Information for Families
Please take a few minutes to read this booklet. We hope it answers your questions and addresses any concerns you have about your child’s stay. Our staff is committed to serving your child’s health care needs and to making your stay at our hospital as comfortable as possible. We take our responsibility to care for you and your child seriously, and we will work every day to earn your trust.

**Our Mission**
To enhance the quality of life for the people and communities we serve, touch and support

**Our Vision**
Where incredible people provide incredible care ... every day

**Our Values**
Excellence ... our standard
Compassion ... our distinction
Teamwork ... our advantage
Education ... our investment
Innovation ... our future

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### Partnership Pledge

At Vidant Children’s Hospital, we take a team approach in the quality and safety of your child’s health care. We recognize that patients and families are essential members of this team. We invite you and your family members to actively participate on your child’s health care team.

**WE PLEDGE TO ALWAYS:**
- Introduce ourselves
- Treat you and your child with respect and dignity
- Honor your child’s privacy
- Clean our hands before working with your child
- Check your child’s identification before medications, procedures and treatments
- Explain your child’s care and treatment
- Listen to your thoughts, questions and concerns
- Work with you to plan your child’s care
- Ask if you have any safety concerns and take steps to address them
- Ask about your child’s pain and keep your child as comfortable as possible
- Welcome your feedback

**WE WANT YOU TO:**
- Ask questions
- Be a good communicator — be clear and accurate about your child’s medical history and current medications
- Clean your hands often and remind your family and visitors to do the same
- Check the information on your child’s identification band for accuracy
- Work with the health care team to plan your child’s care
- Speak up if you have concerns
- Respect other patients, families and staff

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### About Vidant Health

Vidant Health is one of the largest health service providers in North Carolina. Vidant Health is made up of community hospitals, physician practices, home care and other independently operated health services throughout 29 counties in eastern North Carolina.

Vidant Medical Center is the flagship hospital of Vidant Health and serves as one of four academic medical centers in North Carolina. Vidant Medical Center is the teaching hospital for the Brody School of Medicine as well as East Carolina University’s School of Nursing and School of Allied Health.

Vidant Children’s Hospital is part of Vidant Medical Center and serves as the only highly specialized facility in eastern North Carolina designed especially for pediatric patients. Our hospital is equipped and staffed to handle pediatric needs ranging from the tiniest premature infant to the high school student with a sports injury.

Patient- and family-centered care is very important and we rely on family participation to promote the health of children. We believe every child has a right to be as healthy as possible, and our goal is for patients to receive compassionate and comprehensive care.

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Family and Visitor Presence

Family members are recognized as a major support system for patients. Family members can be anyone with whom you have a genetic, legal or emotional relationship. You decide who your family members are and how you would like them involved in your child’s care. It is our belief that family members are a significant positive force in your child’s recovery. We do not consider your family members visitors. According to your preference, family members can generally remain with your child during the course of the hospital stay. Visitors are your guests and are encouraged to visit.

Family members are welcome 24 hours a day. Family members and visitors can enter the Vidant Children’s Hospital & Women’s Center entrance. Pediatric Rehabilitation visitation is from 5:00 pm until 9:00 pm due to morning and afternoon therapy sessions. Clergy may visit at any time.

Be sure to check-in with the unit staff before entering the patient care unit. To prevent the spread of infection, please wash your hands each time you enter and leave the patient room or unit. Families and visitors may also be asked to wear a gown, mask and/or gloves as a precaution when spending time with patients.

To provide the best care possible for patients, we need all family members and visitors to follow a few guidelines.

FAMILY AND VISITOR LOBBIES

There are three lobbies for families and visitors. One is located near the entrance to Vidant Children’s Hospital & Women’s Center. One is outside the Neonatal Intensive Care Unit (NICU) on the first floor, and one is outside the Pediatric Intensive Care Unit (PICU) on the second floor. For safety, please do not leave children unattended in these areas.

PEDiatric Patients who Have Children

There are important physical, developmental and emotional needs of children that can best be met by having the child with the parent during their hospital stay. When the parent is younger than age 18, an adult 18 or older is required to provide supervision at all times. Items (clothing, diapers, food, etc.) required to care for the family members of the patient will not be supplied by the hospital.

Making Telephone Calls

To make a local call to a number outside the hospital, dial 9 and then the complete number.

To call another extension within the hospital, dial 7 and then the last four digits of the number. For example, to dial the number 867-1234, you would dial 7-867-1234.

If you are calling a Brody School of Medicine number within the hospital, dial 4 plus the last four digits of the number. For example, to dial 744-1234, you would dial 4-744-1234.

Cell phones are allowed in certain areas of the hospital, but not in patient rooms. Cell phones can interfere with sensitive patient care equipment. If you have a question about cell phone use, please ask your nurse.

Important Telephone Numbers

VIDANT CHILDREN’S HOSPITAL

2 West Pediatric Unit (PEDS) 252-847-4979 (7-4979)
2 West Pediatric/Pediatric Intensive Care Lobby 252-847-6050 (7-6050)
Child Life/2 West Playroom 252-847-5327 (7-5327)
Vidant Children’s Hospital & Women’s Center Lobby (1st floor) 252-847-0446 (7-0446)
Disabilities Coordinator 252-847-6029 (7-6029)
To obtain information about services for physical disabilities 8:00 am to 5:00 pm Monday through Friday
Family Resources 252-847-3330 (7-3330)
To obtain information about health resources, reading materials, and activities for patients and families
Family Support Network 252-847-5120 (7-5120)
Provides emotional support and resource information through parent-to-parent contact
Financial Services 252-847-4472 (7-4472)
To discuss issues related to your hospital bill
General Hospital or Patient Information 252-847-4100 (7-4100) or 252-847-4476 (7-4476)
Both numbers will help you locate

252-847-0446 (7-0446) or 252-847-6050 (7-6050) to request a visit from one of our chaplains or to notify your clergy that you are in the hospital
Patient and Family Experience 252-847-6836 (7-6836)
Patient Careline 252-847-8411 (7-8411) or 1-800-827-8411
To express problems or concerns

Gift Shop 252-847-4250 (7-4250)
To order flowers or a gift
Open 9:00 am – 8:00 pm Monday-Saturday and 1:00 pm – 8:00 pm Sunday
Grill and Coffee Shop 252-847-4506 (7-4506)
To place food take-out orders
Infection Control 252-847-4387 (7-4387)
Joint Commission Hotline 1-800-994-6610
Lost and Found 252-847-5000 (7-5000)
To discuss valuables that you may have lost during your stay
Neonatal Intensive Care Unit (NICU) 252-847-4380 (7-4380)
Parking Enforcement 252-847-5316 (7-5316)
To discuss issues related to parking
Pastoral Services 252-847-4970 (7-4970)
To request a visit from one of our chaplains or to notify your clergy that you are in the hospital
Social Work Team 252-847-4490 (7-4490)
To discuss family and patient social work related issues
Women’s Center 252-847-8236 (7-8236)
When calling a hospital department from within the hospital, dial 7 and the last four digits of the phone number.
Pediatric Bill of Rights

RIGHTS FOR CHILDREN AND TEENS
You and your family have a right to:

Respect and personal dignity
• You are important. We want to get to know you better.
• We will tell you who we are, and we will call you by your name. We will take time to listen to you.
• We will honor your privacy.

Care that supports you and your family
• You and your family are important. We will work together to make you feel as safe and comfortable as possible.
• All families are different. We want to learn about what is important to you and your family.
• You, your family and caregivers will plan how the important people in your life can visit you.

Information you can understand
• We will explain things to you. We will speak in ways that you can understand. You can ask about what is happening to you and why.
• Someone who speaks your language will help explain things to you.
• Someone from your family can be with you when people in the hospital are explaining things to you.

Quality health care
• You will be taken care of by doctors, nurses and other people who know how to take care of children and teenagers.
• You have the right to know all of the people who take care of you in the hospital. You and your family can meet with them to plan what is best for you.

Emotional support
• When you are in the hospital, you might feel scared, mad, lonely or sad. You can let people know how you feel. It is okay to cry or complain.
• You can have your family with you as much as possible. When this is not possible, the other people caring for you will explain why.
• We can help you meet other children and families who have had similar experiences to yours.
• You can wear your own clothing most of the time and keep your special things with you.
• You can talk or play with people who know how to help when you have questions or problems.
• You can ask to be moved to another room if you are uncomfortable or unhappy, and we can try to make this happen if we can.

Care that respects your need to grow, play and learn
• We will consider all your interests and needs, not just those related to your illness or hospitalization.
• You have the right to rest, to play and to learn. We will make sure that you have places and times for the things children your age need to grow and learn.

Make choices and decisions
• Your ideas and feelings about how you want to be cared for are important.
• You can tell us how we can help you feel more comfortable.
• You can tell us how you want to take part in your care.
• You can make choices whenever possible.

FAMILY RESPONSIBILITIES
You have the responsibility to:

Provide information
• You have important information about your child’s health. We need to know about symptoms, treatment, medicines and other illness.
• You should tell us what you want for your child.
• It is important for you to tell us how you want to take part in your child’s care.
• You should tell us if you don’t understand something about your child’s care.
• If you are not satisfied with your child’s care, please tell us.

Provide appropriate care
• You and the other members of the health care team work together to plan your child’s care.
• You are responsible for doing the things you agreed to do in this plan of care. If you cannot follow the plan, please tell us.

Meet financial obligations
• You are responsible for your child’s hospital bill. Notify us if you need financial counseling.

Respect and consider the rights of others
• Respect their privacy.
• Keep noise low, including voices, TV, radio and video games.
• Do not smoke on the hospital campus.
• Do not bring/use adult entertainment items, such as R-rated movies, adult magazines or adult websites.

Accommodations

LOCAL LODGING
Staff in the registration area of the Vidant Children’s Hospital and Women’s Center lobby on the first floor can tell you about nearby motels and hotels that offer reduced rates to patients’ families. Some motels and hotels also offer special services, such as transportation.

OVERNIGHT SLEEPING FOR FAMILIES
If the patient is in a private room, a parent or guardian may sleep in the patient room. Due to safety considerations, please never sleep in the crib with your child. If there is a need for your child’s brother or sister to stay overnight, please discuss this with your child’s nurse. You or an adult family member will need to remain with the sibling at all times and never leave him or her unattended while in the hospital. Non-related minors cannot stay overnight in the patient’s room. Compassionate exceptions are made on an individual basis for grave circumstances.

Information you can understand
• We will explain things to you. We will speak in ways that you can understand. You can ask about what is happening to you and why.
• Someone who speaks your language will help explain things to you.
• Someone from your family can be with you when people in the hospital are explaining things to you.

Quality health care
• You will be taken care of by doctors, nurses and other people who know how to take care of children and teenagers.
• You have the right to know all of the people who take care of you in the hospital. You and your family can meet with them to plan what is best for you.

Emotional support
• When you are in the hospital, you might feel scared, mad, lonely or sad. You can let people know how you feel. It is okay to cry or complain.
• You can have your family with you as much as possible. When this is not possible, the other people caring for you will explain why.
• We can help you meet other children and families who have had similar experiences to yours.
• You can wear your own clothing most of the time and keep your special things with you.
• You can talk or play with people who know how to help when you have questions or problems.
• You can ask to be moved to another room if you are uncomfortable or unhappy, and we can try to make this happen if we can.

Care that respects your need to grow, play and learn
• We will consider all your interests and needs, not just those related to your illness or hospitalization.
• You have the right to rest, to play and to learn. We will make sure that you have places and times for the things children your age need to grow and learn.

Make choices and decisions
• Your ideas and feelings about how you want to be cared for are important.
• You can tell us how we can help you feel more comfortable.
• You can tell us how you want to take part in your care.
• You can make choices whenever possible.
**Safety and Security**

**EMPLOYEE BADGES**

Employees are required to wear identification badges during work hours. The photo side of the badge should be visible along with the staff member’s job title. Some Vidant Children’s Hospital staff badges have a green and white symbol of a boy and girl that helps you easily identify staff members that can transport your child. All staff members providing care for your child should introduce themselves to you and your child and provide you with information about their role in the hospital and in your child’s care. If you are unfamiliar with a staff member caring for your child ask them to identify themselves and their role in your child’s care.

**HANDWASHING**

The primary way to avoid the spread of infection is by thorough handwashing. To protect all patients, family members and visitors should wash their hands before and after they visit a patient.

**HUGS TAGS**

In order to maintain the safety and security of patients while in pediatric areas of the hospital, we use the Hugs Tags Security System. Hugs Tags are bracelets worn on the ankle or wrist. We typically use this system on patients under age 6, but in certain cases, we may use the system on older children. Hospital police monitor the Hugs Tag System to ensure the safety of patients in our hospital. The patient or a family member should notify the nurse before leaving the unit; otherwise an alarm will be activated.

**SAFETY DRILLS DURING YOUR CHILD’S HOSPITAL STAY**

You may hear an alarm for a fire or disaster drill. These routine drills are designed to keep you safe. The health care team will inform you if you need to take action.

**MRSA: WHY AM I BEING TESTED?**

MRSA is the short name for a type of bacteria that many antibiotics will not treat. On average, about 1 in 12 people carry MRSA in and on their bodies. Many people who carry the MRSA bacteria don’t know they have it. For most of us, carrying MRSA is usually harmless. MRSA may cause minor, easily treatable skin infections about the size of mosquito bites. But for about one of every three people who carry it, MRSA can cause a serious infection.

We take extra precautions for patients. Upon admission to the hospital and prior to surgery, all patients are tested for MRSA. We perform the test by swabbing the inside of your nose. Any patient who tests positive for MRSA is treated with an antibiotic ointment that is applied to the inside of your nose for five days. You will also use a skin cleansing soap, called Chlorhexidine Gluconate (CHG), on days one, three and five of ointment application.

MRSA bacteria can be anywhere people are. It can survive for months on your skin, in your nose and in the environment. MRSA is spread by physical contact with a person who already has MRSA or from objects that are contaminated with MRSA. There are some simple steps you can take to reduce your chances of getting or spreading MRSA.

- Practice good hand hygiene at all times.
- Take care of cuts or breaks in your skin by washing with soap and water and applying a bandage that is changed daily.
- Call your doctor if you develop a skin infection that does not get better with home treatment.

For more information on what you can do to protect yourself and others, contact Vidant Medical Center’s Infection Control staff at 252-647-9387 or mrsa.info@VidantHealth.com.

**Pain Scale**

Your comfort is important to us, and we will work with you to keep your pain under control. We need your help to keep us informed of your pain.

- We will ask often about your pain and ask you to rate it on a scale of 0 to 10, with 0 being no pain and 10 the worst pain you could imagine. Our goal is to keep your pain at a four or less. If your pain is not relieved by medicine or you have side effects, please let your doctor or nurse know right away.

Helping Your Child During Their Hospital Stay

Our hospital strives to make younger patients as comfortable as possible while in the hospital. We encourage your involvement to help make your child’s hospitalization as close to his or her normal life as possible. There are many age appropriate things that family members can do to help ease the stress and anxiety that often accompanies a hospital stay and/or procedure.

**INFANTS**

To help your infant, try light patting, stroking, cuddling or rapid rocking. Music, mobiles, bubble blowing and mirrors may help, too. Your child may also benefit from you holding him or her during a procedure.

**TODDLERS**

Your toddler may feel more at ease if you sing songs or nursery rhymes, use puppets or look at books and pictures.

**PRESCHOOLERS**

Show your preschooler how to squeeze a pillow or let them squeeze your hands. Keep them busy with pinwheels, sound books or counting activities. Teach your child to breathe deeply.

**SCHOOL-AGE CHILDREN**

If you have a school-age child, tell him or her what they are getting ready to experience. Tell your child it is ok to be scared, upset or angry and let them know you will be with them. To help get their minds off things, talk softly to your child, tell stories or bring in handheld games for them to play.

**TEENS**

With your teenager, talk about what physical changes may occur and what choices are available. Tell your child how they can keep in touch with their friends and family. Bring in magazines and books and encourage your teen to keep a journal. Have conversations about fun topics.
**CAREPAGES**

We invite you to take advantage of CarePages, a secure, easy, and personalized meeting place on the web where you, your child, your family, or friends can post news and photos and offers a way to receive emotional support during a time of need. Friends and family can stay up-to-date since they’re automatically e-mailed when you post a new update. You may set up a free CarePage through our Vidant Children’s Hospital website at www.VidantHealth.com by clicking on the CarePage link. There is a computer available to use in the second floor waiting area outside of the PICU for families and visitors of pediatric patients.

**Conveniences and Services**

**BANKING**

ATM machines are located in the main Vidant Medical Center visitors’ lobby and a number of banks are within walking and driving distance of the hospital. The attendants in the main lobby or Vidant Children’s Hospital & Women’s Center lobby can provide you with directions.

**BUS SERVICE**

Our hospital operates buses throughout the day that are available for use by patients and family members as conditions allow. These buses travel only within our campus perimeter. The attendants at the information desk in the Vidant Children’s Hospital & Women’s Center lobby can provide more information about the hospital shuttle buses that run to various locations on campus.

Greenville Area Transit (GREAT) provides regular bus service across the city of Greenville and transportation to the front of Vidant Medical Center each hour from 6:30 am to 6:30 pm. To get information about bus schedules, call 252-329-4532 or visit Greenville City website at www.greenvillenc.gov. Type the words “bus schedule” in quotes in the search box at the top of the page and you will find a link with a PDF printable schedule.

**CAFETERIA AND FOOD OPTIONS**

The main cafeteria is located off the main hospital corridor. You can ask any staff member for directions or follow the overhead corridor signs. The cafeteria accepts cash and debit cards for all purchases. Vending machines are also located in the cafeteria seating area. Meal service hours are:

- **Main hospital cafeteria**
  - Breakfast: 6:15 am – 10:30 am
  - Lunch: 11:00 am – 2:00 pm
  - Dinner: 4:00 pm – 8:00 pm
  - Late night service: 1:00 am – 3:00 am
  - Snacks are available throughout the day.
  - The coffee bar in the main cafeteria is open 6:15 am – 3:30 pm Monday thru Friday

**The Heart Café**

This heart-healthy dining option is located on the first floor of the East Carolina Heart Institute.

- Breakfast: 6:00 am – 10:00 am
- Lunch: 11:00 am – 2:00 pm
- Dinner: 4:00 pm – 6:30 pm

Snacks are available at other times during the day in the vending area.

**Other dining options**

Our grill and coffee shop is located in the main visitors’ lobby and is open 24 hours a day. Vending machines are located adjacent to the lobby of the NICU, in the PICU waiting area and near the Pediatric Rehabilitation unit. Proceeds from the vending machines are used to help support hospital equipment and special service needs. Our coffee bar and vending machines accept cash only.

Goff’s Galley, located in the 2 West Pediatric unit, is available for pediatric patients and families and is open 24 hours a day. A refrigerator, microwave, and ice machine are available as well as coffee and snack items provided by The Ronald McDonald House. Patients on isolation can obtain snacks by making a request to their nurse.

**CHAPEL AND PASTORAL SERVICES**

The Memorial Interfaith Chapel is located just off the main visitors’ lobby on the first floor. The chapel is open to everyone for quiet meditation and prayer. Worship services are held each Sunday at 9:00 am and are broadcast on channel 3. Services to commemorate special holy days are broadcast as well. A selection of religious literature is available in locations throughout the hospital or by calling 847-4790.

**DISABILITY SERVICES**

If you are a patient with a disability, you have the right to reasonable accommodations that will assist you with receiving appropriate care at our facility. If you have a disability and need help while you are in the hospital, or if you have questions about our services for people with disabilities, ask your nurse for assistance or contact the ADA (Disabilities) Coordinator at 252-847-6029 (7-6029). If you have difficulty seeing or hearing others, please let your nurse know. With your permission, the nurse will place a card on your door with an eye symbol for patients with difficulty seeing, or an ear symbol for patients with difficulty hearing. These symbols will help alert all staff to your special needs.

**LANGUAGE INTERPRETATION**

We provide interpreting and translation services for patients and family members who do not speak English. Sign language interpreters are also available. Please ask your nurse to page an interpreter if you need these services. Telephone and video stations are also located on each nursing unit to assist non-English speaking patients and families. If you are interested in these services please contact your nurse.

**PARKING**

Family members and visitors may park in the lot directly in front of Vidant Children’s Hospital and Women’s Center for a small fee. A 24-hour parking pass is available at the cashier’s booth in the parking lot exit drive. When patients are hospitalized for extended stays, family members and visitors may purchase a seven-day pass from the parking lot cashier.

Handicapped parking can be found in every visitor’s lot. If all handicapped parking spaces are full, please ask a parking lot attendant for assistance.
During Your Child’s Stay

FLOWERS AND BALLOONS

In most cases, mail and flowers can come to your child’s room. For patient safety and welfare, flowers are not allowed in critical care units including NICU and PICU. Also, some health issues may not allow you to have fresh flowers, fruit, balloons or other items in your hospital room. For safety reasons, patients under the age of 9 may not have latex balloons or inflated latex gloves because of the possibility of choking and inhalation of powders these items contain. Mylar balloons are encouraged. For your convenience, flowers and mylar balloons may be purchased in the hospital gift shop.

INTERNET ACCESS

We offer wireless Internet access throughout the hospital. Feel free to take advantage of this service to check your e-mail and keep in touch with family, friends and work.

MAIL

If you need to mail an item, stamps are available for purchase in the hospital gift shop located in the main Vidant Medical Center visitor’s lobby. A mailbox is located just outside the entrance to the main visitors lobby. You can also give stamped items to your child’s nurse and he just outside the entrance to the main visitors lobby. You can also give stamped items to your child’s nurse and he or she can mail them for you.

Mailing address: Child’s full name, child’s room number, and unit name followed by address: Vidant Medical Center, 2100 Stantonsburg Rd, Greenville NC 27835.

PERSONAL ELECTRONICS/ELECTRICAL DEVICES

Portable DVD players and portable video games will help pass the time, but items that have to be connected to a hospital TV can not be used. If patients choose to bring personal electronics into the hospital, the nurse should have an opportunity to evaluate the equipment to ensure safety. Patient owned equipment not generally allowed in the hospital includes televisions, coffee pots and heating pads.

TELEVISION CHANNEL LINEUP

| Information | 2 | TBN | 20 |
| Relaxation | 6 | IGN | 21 |
| NBC | 7 | HLN | 25 |
| Dove Channel | 8 | OVC | 27 |
| (Vidant Children’s Hospital) | 9 | ABC Family | 29 |
| CBR | 10 | Discovery Channel | 30 |
| CW | 10 | Discovery Kids | 43 |
| THS | 11 | Discovery Planet | 44 |
| ABC | 12 | O Channel | 45 |
| Staff Education | 13 | Military Channel | 46 |
| UNC TV | 14 | Disney Channel | 50 |
| UPN | 15 | The Weather Channel | 36 |
| FOX | 16 | TNT | 51 |
| ICN Live | 17 | FOX News | 53 |
| Speed Channel | 39 | CNN | 54 |
| TV Land | 40 | CBS News | 55 |
| HBO | 41 | Bloomberg | 56 |
| National Geographic | 42 | ESPN | 57 |
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| American Movie Classics | 52 | Disney | 59 |

MEDICINE

Medication brought from your home may be allowed only in special circumstances. If you brought any medicines for your child from home to the hospital, please give them to your nurse. For your child’s safety, never give medicines you brought from home to your child while in the hospital.

Your nurse will bring your child the medicines ordered by his or her physician. If you have any questions about your child’s medicines, please ask the nurse.

MENU SELECTION

A menu will be provided for your child unless they are on a clear liquid, full liquid or renal diet. The menu for the next day’s selection will be attached to the meal selection form on your child’s food tray every day. Please hand the menu to the staff member who takes your child’s tray after his or her meal. If your child does not receive a menu, ask a staff member to bring one to you. If your child is not able to eat the food on the menu, please tell the nurse. A representative from Food and Nutrition Services will visit you to help select food that is permitted on your child’s diet.

PERSONAL ELECTRONICS/ELECTRICAL DEVICES

Portable DVD players and portable video games will help pass the time, but items that have to be connected to a hospital TV can not be used. If patients choose to bring personal electronics into the hospital, the nurse should have an opportunity to evaluate the equipment to ensure safety. Patient owned equipment not generally allowed in the hospital includes televisions, coffee pots and heating pads.

TOBACCO-FREE POLICY

This is a tobacco-free campus, so please do not use tobacco products on hospital grounds. This policy applies to all staff, patients, family members and visitors. If you smoke and would like information on quitting, please let your nurse or doctor know.

VALUABLES

If you brought valuables like jewelry or cash to the hospital, please send them home with a family member or friend. If you must keep valuables with you, ask your child’s nurse to lock them in the hospital safe. You can pick up these items upon discharge.

Education and Therapy Resources

VIDANT CHILDREN’S HOSPITAL WEBSITE

www.VidantHealth.com

We encourage you to visit our Vidant Children’s Hospital website to learn more about our hospital and to benefit from the health and education related products we offer.

The following can be accessed from our website:

KidsHealth – Provides doctor-approved health information about children from before birth through adolescence. KidsHealth has separate areas and age appropriate content for kids, teens and parents. KidsHealth offers articles, animation, games and other resources for patients and families. All KidsHealth articles can be easily converted online to Spanish.

BrainPop – Provides educational resources including articles, movies, games and quizzes in the areas of arts, music, English, health, math, science, social studies and technology.

CarePages – Provides family members the opportunity to create free, easy-to-use personalized web pages. CarePages creates a virtual meeting place on the web where you, your child, your family, or friends can post news and photos and offers a way to receive emotional support during a time of need.

PET THERAPY

Pet therapy uses the benefits of the interaction between patients and animals to decrease children’s stress and anxiety about illness, injury and the hospital experience. Certified therapy dogs and other animals visit children and their families in the hospital to provide positive therapeutic experiences and to promote a child’s overall social, physical and emotional development. A schedule of pet therapy sessions for each month can be obtained from our website. Physicians and parents must sign a consent form in order for children to participate.

PLAYROOM – 2 WEST

Our hospital offers a therapeutic pediatric playroom for patients, staffed by Child Life. A monthly calendar of all patient and family activities can be obtained from our website. Child Life provides group sessions, individual psychosocial support, preparation for surgery and other procedures, medical play opportunities, and growth and development information. All siblings and family members are encouraged to participate in our group sessions.

IN-HOSPITAL SCHOOL

All pediatric patients ages 5-18 with an estimated length of stay of at least five school days and a doctor’s referral are evaluated for enrollment in our in-house school program. If a patient is identified as exceptional by their school system, he/she may be enrolled if their stay is three days or longer. Patients have class either in their rooms or in the School Room as appropriate. Teachers provide classroom and bedside teaching sessions that follow the Pitt County Public Schools calendar. Teachers also maintain the educational plan prepared by the patient’s regular teacher.

All completed schoolwork is accepted for transfer as in a regular school. The hospital teacher can help complete forms for homebound instruction if the physician orders it. This service helps provide a normal environment for the hospitalized child and keeps the student from falling behind with schoolwork.
Going Home

Advances in hospital care and community support have reduced the amount of time patients stay in the hospital. Whether you have a planned or unplanned hospital stay, it is important that you begin planning for discharge as early as possible so that you will be ready to return home when that day arrives. It is our goal to have your child ready for discharge by 11:00 am on the day of their discharge from the hospital.

BEFORE DISCHARGE

Be sure to arrange for a ride home before the day of discharge. If you are taking a child home, be sure you have a properly installed car seat that is the right size for the child’s age and weight. Please ask staff members if you have any questions about your child’s discharge instructions or the medications to be taken at home.

Your child’s physicians, nurse and other staff members will work with your family to learn how to take care of your child at home. Nurses and social work case managers are available to help you arrange for nursing home care or special health services in your home. Your doctors and nurses will talk with you about wound care, diet, exercise, prescriptions and follow-up care before you are discharged.

DAY OF DISCHARGE

Ask your child’s nurse what time you expect to be discharged. Plan to leave the hospital by 11:00 am. If you have someone picking you up, ask this person to arrive 30 minutes before you expect to be discharged. Your nurse will give you an instruction sheet listing medicines, the dates of follow-up appointments and other important information. If you will need help at home, arrange to have someone there when you arrive.

Staying Well After Discharge

Many children have behavior changes when they go home after a trip to the hospital. They may experience changes in sleeping, eating and their moods. Some development regression is normal. Provide opportunities for your child to release anger and frustrations appropriately such as pounding toys, play-doh or throwing balls.

SUPPORT GROUPS

Several support groups are available to patients and families who are experiencing various health problems. These groups can offer caring support during and after your hospital stay.

For more information about our support groups, contact one of the following:

Family Support Network, 252-847-5120 or 252-328-9332
East Carolina Heart Institute at Vidant Medical Center, 252-847-5755
Cancer Services, 252-847-7867
Regional Rehabilitation Center, 252-847-4837
Women’s Services, 252-847-8263

Your Hospital Bill

Your bill is an account of the services you received while in the hospital. You may pay your bills online using MasterCard or Visa credit cards. To take advantage of the online bill payment feature, go to www.VidantHealth.com and click the Patient and Families tab and the For Patients link. A cashier is also located in the Vidant Children's Hospital & Women’s Center registration area to assist you as needed.

PHYSICIAN FEES

Your hospital bill does not cover fees charged by physicians who cared for your child or who were consulted about his/her care. The physicians will send you bills for their services. If your child had surgery or x-rays, you will also receive bills from the anesthesiologist and radiologist.

Your Experience Is Important to Us

Patients and families have a right to expect excellent care, privacy, respect, and information about their care. After your child’s discharge you may receive a survey that lets us know how we are performing. This survey focuses on your family’s experience of care at Vidant Children’s Hospital. We recognize that every point of contact determines how you feel about your family’s experience, and we value your input. This survey, the Hospital Consumer Assessment of Health care Providers (HCAHPS), is used nationally and allows patients, families, and hospitals across the country to compare patient care experiences. If you are surveyed, please take the time to answer these questions. Your feedback will help us improve our services and maintain our high standards of care.

COMPLAINT AND GRIEVANCE PROCESS

We have a complaint and grievance process to address any concerns you may have about the services provided for your child. If you have a complaint, please share it with your nurse and the nurse manager first. If your complaint is not resolved to your satisfaction, call the Service Quality Patient Care line at 252-847-8411 and they will be happy to assist you. When calling, please leave your name, your child’s name and date of birth, and a phone number at which you can be reached. One of our staff will return your call by the next business day.

You have a right to file a grievance with the North Carolina Department of Health and Human Services, Division of Health Regulations. You may call 1-800-624-3004 or mail your information to their office at 2711 Mail Services Center, Raleigh, NC 27699-2711.

How You Can Partner With Vidant Children’s Hospital

BECOME A FAMILY OF CARE ADVISOR

Patient and family advisors work in partnership with Vidant Children’s Hospital to promote the highest quality care.

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As an advisor you will be given the opportunity to provide input on many aspects of your patient and family experience. For more information call the Patient and Family Experience office at 252-847-6836 (7-6836).

DONATIONS
There are many opportunities for individuals and groups to donate items to Vidant Vidant Children’s Hospital through the playroom, clothes closet, individual patients, family nourishment room, electronics/audio visuals/videos, family events and school supplies.

We appreciate your financial contributions. You may contribute online to our hospital through Children’s Miracle Network, or through the Vidant Foundation. More information can be obtained through our Vidant Vidant Children’s Hospital website, www.VidantHealth.com.

Our address and phone number:
Vidant Children’s Hospital
2100 Stantonsburg Road
P.O. Box 6028
Greenville, NC 27835-6028
252-847-2613

Vidant Children’s Hospital Family Resources

At Vidant Children’s Hospital, we have a treasure chest of information waiting just for you. We want you and your family to be informed about your child’s health. You have access to a variety of health resources including pamphlets, books, magazines, videos and other audiovisual materials available at no charge. To find out more information, call the Family Resources Message Line at 252-847-3330 (7-3330).

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