identification and security reasons during your hospital stay. A nurse will provide you with a packet of information to complete and return prior to discharge. This information is delivered to our medical records department and forwarded to the Town of Amherst Vital Statistics Department, which will issue and mail your child's birth certificate to your house within four to six weeks.

If you are not contacted for this information during your stay, you will be contacted at home. If you have any further questions, please call (716) 568-6500.

GOING HOME

Discharge

Mothers generally stay in the hospital for two days after a vaginal birth and three days after a Caesarean Section. On the day you are ready to leave, your obstetrician and pediatrician will assess you and your baby and provide the following services:

- Your providers will write your discharge orders.
- Your nurse will review the discharge instructions and basic care with you until you understand them.
- Discharge time is 11 a.m. Please try to make arrangements to leave by this time.
- A Mother-Baby Unit nurse will check you and your baby's identification before you leave.
- A staff member will take you and your newborn in a wheelchair to your car at the hospital entrance.
- New York State law requires a protective car seat for your baby.
- Helpful written instructions on caring for your baby and yourself are included.

- Consider asking your OB and Pediatrician for a home visit from a visiting nurse for baby and mom to check the baby's weight, evaluate breastfeeding and check on mom.

Car Seats

You can bring your car seat to the hospital after you deliver, but if your baby is delivered less than 37 weeks or weighs less than five pounds, eight ounces you will need to have your car seat tested with your baby in it prior to discharge.

Home Care Pharmacy

The hospital has a convenient pharmacy located on the first floor across from the gift shop if you need to have any prescriptions filled prior to leaving the building or contact Suburban Family Pharmacy (716) 568-3784 (DRUG).

Bill of Rights

The Manager of Hospital Relations welcomes questions regarding your patient rights or comments regarding your stay at Millard Fillmore Suburban Hospital. Call (716) 568-3569.

Appreciation

We appreciate your kind thoughts about the care you receive from our employees, but hospital policy does not allow employees to accept monetary gifts from patients or their families.

RESOURCES FOR YOUR NEW FAMILY

Breastfeeding Support

Millard Fillmore Suburban Hospital lactation consultants can be reached at (716) 568-6720. They can assist you during and after your hospital stay, as well as offer assistance with renting a breast pump and other breastfeeding aids.

- LaLeche League

1-800-525-3243

- In the Workplace

Talk to your employer about breastfeeding policies to help you breastfeed as long as you and baby desire.

Crib Safety

For more information about crib safety, visit www.kidsource.com.

Crib Assistance

If you do not have a crib and cannot afford one, call the SIDS Alliance at 1-800-721-7437.

Immunization Information

Find reliable vaccine safety information online at www.cdc.gov/vacsafe.

Circumcision Information

For information on circumcision, refer to the American Academy of Pediatrics website at www.aap.org.

Car Seat Information

Call 1-800-227-2358 for car seat information and a list of places where you can take your car to check if you have installed the seat safely. This line is answered 8 a.m. - 5 p.m. Monday through Friday. You can find a seat check location near you by visiting: www.seatcheck.org

Family Issues

Pregnancy affects all family members. If your relationship with your partner is difficult and includes aggression or violence, let your healthcare provider know right away and/or call **1-800-799-SAFE (7233) /1-800-787-3224 (TDY)**.

For free help call the Family Justice Center: **716-558-SAFE** or visit fjcsafe.org located at 237 Main St 14th floor, Buffalo, NY

Childbirth Education

The birth of your baby is one of the most exciting and joyful times in your life. At Millard Fillmore Suburban Hospital and Women & Children's Hospital of Buffalo, our Childbirth Classes are designed with you and your family in mind. Our experienced staff will work with you to help ensure the safest and most satisfying birth experience possible. We'll explain the facts and options available in maternity care and answer all of your questions.

Our classes include instruction in labor and delivery, breathing techniques, exercises, Caesarean births, recovery and infant feeding and care. Sibling classes, as well as classes in infant safety and CPR and infant development and stimulation, also are offered.

Approximately two-three months before your baby is born, you should attend childbirth classes to learn about the following and more:

For a complete list of education classes for you and your baby visit childbirth education classes on suburban.kaleidahealth.org.

Destination Maternity® Learning Center Classes

An on-going schedule of childbirth, maternity and pediatric education classes are offered in partnership with Women & Children's Hospital of Buffalo and Destination Maternity®, 2130 Walden Ave. in Cheektowaga, NY. Classes currently offered at Destination Maternity include Baby Basics, Breastfeeding, Car Seat Safety Check, Childbirth Education, Hypnobirthing, Mommy and Me, Prenatal Nutrition among others. **Call (716) 878-7342 for more information.**

E-Learning

Busy schedule, need a refresher course, or just short on time? We are proud to be offering the areas first online childbirth education class beginning August, 2012. Take the time you need and complete the course in the privacy of your own home. You will be partnered with one of hospital's childbirth educator's to assist you in the process and are encouraged to schedule a tour of the facility prior to giving birth. Call (716) 568-3628 for more information.

Breastfeeding classes

Call (716) 568-3628 for more information.

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

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



Millard Fillmore
Suburban Hospital



www.BuffaloBaby.org

Thank you for choosing Millard Fillmore Suburban Hospital.

We rejoice in every new life and look forward to taking care of you and your loved ones for many years to come.



Millard Fillmore
Suburban Hospital

A Kaleida Health Facility

1540 Maple Road | Williamsville, NY 14221 | tel: (716) 568-3600

www.suburban.kaleidahealth.org