Children's Hospital of Pittsburgh of UPMC again was named to the U.S. News & World Report's 2015-16 Honor Roll of Best Children's Hospitals. Children's Hospital ranked 8th in the nation overall and was ranked in each of the 10 pediatric specialties.

Children's Hospital of Pittsburgh of UPMC is one of only 12 pediatric hospitals in the nation and the only pediatric hospital in Pennsylvania named to The Leapfrog Group's 2015 class of Top Hospitals.

In 2012, Children's Hospital of Pittsburgh of UPMC earned prestigious Magnet® recognition, granted by the American Nurses Credentialing Center to only 6 percent of hospitals nationwide. Magnet hospitals have demonstrated increases in patient and staff satisfaction, improved patient outcomes, and improved overall interdisciplinary relationships among all staff and physicians. Magnet recognition is the highest honor an organization can achieve for nursing excellence.

You Might Want to Write This Down…

Confidentiality Code: __________________________

Room: __________________________

Room Phone: __________________________

Unit Name: __________________________

Unit Director: __________________________

Attending Physician: __________________________

Consulting Physicians: __________________________

Social Worker: __________________________

Child Life Specialist: __________________________


We are gathering patient feedback regarding our hand hygiene practices. Please take a moment to complete a brief survey available via the television in your child's hospital room. Go to your TV menu, select “Entertainment,” then select “Patient Feedback.”
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Sign up for myCHP—the easy way to connect to your child’s health information.

Children’s Hospital of Pittsburgh of UPMC makes it easy for you to manage your child’s health information online with myCHP. Children’s health portal is a free service that provides online access to your child’s health information anytime, anywhere with a computer, tablet, or smart phone.

Here’s a sample of what you can do with myCHP:

- View test results
- View and print discharge instructions
- Request an appointment
- Request prescription renewals
- Access and download patient forms
- Go mobile with Children’s free app
- Send a secure message to your health care team

Sign up today!

Parents, legal guardians, and patients must sign up in person at Children’s main campus or outreach location. **During your hospital stay, sign up at the Admissions Department, floor 1, from 8 a.m. to 11 p.m. any day of the week.** Once you leave the hospital, you may sign up during your child’s clinic appointment.

You will be asked to provide an email address and complete a consent form. Instructions for creating your username and password will be sent by email.

Learn more at chp.edu/mychp.
Collaborators in Care

No one knows your child better than you. That’s why we’re committed to the principles of patient- and family-centered care. At Children’s Hospital of Pittsburgh of UPMC, we recognize that every child is part of a family, and by empowering families to partner in their child’s care, we’re helping to provide the best quality care for each and every child that comes through our doors.

As part of the partnership between our professionals and your family, we invite you to participate in Family-Centered Rounds. Each morning, physicians make their “rounds” to visit and examine each patient. During rounds, we encourage you to ask questions of our staff, and also hope that you will offer your observations and suggestions for care. To facilitate this process, we suggest that each family keep a notebook handy, so questions you may have in the evening can be jotted down and answered during the next morning’s rounds.

Mission

Children’s Hospital of Pittsburgh of UPMC is dedicated to improving the health and well-being of children, teenagers, and young adults through excellence in patient care, teaching, research, and advocacy.

Values

Putting patients and families first through:

- Quality & Safety
- Dignity & Respect
- Caring & Listening
- Responsibility & Integrity
- Excellence & Innovation

Vision

To be the world leader in children’s health.

Tell Us How We’re Doing

We want to make your experience here at Children’s the best it can be, but we need your help!

When you get home, keep an eye on your mail. If you receive a patient satisfaction survey through our partner, Press Ganey, please fill it out and return it to us. We have staff dedicated to reviewing those surveys and we make decisions on how to improve based on the feedback we receive.

We value your input and look forward to hearing from you!
Welcome Center
The Welcome Center, located on Floor 1 of the hospital in the main lobby, is where visitors can get directions and other helpful information. It also is where parents, guardians, and other guests are issued their identification badges that give them access to the elevators and unit of the child they are visiting. Note: visitors must provide the six-digit confidentiality code assigned to the patient they are visiting and will be asked to provide a driver’s license or state ID with a photograph when checking in.

Entrances and Elevators
Children’s Hospital has several entrances, some of which are restricted during certain hours to ensure safety.

The Emergency Department entrance is open at all times.

The main entrance (at Penn Avenue) is open seven days a week from 6 a.m. to 9:30 p.m. At 9:30 p.m., the glass entrance doors in the main lobby of the hospital are locked and all visitors must enter and exit the hospital using the Emergency Department entrance.

The Mid-Campus Garage entrance to the Transformation Corridor is restricted to key card access between the hours of 9 p.m. and 6 a.m. Visitors can access the Orange elevators through the lobby by entering through the Mid-Campus Garage.

The Grape elevators, located near the main lobby, primarily serve the Penn Avenue Garage, Emergency Department, Express Care, and outpatient clinics on Floors 1 through 4. From 9 p.m. to 5:30 a.m., the Grape elevators are restricted to only provide access to and from the Penn Avenue Garage.

The Orange elevators are located in the main lobby and serve Floors B (basement) through 9. Visitors must have an identification badge (ID) to utilize these elevators.

Find More Than Just Gifts
While our Gift Shop does provide a wide variety of gifts, toys, greeting cards, snacks, and magazines to choose from, visitors also can purchase guest tray vouchers, clothing, toiletries, phone cards, postage stamps, helium balloon refills, bus passes, and lottery tickets. Shop online at www.chp.edu/CHP/gift-shop.
### Medical Departments

- 1. ACHD Center
- 2. Asthma, Allergy & Immunology
- 3. Audiology
- 4. Brain Care Institute
- 5. Cardiac Testing
- 6. Cardiac Surgery
- 7. Cath Lab
- 8. Cerebral Palsy
- 9. Child Advocacy Center
- 10. Cleft and Craniofacial Center
- 11. Dental & Orthodontics
- 12. Diabetes
- 13. Diagnostic Referral
- 14. Dialysis
- 15. Ear, Nose & Throat
- 16. EEG
- 17. Emergency
- 18. EMG
- 19. Endocrinology
- 20. Express Care
- 21. Eye Center
- 22. Gastroenterology
- 23. Genetics
- 24. Heart Institute
- 25. Hematology/Oncology & BMT
- 26. Infectious Disease
- 27. Infusion Center
- 28. Interventional Radiology
- 29. Intestinal Care
- 30. Lab, Outpatient
- 31. Medical Coping
- 32. NDRD (Plaza Bldg)
- 33. Nephrology
- 34. Neurology
- 35. Neurosurgery
- 36. Occupational Therapy
- 37. Orthopaedics
- 38. Pathology Offices
- 39. PCTRC
- 40. Physical Therapy
- 41. Plastic Surgery
- 42. Procedure Center
- 43. Pulmonary Function Testing
- 44. Pulmonology & Cystic Fibrosis
- 45. Radiation Oncology
- 46. Radiology
- 47. Rehabilitation Medicine
- 48. Rheumatology
- 49. Same-Day Surgery Center
- 50. Speech-Language Pathology
- 51. Spina Bifida
- 52. Surgery Clinic
- 53. Transplant Surgery
- 54. Urology
- 55. Weight Management

### Inpatient Units

- 1. Cardiac ICU
- 2. Pediatric ICU
- 3. 6A Ortho, Neuro & Trauma
- 4. 6B Pediatric & Thoracic Surgery
- 5. 6E Epilepsy Monitoring Unit
- 6. 7A Medical
- 7. 7B Transplant & Intestinal Care
- 8. 7C Limited Stay Unit
- 9. 8A Cardiac & Intermediate Care
- 10. 8B Medical & Sleep
- 11. 8C Neonatal ICU
- 12. 9A Medical Adolescent
- 13. 9B BMT & Hematology/Oncology

### Amenities & Services

- 1. Admissions
- 2. Atrium
- 3. Cafeteria, Vending & Pop Stop
- 4. Chapel & Pastoral Care
- 5. Child Life
- 6. Conference Center (Rangos Bldg)
- 7. Family Resource Center
- 8. Gift Shop
- 9. Healing Garden
- 10. Health Information Management
- 11. Human Resources (AOB)
- 12. Library, Blaxter Medical Library
- 13. Library, Moulis Children's Library
- 14. Medical Records Office
- 15. Moose on the Loose Café
- 16. Parking, Mid-Campus Garage
- 17. P1 Parking, Penn Garage
- 18. P2 Parking, Penn Garage
- 19. Patient Representative
- 20. Pharmacy, Outpatient
- 21. Public Safety Office
- 22. Rangos Research Center
- 23. Rita's Italian Ice
- 24. Ronald McDonald House (Plaza Bldg)
- 25. Sibling Center
- 26. Volunteer Services
- 27. Welcome Center
Who’s Caring for Your Child?

Children’s is a teaching hospital. Here, health care professionals, supervised students from various health-related fields, as well as physicians who are providing advanced training, are involved in your child’s care.
Confidentiality Code

To ensure patient safety and confidentiality, each child is assigned a six-digit confidentiality code upon admission. Parents, family members, and other guests will be asked to provide the identification number each day at the Welcome Center. Only share this information with friends and family you wish to authorize to visit your child. The code cannot be changed during an admission, and staff will only issue the number to parents or legal guardians upon arrival to the nursing unit.

Visitor Badges

All visitors to any inpatient unit or surgical area are required to wear a color-coded visitor identification (ID) badge. Issued at the Welcome Center in the main lobby, visitors must wear their ID badges at all times. Returning visitors must obtain new ID badges each day. Guests under the age of 18 must be accompanied by adults.

**Pink badges** are for patient families and guests to the observation unit on Floor 1 and inpatient units on Floors 4 through 9, along with a swipe card for access. These visitors must provide a confidentiality code to receive a pink badge, and if staying overnight, the badges of the parent or guardian will be reissued by the unit the following day.

**Yellow badges** are for visitors who wish to visit the Family Resources Center on Floor 6, or who are here for an outpatient service on Floors 4, 6, 7, or 9.

Parents and family members of patients who are here for a surgery or procedure on Floor 4 can obtain a yellow badge in the Same Day Surgery Department (Floor 4) or at the Welcome Center in the main lobby of the hospital.

**White badges** are provided to parents and visitors of Children’s Emergency Department (ED). They are valid in the ED and in open access areas (Floors 1 through 3). A green dot is applied to the badge once a person has received a travel illness screening.

Key Cards

Parents of inpatients who have registered with the six-digit confidentiality code at the Welcome Center are issued key cards to help them navigate the hospital. Similar to a hotel room key, the green access card provides you with access to the acute care or inpatient unit your child has been admitted to, as well as door access to and from the Orange elevator lobby and the Cafeteria. The card remains active for the duration of your child’s admission to the hospital.

Guests will be issued a purple card that expires at the close of visiting hours each day. The key card should be inserted and removed from the reader next to the door of the unit. Once the card is read, the light turns green, allowing the doors to unlock. Upon discharge, please return your card to one of the green frogs located at the Welcome Center desk or any unit.

For access into the Pediatric Intensive Care Unit (PICU), Neonatal Intensive Care Unit (NICU), and Cardiac Intensive Care Unit (CICU), parents must check in at the Welcome Center to receive an ID badge and access card. Visitors must also check in at the Welcome Center to receive an ID badge. They will not be issued an access card, and they must also check in at the desk outside the unit before entering.
Condition Help
412-692-3456

As part of our patient- and family-centered care commitment, Children’s has created Condition Help, a patient safety program that gives families an immediate voice in their child’s medical care.

If you feel your child’s immediate health could be endangered, Condition Help empowers you to have your child evaluated by a different medical team.

An operator will ask you to identify yourself and give your child’s name and room number. Within minutes, a special rapid response team will come.

Condition Help is not a customer service line. It should be used for medical concerns only, and should be used after you have spoken to the nurse, your child’s doctor, or another member of your child’s medical team.

Handwashing

Get a High Five for Handwashing

You love, encourage, and support your child. Help us protect them.

The most important thing you can do to reduce the spread of infection is as simple as washing your hands.

Wash in. Wash out. Every time. And encourage everyone who enters your child’s room to do the same.

Wash In. Wash Out. Every Time?

We are gathering patient feedback regarding our hand hygiene practices. Please take a moment to complete a brief survey available via the television in your child’s hospital room. Go to your TV menu, select “Entertainment,” then select “Patient Feedback.”
Dining on Call

Our Dining on Call service provides specialized meal plans to meet the diverse needs of our inpatients. Upon admission, your child will be introduced to the meal plan program and how it works. They may order anything they like from the menu, provided it is within their diet. If a patient is unable to order his or her meals, a parent, caregiver, or Dining on Call representative may assist them. Meals are typically delivered within 45 minutes of ordering.

For those patients admitted between the hours of 8 p.m. to midnight, a limited menu is available. Please ask your nurse or caregiver for details.

Special Diets

Children's Hospital provides meals for children with special dietary needs.

<table>
<thead>
<tr>
<th>Meal Type</th>
<th>When Used</th>
<th>Examples</th>
</tr>
</thead>
<tbody>
<tr>
<td>BMT/Neutropenic</td>
<td>Patients with compromised immune systems</td>
<td>Mostly pre-packaged foods; no raw fruits or vegetables</td>
</tr>
<tr>
<td>Carbohydrate Controlled/Diabetic</td>
<td>Patients with difficulty controlling blood sugar levels</td>
<td>No fried foods; no added sugars; only foods that are low in carbohydrates</td>
</tr>
<tr>
<td>Clear Liquid</td>
<td>Before/after surgery; medical tests</td>
<td>Only ginger ale, Jello®, broth, popsicles, cranberry/apple/grape juice, coffee, or tea</td>
</tr>
<tr>
<td>Food Allergies</td>
<td>For specific allergies</td>
<td>Any food items are OK if within diet order and it does not contain allergens</td>
</tr>
<tr>
<td>Full Liquid</td>
<td>Children who cannot tolerate solid food</td>
<td>Cream of Wheat, grits, oatmeal, tomato soup, plain yogurt, milk, pudding, ice cream, and all clear liquid menu items</td>
</tr>
<tr>
<td>Gastro</td>
<td>Children with diarrhea/vomiting</td>
<td>No added sugars; items low in fat; easily-digested foods such as grilled chicken, green beans, rice, mashed potatoes</td>
</tr>
<tr>
<td>Low Fat</td>
<td>Children with various diagnoses</td>
<td>No fried foods; low fat foods only such as chicken, fish, rice, vegetables, and fruits</td>
</tr>
<tr>
<td>Low Residue</td>
<td>For those experiencing stomach/intestinal difficulties</td>
<td>No fried foods; no raw fruits or vegetables</td>
</tr>
<tr>
<td>No Concentrated Sweets (NCS)</td>
<td>Children with difficulty controlling blood sugars or when caloric intake needs to be controlled</td>
<td>No dessert products; no added sugars</td>
</tr>
<tr>
<td>No Salt Added</td>
<td>For those with high blood pressure or fluid retention difficulties</td>
<td>Foods prepared with no salt added; most foods on the menu are OK; and no salt is added on the tray</td>
</tr>
<tr>
<td>Pureed</td>
<td>When chewing/swallowing difficulties are present</td>
<td>All foods within diet order and LDAs that are puree consistency</td>
</tr>
<tr>
<td>Regular</td>
<td>Children with general medical conditions that do not require dietary restrictions</td>
<td>No food restrictions</td>
</tr>
<tr>
<td>Renal</td>
<td>For children with kidney problems</td>
<td>No salt; no fried foods; low-sodium meats are allowed; no tomato products; no citrus products or bananas</td>
</tr>
</tbody>
</table>
Dining With Your Child

Parents are invited to eat with their child, and can do so a variety of ways.

Guest tray vouchers are available for purchase in the Cafeteria on Floor 3, at the Moose on the Loose Café on Floor 1, or over the phone by calling 412-864-9700. Debit and credit cards are accepted.

Additionally, each acute care unit is equipped with a family pantry that features a microwave oven and refrigerator for your use. Just be sure to label food and drink with your name and the date.

Meal tickets are available for breastfeeding mothers. Please ask your child’s nurse for details. Tickets can be used in the Cafeteria. Takeout is available for mothers who wish to return to their children’s rooms to eat. You must obtain a new ticket for each meal.

Other Dining Options

<table>
<thead>
<tr>
<th>Venue</th>
<th>Location</th>
<th>Hours</th>
<th>What’s Available</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Cafeteria</strong></td>
<td>Floor 3</td>
<td>Breakfast: 6:30 to 10 a.m.</td>
<td>Hot, home-cooked entrees, build your own burgers and wraps, sushi, pizza, salad bar, sandwiches, soups, and snacks</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Lunch: 11 a.m. to 2 p.m.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dinner: 2 p.m. to midnight</td>
<td></td>
</tr>
<tr>
<td><strong>Pop Stop Snack Bar</strong></td>
<td>Floor 3</td>
<td>Weekdays: 5:30 a.m. to 5 p.m.</td>
<td>Gourmet coffee, pastries, sandwiches, salads, milkshakes, and other takeout items</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Closed on weekends.</td>
<td></td>
</tr>
<tr>
<td><strong>Gift Shop</strong></td>
<td>Floor 1</td>
<td>Weekdays: 7 a.m. to 9 p.m.</td>
<td>Snacks, soft drinks, candy</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Weekends: 8:30 a.m. to 8:30 p.m.</td>
<td></td>
</tr>
<tr>
<td><strong>Moose on the Loose Café</strong></td>
<td>Floor 1</td>
<td>Open every day, 23 hours per day (closed from 4 to 5 a.m.)</td>
<td>Sandwiches, cookies, fruit and yogurt parfaits, coffee</td>
</tr>
<tr>
<td><strong>Vending Machines</strong></td>
<td>Floor 1 (by Emergency) Floors 2, 3, 4 (surgery waiting room and CICU) Floor 5 (PICU) Floor 6 (Family Lounge)</td>
<td>24/7</td>
<td>Snacks and beverages</td>
</tr>
</tbody>
</table>

ATMs

Automated teller machines can be found:
- Main hospital, Floor 1A (PNC)
- Main hospital, Floor 3B (Citizens)
- John G. Rangos Sr. Research Center, Floor 1 (PNC)
Staying With Your Child

Children’s is a leader for pediatric quality care. In line with our core value of putting patients and families first, the majority of our patient rooms provide overnight, bedside accommodations for parents who wish to stay with their children.

- Each child must sleep in his or her own hospital bed or crib to allow nurses to reach him or her easily.
- In acute care rooms, the sofa becomes a sleeping space, enabling two parents to stay with their child overnight.
- In critical care units, one parent, guardian, or caregiver may stay overnight.
- Vacant hospital beds in double rooms may not be used by parents because they may be needed for a child who is being admitted.
- While siblings or other children are not permitted to stay in the hospital, other accommodations are available to meet your family’s short- and long-term needs. Ask your child’s caregivers for more information.

Safes

Safes with push-button locking systems are available in inpatient rooms. Simply enter a four-digit combination, press lock, then re-enter the same combination to unlock the safe. In the event that you forget the combination or your child is discharged and you have not retrieved your items, nurses may call security to open the safe for you.

Ronald McDonald House

Ronald McDonald House Charities is connected to the hospital by an enclosed pedestrian bridge and provides 60 private apartments with the amenities of home for families who live 40 miles from the hospital who have a child under 21 years of age receiving medical care.

Other Lodging

For a list of nearby hotels, and links to information about our local neighborhoods, visit chp.edu/lodging.

Bathing

Each acute care room is equipped with a full bathroom for use by your family. Free personal care kits are available at the Welcome Center. In the PICU, each room shares a powder room, and parent showers are distributed throughout the unit.

Ronald McDonald House Charities

412-362-3400

www.rmhcpgh.org
Outpatient Appointments

The Penn Garage is reserved for outpatient families and for those arriving at the Emergency Department (ED). This garage offers convenient access to the underground parking spaces from 44th Street. The Grape elevators travel directly from the garage to Floors 1 through 4. Valet parking is available for patients and parents who require assistance or for urgent drop-off of ED patients.

Inpatient Parents/Guardians

The Mid-Campus Garage is the primary parking for inpatient families and visitors. Covered walkways take visitors to the Transformation Corridor on Floor 1 to the Welcome Center. From Penn Avenue, enter the garage from 44th or 45th streets.

Parent/Guardian Parking Passes

A special $5 per day parking rate is available for two parents or guardians per inpatient. This rate provides unlimited entrance and exit from the Mid-Campus Garage.

The parent parking rate may be purchased in one-day to 20-day increments. Access is loaded for a 24-hour period. The 24-hour timeframe is based off the entry time printed on the parking ticket. For example, if a ticket is pulled from the garage gate at 10:30 a.m. on Dec. 1, it would be valid until 10:30 a.m. on Dec. 2.

- Parking is $5 per day (24-hour period).
- Pass provides discounted parking for two parents or guardians during their child’s stay. Each parent must purchase their own parking — one pass is not good for two parents.
- Valet parking costs the same as self-parking.

Extended Stay

The parents or the legal guardians of children who will be inpatients for longer than 21 days receive free parking after day 21. The HUC or unit director on your child’s unit can provide you with an application for free parking.

Long-term parking is available in the North Garage.

Outpatients who return regularly for treatment (defined as three days or more per week) can apply for free parking after 20 treatments.

Valet Parking

Valet parking is available for those who need assistance. Payment for valet parking is handled by the parking cashier next to the Welcome Center in the main lobby.

Patients who are discharged home from the ED are provided with parking validation at the ED registration desk.

Escorts

Children’s Public Safety Department is staffed by commissioned police officers 24 hours a day, seven days per week. Public Safety personnel are available to escort parents and visitors to their vehicles and to the bus stop upon request.

Parking Fees for Outpatients, Guests, and Visitors

<table>
<thead>
<tr>
<th>Duration</th>
<th>Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 to 3 hours</td>
<td>$3</td>
</tr>
<tr>
<td>3 to 6 hours</td>
<td>$7</td>
</tr>
<tr>
<td>6 to 8 hours</td>
<td>$10</td>
</tr>
<tr>
<td>8 to 24 hours</td>
<td>$20</td>
</tr>
</tbody>
</table>

Pay for parking using credit or cash at the pay stations located by the elevators on the floor where your vehicle is parked.
- The **Penn Garage** is reserved for outpatient families and for those arriving at the Emergency Department.
- The **Mid-Campus Garage** is the primary parking for inpatient families and visitors.
## Family Services

<table>
<thead>
<tr>
<th>Name/Contact</th>
<th>Service</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Child Life</strong>&lt;br&gt;412-692-5022, or ask your nurse</td>
<td>Helps children understand new experiences and feelings that may occur before, during, and after a hospital stay. Provides procedural preparation, developmental information, emotional support, and educational needs in a family-centered care environment. In addition, Child Life provides diversion through interaction and activities to help meet the developmental and psychosocial needs of patients and families.</td>
</tr>
<tr>
<td><strong>Art and Music Therapy</strong></td>
<td>Art and music therapists provide cognitive and sensory stimulation, distraction, and coping skill enhancement.</td>
</tr>
<tr>
<td><strong>Elsa M. and Alma E. Mueller</strong>&lt;br&gt;<strong>Family Resource Center</strong>&lt;br&gt;Main hospital, Floor 6</td>
<td>Specialty areas considered to be “family resources” include the Eat’n Park Atrium, Howard Hanna Healing Garden, Austin’s Playroom, Izzie’s Playground, Hospital School Program Classroom, Family Lounge, Music Therapy Room, and the Catharine and John Ryan Chapel (non-denominational). The Giant Eagle Foundation <strong>Family Support Center</strong> is a place where parents and kids can find reading materials, learning support, and research resources.</td>
</tr>
<tr>
<td><strong>Family Business Center</strong>&lt;br&gt;Main hospital, Floor 6&lt;br&gt;8:30 a.m. to 10 p.m.</td>
<td>Equipped with computers, Internet access, fax machine, and a copier to help parents and guardians stay connected to their homes or offices. The center is located within the Giant Eagle Foundation <strong>Family Support Center</strong>.</td>
</tr>
<tr>
<td><strong>Family Libraries (Moulis Children’s, Young Adult, and Blaxter Consumer Health)</strong>&lt;br&gt;Main hospital, Floor 6&lt;br&gt;Librarians available&lt;br&gt;Monday: 8:30 a.m. to 5 p.m.&lt;br&gt;Tuesday through Friday: 8:30 a.m. to 7 p.m.&lt;br&gt;Saturday: 9:30 a.m. to 6 p.m.&lt;br&gt;412-692-5288&lt;br&gt;<a href="mailto:CHPLibrary@chp.edu">CHPLibrary@chp.edu</a>&lt;br&gt;The library doors are open from 8:30 a.m. to 10 p.m.</td>
<td>Patients and their families can find books and other periodicals for their age-appropriate reading pleasure, medical information, or assistance in researching medical questions. The library also has a collection of DVDs that patients and families can check out while a librarian is on site. Natural light for reading, and comfortable chairs are available in the sunroom. Patients and families can access our library catalog at <a href="https://chplibrary.chp.edu/EOSWebOPAC/OPAC/">https://chplibrary.chp.edu/EOSWebOPAC/OPAC/</a>. Additionally, you can help yourself — no check out needed — to any book in our “adopt a book” section, which is open seven days a week from 8:30 a.m. to 10 p.m.</td>
</tr>
<tr>
<td><strong>Safety Center</strong>&lt;br&gt;Main hospital, Floor 6&lt;br&gt;Weekdays: Noon to 4 p.m.</td>
<td>The only facility of its kind in western Pennsylvania that provides education and resources to help families stay safe at home and on the road. Hospital staff may refer families for injury prevention guidance. Walk-ins are welcome.</td>
</tr>
<tr>
<td><strong>Lemieux Sibling Center</strong>&lt;br&gt;Main lobby, Floor 1&lt;br&gt;Weekdays: 8 a.m. to 9 p.m.&lt;br&gt;412-692-5343</td>
<td>A special place for siblings to go while their family member receives inpatient or outpatient care. Siblings ages 3 to 12 can participate in activities or receive support for their worries about the hospital experience. Please note, children must be potty trained.</td>
</tr>
<tr>
<td><strong>Teen Lounge</strong>&lt;br&gt;9A&lt;br&gt;Weekdays: 9 a.m. to 8 p.m.&lt;br&gt;Weekends: 2:30 to 4:30 p.m.</td>
<td>Teens that are permitted to leave their rooms are welcome to hang out in the lounge, socialize, and get to know their peers. Activities include art projects, movie night, and group games.</td>
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</tbody>
</table>
## Support Services

<table>
<thead>
<tr>
<th>Name/Contact</th>
<th>Service</th>
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</thead>
<tbody>
<tr>
<td><strong>Hospital School Program</strong></td>
<td>The Hospital School Program is a free educational program offered to any current inpatient enrolled in Kindergarten through grade 12, and any special education inpatient, age 5 to 21, regardless of where the patient's home school district is located. Certified elementary and secondary education teachers are provided by the Pittsburgh Public School District to work directly with each child, creating an individualized lesson plan that meets each student's academic and medical needs. Contact the Hospital School Program coordinator or your Child Life staff for additional information.</td>
</tr>
<tr>
<td>Main hospital, Floor 6</td>
<td></td>
</tr>
<tr>
<td>412-864-9642</td>
<td></td>
</tr>
<tr>
<td><strong>Environmental Services</strong></td>
<td>Responsible for general cleaning of patient rooms, as well as floors, walls, furniture, restrooms, corridors, elevators, entrances, waiting areas, and other public areas.</td>
</tr>
<tr>
<td>412-692-7404</td>
<td></td>
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<tr>
<td><strong>Pastoral Care</strong></td>
<td>Members of our Pastoral Care department minister to the spiritual and religious life of patients and their families regardless of religious affiliation.</td>
</tr>
<tr>
<td>Weekdays: 8 a.m. to 8:30 p.m.</td>
<td>Members on call for critical needs 24 hours a day.</td>
</tr>
<tr>
<td>412-692-5349</td>
<td>The Catharine and John Ryan Chapel is located on Floor 6, near the Eat’n Park Atrium. Catholic Mass is held in the chapel at noon on Mondays, Wednesdays, and Thursdays, as well as at 1 p.m. on Sundays. An Islamic prayer service (Salat-ul-Jumma) is held every Friday at 1:45 p.m.</td>
</tr>
<tr>
<td><strong>Patient Representatives</strong></td>
<td>Acts as an advocate for patients and families and helps to resolve problems or concerns with hospital care or staff.</td>
</tr>
<tr>
<td>Floor 6</td>
<td></td>
</tr>
<tr>
<td>412-692-5489</td>
<td></td>
</tr>
<tr>
<td><strong>Public Safety</strong></td>
<td>Staffed by commissioned police officers 24 hours a day. Officers are available to escort patients and visitors to their vehicles and to the bus stop. Lost and Found is available in the Public Safety post, adjacent to the Emergency Department.</td>
</tr>
<tr>
<td>Floor 1</td>
<td></td>
</tr>
<tr>
<td>412-692-5191</td>
<td></td>
</tr>
<tr>
<td><strong>Social Work</strong></td>
<td>Available 24 hours a day, social workers help families deal with the stresses of hospitalization, child behavior problems, family conflict, disabilities, and more. Provides support with discharge planning, and helps with financial concerns.</td>
</tr>
<tr>
<td>Floor 7</td>
<td></td>
</tr>
<tr>
<td>412-692-5255</td>
<td></td>
</tr>
<tr>
<td><strong>Supportive Care/ Palliative Care/ Bereavement</strong></td>
<td>Provides management of symptoms (physical, emotional, social, and spiritual) relating to a potentially life-limiting disease process. The supportive care team, consisting of a physician, nurse, social worker, chaplain, pharmacist, care coordinator, child life specialists, and volunteers, will assist the child and family in controlling symptoms and maintaining a good quality of life.</td>
</tr>
<tr>
<td>Floor 6</td>
<td></td>
</tr>
<tr>
<td>412-692-3234</td>
<td></td>
</tr>
<tr>
<td><strong>Volunteer Services</strong></td>
<td>Hospital volunteers are committed members of the community who receive specialized training to perform in a variety of roles, seven days a week, to support patients and families as members of the health care team. Volunteers can be identified by their distinctive purple smocks and purple name badges.</td>
</tr>
<tr>
<td>412-692-5185</td>
<td></td>
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</tbody>
</table>
Special Needs
If your child has special needs, please tell us about them. As a parent, you can help caregivers to recognize your child’s special ways of communicating, how he or she expresses pain or discomfort, and how to provide the best care to him or her.

Language Interpretation Services
Additionally, support is offered for patients, family members, and guests who are deaf or for those who do not consider English to be their native language. Support may include foreign language interpreters, sign language interpreters, listening devices, TDD/TTY devices, Cyracom translation dual-handset phones, and Deaf Talk (video-conferencing equipment providing sign language).

Deaf Talk or American Sign Language (ASL) Interpreter
Social Work, 412-692-5255

Cyracom (telephone interpretation services for 163 languages)
Weekdays: 8:30 a.m. to 5 p.m., 412-692-3000
If you prefer to work one-on-one with an interpreter, call the hospital operators at 412-692-5325 to have the on-call interpreter paged.

Videophone (free for families who have inpatient babies in the NICU)
Ask your nurse for additional information.

Children’s Hospital Rehabilitation Unit
Children’s Hospital Rehabilitation Unit (CHRU) is an eight-bed inpatient rehabilitation unit. The unit is dedicated to providing comprehensive, family-centered care to those infants, children, and adolescents requiring physical therapy, occupational therapy, and speech/language pathology services coupled with a need for skilled-nursing care. And while the CHRU is located offsite — less than a mile from the main hospital at The Children’s Home and Lemieux Family Center — it is a Children’s Hospital unit. All the CHRU providers are Children’s Hospital providers, which results in excellent continuity of care from a medical perspective, a nursing perspective, and a therapeutic perspective. For more details about the CHRU, call the rehab coordinator at 412-692-5060.

Breastfeeding
412-692-5036
Children’s provides lactation support to mothers providing breastmilk to their hospitalized infants. Inform your nurse and physician that you are breastfeeding or pumping. Staff can provide a Medela breast pump, individual kit, containers, labels, soap, and printed information to get your pumping started. Nursing mothers receive guest trays free of charge throughout their child’s stay. To rent a breast pump, call 412-692-5036.

A certified lactation consultant is available Monday through Friday. You may reach the lactation office at 412-692-5036. Room televisions can access the Patient Video Education Library. Press the menu button on the remote control, and find the nutrition section to see breastfeeding videos. Pads for breastfeeding mothers are available at the Gift Shop.

Lactation Rooms
Several private areas are available for pumping:

Emergency Department, Room 01312: If the room is locked, please see the health unit coordinator to open the door, or call hospital security to unlock it at 412-692-5191. One breast pump in a single private room is available.

CICU/Surgery: Within the CICU family waiting room, there is one breast pump in a single private room.

PICU, Room 05411: Across from the PICU waiting area, three private, curtained areas and two breast pumps are available for use.

NICU, Room 08608: Within the NICU waiting area, there are two private, curtained areas and two breast pumps available.
Television

All patient rooms have color TVs equipped with closed-captioning devices. Patient rooms on Floors 4 through 9 have access to an information hub accessible via the following channels.

00 Welcome Channel
   Enables users to connect to all entertainment features including video games, on-demand movies, and displays the cable channel listing.

02 Hospital Information Channel
   Patient-related information, including meetings/group sessions, activities, and cafeteria menu/specials.

03 Hospital Messaging Channel
   Provides general information of community events and hospital news.

43 and 44 C.A.R.E. Channel
   Contributing to your relaxation and healing, Channel 43 features videos and images of nature set to music to help lower stress for patients and families. C.A.R.E. Channel 44 includes guided imagery.

Patient Education Video Library

Educational health care videos for patients, family members, and visitors.

On-Demand Movies

Free, first-run movies featuring media playback controls that allow viewers to save a location in a movie and watch the rest later. Movie selections are updated quarterly.

TV Game Room

Play strategy and skill games on the TV using the remote control or pillow speaker controls.

Video Games

Play popular Nintendo games directly on the TV. Game controls can be checked out on most units from the health unit coordinator desk. Game selection is changed quarterly.

Additionally, units 9A, 9B, and 7B are equipped with an Xbox 360. Patients may play DVDs from home or borrowed from Child Life on the Xboxes.
Activity Centers (Playrooms)

Activity centers are places where inpatient children of all ages can relax in child-friendly, medical-free environments. Supervised group and individualized play sessions are provided daily. Bedside activities are provided by Child Life staff to children who are on bed rest or in isolation.

Austin’s Playroom
Floor 6
Weekdays: 9 a.m. to 4:45 p.m.; 6 to 8 p.m.
Weekends: 9:30 a.m. to noon; 2 to 4 p.m.

Lemieux Sibling Center
Main lobby, Floor 1
Weekdays: 8 a.m. to 9 p.m.

Teen Lounge
9A
Weekdays: 9 a.m. to 8 p.m.
Weekends: 2:30 to 4:30 p.m.

Telephones

The hospital is a cell phone-friendly building. Cell phone use may be limited in critical care units to avoid interference with monitors.

Guests are permitted to use the bedside phones free of charge.

For information on how to obtain language interpretation services for patients or family members who are deaf or who are non-English speakers, please refer to the Special Services section on page 17.

Computer Access/Usage

Laptops can be borrowed on a first-come, first-served basis Monday through Friday, from 9 a.m. to 4 p.m. by calling the Children’s Hospital Help Desk at 412-692-9000. You must provide a state ID, passport, driver’s license, or military ID.

Additionally, the Family Business Center, located on Floor 6 in the Family Resource Center, has seven computers dedicated to parent and guest use. Hours of operation are 8:30 a.m. to 10 p.m., daily.

Mail

Mail is delivered daily to the nurse station on each floor. Special packages, such as flowers or Mylar balloons, may be picked up at the Welcome Center on Floor 1.

Mail should be addressed using the following format:

Patient name (no nicknames)
Room number, unit
Children’s Hospital of Pittsburgh of UPMC
4401 Penn Avenue
Pittsburgh, PA 15224
At Children’s, we recognize that extended medical stays not only impact our patient’s health, but the health and happiness of the entire family. While the hospital has been designed with the comfort of the whole family in mind, the following information is of particular use to families with a child who is here for an extended stay.

**Laundry**

Laundry facilities are available 24 hours a day on Floor 8. Supplies may be purchased at the Welcome Center or the Gift Shop.

**Pet Friends**

412-692-5022

With their unconditional acceptance, genuine expressions of warmth and compassion, these dogs help ease the stress, separation anxiety, and withdrawal that can accompany hospitalization.

Visits from our specially screened and trained dogs are welcome in inpatient units and critical care areas. These dogs, along with their owners, are volunteers who give their time regularly to positively impact the patient’s hospital experience. Due to infection prevention guidelines, our Pet Friends are only permitted to enter the rooms of inpatients who do not have any isolation precautions.

To participate in the Pet Friends program, the patient must have written consent from a parent or guardian and physician. The form is placed in the child’s medical record and is good for one year after the date signed. Forms may be obtained from Child Life staff by calling 412-692-5022.

**School Program**

412-864-9642

schoolprogram@chp.edu

The Children’s School Program provides academic support to any inpatient enrolled in kindergarten through grade 12, as well as special education students between the ages of 5 to 21, regardless of where the patient’s home school district is located. Just because a child’s medical condition requires a hospital stay, doesn’t mean that his or her education needs to be put on hold.

Certified elementary and secondary teachers are provided by the Pittsburgh Public Schools district to work with patients and families directly, in addition to the patient’s home school district, to provide individualized academic support during hospitalization.

The newly-designed classroom on Floor 6 is equipped with an interactive SMART Board, SMART Table, and video conferencing, in addition to computers, to provide a technologically advanced and engaging learning experience. Teachers understand that students’ needs change throughout hospitalization, and also are able to meet with patients at the bedside to provide lessons to those unable to travel to the classroom.
In the Neighborhood

For a list of overnight accommodations, as well as information on all that our local neighborhoods have to offer — including information on banking, places of worship, entertainment, and transportation — visit: chp.edu/lodging.

HB4Life Center

Plaza Building, Floor 2
(Accessible via the Rainbow Bridge near the Cafeteria)

Open weekdays: 9 to 11 a.m. and 2 to 4 p.m.

Morning or afternoon session passes must be obtained at the Welcome Center.

HB4Life Fitness Center

The friendly and knowledgeable HB4Life Center fitness experts are available to answer questions related to health and wellness. The facility provides an array of fitness equipment including treadmills, recumbent and upright bikes, elliptical trainers, and dumbbells to help you get in — or stay in — shape.

It is in your best interest and your child’s best interest if you take care of yourself.
Rules and Guidelines

- Lockers are available for use during your workout only. Locks are not provided.
- Cell phone use is not permitted in the locker rooms.
- HB4Life Center, including the locker rooms, is a medical-free zone; do not approach staff to talk about your child’s condition or care.
- Child care is not provided.
- Food is prohibited.
- Participation in group exercise classes is prohibited.
- Proper workout attire is required; sandals and slippers are not permitted.
- Towels are provided for use but must be returned to the soiled linen bins.

Take Care of You, Too

- It’s okay to go home to see the rest of your family, or to take care of personal business. We will take excellent care of your child while you are away.
- Know that you can call your child’s nurse for updates on his or her condition at any time.
- Be sure you eat, take rest periods, and maintain your own health.
- Look for events and activities that offer support, education, and recreation for all members of your family. More information can be found on the electronic message boards throughout the hospital.

Family Life

Children’s acknowledges the importance of providing care and support not only to the patient, but to the entire family. All family members are impacted by the hospitalization of a child. We strive to lessen this impact through a series of programs and events targeted at providing recreation, support, and education to help heal and give normalization opportunities to the entire family. By supporting family members (siblings, parents, grandparents, aunts, uncles, etc.) through Family Life, in addition to patients through our Child Life Department, we are putting our model of patient- and family-centered care into action.

Family Life programs, events, and activities occur throughout the year. Examples of some events include: family game afternoons, family night “at the movies,” family portrait day, and our monthly parents’ night out coffee house, which is exclusively for grown-ups.

Families can learn about events, programs, and activities by viewing the weekly Patient and Family Events Calendar posted on every inpatient nursing unit and by viewing the digital message boards located throughout the hospital.
Patient, Parent, & Visitor Rights, Responsibilities, & Guidelines

Patient’s and Parents’ Bill of Rights

The rights and responsibilities of patients, parents, and guardians

Patient Rights  Effective January 2016

At UPMC, service to our patients and their families or representatives is our top priority. We are committed to making the hospital stay or outpatient service as pleasant as possible. We have adopted the following Patient Bill of Rights to protect the interests and promote the well-being of those we serve.

If our patient is a child, then the child’s parent, guardian, or other legally authorized responsible person may exercise the child’s rights on his or her behalf. Similarly, if the patient is declared incapacitated, cannot understand a proposed treatment or procedure, or cannot communicate his or her wishes about treatment, then the patient’s guardian, next of kin, or other legally authorized responsible person may exercise the patient’s rights on his or her behalf.

The following rights are intended to serve the patient, his or her family and/or representatives or legal guardian, and we will promote and protect these rights with respect to applicable UPMC policy, law, and regulation.

As an individual receiving service at UPMC you have a right to be informed of your rights at the earliest possible moment in the course of your care, treatment, or service and to exercise your rights as our partner in care.

For your plan of care, you have a right:

- to participate in the development and implementation of your plan of care, including pain management and discharge planning;
- to make informed decision regarding your care, treatment, or services, by being:
  > informed in language or terms you can understand;
  > fully informed about your health status, diagnosis, and prognosis, including information about alternative treatments and possible complications. When it is not medically advisable to give this information to you, it will be given to your representative or other appropriate person;
  > involved in care planning and treatment;
  > informed about the outcomes of care, treatment, or services that you need in order to participate in current and future health care decisions;
  > able to have your representative act on your behalf when necessary or desired by you;
  > informed by your physician and making your decision if you will give or withhold your informed consent before your physician starts any procedure or treatment with you, unless it is an emergency;
  > able to make an advance directive and to have facility clinical staff and practitioners comply with these directives during your care;
  > assured that a family member or a representative and your physician are notified as promptly as possible if you are admitted to a hospital unless you request that this is not done;
  > able to request treatment. This does not mean that you can demand treatment or services that are medically unnecessary or inappropriate;
  > able to refuse any drugs, treatments, or procedures offered by the facility, to the extent permitted by law, and a physician shall inform you of medical consequences of this refusal.

Note: This document applies to Children’s Hospital of Pittsburgh of UPMC main campus, satellites, ambulatory clinics, ancillary services, and Children’s North Ambulatory Surgery Center.
For your privacy, respect, dignity, and comfort, you have a right:

- to personal privacy, including:
  > during personal hygiene activities, treatments, or examinations;
  > sharing your personal information only with your consent unless otherwise permitted or required by law;
  > deciding if you want or do not want involvement of your family in your care;
- during clinical discussions between you and your treatment team members;
- to choose who you would like to have as a visitor;
- to give or withhold consent for the facility to produce or use recordings, films, or other images of you for purposes other than your care.

Regarding our staff and environment, you have a right:

- to receive respectful care given by competent personnel in a setting that:
  > is safe and promotes your dignity, positive self image, and comfort;
  > accommodates religious and other spiritual services;
  > is free from all forms of abuse, exploitation or harassment, or neglect
  > will assure that you will be free from restraint or seclusion, of any form, imposed as a means of coercion, discipline, convenience, or retaliation by staff;
  > provides services without discrimination based upon race, color, age, ethnicity, ancestry, religion, sex, sexual orientation, gender identity, national origin, source of payment, or marital, familial, veteran, or disability status;
  > gives you, upon request, the names and information as to the function of your attending physician, all other physicians directly participating in your care, and of other health care personnel, having direct contact with you.

Regarding your personal health information, you have the right to appropriate management of your personal health information as set forth in our Notice of Privacy Practices.

- Provides you or your designee, upon request, access to all information contained in your medical records, unless access is specifically restricted by the attending physician for medical reasons.

Regarding research and donor programs, you (or your legally responsible party if you are unable) have a right to be advised when a physician is considering you as a part of a medical care research program or donor program.

You must give informed consent before actual participation in such a program and may refuse to continue in such program to which you previously gave informed consent. A decision to withdraw your consent for participation in a research study will have no effect on your current or future medical care at a UPMC hospital or affiliated health care provider or your current or future relationship with a health care insurance provider.

Regarding other health care services, you have a right:

- to emergency procedures to be implemented without unnecessary delay;
- to appropriate assessment and management of pain;
- to be transferred (when medically permissible) to another facility after you or your representative have received complete information and an explanation concerning the needs for and alternatives to such transfer. The institution to which you are to be transferred must accept you for transfer;
- to be assisted in obtaining consultation with another physician at your request and own expense.

Regarding quality, support, and advocacy, you have the right:

- to be informed of how to make a complaint or grievance;
- to quality care and high professional standards that continually are maintained and reviewed;
to have the facility implement good management techniques that consider the effective use of your time and avoid your personal discomfort;

to know which facility rules and regulations apply to your conduct as well as to the conduct of family and visitors;

to access to an interpreter on a reasonable basis;

to access to an individual or agency that is authorized to act on your behalf to assert or protect your rights;

to examine and receive a detailed explanation of your bill;

to full information and counseling on the availability of known financial resources for your health care;

to expect that the facility will provide you information about your continuing health care needs at the time of your discharge and the means for meeting those needs.

Patient Responsibilities

The health care providers of UPMC are committed to working with patients to deliver excellent patient care. UPMC asks that patients work with them to meet the goals related to care and treatment. Patients are asked to assume the following responsibilities:

1. **Provide a complete health history.** Provide information about past illnesses, hospital stays and outpatient services, medicines and supplements, the names of your doctors, and other matters related to your health history. Please tell us about condition that might cause you to require different treatment or additional help such as allergies or a healing problem.

2. **Participate in your treatment and services.** Cooperate with our staff. Ask questions if you do not understand directions or procedures. You are responsible for your actions if you refuse treatments or don’t follow treatment directions. You will achieve the best out come if you work together with your treatment team to develop a care plan for your time in the hospital, after you leave, or during your outpatient services.

3. **Communicate with our staff.** Let your team members know about any changes in your symptoms or conditions. If you already have an Advance Directive, Durable Power of Attorney (POA), Living Will, or organ/tissue donation, please provide us with a copy. We encourage you to ask questions and to be an active member of your care team. Please be sure your doctor knows what side or site of your body will be treated or operated on before any procedure. We encourage you to insist staff cleanse their hands before treating you. Please ask our staff to identify themselves before treating you, and remind them to check your identification before treatments or medicines given. Let our staff know if you have any questions or problems or if anything upsets or concerns you. Contact your service location Director or the Patient Relations Representative/Advocate immediately if you have concerns so that we can assist you.

4. **Appoint a health care representative.** UPMC encourages all patients to appoint a health care representative to serve as a medical decision-maker. This should be someone from your family or support network who can make decisions for you if you become unable to do so. If you do not appoint a health care representative and become unable to appoint one, UPMC will select one for you in accordance with Pennsylvania law. UPMC staff are available to help patients and their families appoint health care representatives and establish a Power of Attorney for Medical Decision-Making.

5. **Comply with your doctor’s or doctors’ medication treatment plan for this hospital stay or encounter.** Provide a complete list of medications, (prescribed, over the counter, or otherwise) that you are taking. Refrain from using illicit drugs or any medication or supplement not ordered by your doctor during this hospital stay or outpatient encounter. Do not take drugs without the knowledge and approval of UPMC staff. These may complicate your care and interfere with the healing process. UPMC reserves the right to search patient rooms and belongings and to remove medications or supplements not prescribed by your doctor, as well as weapons, or illegal substance or other items considered unsafe for the care environment.
6. Comply with UPMC’s smoke-free policy. UPMC maintains a smoke-free environment to protect the health of patients, visitors, and staff. Smoking is not permitted on any UPMC property, including buildings, parking lots, and parking garages. You may not smoke in vehicles while on UPMC property. UPMC can provide you with in formation and strategies to help you quit smoking. If interested, please contact your nurse or team member.

7. Comply with visitation policies. Our service locations have visitation policies to ensure a safe, comfortable, and quiet environment for our patients. You are expected to comply with each service location’s policy and can obtain a copy of it from your nurse or team member.

8. Be courteous to patients and staff. UPMC strives to maintain an atmosphere that promotes healing. You and your visitors are expected to be considerate of other patients and staff members, control your noise level, limit the number of visitors in your room, manage the behavior of your visitors and your visitor’s noise level, and respect UPMC property. Your visitors are expected to comply with all service location policies, including isolation policies. Failure to comply may result in being asked to leave. UPMC does not tolerate threatening or harassing behavior nor illegal activity.

9. Accept your room assignments. UPMC manages the hospital environment for the good of all our patients. We may move you to another room or another unit based on your needs and the needs of our patients. You are responsible to cooperate with all room assignments. We cannot guarantee a private room to any patient.

10. Accept your physician, nurse, clinician, and other caregiver assignments. If you have a concern about a caregiver, please notify your service facility Director or Patient Relations Representative/Advocate. We will review your concern within the appropriate department and make any necessary reassignments.

11. Protect your belongings. You are responsible for the safety of your belongings during your hospital stay or outpatient encounter. UPMC is not responsible for any lost or stolen patient belongings. We encourage you to send valuables and medications home or to store them with hospital Security if you are admitted to the hospital.

12. Arrange transportation home. You are responsible to arrange your own transportation home from the hospital and may be responsible to pay some or all of the costs related to your transportation, unless other arrangements have been made with you. We will arrange transportation for you if you are transferred to another facility or have medical needs for special transportation. These services may or may not be paid for by your insurance depending on your coverage and clinical circumstances.

13. Make payments for services. You are responsible for payment of all services provided to you by UPMC. Payments may be made through third-party payers (such as your insurance company), by self-payment, or by making other payment arrangements for services not covered by insurance. Financial assistance may be available for those who qualify. UPMC will not withhold or delay emergency medical screening or stabilizing treatment that is provided pursuant to EMTALA.

14. Keep your appointments. You are responsible to make and keep your outpatient appointments. Your services have been planned with you to maximize your health and wellness by following up on your health care needs including periodic screening, assessment, and treatment. We ask that you respect the appointments that have been scheduled for you and notify us as soon as possible, if for some reason you are unable to keep a scheduled appointment. Please plan with us in advance of situations that may cause you to have difficulty in keeping an appointment.
**Notice of Privacy Practices**

The Notice of Privacy Practices is a document provided to patients, parents, or legal guardians that describes how Children’s Hospital of Pittsburgh of UPMC can use and share a patient’s information. The notice also identifies the various rights patients have under the Health Insurance Portability and Accountability Act (HIPAA). The following is a summary of the notice:

At UPMC, we are committed to protecting the privacy of your medical information, as federal and state laws require. When we say “information,” we mean health, treatment, or payment information that identifies you. UPMC’s Notice of Privacy Practices explains how we meet this commitment. The notice also explains your legal rights about what is in your health record. All people and places that make up UPMC must follow the notice. However, this does not include UPMC Health Plan or UPMC as an employer. This summary tells you in brief what the notice says.

This summary is not a complete listing of how we use and disclose (share) your health information. If you have a question about any of the information in this summary, you should review the full Notice of Private Practices or ask a UPMC employee for more information. UPMC has the right to change this summary and the notice without first notifying you.

**How UPMC May Use and Share Your Health Information**

*Without your consent, UPMC can use and share your health information to:*

- Provide you with medical treatment and other services.
- Receive payment from you, an insurance company, or someone else for services we provide to you.
- Coordinate your care, which may include such things as giving you appointment reminders and telling you about other treatment options.
- Contact you for certain marketing and fundraising activities, unless otherwise indicated by you.
- Comply with the law.
- Meet special situations as described in the notice, such as public health, safety, and research.
- **Exception:** This does not include behavioral health, drug and alcohol, and AIDS/HIV information.

**Unless you object, UPMC can:**

- Include your name and other information in the hospital directory.
- Share your health information with a family member or a close personal friend.

All other uses and sharing of your health information will be done only with your specific written permission or as required by law.

**Your Legal Rights About Your Health Information**

- Right to ask to see and copy your medical record.
- Right to ask that incorrect or incomplete information in your medical record be corrected.
- Right to ask for a list of all people and organizations who UPMC disclosed your health information to, subject to limits permitted by law.
- Right to ask UPMC to limit how we use and share your health information without your consent.
- Right to ask for confidential communications.
- Right to ask for a paper copy of the Notice of Privacy Practices.

**Violation of Privacy Rights**

If you believe your privacy rights have been violated, you have a right to file a complaint. Please see UPMC’s Notice of Privacy Practices for more details. In the event that a breach of your protected health information occurs at UPMC or one of its business associates, you will be provided written notification if required by law.

UPMC’s complete Notice of Privacy Practices can be found at www.upmc.com/patients-visitors/privacy-info/Pages/notice-of-privacy-practice.aspx.

**Filing a Complaint**

If a patient or a patient’s representative believes that Children’s Hospital of Pittsburgh of UPMC (CHP) has violated any of the rights enumerated on the Patient Rights and Responsibilities postings, he or she should contact the hospital’s Patient Relations Department to file a complaint at:

**Children’s Hospital of Pittsburgh of UPMC**
Patient Relations
412-692-5489
Email: PatientRep@chp.edu
Upon receipt of the complaint, CHP will make every effort to respond in a prompt and fair manner to address the concerns. However, concerns may further be addressed to:

**Pennsylvania Department of Health**  
Division of Acute and Ambulatory Care, Central Office  
Health and Welfare Building, Room 532, 625 Forster St.  
Harrisburg, PA 17120-0701  
1-800-254-5164

or

**The Joint Commission**  
Office of Quality and Patient Safety  
One Renaissance Blvd.  
Oakbrook Terrace, Ill. 60181  
Phone: 1-800-994-6610  
Fax: 1-630-792-5636  
E-mail: patientsafetyreport@jointcommission.org

Concerns regarding quality of care or premature discharge may be addressed to:

**Livanta**  
BFCC-QIO  
ATN: Review Services  
9090 Junction Drive Suite 10  
Annapolis Junction, MD 20701  
1-866-815-5440

For dialysis (ESRD) patients, complaints may be addressed to:

**Quality Insights Renal Network 4**  
610 Freedom Business Center, Suite 102  
King of Prussia, PA 19406  
1-800-548-9205  
E-mail: qirn4@nw4.esrd.net

**Conduct Guidelines**

*Responsibilities for Family and Guests*

As part of Children’s Hospital of Pittsburgh of UPMC’s commitment to improving the health and well-being of all children, as well as to comply with safety requirements from The Joint Commission, Children’s has a policy regarding inappropriate or illegal behavior. Any individual engaging in inappropriate or illegal behavior will be asked to leave the hospital and may not be permitted to return. Prohibited behavior includes, but is not limited to:

- Verbal or physical fighting.
- Loud or hostile tones of voice.
- Rude, profane, racist, or culturally offensive remarks.
- Threats of physical harm, intimidation, or coercive behavior.
- Weapons of any kind.
- Possession of alcohol or illegal drugs or behavior indicating alcohol or drug use.

If you witness such behavior at Children’s, please call Public Safety at 412-692-5191.

**Photography Policy**

The Marketing and Communications Department is responsible for all camera use on campus in order to protect the privacy and confidentiality of all patients. Patients, parents, guardians, and other guests are required to seek prior approval from a member of the Marketing and Communications Department for any photography or filming. All unauthorized camera use will be stopped by hospital police and cameras will be removed.

Patients and visitors are not permitted to take photos and/or video of other patients. Additionally, patient visitors are prohibited from taking photos, videos, or recordings of hospital staff or physicians, medical equipment, or of meetings and conversations with hospital staff or physicians or any provision of treatment.

Patient visitors may not take photos or video of their patients posing with Children’s representatives unless the Children’s representative has given express consent.

*Note: Children’s representatives giving their consent to be photographed or videotaped by patient visitors do so with the acknowledgement that the photo or video may be uploaded to a website such as Facebook, YouTube, or Twitter.*
Patient Visitation Guidelines

Adult patients who are 18 years of age or older may designate visitors to provide emotional support who will have visitation privileges comparable to parent and guardian privileges.

Guidelines for All Units:

- Parents and guardians of patients will be granted 24 hour a day, seven day a week access.
- Parents, guardians, or visitors may be asked to leave during certain procedures, such as surgical procedures at the bedside.
- Six-digit confidentiality code is required.
- Prior to visiting the patient care units, inpatient visitors are required to register at the Welcome Center on Floor 1. Visitors over the age of 18 are required to provide photo identification. We reserve the right to prevent or restrict visitation.
- Siblings can visit between 10 a.m. and 9 p.m. Siblings younger than 18 years of age must be accompanied and supervised by an adult who is not a patient. A nurse or Child Life specialist can help prepare siblings for visitation and determine the best time to visit.
- Children must be e-screened for infection prior to visiting per Infection Prevention recommendation. It is also important to note that there may be risk to siblings who are visiting a patient who has an infection. For this reason, a discussion should occur with the parent, nurse, and/or physician prior to sibling visitation.
- Parents and guardians are encouraged to tidy sleep space areas in the room and prepare for the morning. Parent belongings should be kept at a reasonable volume to reduce clutter in the room and prevent restriction to patient access.
- Nursing and medical care continues around the clock. Lights may be kept on at night, and noise may be associated with caring for your child.
- All visitors must be fully dressed, and shoes must be worn.
- Quiet time is encouraged between 2 to 3 p.m. and from 10 p.m. to 8 a.m. Television and music must be lowered during these times.
- At each change of shift, the oncoming and outgoing nurse have a focused conversation to ensure a smooth transfer of the patient care. The change of shift report is completed in an organized manner to provide patient safety. When the nursing change of shift report is complete, parents are encouraged to ask questions and contribute information about their child to the nurse.
- Weapons are not permitted on hospital property at any time. Patients and visitors entering the Emergency Department are subject to being searched by hospital police (including belongings) for weapons and must pass through a metal detector. All weapons surrendered or discovered will be properly secured and returned when departing. Anyone discovered possessing an illegal weapon is subject to prosecution.
- Visitor privileges will not be restricted, limited or denied on the basis of race, color, national origin, religion, sex, sexual orientation, gender identity, or disability. The hospital does have the right to restrict visitation based on an individual’s behavior, a visitor’s status as a registered sexual offender, and any other circumstances as deemed inappropriate by the hospital’s administration.

Guidelines Specific to the PICU, NICU, and CICU:

- Visitors are required to check in at the front desk on the patient care unit prior to entering.
- Two people are allowed to visit per room (exceptions may be necessary).
- One parent, guardian, or designee (over the age of 18) may sleep in the room during the night.
- Only covered beverages are permitted.
- No food is permitted inside rooms.
- Live flowers, plants, and animals (with the exception of Pet Friends guide dogs) are not permitted.

Guidelines Specific to Acute Care:

- A maximum of four people are recommended to be at the bedside at one time. The nurse caring for the patient, in consultation with the patient’s primary support, has final decision for the number of visitors at the bedside.
- Two parents, guardians, or designees (over the age of 18) may sleep in the room during the night.
- Food and beverages are permitted in the patient’s room when there is no conflict with patient-care requirements.
- Live flowers and plants are permitted. Animals are not permitted (with the exception of Pet Friends guide dogs).
Discharge

Discharge planning begins soon after a child’s admission. Parents will be involved in the decision and planning for discharge including home care arrangements, medications, and follow-up appointments.

As soon as the attending physician has approved a child’s discharge from the hospital, your family will be notified. Things to keep in mind:

- Children must be discharged to a parent or legal guardian. If someone other than a parent or legal guardian will be taking your child home, arrangements must be made in advance with the child’s nurse.
- Upon discharge, you will receive instructions regarding your child’s follow-up care. We encourage you to review this information with the provider, and to ask questions at this time.
- Ask your child’s provider any medication questions you may have, including the purpose, dosage, delivery, special considerations, and side effects your child may experience. Remind your child’s provider to give you a medication card wallet, free of charge, to help track your child’s medications.
- Write down the number to call if you have questions or problems after you arrive at home.

Insurance Hospitalization Status

Your child may have been admitted to Children’s Hospital of Pittsburgh of UPMC as an inpatient, or, if the physician determined that your child requires observation by professional medical personnel that cannot be provided at home, in a doctor’s office, or in the Emergency Department.

During the observation period, your child may be moved to an inpatient floor, or may stay overnight for one or more nights. But your insurance company may categorize your child’s stay as an “outpatient in a bed.” The time in the hospital will be used to determine whether your child can best be treated as an inpatient or outpatient. Your insurance carrier considers your child to be an outpatient until its criteria for inpatient status are met and they have authorized the hospital to bill charges as inpatient.

If your child is discharged from observation, his or her care will be billed to your insurance carrier and payment will be made according to your plan benefits and requirements for outpatient medical care. If your insurance requires a copayment for emergency or outpatient care, you will be billed as such, even though your child may have stayed overnight.

If your child’s admission is authorized by your insurance company as an inpatient stay, payment will be made according to your plan benefits for inpatient care. Please contact your insurance company with any questions you may have regarding this determination or billing matters.

Get Your Child’s Prescription Filled by the Pediatric Experts!

412-692-9200

Weekdays:
9:30 a.m. – 5:30 p.m.
Weekends:
10 a.m. – 2 p.m.
Closed holidays

Leave prepared. Some families experience delays getting pediatric prescriptions filled after they leave the hospital. Our Outpatient Pharmacy can have your child’s medications ready before you go.

Satisfaction Survey

When you get home, keep an eye on your mail. If you receive a patient satisfaction survey through our partner, Press Ganey, please fill it out and return it to us. We have staff dedicated to reviewing those surveys and we make decisions on how to improve based on the feedback we receive.

We value your input and look forward to hearing from you!

Let Us Help

If you anticipate needing assistance or a wheelchair to your vehicle at discharge, please notify your nurse or the health unit coordinator (HUC). They will arrange for the inpatient transport team to help.
Children’s Hospital Is Proud to Be Part of UPMC.

UPMC is one of the leading nonprofit health systems in the United States. A $10 billion integrated global health enterprise headquartered in Pittsburgh, Pennsylvania, UPMC develops and delivers Life Changing Medicine by harnessing the power of technology, translating science into cures, and accelerating the pace of innovation worldwide.

As Pennsylvania’s largest non-governmental employer, with more than 60,000 employees, UPMC is comprised of more than 20 hospitals, more than 500 clinical locations that encompass long-term care and senior living facilities, and a growing international and commercial segment.

Closely affiliated with the University of Pittsburgh Schools of the Health Sciences, UPMC is using innovative science, technology, and medicine to invent new models of accountable, cost-efficient, and patient-centered care.

Drawing on the power of collaboration and creative thinking, UPMC is taking medicine from where it is to where it needs to be.
We value your input and look forward to hearing from you.

Helpful Telephone Numbers

Calling hospital departments from within your room does not require the use of an area code. From your cell phone, all Children's Hospital numbers use the 412 area code unless otherwise noted. Dial 0 on any hospital phone to reach the operator.

Admissions .............................................. 412-692-5310
Care Coordination ...................................... 412-692-7293
Child Life ............................................. 412-692-5022
Clinical Social Work .................................. 412-692-5255
Condition Help ........................................ 412-692-3456
Emergency Department .............................. 412-692-5555
Environmental Services .............................. 412-692-7404
Family House .......................................... 412-647-7777
Family Resource Center ............................. 412-692-5288
Food Services .......................................... 412-692-5280
Health Information Management ................. 412-692-5280
Hospital Operator ..................................... 0 or 412-692-5325
Housing Information Line ............................ 412-692-8230
Infection Control ........................................ 412-692-5079
Lemieux Sibling Center ............................... 412-692-5343
Library Services ........................................ 412-692-5288
Lori's Gifts (Gift Shop) ............................... 412-692-5187
Lost and Found ........................................ 412-692-5187
Medical Ethics .......................................... 412-692-5325
Medical Records ....................................... 412-692-5280
Pastoral Care .......................................... 412-692-5349
Patient Business Services (Billing) ............... 412-692-7800
Patient Representatives ............................. 412-692-5489
Pop Stop Menu Line .................................... 412-692-7720
Public Safety (Hospital Police) ..................... 412-692-5191
Quality Services ........................................ 412-692-7507
Ronald McDonald House Charities ............... 412-362-3400
Radiology Parent Line ............................... 412-864-9409
Radiology Record Request .......................... 412-692-4999
Supportive Care/Pediatric Palliative Care Program 412-692-3234
Television Service ...................................... 412-692-5370
Volunteer Services .................................... 412-692-5185
Welcome/Information Center ....................... 412-692-7240

Overwhelmed? Need to talk? Call Resolve Crisis Network at 1-888-796-8226. Counselors are ready to offer free help.