



C.S. MOTT
CHILDREN'S HOSPITAL
MICHIGAN MEDICINE

A Guidebook by Families for Families

What You Need to Know



Table of Contents

SECTION 1

Welcome.....	2
What is Patient and Family Centered Care?	5

SECTION 2

Map of Hospital.....	6
-----------------------------	----------

SECTION 3

Communicating with Your Health Care Team.....	9
What's a Teaching Hospital?	9
Your Child's Health Care Team.....	9
Clinical Research Studies	9
A Who's Who of Doctors and Nurses	10
Therapists and Other Caregivers	10
The Poke Program.....	12
FIRST – Family Initiated Rapid Safety Team.....	12
What to Ask Your Doctors and Other Health Care Team Members.....	13
Keys to Good Communication.....	14

SECTION 4

What to Expect: The Hospital Routine.....	17
Daily Routine	17
Family Centered Rounds (FCR).....	17
Nursing Care.....	18
Shift Change Report.....	18
Your Room.....	19
Eating.....	20
Family Presence.....	22
Infection Prevention	23

SECTION 5

Parking Information	27
----------------------------------	-----------

SECTION 6

Support Care Team Members	31
Social Work	31
Child and Family Life	31
Psychologists.....	32
Spiritual Care Advisors	32
Chapels and Quiet Rooms	32
Worship Services	32
15 Minutes of Peace.....	32
Observance Items.....	33
Interpreter Services	33
Palliative Care Team.....	33
Ethics Committee	33

SECTION 7

Managing Health Care Finances	35
Billing Questions and Financial Assistance	35
Children's Special Health Care Services	35
Referrals and Authorizations	35
Guest Assistance Program (GAP)	35

SECTION 8

Giving and Receiving Information	39
Obtaining Copies of Your Child's Medical Records.....	39
Accessing the Internet.....	39
CarePages.....	39
GetWellNetwork	39
Sending Cards & Letters	40
Using the Phone.....	40
Speaking Up for Children	40
Providing Feedback About Your Child's and Your Experiences ..	40

SECTION 9

Patient and Family Amenities.....	45
Laundry Services	45
Family Center	45
Michigan Game Day Experience.....	45
Health and Wellness Resources Centers.....	45
Exercise Room	46
Survival Flight.....	46
Arboretum and Meditation Garden.....	46
Gift Shops	46
ATMs.....	46

SECTION 10

Safety and Security.....	49
Identification Badges	49
Security Staff	49
Your Valuables	50
Lost and Found	50

SECTION 11

Going Home	53
Care Management.....	53
Outpatient Pharmacy	53
University of Michigan Home Care Services	54
Opportunities After Discharge.....	55

SECTION 12

References.....	57
Glossary of Acronyms	57
Helpful Phone Numbers	59
Comfort Positions.....	60

Welcome

Dear Patients and Families,

On behalf of all the staff and volunteers at C.S. Mott Children's Hospital, I would like to welcome you. Whether you are here for a scheduled trip or you have been admitted unexpectedly, staying in a hospital can be overwhelming and intimidating for all family members.

The Patient and Family Advisory Council, in partnership with Mott Administration, created this guidebook to share knowledge about the services, amenities, and resources available to you and your loved one during your stay. We wanted to give you all the information that we have learned and utilized to make your stay, regardless of the length, as comfortable as possible so that you can focus on being well.

I can speak from personal experience that the entire Mott staff is dedicated to helping everyone feel comfortable, all while providing state of the art medical care. Patients and parents are encouraged to ask questions and work as an active member of the health care team.

We became a Mott family when my daughter Emily was 3 years old. She has cerebral palsy, and has utilized many departments and health care teams within this hospital. When she was young, my husband and I always felt supported and empowered by the staff, and valued as part of Emily's health care team. As she has grown, I have seen her evolve into an equal partner in her health care, and she now often leads many discussions with her health care providers. It is the little things, like building relationships with staff, that make Mott unique and put the patient and family at ease. When Emily smiles, it makes all of us smile, including her younger sister Sophia who often visits during hospital stays.

My family and I wish you the best during your journey at Mott. My hope is that you leave here with an understanding of how special this institution truly is and that you see why Mott is part of the Michigan Difference.

All the best,

Michelle Lickman

Michelle Lickman

MOM OF "MOTT KIDS" EMILY AND SOPHIA

CO-CHAIR OF MOTT PATIENT & FAMILY ADVISORY COUNCIL



Dear Family Member,

Caring for your child and your family is a privilege shared by me and the entire faculty and staff at C.S. Mott Children's Hospital. We recognize that we are not just a children's hospital, rather we are a family hospital. Therefore, our vision to create a culture of Patient and Family Centered Care across our hospital and clinics extends to both your child and you. We are committed to respecting the uniqueness of your family and encouraging your presence, participation, and partnership. We recognize that you are the expert on knowing your child, and we pledge to listen to you and welcome you as a valuable member of the health care team. You will be given all of the information we have about your child, and you will be part of every decision that is made concerning the care of your child. This partnership will provide your child with the best opportunity to heal.

As evidence of our Patient and Family Centered vision, I proudly present this book to you. This book was created through a partnership between many of our families and staff. It is filled with factual information and heartfelt words from other Mott families who have walked in your shoes. Please bring this book each time you come to Mott for an appointment, test, or admission. You will find it to be a great resource for your family throughout your healthcare journey. We thank you for placing your child, your most precious possession, in our care. While our state-of-the-art hospital is beautiful and full of amazing technology, we know that it is the dedicated, skilled and compassionate people working inside that make the Michigan Difference. I encourage you to speak up, ask questions and correct information when necessary so that, together, we may provide the safest and most effective care possible for your child.

Sincerely,



Paul A. King, MA, CMPE
EXECUTIVE DIRECTOR, C.S. MOTT CHILDREN'S HOSPITAL
AND VON VOIGTLANDER WOMEN'S HOSPITAL





Welcome

What is Patient and Family Centered Care?

Mott recognizes that we are not just a “children’s hospital,” rather we are a “family hospital.” When a child becomes ill, the entire family needs care. In order to create a true healing environment, we must respect the uniqueness of each child and family, keep families together, communicate fully and often and make decisions together.

Patients and families are Partners in Care. In other words, what we can do together is greater than what any one of us can do alone. This is Patient and Family Centered Care (PFCC).

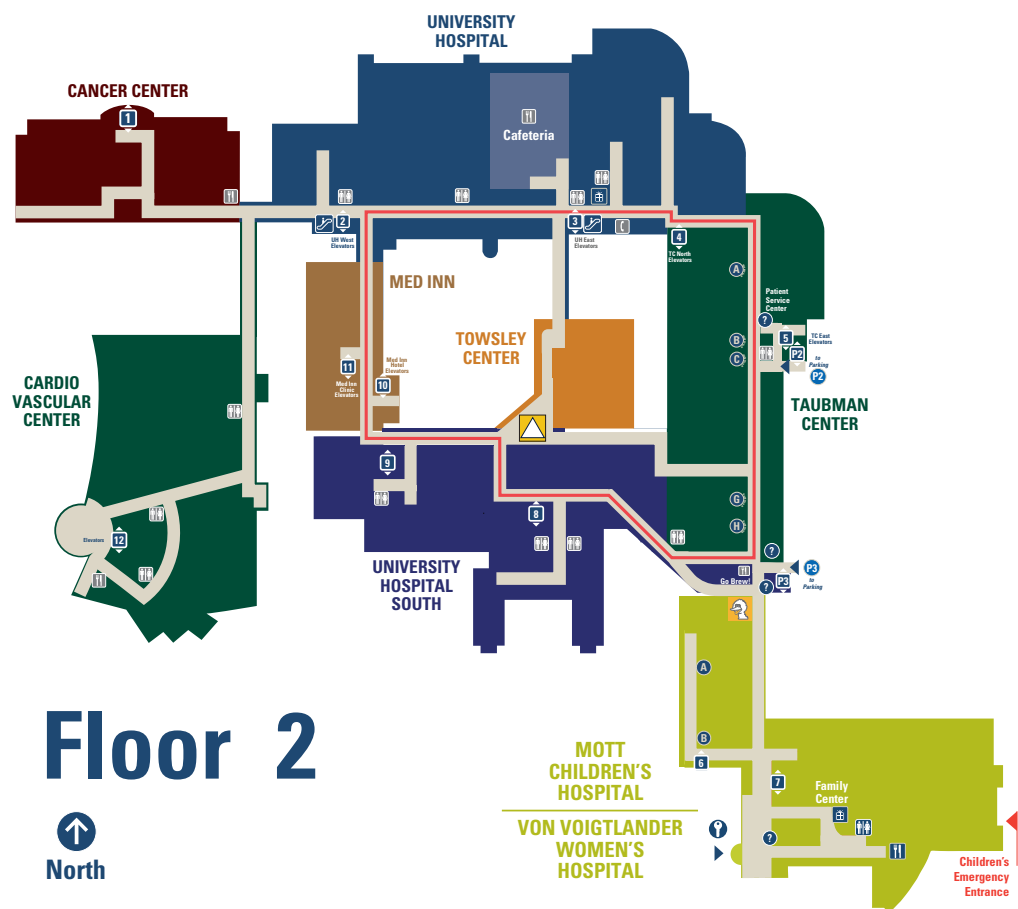
The core principles of Patient and Family Centered Care are:

- Providing dignified and respectful care by listening to and honoring your cultural and religious values, practices, and beliefs throughout all phases of care
- Communicating and sharing accurate and complete information in a timely manner
- Encouraging you to speak up and participate in decision-making at the level you choose
- Providing opportunities for you to collaborate with staff, faculty, and students by sharing experiences, advice, and expertise. This results in policies, programs, and services that are more satisfying for patients, families, and staff.

Michigan Medicine continues to seek volunteer members for the PFCC Program. If you would like to share your advice, expertise and wisdom either on-site or as an on-line member, contact the PFCC Program by emailing **Mott-PFCC@med.umich.edu**.

For more information, visit
www.mottchildren.org/mott-support-services/pfcc.

Map of Hospital



Floor 2



INPATIENT ROOMS

SERVICE	FLOOR
Adult Patient Rooms	
Adult Bone Marrow Transplant.....	7
Mother/Baby.....	9
Children's General Care Patient Rooms	
Hematology-Oncology.....	7
General Med-Surgery.....	11
General Med-Surgery.....	12
Child and Adolescent Psychiatry.....	8
Children's Intensive Care Patient Rooms	
Newborn Intensive Care Unit (NICU).....	8
Pediatric Cardiothoracic Intensive Care Unit (PCTU).....	10
Pediatric Intensive Care Unit (PICU).....	10

FREQUENTLY VISITED PLACES

SERVICE	FLOOR
Cafeteria.....	2 (Lobby)
Child & Family Life Playroom.....	7, 12
Family Exercise Room.....	7
Family Center.....	2 (Lobby)
Fetal Diagnostic and Treatment Center.....	9
Gift Shop.....	2 (Lobby)
Information.....	2 (Lobby)
Michigan Game Day Experience.....	8
Milk Room.....	8
Parking.....	2, 3
Ronald McDonald House within a Hospital.....	10
Spiritual Care Center.....	2 (Lobby)
Vending.....	2, 4, 10



CLINICS/SERVICE	FLOOR
Anesthesiology.....	4
Behavioral Health/Eating Disorders.....	6
Blood Draw	2
Bone Marrow Transplant (Adult & Pediatric)	7
Birthing Center/Labor & Delivery	9
Children's Emergency Services	2
Congenital Heart Center	11
Craniofacial Anomalies Program	3
Dental.....	3
Dialysis Unit.....	10
EEG	12
Endocrinology	8
Epilepsy Lab.....	12
Gastroenterology.....	8
Genetics.....	6
Hematology/Oncology.....	7
Infectious Disease.....	6
Infusion Services (Adult BMT and Pediatric).....	7

CLINICS/SERVICE	FLOOR
Nephrology	8
Nuclear Medicine	3
Neurology/Neuromuscular.....	6
Neurosurgery	3
Obstetrics.....	9
Orthopedics	3
Otolaryngology/Audio/Speech.....	5
Outpatient Surgery.....	4
Palliative Care.....	6
Plastic Surgery.....	4
Procedural Readiness Center.....	4
Psychology	5
PT/OT Gym	12
Pulmonology	6
Radiology	3
SCAN Clinic.....	6
Sleep Lab	6
Surgery Clinic.....	4
Urology	4

SERVICES/UNITS ON HOSPITAL MAIN CAMPUS (not pictured)

SERVICE	FLOOR
Admissions/Business Services	2, Taubman Center
Radiation Oncology.....	B2, University Hospital
Volunteer Services.....	2, UH South



Communicating with Your Health Care Team

What's a Teaching Hospital?

Mott is a teaching hospital. A teaching hospital, or academic medical center, is a hospital that partners with health care education and research programs, including medical and nursing school, residency programs, and scientists working to advance medical care through research. Teaching hospitals tend to provide many advantages including:

- New treatments and cures
- State-of-the-art technology
- Shorter hospitalizations for major illnesses and procedures
- Better outcomes and survival rates
- The expertise of highly trained physicians and surgeons, available 24 hours/day

You can expect there to be a lot of discussion about your child's diagnosis and treatment.

Sometimes these discussions happen because there is more than one good option. Other times it's because students need to learn. This teaching method does not mean that the team is unsure of how to care for your child, rather it's a way to help the student figure out the correct plan. This is also your opportunity to teach them. Teach them about the life of a family with an ill child.

Teach them how to relate to families of sick children. Teach them about "your child."

Your Child's Health Care Team

Your child will receive care from many specialists, including doctors, nurses, rehabilitation therapists, pharmacists, dietitians, social workers, child life specialists, and care managers. However, the health care team is not complete without YOU. While your doctors and nurses are the experts in health care, you are the expert of your child. A partnership

between you and your child's health care team will give your child the best opportunity to get well.

Clinical Research Studies

Clinical research studies allow doctors to find the most effective methods of care with the ultimate goal being to cure disease and improve quality of life. Being part of a teaching hospital means that many of your care providers are also leaders in clinical research. In fact, there are hundreds of U-M researchers who are working hard to improve treatment, detect and prevent disease and educate families about many serious child health conditions.

It's possible that your child is eligible to participate in a study. Participation offers hope for many people as well as an opportunity to partner with researchers to find better treatments and advance medical knowledge around the world. If someone approaches you regarding a specific study, know that participation is always optional and feel free to speak with your health care team about opportunities and concerns. To learn more visit www.UMHealthResearch.org.

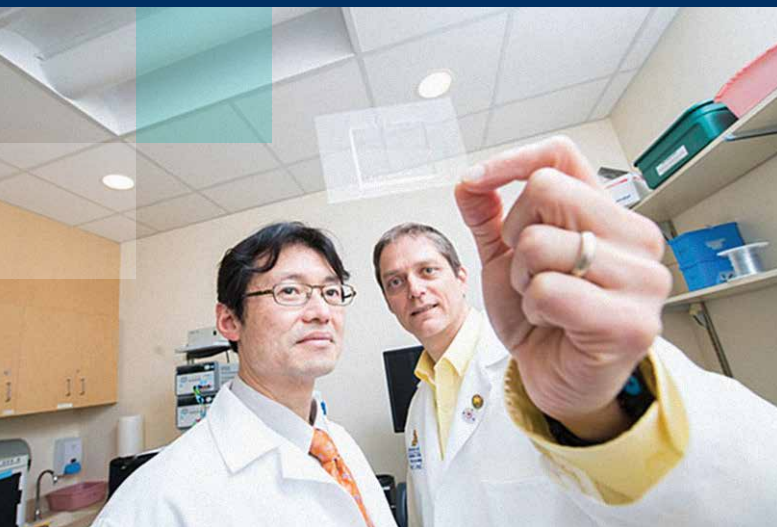


ADVICE FROM STAFF

It is not always possible to remain at your child's bedside 24/7. There are, however, many ways that you can continue to communicate with your child's health care team even if you can't be there. Make sure that you:

- *Give the nurse your contact information so you can be reached anytime.*
- *Ask the clerk or unit host for the phone numbers of the nurse and/or social worker.*
- *Write down the nurses' station phone number and put it into your wallet.*
- *Write down the name and contact information of your child's attending physician.*

Communicating with Your Health Care Team



A Who's Who of Doctors and Nurses

Doctor of Osteopathic Medicine (DO): are fully licensed physicians who practice in all areas of medicine.

Attending (MD/DO): an experienced physician in charge of the medical team and patient care.

Hospitalist (MD/DO): an experienced, staff physician that specializes in the care of inpatients.

Fellow (MD/DO): a physician who has graduated from medical school, completed a residency and is specializing in one particular area of medical care.

Resident/House Officer (MD/DO): a physician-in-training who has graduated from medical school and completed an internship.

Intern (MD/DO): a physician-in-training who has graduated from medical school.

Medical Student: a student in the midst of medical school.

Physician Assistant (PA): although not physicians, PAs have advanced education and work under the supervision of physicians, performing some of the same functions as MDs.

Nurse Practitioner (NP): a registered nurse who has advanced training and education enabling them to provide a broad range of health care services.

Nurse Manager (RN): a registered nurse with around-the-clock and ultimate responsibility for unit operations.

Nurse Supervisor (RN): a registered nurse responsible for daily supervision of unit employees, unit operations, and clinical leadership; reports to nurse manager.

Charge Nurse (RN): a registered nurse who is responsible for the daily management of the unit, serves as a resource to other staff nurses and reports to the nurse manager; the charge nurse may change on a daily basis.

Registered Nurse (RN): a person who is educated and licensed by the state to provide nursing care.

Clinical Nurse Specialist (CNS): a registered nurse with advanced education who has clinical leadership responsibilities related to nursing care of patients, education, and quality improvement.

Certified Registered Nurse Anesthetist (CRNA): advanced practice nurse who specializes in anesthesia care.

Nurses' Aide/Tech: staff who assists registered nurses with patient care.

Nursing Assistant: a person in nursing school who assists nurses and medical professionals.

Therapists and Other Caregivers

Art Therapist (ATR-BC): a professional who helps patients to express thoughts and feelings and learn to cope and problem-solve through the use of art.

Certified Lactation Consultant: a professional who is available to assist breastfeeding mothers whose infants are hospitalized.

Child Life Specialist (CCLS): a professional who helps children cope with hospitalization & medical procedures through medical play activities.

Certified Pharmacy Technician (CPhT): a professional responsible for preparing and delivering medications and assisting pharmacists and nurses with giving medication.

Clinical Pharmacist (RPh or PharmD): a professional with advanced education in medication use who helps decide which medications are best for your child.

Clinical Psychologist (PhD): a professional who provides mental, emotional, and social health care.

Clinical Researcher: a professional who is involved in research studies aimed at improving health and medical care.

Dietitian (RD): a professional who assesses a person's special nutrition needs and designs diet plans to meet these needs.

Discharge Planner: a professional who coordinates equipment needs and ongoing treatments for patients returning home or entering long-term care facilities.

Environmental Services/Housekeeping: a person who cleans patient rooms and public spaces.

Guest Services Specialist: a person who works at Security Welcome Desks to assist you with parking information, identification badges, directions and other customer service needs.

Music Therapist (MT-BC): a professional who uses music to address the physical and psychosocial needs of patients and families.

Occupational Therapist (OT): a professional who helps maximize a person's ability to care for themselves with therapy and devices.

Physical Therapist (PT): a professional who treats injury or dysfunction with exercises, therapy, and medical equipment to improve movement and strength.

Respiratory Therapist (RT): a professional trained to evaluate and treat people who have breathing problems or other lung disorders.

Social Worker (LMSW): a professional who provides counseling and identifies resources to help patients and families cope with issues related to illness.

Speech-Language Pathologist (SLP): a professional who evaluates and treats children with speech, communication and swallowing disorders.

Spiritual Care Advisor: clinically-trained chaplain who provides spiritual support throughout illness.

Study Coordinator: a professional who helps get people into and through research studies.

Unit Clerk: a staff member who can assist you with non-medical needs, connect you with resources, and handle requests for items and services.

Unit Host: a person who can assist you with all non-medical needs such as finding your way around the hospital and connecting you with resources.



Communicating with Your Health Care Team



ADVICE FROM PARENTS

- Ask for an introduction of any team member that you do not know. Ask them to **NOD** when they enter your child's room—that means to tell you their **Name**, **Occupation** and **Duties**.
- **NEVER be embarrassed to ask "what do you mean?"** When you are worried and sleep-deprived, it is very difficult to understand what is being said. Ask them to explain words and test results that you don't understand.
- Make sure that the doctors speak to you and your child. Ask the questions you think your child may be too shy to ask.
- Begin asking questions about your child's discharge early. It is very important to plan ahead.
- Don't be afraid to speak up. Health care providers may assume that someone else is answering all of your questions.

The Poke Program

This program supports patients experiencing pain and anxiety that accompany pokes and procedures. Although pain cannot be completely avoided, this program can help to make these experiences more positive by giving your child choice and control as he/she develops a personalized "Poke and Procedure Plan." For more information, visit www.mottchildren.org/pokeprogram.

FIRST — Family Initiated Rapid Safety Team

You can think of FIRST as a hospital-based 911 service. The idea is simple. If at any time you notice that your child is experiencing the following, immediately contact your primary nurse:

- Having trouble breathing
- Experiencing sudden numbness, weakness, change in skin color or confusion
- Something is just "not right"

Ninety-nine percent of the time, this is the only step you'll need to take, as your primary nurse will initiate the appropriate measures in response to your family member's sudden health change. However, if you cannot reach your primary nurse, or if you still have concerns about the care approach for your loved one, then pick up the hospital phone and dial **141**. It's Mott's version of 911. After dialing **141**, you'll be asked for:

- Your name
- Your child's name
- Room number
- A brief explanation of the situation

A highly specialized medical team will arrive to your room within minutes.

What to Ask Your Doctors and Other Health Care Team Members

Your child's hospital stay may feel overwhelming and frightening. Asking questions about your child's medical condition and treatment and being informed about your child's care can make the hospital experience more manageable and result in safer care. Take notes and write down questions as you think of them so that you are prepared when health care providers come to your child's room. The following are questions that you may want to ask:

- What are the names of my child's doctors and caregivers?
- Who is in charge of my child's medical care?
- What is the diagnosis, or what diagnoses are being considered?
- What are the recommended tests and treatments?
- Of what benefit is it to have this test or treatment?
- Why do you feel that the proposed treatment is the best choice?
- What are the side effects or possible complications of any tests or therapies that are being recommended?
- Who can I talk to if I am worried about some aspect of hospital care?
- When will I be able to take my child home?
- Who is going to communicate with our child's hometown physician?
- What are the names and doses of medications that my child will be taking?
- What special things will I need to do to prepare for discharge and keep my child safe at home?
- Why should I consider having my child participate in a research study?



ADVICE FROM PARENTS

- *Your involvement can help prevent mistakes and keep your child safe. Tell your child's doctor about:*
- *All prescription and nonprescription medications as well as herbal and vitamin/mineral therapies that your child takes and remember to include dosages.*
- *All past medication reactions that your child has experienced.*
- *All medication, food and other allergies, such as Latex, that your child has.*

Additionally:

- *Find out if your child will continue any new medication started during the hospital admission.*
- *Do not allow your child to take medications from home unless approved by your doctor.*
- *Make sure that the staff checks your child's ID band or asks for his/her name and birthdate before giving each and every dose of medication.*
- *Pay attention to the dose, volume, and color of medications and speak up if anything concerns you.*

Upon discharge:

- *Make sure that you know the name of each medication and understand what each prescription is for; how much and how often the medication should be given; and when the first dose should be given at home.*
- *Make sure you can read the prescription.*
- *Ask if any discharge medications require special pharmacy preparation, such as compounding. Not all local pharmacies are able to fill complex prescriptions. Fill these prescriptions at the hospital pharmacy.*
- *Pay close attention to the unit of the medication dose. Make sure that you understand all differences from what you may be used to.*

Communicating with Your Health Care Team

Keys to Good Communication¹

Good communication is a two-way process meaning that good communicators not only let others know what they are thinking and feeling, but they also take the time to learn what the other person thinks and feels. The following are tips to help you communicate effectively with your child's health care team:

ASK QUESTIONS

- If a topic causes you concern, it deserves to be addressed.
- If there is not enough time to ask all of your questions during medical rounds, make an appointment with your care provider so that the rest of your questions can be answered.
- Keep a notebook or journal nearby so that you can jot down thoughts, questions and concerns that you want to ask your child's care provider.
- Take notes during conversations with health care providers and be sure to include provider names and dates.

KNOW HOW YOU WANT INFORMATION PRESENTED

- Determine if you prefer an overview of all information at one time or if you want smaller amounts told to you over time.
- Let providers know if you learn best by seeing, hearing or doing.
- Ask for a break if you are receiving too much information at one time.
- Ask another family member or friend to attend appointments with you to take notes.

APPROACH DIFFICULT CONVERSATIONS IN POSITIVE WAYS

- Begin statements with "I think, I wonder, or I feel" instead of saying "you should...".
- Listen actively and repeat what you think you heard.
- Watch your body language – match your words with your facial expressions.

¹Adapted from *The American Brain Tumor Association, 2006*





What to Expect: The Hospital Routine

Bringing your child to the hospital is a challenging and stressful time for the entire family whether it is for a one-time surgical procedure, a routine and familiar treatment, or a complicated medical problem requiring a long-stay. In this section you'll find useful information to help familiarize you with hospital routines. We've also included information about your child's health care team, the family presence and visitation policy, and how your child may benefit by coming to a teaching hospital like C.S. Mott Children's Hospital.

Daily Routine

It is difficult to define "routine" in the hospital. Life is far from routine when your child is hospitalized. That being said, there are some common practices that will help you understand the hospital routine.

Family Centered Rounds (FCR)

WHAT ARE "ROUNDS" AND WHAT DOES IT MEAN TO BE FAMILY CENTERED?

- Rounds are a time for the medical team to talk about your child's health, discuss what has happened in the hospital, and make a plan for the day.
- "Family centered" means patients and families are part of the team. We welcome patient and family involvement in discussion and decision-making, recognizing that you know your child best.

WHY DO WE ROUND?

- Rounds are a protected time each day to discuss your child's care.
- Treatment and medical decision making for your child will continue to occur throughout the day.

WHEN DO ROUNDS TAKE PLACE?

- This depends on what team of doctors is taking care of your child.
 - Medical teams typically round between 9 am and noon.

- Surgical teams round very early in the morning or later in the evening.
- Specialists who are consulting with your child's primary doctors often round in the afternoon.
- Talk to your doctors or nurses about when rounds will likely occur and how you can be present. We do our best to accommodate each family's needs, but it is difficult to determine an exact rounding time as the team is caring for multiple patients.
- If you are unable to be present for rounds, someone from the team will discuss the plan with you later.

WHERE DO ROUNDS TAKE PLACE?

Rounds occur in the patient's room unless there is a need for them to take place in the hallway. Please let us know if you prefer not to have the team meet at your child's bedside.

WHO PARTICIPATES IN ROUNDS?

- The people present for rounds vary based on your child's needs and which team is taking care of your child.
- At times of shift change, new people will become part of your care team. These individuals have discussed your child's illness with prior team members.

WHAT CAN I EXPECT DURING ROUNDS?

- Typically, one member of the team will talk about what brought your child to the hospital, what has happened recently, physical exam, test results and plan for the day.

What to Expect: The Hospital Routine

- Team members, including you, will then discuss and fine-tune the plan. Mott is a teaching hospital, so there will often be a lot of talk about your child's diagnosis and treatment. Such discussions do not mean that the team is unsure of how to care for your child and others. This could include teaching about a diagnosis or treatment in a general way that may or may not directly apply to your child. This is how members of your team share knowledge with one another so that we can provide the best care for your child.
- Surgical teams' early morning rounds may be brief. Surgical teams review and consider what brought your child to the hospital, recent events, and test results, but they may not talk about these on morning rounds. They will discuss the plan for the day with the input of family members. During afternoon rounds, there is often more opportunity to discuss updates to the plan and ask questions.
- Team members may use a computer to ensure we have the most up-to-date information about your child.

HOW CAN I PARTICIPATE IN ORDER TO PROVIDE THE HIGHEST QUALITY AND SAFEST CARE FOR MY CHILD?

- Ask for an introduction of anyone that you do not know.
- Carefully listen to what the care team is saying.
- Ask for clarification of medical terms that you are unfamiliar with.
- Give feedback about how the treatment plan is working.
- Provide details about your child that may be helpful in making medical decisions.
- Encourage your child to take part in rounds by asking questions, contributing to the discussion, and helping to make decisions.
- Write down your questions and concerns so that you don't forget anything.



ADVICE FROM PARENTS

- *If you have past experiences with a medication, treatment, and/or therapy, tell the medical team about these experiences.*
- *If your family has special religious, cultural, home care and/or financial needs that may change the treatment plan, tell the team.*
- *If wrong information is presented about your child, respectfully make the correction.*
- *If you want to talk about a private matter, ask to speak privately with the team member with whom you feel most comfortable.*
- *If something "just doesn't feel right," speak up. You know your child better than anyone. Your input is very important toward helping your child get well.*

Nursing Care

In most situations, nurses will come to your child's room once per hour to give medication; check vital signs (temperature, blood pressure, heart rate); provide physical and emotional comfort (bathing, linen changes and conversation); and change bandages. Most often your child will be assigned 2–3 different nurses in a 24-hour period. Since your child's nurse is at the bedside many times each day, the nurse is often the best link between you and the many other services your child may receive while in the hospital.

Shift Change Report

Nurse-to-nurse hand-off communication on all patients occurs at the bedside during each change of shift. The goal of shift change is to provide a brief but accurate exchange of information to help ensure the delivery of safe care to your child. You are encouraged to join in the discussion. This is a great way to meet the incoming nurse and hear about your child's progress and plan of care. Staff will return after report has been completed on all patients to answer further questions and provide care.



ADVICE FROM PARENTS

Consider creating a medical binder to keep organized about your child's illness. You might want to divide the binder into the following sections:

- *history of procedures and hospitalizations*
- *doctor appointments*
- *medications*
- *important numbers*
- *questions for health care providers*
- *personal journal/your thoughts*

Visit the Family Center on Mott Level 2 to learn more about tracking as well as additional resources.

Your Room

Your room is designed for comfort and to help health care team members provide safe care. We have designed each room to accommodate space for personal belongings necessary for daily use while in the hospital while also recognizing that items from home can offer comfort during stressful times. With this in mind, each room has a closet to help store items so that staff and faculty can safely provide care for your child and so our environment of care staff can access rooms for cleaning and maintenance.

Ensuring that personal belongings outside of storage areas are kept to a minimum allows for Environmental Services to appropriately clean your child's room. A clean room will help prevent the spread of germs that may cause infections.

BATHROOM

On general care units, family members are welcome to use the in-room toilet/showers. In intensive care, family members will need to use the toilet/shower on the unit or in the family waiting area.

There is an emergency pull-cord should your child need urgent assistance while in the bathroom.

BED

In general care rooms, beds may be adjusted in many positions. Ask your nurse how to adjust your child's bed according to your child's medical needs. For taller patients, ask a staff member to take the footboard off of the bed to allow for extra length.

CALL BUTTON

A call button system lets you call your nurse if you need help. All call lights and alarms are connected to an automatic paging system that will alert nursing staff.

HEATING AND COOLING

Each room has one thermostat that has three settings, heat, air conditioning and off. You will be able to adjust the setting (within 10 degrees) to meet your child's needs.

What to Expect: The Hospital Routine

LIGHT LOCATIONS

Each room has multiple lights, including a 3-way light over the patient bed that can be changed from a low-level reading light to a general room light to a very bright exam light. There are other ceiling lights at the footwall and medicine cabinet which operate on separate switches. Additionally, there is a night light typically located at the footwall. Finally, you will find a dimmer light on the headwall in the “family” sleep space that controls light in this area.

Eating

INPATIENT TRAY DELIVERY

Patients in Mott are able to order room service between the hours of 6:30 a.m. – 8 p.m., by calling **734-232-3663 (or 2-FOOD from an in-house phone)**. You may order meals in advance for a specific delivery time or on-demand with a 45 minute delivery time. Between meal snacks for your child are also available by contacting a Dietetic Technician at **734-647-9007**. Ask your nurse, unit host, clerk or dietitian for a menu that is right for your child.

BREASTFEEDING

Breastfeeding moms providing the majority of nutrition to a patient are able to order meal trays from the general menu at NO CHARGE. One meal tray is available per meal period, and the number of selections follows the same standards as the guest tray. Additional restrictions may apply. To begin this delivery service or learn more, ask your child’s nurse.

Hospital-grade breast pumps and supplies are available for your use. Additionally, Certified Lactation Consultants are available to assist you at your baby’s bedside. Pumping rooms are located in the following rooms:

7th level – #7-353	8th level – #8-703
9th level – #9-745	10th level – #10-351
11th level – #11-237	12th level – #12-355

Use of the rooms are available to patients, families and staff.

MILK ROOM

Staffed by Dietetic Technicians, the Milk Room is located on the 8th floor (#8-755) and is designed to prepare, fortify (if medically necessary) and store human milk and formulas in a clean, accurate and safe way. After preparation, the necessary supply of milk/formula will be delivered to your child’s refrigerator twice a day. Parents are encouraged to deliver breast milk to the drop-off window. The Milk Room is open 24 hours/day, 7 days/week.

GUEST TRAYS

It can be very difficult to leave your child’s bedside; therefore, family members may order guest trays from the general patient menu. Guest trays will be delivered to your child’s room. These meals are also available “to go,” if you would like the meal delivered on disposables in order to take the meal outside your child’s room.

THERE IS A FEE FOR THIS SERVICE, which will be billed directly to your child’s hospital account.

For more information, visit the Room Service website at **www.mottchildren.org/mott-patient-visitor-guide/mott-dining**.

NOURISHMENT ROOMS

Located on each inpatient unit, nourishment rooms are open around-the-clock and are stocked with juice, crackers, milk and several other items for your child.

IN-ROOM REFRIGERATORS

Mini-refrigerators are available in each patient room for personal use. All food items must be labeled and dated on the day that the item is opened and used, or discarded within 7 days. Also, please discard any items past its expiration date.

If storing breastmilk in mini-refrigerators, please:

- Label all containers with date and time milk was pumped.
- Store breastmilk on bottom shelf.
- If milk will not be used within 2 days, freeze it.

Refrigerators will be cleaned and sanitized after each patient is discharged and each Friday during your stay. Please remove all refrigerated items on Friday mornings to allow for this weekly cleaning.

RETAIL FOOD DINING/COFFEE SHOPS

■ **Getaway 'n Play Cafe**

Located in Mott, Level 2. Offers a variety of food court style options including *Subway*, assorted grilled items, prepared foods, rotating options from local Ann Arbor restaurants; and assorted beverages. The Cafe serves adult and child-sized portions as well as family-sized meals for families “to go”. Open: 6 a.m. - 12 a.m. (limited menu 9 p.m. - 12 a.m.)

■ **UH Café**

Located in University Hospital, Level 2. Offers a trans-fat free, full menu, including wraps, made-to-order deli sandwiches, pizza, a salad bar, grilled items, American and international meals, Kids’ meals, and healthy choices. The cafeteria also offers a minimum of two value meals each day. Additionally, gluten-free and kosher meals are available for purchase. Open: 24/7.

■ **Atrium Healthy Heart Café**

Located in the Cardiovascular Center, Level 2. Offers coffee, espresso drinks, smoothies, heart healthy sandwiches, salads, and snacks.

■ **Einstein Brothers Bagels**

Located in University Hospital, Level 2. Offers milk shakes, soups, sandwiches, salads, pastries, bagels, coffee, espresso drinks, and Kids’ Meals.

For a complete menu, updated hours of café options, nutritional informational, or other general questions, visit www.med.umich.edu/food/.

VENDING MACHINES

Michigan Medicine has vending machines conveniently located within all of its hospitals and health centers, available 24/7. In Mott Hospital, vending machines are located on floors 2, 4 and 10.

ORDERING FROM LOCAL RESTAURANTS

There are a variety of restaurants that will deliver to Michigan Medicine. Ask your unit host or guest service

specialist for a listing of some of these restaurants, and where food should be delivered.

HEALTHY BEVERAGE INITIATIVE

As part of Michigan Medicine’s efforts to provide healthier options to patients, visitors, faculty and staff, sugar sweetened beverages have been removed from vending machines, coffee kiosks, and cafeterias throughout the Medical Campus. This includes carbonated soft drinks with sugar, sports drinks, energy drinks, and pre-sweetened teas and coffees. Water, milk, juice and diet beverages are available, as well as non-sweetened coffee and tea.



What to Expect: The Hospital Routine

Family Presence

FAMILY PRESENCE AND VISITOR PRESENCE

Mott welcomes parent, guardian, and care giving adult presence at the bedside 24/7. Other adults and all children, including siblings under 18, may visit between 9 a.m. - 9 p.m. The number of visitors per patient is dependent on your child's medical needs and available space. All visiting children must be under constant adult supervision; parents are responsible for the behavior of visiting children at all times.

SPENDING THE NIGHT

Each room was designed to keep families together. In most rooms, you will find a pull-out bed, sleep chair, and a personal locker in your child's room designed for an adult to spend the night. For the safety of your child we discourage you from sleeping in bed with your child.

PATIENT VISITOR ACCOMMODATIONS

This service is available 24/7 to help you find a room in Ann Arbor at a lower cost. At the request of these hotels and motels, all questions and room requests must go through Patient Visitor Accommodations. For more information, visit www.med.umich.edu/hotels/ or call **800-544-8684**.

■ **Med Inn**

The Med Inn building is attached to the U-M Hospitals. Within the Med Inn building is a 30- room hotel which offers comfortable, convenient rooms equipped with a microwave and mini refrigerator. Rooms are limited; therefore, families of surgery and intensive care patients receive priority.

■ **Michigan Transplant House**

Transplant patients who are ready to be discharged from the hospital but still require close monitoring may stay with their families at this six- bedroom facility. Located at 1011 Cornwall Place, the Transplant House provides a comfortable, home-like setting for recovery. If space is available, non-transplant patients are welcome.

■ **Ronald McDonald House**

Families of children receiving care at Mott, and who live at least 50 miles from U-M, can find low cost rooms at the Ronald McDonald House (RMH). This community-run facility is located next to the medical campus at 1600 Washington Heights. Social Workers help RMH staff prioritize the wait list, but families may call RMH directly to be put on the wait list. To help offset costs, a \$10 donation per family per night is requested. Security is available to escort you to RMH.

There are also several short-stay rooms located on-site (level 10) called **Ronald McDonald House within a Hospital**. These rooms are reserved for families whose children are medically unstable. Social Workers are available to determine eligibility for these on-site rooms.

QUIET HOURS AND THE SLEEP-WAKE CYCLE

Getting enough sleep is part of the healing process for your child and you. Every attempt is made to create a healing environment and promote a normal sleep- wake cycle for your child. Therefore, "fun" activities, meals, baths, "quiet time" and "lights off" guidelines have been established but may vary by age, severity of illness, and from unit-to-unit.

MAINTAINING A SAFE AND COMFORTABLE ENVIRONMENT

- Staff would like to see your child and for your child to see them; therefore, windows along the hallway should remain uncovered and clear.
- To allow for immediate access to your child and to make space for housekeeping to clean your child's room, the bedside area should be kept free of clutter. Sleep furniture should be folded up upon awakening and personal belongings should be stored in the family wardrobe (locker) or the drawers under the sleep-bed.
- Ensuring that personal belongings outside of storage areas are kept to a minimum allows for Environmental Services to appropriately clean your child's room. A clean room will help prevent the spread of germs that may cause infections.



- Family members are welcome to use bathrooms in general care rooms. In Intensive Care Units, please use bathrooms labeled “For Our Families and Visitors” found on each unit. Please keep the floor dry and free of linens (place in hamper) and wipe down shower after each use for staff may need to use the bathrooms for clinical testing. Please check with your child’s nurse before throwing out any bathroom collection from your child.
- Your child’s rest is important to their recovery. Please watch your child for signs that they need to rest and turn off lights and quiet any noise by managing sound from the TV, cell phones, game systems, etc.
- Tape and thumbtacks should not be used on the walls. Ask staff about other options to help your child personalize his or her room.
- Since many people are allergic to latex, please do not bring latex products to the hospital, including latex balloons.

SMOKING POLICY

Michigan Medicine is smoke-free with no smoking permitted on any Michigan Medicine property, including courtyards, sidewalks, and parking garages. You may smoke in your car, but windows must be closed. Nicorette mints and patches are available for purchase in the

outpatient pharmacy. Additionally, Michigan Medicine offers a smoking cessation program. For more information, visit <http://www.uofmhealth.org/health-library/qtsmk>.

Infection Prevention

HAND WASHING

The most common method of spreading germs is through hand contact. Therefore, excellent hand washing is the best way to prevent infections.

All healthcare providers are required to clean their hands either with soap and water or hand sanitizer both when entering and exiting your child’s room. If you see healthcare providers not cleaning their hands, please speak up. Also, please make sure you and your child’s visitors clean your hands every time you enter and exit your child’s hospital room.

Health care providers at Mott Hospital perform many practices to prevent infections in our patients, including infections caused by devices (i.e., catheters or ventilators), germs that do not respond to antibiotics, and infections after surgery. For information on infection prevention practices and how you can help prevent infections, please ask your nurse for information sheets from the Patient Education Clearinghouse.

What to Expect: The Hospital Routine



FAMILY OR VISITOR ILLNESSES

In order to reduce the number of “community” germs entering Mott and to protect our children, you need to educate your family and visitors of the following:

All family members and visitors will be health screened at Security Welcome Desks before being allowed to enter patient care areas. Family members who cannot delay their visit must wear an ear-loop or surgical mask while at Michigan Medicine.

Visitors with signs and symptoms of illness will be given an ear-loop or surgical mask and instructed to leave the facility.

Any visitor or family member who has been exposed to a highly contagious disease, such as chickenpox and measles, *must* not enter patient care areas.

Any visitor or family member that is sick with a cold, cough, or “flu-like symptoms” should not come to Mott.

ISOLATION/PRECAUTIONS

Certain illnesses or conditions require anyone entering your child’s room to follow specific guidelines to help prevent the spread of germs either TO or FROM your child.

There are several different types of isolation/precautions. The following explains the responsibilities of those entering your child’s room under specific isolation/precautions:

■ **Contact Precautions and Contact Precautions-D:**

- Everyone entering your child’s room should clean their hands when entering the room, leaving the room, and immediately after providing patient care.
- For their protection all family members and visitors should wear gloves and gown when participating in your child’s care activities.
- Healthcare providers must wear gloves and gown upon entry to the room.
- Additionally, if your child is in Contact Precautions, neither you, any other family/visitors, nor your child may go to Child Life Activity Centers and play areas or nourishment rooms, but you may walk in the halls as long as you have washed your hands and your child is wearing clean clothes or hospital gown and has cleansed their hands.
- You (but not your child) may go to waiting areas after leaving your child’s room providing you wash your hands thoroughly.

■ **Droplet Precautions:**

- Everyone entering your child’s room should clean their hands when entering the room, leaving the room, and immediately after providing patient care.
- For their protection, all family members and visitors should wear an ear-loop or surgical mask and eye protection when within 3 feet of your child.
- It is also recommended for their protection that all family members and visitors wear gloves and gown when participating in your child’s care activities.

- Healthcare providers must wear gloves, gown, mask, and eye protection upon entry to the room.
- Children under the age of 12 may not visit your child during influenza season unless approved by your child's medical team. Children under the age of 12 who are associated with patients in Droplet Precautions must be taken home or remain on level 2 with a responsible adult.
- Family/visitors with respiratory symptoms will not be allowed to visit your child unless approved by the medical team. If a person with symptoms must visit, the person must wear an ear-loop or surgical mask while anywhere at Michigan Medicine.
- Your child may walk through hallways and in the courtyards only for medical reasons and only if wearing an ear-loop or surgical mask. To protect others, especially those with suppressed immune systems, your child may not visit other patients or spend time in public areas until the Droplet Precautions has been lifted.
- If your child is in Droplet Precautions, neither you, any other family/visitors, nor your child may go to Child Life Activity Centers and play areas or nourishment rooms.
- You (but not your child) may go to waiting areas after leaving your child's room providing you wash your hands thoroughly.

■ **Respiratory Isolation:**

- Everyone entering your child's room should clean their hands when entering the room, leaving the room, and immediately after providing patient care.
- All family members and visitors must wear ear-loop masks at all times (Of note, if your child has chickenpox and you are immune, you do not need to wear a mask).
- Your child should not leave his/her room. If your child or you must leave the room, he/she must wear a surgical or isolation masks and those with skin lesions must have the area covered.
- Your child, you, and other family/visitors may not go to Child Life Activity Centers and play areas or nourishment rooms.
- If your child is suspected of having tuberculosis, you will need to be evaluated as a possible source of infection. Until you have been evaluated and/or the source of infection has been identified, you must wear an isolation mask outside of your child's room and you must avoid other areas of the hospital, including all public spaces such as the cafeteria/nourishment rooms, waiting areas, activity centers, and play spaces.

■ **Protective Precautions:**

- Everyone entering your child's room should clean their hands when entering the room, leaving the room and immediately after providing patient care.
- To protect your child, family/visitors will be stopped from entering your child's room if they:
 - have signs/symptoms of respiratory illness and/or conjunctivitis (eye infection).
 - are in the contagious period following exposure to diseases such as chicken pox, measles, or pertussis.
 - have signs/symptoms of gastrointestinal illness.
 - are not able to stop the spread of body fluids from coughing, sneezing, nose blowing etc and are not able to adequately clean hands.



Parking Information

All Mott patients should park in Parking Structure P2 (Taubman Center) or P4 (Mott). P4 connects from the 3rd level of the parking garage to the 3rd level of the hospital. P2 connects from the 2nd level of the parking garage to the 2nd Floor of Mott (Taubman Connector). Valet service is available at Mott and Von Voigtlander Main Entrance in the circle drive. Mott Security is available to provide an escort to your car.

Parking Validation

Patients and visitors of Mott pay a lower parking fee by having their parking tickets stamped at Security Welcome Desks. Stamped tickets do not mean free parking but rather reduced-rate parking. If you do not have your parking ticket validated, you will be charged at a much higher rate. Please remember to bring your parking ticket into Mott and have it validated to receive your reduced-rate parking.

The cost of parking is the same at each of the parking structures. Patients, families and visitors must have their tickets validated (stamped) to receive the reduced rate of \$2 per 24-hour period. *Validation is not required for anyone parking 4 hours or less. A rate of \$2.00 will be charged during this period.*

Un-validated tickets will result in a higher parking fee, so please remember to get your ticket stamped!

- First 4 hours \$2.00
- 4 – 6 hours \$3.00
- 6 – 8 hours \$5.00
- 8 or more hours, up to 24 hours, \$20.00

Tickets can be validated at the following Mott locations:

- Mott Security Welcome Desks; 2nd floor main, 2nd floor Taubman connector, 3rd floor parking connector, Emergency Department—as well as on all inpatient floors.

- Additional parking ticket validation stations exist at other locations of the health system, including University Hospital, Taubman Center, Cardiovascular Center, and Cancer Center Information Desks.

Outpatient Day Parking Pass

The Outpatient Day Parking Pass allows outpatients with multiple appointments on the same day to leave the medical campus between appointments and pay only once for parking. This pass is available to those parking in patient/visitor parking structures. If you'd like an Outpatient Day Parking Pass, ask the parking attendant during your first exit from the parking structure. The attendant will attach the first exit payment receipt to the pass and give it to you to present along with a validated ticket stub for all other charge-free exits that day.

Inpatient Visitor Parking Pass

Inpatient family members whose loved one is in the hospital for a lengthy time may qualify for an Inpatient Visitor Parking Pass. For those that qualify, this pass provides two services: pre-authorization for the lower parking fee; and payment of only one fee per calendar day. Passes are issued at Security Welcome Desks and may be used for up to fourteen calendar days. After fourteen days, a new pass will be required. You must present the pass with your parking ticket to the parking structure cashier-attendant. For the first exit, payment of the reduced rate fee is required. Additional exits on the same calendar day are free when the parking ticket, pass, and payment receipt (provided by the cashier-attendant) are presented.

Parking Information

Valet Services

Valet parking is available for a fee at the following locations:

UNIVERSITY HOSPITAL

- Main Entrance: 7 days/week. Hours vary.

EMERGENCY DEPARTMENT

- 24/7 (no charge).

C.S. MOTT AND VON VOIGTLANDER

- Main Entrance: 7 days/week. Hours vary.

CHILDREN'S EMERGENCY DEPARTMENT

- 24/7 (no charge).

CANCER CENTER

- Main Entrance: Monday through Friday during clinic hours.

CARDIOVASCULAR CENTER

- Main Entrance: 7 days/week. Hours vary.

For more information, including current fees, call Valet Parking at **734-936-6641**.

For additional information on parking, visit

www.mottchildren.org/mott-patient-visitor-guide/mott-parking.





Support Care Team Members

Social Work

The hospitalization or illness of your child can greatly disrupt your family's normal routine. As members of the health care team, social workers are familiar with the many kinds of stress that your family may experience and are available to assist you in the following ways.

The social worker can help you to:

- communicate with your health care team helping you to gain a better understanding of your child's health care plan.
- help sort out your child's and your worries and fears and identify ways to cope with the feelings that you and your family may be experiencing surrounding the diagnosis, treatment, discharge, transfer to another healthcare institution, and/or return to school.
- provide guidance on how to explain your child's condition to siblings, relatives, and teachers.
- provide emotional support, resources, and counseling during grief, loss, and bereavement.
- find out if you qualify for financial assistance for transportation, lodging, food, clothing, home utilities, medical equipment, medications, and other financial troubles that you may have as a result of your child's medical issues.
- arrange a family meeting with your child's health care team to help you during times of difficult decision-making.
- find the answers to questions surrounding who has the legal right to information about your child's medical care.

To learn more about the Department of Social Work, visit www.mottchildren.org/mott-support-services/social-work.

Child and Family Life

Play, family, and school are important parts of your child's life. The stress of hospitalization and illness disrupts these normal activities and relationships resulting in increased fear and anxiety – not only for your ill child but the entire family. The Department of Child and Family Life offers many programs and activities that help children and families gain coping skills, minimize stress and anxiety, promote healthy development, increase self-esteem, and reduce fear and isolation. They help families continue to be families when a child is sick.

The Child and Family Life Program includes:

ACTIVITY THERAPY

Provides play opportunities for children to interact with peers and families in a non-threatening environment. Bedside activities are provided for patients who aren't able to leave their rooms.

ART THERAPY

Uses art to help patients build long term coping skills.

MUSIC THERAPY

Encourages patients to express feelings, and promote relaxation through music.

MEDICAL PLAY AND PROCEDURE PREPARATION

Helps reduce patients' anxieties about medical procedures by educating them about diagnoses, procedures and treatments.

HOSPITAL SCHOOL PROGRAM

Has certified teachers who are on staff to assist children in keeping up with their schoolwork. Computers and internet access are available to connect kids to participating local schools.

CHILD LIFE ACTIVITY CENTERS

Offer recreational activities for kids of all ages and match them to your child's interests and developmental needs.

Support Care Team Members

All Activity Centers are procedure-free zones where no painful or invasive treatments occur. This helps to create a safe place for kids to feel at ease. Staff provides a comfortable environment for children and young adults to ask questions and express their thoughts and feelings. Special events/ holiday celebrations also take place in Activity Centers.

Activity Centers are located on Mott inpatient care units, Level 7, 11, and 12. There is also a Teen Room located on Level 7. Outpatient pediatric infusion also has an Activity Center, called The Dugout, located on Level 7 of the clinic building.

For more information about Child and Family Life Programs, visit www.mottchildren.org/mott-support-services/cfl.

Psychologists

Pediatric psychologists are available to help your child cope with the emotional side of being hurt or sick. Psychologists help your child handle feelings about the illness and hospitalization, assist you in managing your child's behavior, teach your child to take medicines, and help your family manage other stressful aspects of being in the hospital. You can request a visit from the hospital psychologist by asking your child's doctor or nurse for a referral.

Spiritual Care Advisors

Chaplains are clinically trained clergy/religious leaders who specialize in offering spiritual and emotional care and support to patients and their families. Chaplains listen to what is important to you and remain sensitive to differences in culture, religion, and lifestyles. Mott chaplains represent a variety of religions and faith traditions. They have a list of local congregations and can arrange a visit from a religious leader of your choosing.

There is a chaplain in the hospital 24/7. Ask your nurse or the hospital operator to page the on-call chaplain. For more information, visit www.mottchildren.org/mott-support-services/spiritual-care.

Chapels and Quiet Rooms

When you need a quiet space for prayer, meditation, and/or reflection, three chapels and multiple quiet rooms are available to you 24 hours per day. All faiths are welcome.

- University Hospital Main Chapel, located on Level 2, Room 2A215, near the Ford Amphitheater.
- Vlasic Spiritual Center, located on Level 2 of Mott, Room 2-7808 north of Main Lobby

Quiet rooms and spaces can be found throughout Mott.

Worship Services

CATHOLIC MASS

Held in the University Hospital Chapel, Room 2A215

- Sunday at 11 a.m.
- Monday–Wednesday at noon

Communion Service Thursday–Friday at noon

Holy Days: Please consult staff for service schedule

ISLAMIC PRAYERS

University Hospital Chapel Level 2, Room 2A215

- Daily: 12:35 p.m.
- Friday: 1:30 - 2 p.m.

15 Minutes of Peace

Guided meditation led by one of our spiritual care providers:

- Tuesdays – Floor 8 NICU Parent Lounge – 2 p.m.
- Tuesdays – Floor 7E Meditation Room – 3 p.m. (tea served)
- Wednesdays – Floor 2 Spiritual Care Center – 12 p.m.
- Thursdays – Floor 12W Family Lounge – 2 p.m. (tea served)



Observance Items

Devotional and other items for the observance of a variety of religions may be obtained by contacting spiritual care.

Additionally, Jewish families may obtain electric candles for Shabbat and holiday observance.

Interpreter Services

If you are more comfortable speaking a language other than English, or if you are Deaf, Deaf/Blind or Hard of Hearing, Interpreter Services is available, free of charge, to both patients and care providers. Ask your nurse or social worker to help or call **734-936-7021**.

If your appointment is more than 48 hours away, you may use our online request form found at **www.med.umich.edu/interpreter/**.

Palliative Care Team

The Pediatric Palliative Care Consultation Service is a team of doctors, nurses, social workers and spiritual care providers that is available to help you make

difficult decisions if your child has a complex, chronic or terminal condition. One of their goals is to guide you as you make medical care choices, including pain management and symptom control, that are consistent with the quality of life that you and your child desire. Palliative Care can be provided at any point throughout an illness, which is different from hospice care. Hospice is a service that provides similar care but only at the end of life. If you feel that Palliative Care may be beneficial for your child, ask your doctor to request a Palliative Care Team consult.

Ethics Committee

Decisions that require you to bring together your intellectual, spiritual, and cultural beliefs can be challenging. If you and your child's medical team find yourself unsure with making these difficult decisions, the Ethics Committee is available to help you. Ask your doctor or social worker about this option.



Managing Health Care Finances

Billing Questions and Financial Assistance

While Michigan Medicine welcomes patients with all types of insurance, it is very important to understand your health plan regarding benefit coverage information (i.e. covered and non-covered services).

Your insurance benefits are based on the contract that you or your employer holds with the insurance carrier. If Michigan Medicine is a participating provider with your health plan, your out-of-pocket costs are usually limited to co-payments, co-insurances, and/or deductibles if the services are a benefit of your policy. If your insurance plan does not participate with Michigan Medicine, your insurance company will be billed as a courtesy, but any amounts unpaid by your plan will be your responsibility.

Payment for many services is usually required at time of check-in.

If you have questions regarding any of your out-of-pocket expenses, we invite you to please contact a Patient Financial Counselors at **855-855-0863**. Patient Financial Counselors are also available to meet with you at the hospital and at some of our Michigan Medicine off-site clinics from Monday - Friday, 8 a.m. – 4:30 p.m. Please call **855-855-0863** or **877-326-9155** for locations.

If you do not have medical insurance, you may be eligible for a government support program or for our Michigan Medicine financial assistance program (MSupport). For more information, contact an MSupport Coordinator Toll-Free **855-853-5380** Monday - Friday, 8 a.m. - 8 p.m. or email **M-Support@med.umich.edu**.

Children's Special Health Care Services

Children's Special Health Care Services (CSHCS) is a program that pays for the medical care of children with

certain chronic medical conditions. The goal of the CSHCS program is to assure that children with chronic medical conditions have access to the specialty care needed. Eligibility for CSHCS is based on diagnosis and not family income. This program offers coverage for both uninsured and insured patients, as well as other supportive programs for parents. To find out if your child qualifies for this program, talk to your Social Worker or visit the CSHCS enrollment website at **www.michigan.gov/cshcs**.

We also invite you to contact our experienced Patient Financial Counselors at **877-326-9155**.

Referrals and Authorizations

Many insurance plans require referrals and/or authorizations in order for services to be covered.

A referral is permission from your primary care physician and your health plan to see a particular provider or to have specific procedures done. If your plan requires a referral, your primary care physician must provide the referral prior to services being rendered. If you arrive for services without a referral in place, you may be asked to sign a waiver that holds you financially responsible for the services you receive.

Authorizations are often required for procedures such as surgery or MRI. If an authorization is required, clinic staff will obtain the authorization from your health plan prior to the service. If you have questions about whether a service will be authorized, please call your health plan.

Guest Assistance Program (GAP)

Needs often extend beyond medical care needs. The Guest Assistance Program (GAP) is there to assist you with a wide range of these unplanned and often unexpected needs. The GAP is staffed by Social Work Assistants who will consult with you, research community resources and

Managing Health Care Finances

assist in coordinating appropriate services. Some services are income based yet the GAP staff is available to every Michigan Medicine family when assistance or information is needed.

Examples of GAP services include:

- Arranging transportation, both local (buses, cabs and other services) and long-distance (trains, air travel and lodging accommodations).
- Coordinating with Children's Special Health Care Services of Michigan (CSHCS) to provide cash assistance for transportation, meals and lodging for eligible patients.
- Identifying eligibility for local and county health programs and other agencies that assist with emergency needs and situations.
- Providing emergency financial assistance for getting to and from the hospital and clinic appointments, parking, lodging, medications or other unanticipated situations.
- Providing emergency items such as car seats, clothing, certain medical equipment, gift cards.
- Notary Services and a Wig Bank are also available.

The GAP location is open Monday through Friday at University Hospital Level 2, near the Gift Shop and Cashier's Office.

You can also reach the GAP by phone by calling **800-888-9825** (toll-free) or **734-764-6893**.

On Saturdays and Sundays a GAP staff member is available during the day. You may ask any hospital staff member to contact the GAP office for you.





Giving and Receiving Information

Obtaining Copies of Your Child's Medical Record

The results of all laboratory tests, x-rays, other diagnostic studies, and medical treatment your child has received during hospitalization or as an outpatient are documented. Also included are physician reports from examinations, surgery, treatment and medications, and observations by nurses and other members of your health care team. This information is combined to make up your child's medical record.

A signed authorization is necessary to receive a copy of your child's medical record, or to have it sent to another organization, physician, insurance company, school, etc. You may obtain an authorization form by stopping by any University of Michigan Hospital or Health Center registration desk, or by downloading the form at www.uofmhealth.org/provider/medical-records

Upon completion of the authorization form, you may request Registration to fax your completed form to U-M Health Information Management at **734-936-8571** or mail to:

*Health Information Management
Release of Information Unit
2901 Hubbard Rd. #2722
Ann Arbor, MI 48109*

Routine requests include operative reports, consults, test result reports, and recent discharge summary. You must specify if additional information is requested. There may be a fee for medical record copies. There is no charge for records sent directly to care providers. For legal guardians, please attach a certified copy of legal guardian appointment to the request form.

Accessing the Internet

Mott Children's Hospital is completely wireless; therefore with your personal computer, you have free access to the

internet anywhere throughout the hospital. Computers with internet access are also available at your child's bedside and in the Family Center, on Level 2.

CarePages

Michigan Medicine and CarePages, a private company that offers personalized web pages, have teamed up to help you to use the web to communicate with friends and family about your child's health. CarePages is a free service that guides you through the development of a website and enables you to update the webpage whenever you choose to do so. CarePages is secure and password protected, and therefore, can only be accessed by people that know the personal name of your child's webpage, thus maintaining your privacy.

Using Carepages.com, you can:

- Keep family and friends up-to-date with information you choose to share about your child
- Electronically post and receive messages of love and support
- Save time by communicating with everyone in one message
- Provide on-line links to your friends and family with information on how they can order gifts and make donations as they choose

GetWellNetwork

GetWellNetwork transforms your child's in-room TV into an interactive patient care experience, inviting you to actively participate in care.

You and your child may use GetWellNetwork to:

- Learn more about health, procedures, and medications
- Communicate with hospital staff

Giving and Receiving Information

- Watch television and on-demand movies
- Email family and friends
- Surf the internet
- Play games
- Access information about hospital services and facilities
- Provide feedback about your child's hospital stay

Sending Cards & Letters

There's nothing like a get well card or letter to lift spirits. If you would like friends and family to send a letter or card to your child, please have them address it as follows:

Patient's Name
C.S. Mott Children's Hospital
Patient's Room Number and Floor/Unit
1500 E Medical Center Dr
Ann Arbor, MI 48109

It is extremely important that you include your child's exact room number and unit in the mailing address to ensure the mail gets to the right place. Also, please write "patient" in the lower left-hand corner of the envelope to facilitate quick delivery of your letter or card.

To send a letter, you may purchase stamps at the gift shop and then drop your letter in the Family Center (level 2) for mailing.

Using the Phone

Family and friends may call you using the phone number written on the phone in your child's room. You may call an extension inside of the hospital by pressing the last 5-digits of any internal phone number. You may make local calls outside of the hospital at any time by pressing 97 then the 7-digit phone number.

Long-distance calls may be made from your child's bedside telephone by using credit or phone cards.

In order to promote a restful environment, bedside phones are turned off between 10 p.m. and 6:00 a.m.

Cell phones may be used in common areas and in patient rooms. However, cell phones must not be used within one foot of medical devices. Two-way radios and other push-to-talk devices must not be used at all.

Speaking Up for Children

Children's Advocacy means to speak up and take action on behalf of children. It is something that most of us do routinely on behalf of our families, our neighbors, our friends, and ourselves. The Children's Advocacy Initiative at the University of Michigan C.S. Mott Children's Hospital is available to help you:

- Stay informed about local and national issues that affect children
- Work with other children's health organizations and community partners to build a strong support system
- Contact legislators regarding key healthcare issues that affect our children

To learn more about advocating for children's health issues, visit www.mottchildren.org/about-us/mott-advocacy or contact the Children's Advocacy Director at child-advocacy@med.umich.edu

Providing Feedback About Your Child's and Your Experiences

Your satisfaction is extremely important to Mott, so please let them know how they are doing by sharing your appreciation, comments, suggestions and/or concerns in the following ways.

COMMENTS AND SUGGESTIONS:

- Ask your nurse for a comment card specific to your child's floor and complete it prior to discharge.
- Complete the patient satisfaction survey that is mailed to you after discharge.
- Provide immediate feedback in the "Tell us what you think" section of GetWellNetwork



THANKS AND APPRECIATION

■ ***Making a Difference Recognition Award***

If you would like to formally thank any employee or volunteer for “Making a Difference” in your child’s or your life, you may fill out a “Making a Difference” card, available at Welcome Centers, on-line at www.mottchildren.org/mott-patient-visitor-guide/employee-recognition or via GetWellNetwork. The person that you recognize will receive your note, a token of appreciation, a certificate, and an invitation to a special awards reception.

■ ***Patient and Family Centered Care (PFCC) Program***

Would you like to share your advice, experience, and opinions to enhance care and services for other patients? Join our e-advisor group to receive emails, online surveys, and more information about PFCC. Email the Mott PFCC Program at Mott-PFCC@med.umich.edu or via GetWellNetwork.

■ ***Evan Newport HOPE Award***

You may nominate any employee, student or volunteer of the institution who has demonstrated an act or behavior that is an example of Patient and Family Centered Care (PFCC). The principles of PFCC are:

- Being treated with dignity and respect
- Communicating in a timely manner and in both directions
- Engaging and empowering patient and family participation in decision-making
- Remaining flexible when circumstances call for changes to standard procedures
- Collaborating to create new and improved programs, policies and services

The person that you recognize will receive your note, a token of appreciation. Nomination forms are available on-line at <http://www.uofmhealth.org/patient-visitor-guide/pfcc/evan-newport-hope-and-joy-awards>

Giving and Receiving Information

CONCERNS

At Michigan Medicine, our goal is to provide the best experience possible, so when we fall short of your health care expectations we want to know about it.

If you have concerns about any aspect of your child's care while at Michigan Medicine talk to your nurse and medical team. If your health care providers are not able to promptly resolve your concerns, Patient Relations and Clinical Risk is available to assist. Patient Relations and Clinical Risk is open Monday through Friday during regular business hours **(877-285-7788 or 734-936-4330)**.

After hours, the House Manager is available upon request and may be contacted by your nurse or the unit Charge Nurse.

If at any time you feel that your loved one's medical condition is rapidly getting worse and you don't feel you are being heard, **pick up any hospital phone and call the Family Initiated Rapid Safety Team (FIRST) by dialing 141**. Tell the operator:

- "I want to activate the Rapid Safety Team."
- Your name and relationship to the patient
- Patient's name
- Room number

For more information or to submit an on-line comment/concern visit <http://www.uofmhealth.org/contact-us/feedback>.



ADVICE FROM STAFF

If you find that you forgot to pack your cell phone charger, both the Family Center and Security Services have a large variety of chargers for you to borrow. Visit The Family Center or contact Security for assistance.



ADVICE FROM PARENTS

To keep updated on news surrounding Mott, follow one or several of C.S. Mott Children's Hospital's social media accounts, including Facebook, Twitter, and Instagram. You will receive great updates about things like the latest research, fundraising efforts, and new hospital updates.





Patient and Family Amenities

Laundry Services

Washer and dryers are located on each inpatient care unit and are available for patient and family use, free of charge.

Family Center

Designed by families and health care professionals, the Family Center is dedicated to meeting each family's needs in a comfortable and relaxing environment.

The Family Center offers:

- A comfortable environment where a family can take a break, think and relax
- A consultation room for private conversations and meetings
- Books and magazines for adults, teens and children
- Educational materials, pamphlets and audio/visual recordings
- Family education room
- Internet access and computer-assisted instruction
- Kitchenette
- Scheduled and specially-arranged classes
- Special events
- Sibling support programs (seasonal)
- Information about joining the PFCC Volunteer Advisor Program

The Family Center is located in the Main Lobby on the 2nd floor. The center is open 7 days a week; hours vary. For more information, email **FamilyCenter@med.umich.edu**.

Michigan Game Day Experience

Located on the 8th floor, the Michigan Game Day Experience is a Michigan Football themed space available for your child/children to play. The space is divided into

zones that reflect the Michigan football experience and includes zones for both active and quiet play. All children under 16 must be with an adult who will sign the child in and remain in the play space. Children under isolation/precautions are not allowed in the play space (see pages 24-25.) Michigan Game Day Experience is open 7 days a week; hours vary.

Health and Wellness Resource Centers

For help in getting information about disease and treatment, coping and resources, and survivorship and healthy lifestyle choices, visit one of Michigan Medicine's health and wellness resource centers.

MARDIGIAN WELLNESS RESOURCE CENTER

www.med.umich.edu/cvc/pat_vis/wrc.html

Location: Cardiovascular Center,
Level 2, Room 2101

Open: Monday–Friday

For more information

CVC-WRC@med.umich.edu

WOMEN'S HEALTH RESOURCE CENTER

www.umwomenshealth.org

Location: Von Voigtlander Women's Hospital,
Level 9, Reception B

Open: Monday–Friday

For more information, email

umhs-whrc@med.umich.edu

CANCER PATIENT EDUCATION RESOURCE CENTER

<https://www.mccancer.org/support/learning-about-cancer/education-resource-center>

Location: Cancer Center

Open: Monday–Friday

Patient and Family Amenities

HEALTH SCIENCES LIBRARIES

The Taubman Medical Library and Public Health Library are available for use by the public, including hospital patients, and families. In fact, all 18 campus libraries are open to the public. Public users have access to computers (under a guest login), print and electronic collections, and photocopying (10 cents/page) with a purchased copy card. The library also offers a quiet space away from the hospital environment. Visit the Health Sciences Libraries website at www.lib.umich.edu/hsl to learn more.

Exercise Room

Exercise is a proven stress-reducer. Therefore, Mott has an exercise room on Level 7, Room 7-231 that is equipped with four machines for inpatient family members to use. For access to the room, please sign-in at the 7th floor Welcome Desk where a staff member will ask for identification (i.e., driver's license) before providing you with a card key. The room will be stocked with towels, sani-wipes, and hand sanitizer. Please respect others by wiping down equipment after each use, limiting your use of the equipment to one hour, and keeping liquids in a container with a lid. For everyone's safety, all inpatients and visiting children under 18 are not to use the machines.

Survival Flight

Although Survival Flight does not offer official tours, the crew enjoys giving tours to patients and families that were flown in on Survival Flight. They will also give tours to any inpatient family as time and availability permit. Visit www.survivalflight.com.

Arboretum and Meditation Garden

University Hospital courtyard offers a meditation garden, small play structure, and Maddie's House, a child-sized play-house available to patients, families, and visitors. Mott also offers a meditation garden just off of the Main Lobby on Level 2.

Mott is fortunate to be located across the street from U-M Nichols Arboretum. Many families have found peace and balance in the arboretum when facing the illness of a loved one.

Gift Shops

If you'd like to purchase gifts, magazines, cosmetics, candy, toys, games, books, cards, clothing, flowers, postage stamps and more, please visit one of these Michigan Medicine volunteer-staffed gift shops.

The Carousel Gift Shop at C.S. Mott Children's Hospital & Von Voigtlander Women's Hospital – located on Level 2, Main Lobby

The FRIENDS Gift Shop at University Hospital/Taubman Center – located on Level 2, near UH Cafeteria

The FRIENDS with a Heart Gift Shop at the U-M Cardiovascular Center – located on Atrium level, near the food court

Proceeds from gift shop purchases support FRIENDS which funds a number of patient education initiatives, Gifts of Art, and other programs.

ATMs

There is an ATM located on Level 2 of Mott/Von Voigtlander behind the Welcome Desk.

There are also two ATMs located on Level 2 of University Hospital. One is located at the triangle intersection in the University Hospital (commonly referred to as "The Triangle"). The other is located in University Hospital next to the cashier's office, just down the hall from the Gift Shop.



ADVICE FROM STAFF

The Unit Host or Service Coordinator is a great resource to help you locate the nearest:

- *Western Union or Notary Public*
- *Grocery Store*
- *Dentist*
- *Hairdresser/Barber*
- *Eyeglasses or watch repair shop*
- *And more.*





Safety and Security

Identification Badges

PATIENT IDENTIFICATION BAND

Your child is given an Identification Band when admitted to the hospital. The ID Band contains his/ her name, date of birth, gender, and medical record number. The ID Band is used as an important safety measure in many aspects of your child's care, for the hospital staff is trained to check the ID Band prior to certain activities. It is required that each patient wears an ID Band at all times when hospitalized.

You can help keep your child safe by:

- Letting your child's nurse know if the ID band falls off, loosens or becomes uncomfortable for your child
- Making sure that all staff members check your child's ID Band before every dose of medication, blood draw, test or procedure, and/or transport throughout the hospital

HUGS TAGS AND ALARMS

HUGS is Mott's child protection system which is activated by a small tag attached to your child's ankle. All children under two and other children with special needs will have a HUGS tag placed on their ankle, unless you choose to opt out of this program. The tags are very sensitive and will alert the floor staff and Security if anyone:

- tampers with the tag.
- cuts the band.
- tries to leave the floor without signing out.
- gets too close to an open exit or elevators.
- has not returned to the floor within the pre-set amount of time.

Because HUGS alarms are sensitive, please be mindful of the unit STOP signs, avoid elevators and open stairwell doors. Also please call your nurse if HUGS straps need to be adjusted rather than attempting to adjust them yourself.

FAMILY AND VISITOR IDENTIFICATION BADGES

For the safety of your child, all family members and visitors must wear an ID badge at all times. ID badges are provided at Security Welcome Desks, located on Level 2 Main Lobby, Level 2 Taubman Connector, Level 3 Parking Connector, Emergency Department, and Security Welcome Desks on each inpatient unit (floors 7-12.) Welcome Desks are staffed 24 hours/day, 7 days/week by U-M Security Guest Service Specialists. When getting your ID badge, please be prepared to provide the following information:

- Full name of the patient
- Relationship to the patient
- Photo identification
- Parking ticket for validation stamp

In order to help prevent the spread of germs, everyone entering patient care areas will be screened using a health questionnaire. It is important that you and other family/ friends do not come to the hospital when ill.

EMPLOYEE AND VOLUNTEER IDENTIFICATION

All staff, faculty and volunteers must wear an ID badge identifying them by name, photo, and job title. If someone other than a friend/ family member or an identified employee or volunteer enters your room, please push the nurse call button. It is important that you ask to see identification and that only approved people enter your room.

Security Staff

It is comforting to know that Michigan Medicine has high standards and hires well-educated security officers. The majority of Security staff have college degrees and must pass a comprehensive background check. In addition, Security officers must pass a psychological evaluation and physical and drug screening tests. Once hired, Security staff training includes Red Cross adult certification, child

Safety and Security

and infant first aid and CPR, non-violent crisis intervention, and defensive tactics. You can feel confident that you and your child will be secure at Mott.

Security officers and Guest Services Specialists work together to offer many services. Among the most requested services are:

- Identification badges
- Parking passes and validation
- Escorts to your car and Ronald McDonald House
- Assistance in finding your way around the medical campus
- Help with vehicle jumpstarts
- Assistance with family-requested visitor restrictions
- Help finding family wait space during crisis situations
- Assistance with public transportation (taxi, bus)

In short, Staff at Security Welcome Desks are there to answer your questions and are your link to the services that you need.

Your Valuables

We advise against leaving valuable items unattended at any time during your stay. Such items include:

- Purses and wallets
- Laptop computers
- Game systems, CDs, DVDs
- Items visible in your vehicle, such as GPS devices or radar detectors.
- Anything you wouldn't want to lose

If you cannot keep such items with you, please secure them out of sight in your vehicle or send them home if possible.

Lost and Found

If you lose anything during your stay, please contact Security. Likewise, if you find something, please give it to your nurse or call security to come and get it from you.



ADVICE FROM STAFF

As a patient, you will likely be away from your bedside quite frequently for various procedures and tests. In many instances, it is not possible to take your belongings with you, thus leaving them unsecured in your room. Therefore, we recommend that you leave valuables at home.





Going Home

Planning for your child's discharge will begin early in your hospital stay in order to make sure that your transition from the hospital to home or another health care facility is as smooth as possible. It is never too early to think about (and make a list of) what information and equipment you will need to go home. Only a physician can authorize your child's hospital discharge; however, many other health care team members are involved in working out the details of your child's discharge plan.

Care Management

WHAT IS CARE MANAGEMENT AND WHO IS ON MY CARE MANAGEMENT TEAM?

The Care Management team is led by a Registered Nurse (RN) Case Manager and a Social Worker. They will partner with you and your family as needed, working with care providers to improve the coordination of your hospitalization (or that of a loved one) and ensure a safe discharge. We will begin to work on your transition to a safe discharge upon admission to the hospital.

WHAT SERVICES DOES THE CARE MANAGEMENT TEAM HELP TO COORDINATE?

The Care Management team is available to connect you with services and agencies that can support you and your loved one during the hospital stay and after discharge, including:

- Work with your insurance carrier for coordination of your benefits and obtain authorizations for your hospital stay and post-acute care needs.
- Counseling related to how illness, disability and grief can impact you and your family.
- Problem solving social and financial barriers that impact medical care.
- Community resources information and referral.
- Hospice.
- Home Care (visiting nursing, physical therapy, occupational therapy, speech therapy and private duty nursing).

- Out of Hospital Placement Referrals (skilled nursing facilities, acute rehab facilities).
- Post Hospital Infusions (IV's and Tube Feeding).
- Durable Medical Equipment (wheelchairs, oxygen, medical supplies).

Please share any concerns or questions you may have with your care team so that we can connect you with the appropriate resource to get you the answers you need. It is important to remember that the team is not complete without your voice!



ADVICE FROM STAFF

Discharge planning starts on admission. So often parents become concerned/anxious when we first speak to them about discharge – they think we are “kicking them out of the hospital”. In fact, it may take a couple of days to coordinate a safe discharge and plan for adequate home care. You should begin asking about what needs to happen to make discharge possible early on in your child's admission.

Outpatient Pharmacy

Discharge prescriptions may be filled at your local pharmacy or at one of the Michigan Medicine outpatient pharmacies listed below. Outpatient Pharmacies are open Monday through Saturday – hours vary.

Ambulatory Care Pharmacy located on Level 1 of Taubman Center next to lobby

Going Home



Comprehensive Cancer Center Pharmacy located on Level B-1 in the Cancer Center

The East Ann Arbor Health Center Pharmacy located at 4260 Plymouth Road

If you choose to have your child's prescription filled at a Michigan Medicine outpatient pharmacy, inform your nurse or doctor that you want to have the prescriptions filled here. Your child's prescription will be sent to the pharmacy who will check that you have the appropriate coverage, fill the prescriptions, then call your room or leave a message with the unit clerk/service coordinator when your child's prescriptions are ready for pick-up. Because most hospitalization insurance plans do not cover the medications taken at home, the outpatient pharmacies cannot charge discharge medications to your hospital bill. Please expect to pay for the prescriptions or co-pays when you pick up your child's medications. The outpatient pharmacies accept cash, check, and credit cards. Of note, over-the-counter (OTC) medications, even if written as a prescription, are not covered by most insurance plans; however, you may purchase them at a Michigan Medicine outpatient pharmacy.

You may continue to have your child's medications filled at a Michigan Medicine outpatient pharmacy after discharge or you may choose to have the prescription transferred to your local pharmacy. You do not need to have the doctor write a second

prescription for your local pharmacy. Your local pharmacy will call Michigan Medicine to have the prescription and remaining refills transferred to them.

University of Michigan Home Care Services

U-M Home Care Services is made up of a team of medical professionals who will work with your child's health care team to determine his/her needs after discharge, deliver the appropriate supplies and equipment, and teach you how to care for your child at home. They will also work with your insurance provider to determine your home care benefits. For details and contact information, visit <https://homecare.med.umich.edu/>.

HOMEMED

Home infusion provider and licensed pharmacy. Services include compounded solutions for IV antibiotics, chemotherapy, pain medications, IV nutrition, tube feedings, and specialty drugs that are administered in your home. An experienced team of nurses, pharmacists, pharmacy technicians and dietitians will assess and monitor your child's health and response to treatment.

MICHIGAN VISITING NURSES

Provider of skilled in-home health care professionals including nurses, nurse practitioners, physical, occupational & speech

therapists, social workers, and home health aides. Services are intermittent with the goal of providing treatment for an illness or injury to help you get better and to become independent.

MICHIGAN VISITING CARE

Provider of private-duty nurses and home health aides who help with respiratory care and daily living (i.e., bathing, cooking, light housekeeping, transportation to doctor's appointments) and provide companionship. Services range from single visits to around-the-clock care.

MEDEQUIP

As Michigan Medicine's full-service provider of home medical equipment, supplies and comprehensive respiratory care, MedEQUIP welcomes the opportunity to serve you. Offerings include: oxygen, hospital beds, canes and crutches, breast pumps, blood pressure monitors, diabetic, wound care, ostomy, incontinence supplies and many more. For your convenience a retail store is located on the first floor of the Taubman Center where you'll find a selection of ambulatory aids, breast pumps and related supplies.

WHEELCHAIR SEATING SERVICE (WSS)

Provider of Complex Rehabilitation Technology (Custom Power and Manual Wheelchairs, scooters, and strollers). WSS also provide Gait Trainers, Standing systems, Custom pediatric safety bed/cribs, and bathroom safety equipment, along with a full repair facility. WSS serves both In/out patient and conducts clinics within many of the Intermediate School Districts i.e. High Point, Tarrant, Monroe, Hillsdale, Northville, etc. WSS is an Ambulatory Care Unit within the Physical Medicine and Rehabilitation department.

Opportunities after Discharge

PATIENT AND FAMILY CENTERED CARE PROGRAM

Offers a variety of volunteer opportunities to Mott patients and their families. Volunteer Family Advisors collaborate with staff to work toward the ideal patient

and family experience. Volunteer opportunities range from on-site committee membership to personal story-telling in an educational setting to on-line survey completion and materials review. To learn more, email **Mott-PFCC@med.umich.edu**.

MEDBUDDIES

A program that connects Mott general care patients with a medical or nursing student. Upon your request, a friendly, non-medical relationship will begin between the student and your child. Benefits include patient's social and emotional support, parent respite and student education. If interested, please contact your child's nurse or Child Life Specialist.



TIPS FROM PARENTS

- *Make sure that you are trained on how to use the actual equipment that will be delivered to your home.*
- *Do much of your child's care during the last days before discharge so that you can "practice" while you have hospital staff present.*
- *Try to arrange discharge so that you will not arrive home with your child after 5 p.m. There are often kinks that need to be worked out which is very difficult to do after business hours.*
- *Get medications, particularly liquid suspensions that are often not able to be prepared by community pharmacies, prior to leaving the hospital.*
- *Obtain the phone number of hospital staff that you can call 24/7 should you need advice once home.*
- *Talk to the homecare staff that will be caring for your child before you get home. This will reduce the anxiety of having a "stranger" come to your door to care for your child.*

Little
HAIL TO THE VICTORS.
^



References

Glossary of Acronyms

Do not use this list as your sole method of interpreting your child's health situation. Please consult your health team members if you have any questions about abbreviations or acronyms and what they might mean.

ABG	Arterial Blood Gas	EKG	Electro Cardiogram
ADHD	Attention Deficit Hyperactivity Disorder	ENT	Ear, Nose and Throat
ADL	Activities of Daily Living	EVAL	Evaluation
AIDS	Acquired Immune Deficiency Syndrome	FAS	Fetal Alcohol Syndrome
ALL	Acute Lymphocytic Leukemia	FHx	Family History
Amb	Ambulating/Ambulatory	GI	Gastrointestinal
ANC	Absolute Neutrophil Count	GI	Glycemic Index
A/O	Alert and Oriented	H/A	Headache
ASAP	As Soon As Possible	Hb, Hgb	Hemoglobin
ASD	Autism Spectrum Disorder	HIV	Human Immunodeficiency Virus
BP	Blood Pressure	h/o	History of
BPM	Beats Per Minute (heart rate)	HOH	Hard of Hearing
Bx	Biopsy	HR	Heart Rate
CAT/CT	Computerized Tomography	Ht	Height
CBC	Complete Blood Count	HTN	Hypertension
CF	Cystic Fibrosis	Hx	History
CHD	Congenital Heart Defect/Disease	ICU	Intensive Care Unit
CHF	Congestive Heart Failure	ID	Identification or Infectious Disease
CHL	Conductive Hearing Loss	IDDM	Insulin Dependent Diabetes Mellitus
CLL	Chronic Lymphocytic Leukemia	IEP	Individualized Education Plan
CLS	Child Life Specialist	I/O	Intake/Output
CNS	Central Nervous System	IV	Intravenous (into a vein)
c/o	Complaints Of	JRA	Juvenile Rheumatoid Arthritis
CP	Cerebral Palsy	LD	Learning Disability
CPAP	Continuous Positive Airway Pressure	LOC	Loss of Consciousness/Level of Consciousness
CPR	Cardiopulmonary Resuscitation	LPN	Licensed Practical Nurse
CPS	Child Protective Services	MD	Muscular Dystrophy
CSF	Cerebral Spinal Fluid	MD	Doctor of Medicine
CVA	Cerebral Vascular Accident	MI	Myocardial Infarction
DD	Developmental Disabilities	MRI	Magnetic Resonance Imaging
Dx	Diagnosis	MS	Multiple Sclerosis
ED	Emergency Department	NICU	Neonatal Intensive Care Unit
EEG	Electro Encephalogram	NP	Nurse Practitioner
		NPO	Nothing by mouth
		OR	Operating Room
		OT	Occupational Therapist/Therapy
		OTC	Over-The-Counter
		PA	Physician's Assistant
		PACU	Post Anesthesia Care Unit

References

PCTU	Pediatric Cardio-Thoracic Unit
PDD	Pervasive Developmental Delay
PHI	Personal Health Information
PICU	Pediatric Intensive Care Unit
PPN	Peripheral Parenteral Nutrition
PT	Physical Therapist/Therapy
RBC	Red Blood Cell/Red Blood Count
RD	Registered Dietitian
RN	Registered Nurse
RT	Registered Technician/Respiratory Therapist/Therapy
Rx	Prescription
SLP	Speech and Language Pathologist

SOB	Shortness of Breath
STAT	Immediately
SW	Social Work
Tb	Tuberculosis
TBI	Traumatic Brain Injury
TPN	Total Parenteral Nutrition
Tx	Therapy, Treatment
VS	Vital Signs
wbc, WBC	White Blood Cells, White Blood Count
Wt	Weight

For a more comprehensive list, please visit MediLexicon
www.medilexicon.com/medicalabbreviations.php.

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

Helpful Phone Numbers

All phone numbers are a 734 area code unless otherwise noted.

GENERAL INFORMATION

Hospital Operator	936-4000
Patient Locator	936-6641
Patient & Visitor Information	800-742-2300
Poison Control	800-222-1222

COMPLIMENTS/COMMENTS/COMPLAINTS

Gifts to Mott	764-6874
Patient and Family Centered Care	764-1202
Patient Relations & Clinical Risk ...	936-4330 / 877-285-7788

BUSINESS AND FINANCES

Admitting	936-6039
Billing – Patient Customer Services ..	615-0863 / 855-855-0863
Cashier's Office	936-6906
Children's Specialized Health Care Services	936-6925
Financial Counselors	615-3218 / 647-5104
Guest Assistance Program	764-6893 / 800-888-9825
Medical Records (Release of Info)	936-5490

MEDICAL

Children's Emergency Services	936-4230
Clinical Research Studies	877-536-4243
Family Initiated Rapid Safety Team	141
Home Med (homecare)	936-4663
Pharmacy – outpatient	936-8260
Psychiatric Emergency Services	936-5900
Physical and Occupational Therapy	763-2554
Radiology	763-2573
Respiratory Therapy	763-2420
Speech and Language Pathology	232-7346

AMENITIES AND YOUR STAY

Environmental Services – CLEAN line	232-5326
Family Center	764-6874
GetWellNetwork	888-496-3375
Gift Shops	
■ Mott	232-7335
■ Cardiovascular Center	232-4118
■ University Hospital	936-5975

Interpreter Services	936-7021
Hearing Impaired TTY	615-5840
Lost & Found	647-8448
Med Inn	936-0100
Milk Room	232-8833
Nutrition Services	232-3663
Room Service Manager	763-2525 or 394-9433 (mobile)
Parking – Valet	936-8291
Patient & Visitor Accommodations	936-0135
Resource Centers	
■ Women's	936-8886
■ Cancer Center	647-8626
Ronald McDonald House	
■ Across street	994-4442 / 994-4521 (after 9pm)
■ In Mott	232-3500
Security Services	936-7890
Surgery Waiting Area	615-5116
Survival Flight	936-6045
Wheelchairs	936-4610

SPIRITUAL AND EMOTIONAL CARE

Child and Family Life	936-6519
Child Protection Team	763-0215
Ethics Help Line	888-296-2481
Gifts of Art	936-2787
Organ Donation	764-4359
Palliative Care	936-8357
Pet Therapy	936-4327
Smoking Cessation	998-6222
Social Work	764-3140
Spiritual Care	936-4041

All in-house numbers may be called by pressing the last 5 digits if calling from an in-house phone.

References

Comfort Positions

Illustrated below are some ways to help reduce stress and anxiety for children during medical procedures. Ask your nurse or Child Life Specialist which of these positions may be helpful for the procedures your child is having.



TOTALLY TURTLE



In this position, the parent or caregiver acts as the child's outer shell. The caregiver sits on the exam table with both legs straddling off the table. The child sits in between the caregiver's legs, facing the health care provider. Both of the child's arms should be crossed in front of their chest with the caregiver giving them big, secure hug.



FUNKY MONKEY



In this position, the parent or caregiver acts like a monkey hugging onto a banana tree. The child is sitting on the edge of the exam table with both legs hanging off the end. The child's arms should be crossed in front of their chest. The caregiver is standing at the side of the exam table with their arms wrapped securely around the child's chest.



BUTTERFLY KISSES



In this position, the parent or caregiver acts as a butterfly wrapping their wings around the child. The child lies with their back on the exam table and legs hanging off the end. The caregiver is standing on the side of the table, leaning over the child and scooping their upper body into their arms.

Your provider can help you choose a position that will work best for your child. These positions work best for children receiving pokes in their upper thighs.



Discrimination is Against the Law!

Michigan Medicine complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex.

Michigan Medicine does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

Michigan Medicine provides free aids and services to people with disabilities to help communicate effectively while receiving care, such as:

- Qualified sign language interpreters; and
- Written information in other formats (large print, audio, accessible electronic formats and other formats).

Michigan Medicine provides free language services to people whose primary language is not English, such as:

- Qualified language interpreters; and
- Information written in other languages.

If you need these services while at Michigan Medicine, contact Interpreter Services at 734-936-7021.

If you believe that Michigan Medicine has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with:

Patient Civil Rights Coordinator
Michigan Medicine
2901 Hubbard
Ann Arbor, Michigan 48109-2435
Phone - (734) 936-6439
Fax - (734) 347-0696
Email - MichMed_patients_rights@med.umich.edu

You can file a grievance in person, by mail, fax, or email. If you need help filing a grievance, the Patient Civil Rights Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights. This can be done electronically, through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue SW
Room 509F, HHH Building
Washington, DC 20201
1-800-368-1019, 800-537-7607 (TDD)

Complaint forms are available at:

<http://www.hhs.gov/ocr/office/file/index.html>.



If you speak a language other than English, language assistance services, free of charge, are available to you. Call our Interpreter Services office at **734-936-7021** and identify your language. If you would like information regarding your rights and responsibilities

as a patient, please ask your Michigan Medicine care provider.

Si usted habla **español** tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **877-810-4719** y pida que le conecten con la oficina de los Servicios de Interpretación al 734-936-7021. Si desea usted obtener información con respecto a sus derechos y responsabilidades como paciente consulte, por favor, con su proveedor de atención médica de **Michigan Medicine**.

إذا كنت تتحدث **اللغة العربية**، فخدمات المساعدة اللغوية متوفرة مجاناً لك. اتصل على **855-800-9252** واطلب التواصل مع مكتب خدمات الترجمة الشفوية على الرقم **734-936-7021**. إذا كنت ترغب في معلومات متعلقة بحقوقك ومسؤولياتك كمريض، يرجى أن تطلب من مقدمي رعايتك في "طب ميشيغان".

如果您说**中文**，您可以获得语言协助的免费服务。请拨打 **877-810-4720**，请求连接到翻译服务办公室（734-936-7021）。如果您想获得关于病人权利和责任的信息，请向您的密西根医学部的提供者咨询。

Nếu bạn nói tiếng **Việt**, chúng tôi có dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Hãy gọi đến số **844-590-8944**, và yêu cầu được kết nối với văn phòng Dịch Vụ Thông Dịch theo số 734-936-7021. Nếu bạn muốn thông tin về quyền và trách nhiệm của mình với tư cách là bệnh nhân, vui lòng hỏi bác sĩ chăm sóc Michigan Medicine của bạn.

Nëse ju flisni **shqip**, atëherë ju ofrohen shërbime gjuhësore, pa pagesë. Thirrni numrin **844-562-3982** dhe kërkoni që t'ju lidhin me zyrën e përkthyesve në numrin 734-936-7021 dhe tregoni se cilën gjuhë e flisni. Nëse dëshironi informacion në lidhje me të drejtat dhe përgjegjësitë tuaja si pacient, ju lutemi kontaktoni dhe pyesni ofruesin e kujdesit shëndetësorë të Michigan Medicine.

한국어를 하시는 분들께 통역 서비스가 무료로 제공됩니다. **855-938-0571** 로 전화하셔서, 통역 서비스 사무실 전화번호인 734-936-7021 로 연결해 주도록 요청하십시오. 환자로서의 권리와 책임에 관한 정보를 원하시면, 미시간 메디신 (Michigan Medicine) 의 의료진에게 문의하십시오.

আপনি **বাংলায়** কথা বললে, বিনামূল্যে দোভাষী পরিষেবা পাবেন। **734-936-7021** নম্বরে আমাদের দোভাষী পরিষেবার অফিসে ফোন করে আপনার ভাষার (Bengali) নাম বলুন। অংশগ্রহণকারী হিসাবে আপনার অধিকার ও কর্তব্যের সম্পর্কে জানতে চাইলে আমাদের মিশিগান মেডিসিন কেয়ার প্রোভাইডারের সঙ্গে যোগাযোগ করুন।

Jeśli mówisz **po polsku**, możesz skorzystać z bezpłatnych usług tłumaczeniowych. Zadzwoń pod nr **844-562-3986** i poproś o połączenie z biurem usług tłumaczeniowych pod nr 734-936-7021. W przypadku chęci uzyskania informacji dotyczących praw i obowiązków pacjenta zwróć się do dostawcy usług medycznych Michigan Medicine.

Wenn Sie **Deutsch** sprechen, stehen für Sie kostenlos Sprachassistentendienste zur Verfügung. Rufen Sie **844-562-3984** an und lassen Sie sich mit dem Dolmetscherdienst unter der Rufnummer 734-936-7021 verbinden. Informationen über Ihre Rechte und Pflichten als Patient erhalten Sie über Ihren Gesundheitsdienstleister bei Michigan Medicine.

Si parla **italiano**, avrà gratuitamente a disposizione servizi gratuiti di assistenza linguistica. Chiami il numero **844-562-3985** e chiedi di essere messo in contatto con l'ufficio per i servizi di interpretariato (Interpreter Services) al numero 734-936-7021. Se desidera informazioni sui suoi diritti e responsabilità come paziente, consulti il suo referente sanitario Michigan Medicine.

日本語をお話になる方は、無料で言語支援サービスをご利用になれます。**855-322-5032** に電話をかけ、通訳サービス課 734-936-7021 につなぐようお願いください。患者としての権利と責任に関する情報をお望みの場合は、ミシガン・メディシンの医療提供者にお問い合わせください。

Если Вы говорите **по-русски**, услуги переводчиков будут предоставлены Вам бесплатно. Звоните по телефону **855-938-0572** и попросите, чтобы Вас соединили со службой переводчиков по телефону 734-936-7021. Если Вы хотите получить информацию о правах и обязанностях пациента, попросите об этом Вашего врача из системы Мичиганской Медицины.

Ako govorite **hrvatski/srpski**, dostupna Vam je besplatna podrška na Vašem jeziku. Kontaktirajte našu prevoditeljsku službu na broj **734-936-7021** i recite kojim jezikom govorite (Serbo-Croatian). Ako se želite informirati o svojim pravima i obvezama kao pacijenta, molimo Vas da se obratite pružatelju skrbi u sklopu Sveučilišta Michigan.

Kung nagsasalita ka ng **Tagalog**, may mga magagamit kang libreng serbisyo sa tulong sa wika. Magtanong sa tanggapan ng aming Mga Serbisyo ng Interpreter sa **734-936-7021** at tukuyin ang iyong wika (Tagalog). Kung gusto mong makakuha ng impormasyon tungkol sa iyong mga karapatan at responsibilidad bilang isang pasyente, mangyaring tumawag sa iyong provider ng pangangalaga sa Michigan Medicine.

Si vous parlez **français**, les services d'aide pour les langues sont à votre disposition et sont gratuits. Appelez le **855-800-9253** et demandez à être mis en relation avec le bureau du Service des interprètes au 734-936-7021. Si vous souhaitez des informations concernant vos droits et responsabilités en tant que patient, veuillez les demander à votre professionnel de santé de Michigan Medicine.

اگر شما به زبانی غیر از انگلیسی صحبت میکنید. سرویس ترجمه ی رایگان با شماره **844-562-3983** ه در دسترس زبان میباشند. بعد از اینکه با این شماره تماس گرفتید. بلافاصله با شماری ه دفتر ترجمه ی ما با **734-936-7021** تماس بگیرید و زبانی که صحبت میکنید را با ما در میان بگذارید. اگر میخواهید اطلاعات مربوط به حقوق و تکالیف خود را به عنوان یک بیمار دریافت کنید. لطفاً از کسی که شما را معالجه میکند در Michigan Medicine آنها را رقت المضا کنید.

अगर आप हिंदी बोलते हैं, तो भाषा सहायता सेवाएँ आपके लिए निःशुल्क उपलब्ध होंगी। **734-936-7021** पर हमारे व्याख्याकार सेवा अधिकारी को कॉल करें और अपनी भाषा (Hindi) की पहचान करें। अगर मरीज़ के रूप में आपको अपने अधिकारों और ज़िम्मेदारियों के बारे में जानकारी चाहिए, तो कृपया अपने मिशिगन चिकित्सा देखभाल प्रदाता से पूछें।

[illegible]

[illegible]

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.



1540 East Hospital Drive | Ann Arbor, MI 48109

www.mottchildren.org

Executive Officers of Michigan Medicine: Marschall S. Runge, M.D., Ph.D. executive vice president for medical affairs, dean, University of Michigan Medical School, CEO, Michigan Medicine; David A. Spahlinger, M.D., president, UMHS, and executive vice dean for clinical affairs, University of Michigan Medical School; Patricia D. Hurn, Ph.D., dean, School of Nursing.

Regents of the University of Michigan: Michael J. Behm, Mark J. Bernstein, Shauna Ryder Diggs, Denise Ilitch, Andrea Fischer Newman, Andrew C. Richner, Ron Weiser, Katherine E. White, Mark S. Schlissel (ex officio)

The University of Michigan, as an equal opportunity/affirmative action employer, complies with all applicable federal and state laws regarding nondiscrimination and affirmative action. The University of Michigan is committed to a policy of equal opportunity for all persons and does not discriminate on the basis of race, color, national origin, age, marital status, sex, sexual orientation, gender identity, gender expression, disability, religion, height, weight, or veteran status in employment, educational programs and activities, and admissions. Inquiries or complaints may be addressed to the Senior Director for Institutional Equity, and Title IX/Section 504/ADA Coordinator, Office for Institutional Equity, 2072 Administrative Services Building, Ann Arbor, Michigan 48109-1432, 734-763-0235, TTY 734-647-1388, institutional.equity@umich.edu. For other University of Michigan information call 734-764-1817.

©2017, Regents of the University of Michigan