Information for Patients

www.VidantHealth.com
WELCOME TO VIDANT CHILDREN’S HOSPITAL.

While you are here, we promise to make your stay as comfortable as possible. This book is just for you. You’ll find all sorts of information about us and we’ve slipped in some fun stuff, too.

If you have questions or need to talk about anything, please ask your nurse or someone else that’s helping take care of you.

Here at Vidant Children’s Hospital, we take a team approach to taking care of you. Your health care team is like your favorite sports team: Everyone is important and it takes several people to get the job done. You’ll see doctors, nurses and other caregivers on a daily basis that make up your team. You are the captain and your family and friends have a spot on the team, too. We even have an official Partnership Pledge.

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

WE WANT YOU, OR A LOVED ONE, TO:
- Ask questions.
- Be honest with us — tell us about your medical history and your medicines.
- Clean your hands often and remind your family and friends to do the same.
- Check the information on your identification band for accuracy.
- Work with us to plan your care.
- Let us help you out of bed until you can do this on your own. We do not want you to fall.
- Speak up if you have concerns.
- Respect other patients, families and staff, and hospital rules.

About Us

Vidant Children’s Hospital is part of Vidant Medical Center and Vidant Health. We help children in 29 counties. We take care of kids for a lot of reasons. Tiny babies who are born too soon come here for care. Big kids who’ve been hurt playing a sport or on the playground get taken care of here too. We are also a teaching hospital, which means men and women who want to be doctors and nurses come here to learn.
Family and Visitor Hours

We consider ourselves one big family, and while you are here, you’re one of us. At Vidant Children’s Hospital, we practice something called patient- and family-centered care. This means we want your family and friends to be here just as much as you do.

Your family members are welcome 24 hours a day. Visiting hours in the Pediatric Rehabilitation unit are from 5:00 pm until 9:00 pm. These hours are different because some patients may have morning and afternoon therapy sessions.

Your pastor or youth minister can come visit you at any time. If you do not have a pastor, but would like to talk with one, the hospital has chaplains who will visit you.

Sleepovers

If you are in a private room, a parent or guardian may sleep in the room with you.

Safety and Security

Let’s work together to make sure you stay safe while you are here at the hospital. Here are a few tips:

1. Look for employee badges. All of our employees have to wear an identification badge while they are at work. Their photo, name and job title will be listed on the badge. There will also be a green and white symbol of a boy and girl on the badge that represents people who will take you for tests and therapy. Everyone will introduce himself or herself to you. If they don’t, please ask them their name and what their role is in your care.

2. Make sure everyone washes his or her hands. The best way to prevent spreading germs is to wash your hands. Be sure all your team members, family members and visitors wash their hands when they come into your room.

3. Learn about our Hugs Tag Security System. Hugs Tags are bracelets that we place on your ankle or wrist. We usually put these bracelets on children under age 6, but sometimes, we use them on older kids too. The bracelets help us make sure you stay in the right part of the hospital. If you wander out of the area, an alarm will sound. This is a big place and we don’t want anyone to get lost.

4. Be prepared for fire alarms. While you are here, you may hear an alarm for a fire or disaster drill. These are only drills and we do them to keep you safe. A nurse or other member of your team will let you know if you need to do anything during the drill.

While You Are Here

You’ve got mail. In most cases, mail and flowers can come to your room but there are certain areas, conditions and units which do not allow flowers. Some health issues may also not allow fresh flowers, fresh fruit or other items to be delivered to your room. If you are under age 9, tell all your friends to send mylar balloons instead of latex balloons because they are much safer.

Don’t take medicine unless your doctor or nurse tells you to. While you are here, you may not have to take the medicines you normally take at home. Remember, anything your doctor wants you to take, he will send by the nurse.

Let’s eat. Everyday, unless you are on a special diet, you will receive a food tray with a menu for the next day attached. Pick what you want to eat and give the menu back to the person who picks up your tray. If you do not get a menu, ask your nurse for one.

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 snack items. Patients on isolation can obtain snacks by making a request to their nurse.

Can I play now? Portable DVD players and portable video games are allowed, but items that have to be connected to a hospital TV are not permitted. There are game systems in the patient rooms in the 2 West Pediatric unit. If you want to bring anything electronic to the hospital, please talk to your nurse first.
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).

Pet Therapy
We love animals at Vidant Children’s Hospital. Pet therapy is used to help our patients while they are here. Certified therapy dogs and other animals are available on certain days to visit you and your family. If you are not comfortable around animals or have an allergy to pets, please let your nurse know.

Playroom – 2 West
We have a playroom where you can play and meet with other patients. If you would like, this is a good place to talk to others about your experience. Your siblings and family members are encouraged to come to the playroom also.

In-Hospital School
If you are going to miss several days of school because of your time here, we will bring the school to you. A teacher will either come to your room or you may go to the School Room at Vidant Children’s Hospital. All the work you do here will go back to your regular school. That way, you will not get behind on your schoolwork and not be counted absent.

Going Home
When you are at home, if you have questions for your health care team, have your parents call us at 252-847-2613.

Education and Therapy Resources

**COMPUTERS**
We have laptops available for you to use during certain hours. You can get wireless Internet access, Microsoft Office applications and age appropriate games. Our child life staff can arrange a laptop for you to use, so feel free to ask. Be sure to visit our website, www.VidantHealth.com, as soon as you log on.

**VIDANT CHILDREN’S HOSPITAL WEBSITE**
www.VidantHealth.com

The following can be accessed from Vidant Children’s Hospital 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.

**Brain Pop** – 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. CarePages helps patients share news and photos and offers a way to receive emotional support during a time of need.

**Family Resources**

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FISH MATCH UP

Find six sets of matching fish. Color each set the same using crayons or colored pencils.

ANSWER KEY ON PAGE 17
Unscramble these letters to spell the names of your favorite sea animals.

**SEASCRAMBLE**

Unscramble these letters to spell the names of your favorite sea animals.

- ifhsarst
- nplidioh
- hsfii
- aercn
- reasoseh

Search and find the names of animals who call the sea home.

**IN THE SEA**

Search and find the names of animals who call the sea home.

- N I H P L O D W D Y
- J A U S H L E E L G
- K P R E E F E N M N
- R D K A E V W F X I
- A E N H C R A B F L
- H Z I O O L E O E R
- S T A R F I S H L A
- R K C S T P C L A M
- B S R E T S Y O H G
- A J L H R B M I W Q

- CLAM
- CRAB
- DOLPHIN
- EEL
- MARLIN
- OYSTER
- REEF
- SEAHORSE
- SEAWEED
- SHARK
- STARFISH
- WHALE

Answer Key on Page 17
Connect the dots to finish the drawing of the seahorse.

MAZES

ANSWER KEY ON PAGE 17