

# Patient Handbook



LOMA LINDA  
UNIVERSITY

CHILDREN'S  
HEALTH

# Your Health at Your Fingertips

Discover the ease and convenience of accessing your health resources on the go. Take charge of your health record with **MyChart**.

VIEW YOUR LAB RESULTS AND PRESCRIPTIONS.

GET CONNECTED THROUGH PERSONAL COMPUTER, TABLET AND SMART PHONE.

CONFIRM UPCOMING APPOINTMENTS.

MESSAGE YOUR PHYSICIAN.

PAY YOUR CO-PAYS AND BILLS.

REQUEST AN APPOINTMENT.

CHECK IN TO YOUR APPOINTMENT.<sup>1</sup>

USE WAITLIST TO GET NOTIFIED FOR EARLIER APPOINTMENT DATES.

<sup>1</sup>CHECK IN TO APPOINTMENT feature may not be available in all departments.

Signing up with **MyChart** is easy!  
Call 877-558-0090 to obtain your code to MyChart, then visit **lluh.org/mychart**.

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### **Academic Medical Model**

Loma Linda University Children's Hospital utilizes an Academic Medical Center Model approach to care. Delivery of care is complex and can be confusing. Every infant/child is assigned to a Care Team. Teams include the medical, nursing and ancillary providers, and provide a comprehensive safety net of highly trained multidisciplinary providers working together with you to provide expert care to infants and children.

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# Welcome

THANK YOU FOR TRUSTING US



## Why a hospital for kids

Children have special needs that are different from adults. While they are still growing, they need unique medical care made just for them. Hospitals can be frightening places for kids, and the doctors and nurses at Loma Linda University Children's Hospital understand these fears. To make our little patients feel right at home, we have built a hospital that's not so scary with fun furniture, playrooms and lots of toys.

Thank you for choosing Loma Linda University Health for your medical care. Our intent is to provide you the highest-quality medical care while you are with us. Throughout our network of hospitals, every member of our team focuses everything they do around our patients.

Since opening our doors more than 100 years ago, we have steadily built on our reputation as one of the world's leading academic medical centers. Throughout our existence, our mission has focused on continuing the teaching and healing ministry of Jesus Christ.

We understand that many people do not look forward to a hospital stay. We are committed to making your child's stay as safe and as comfortable as possible. We encourage you and your family to be active participants in your child's care. What you share with your healthcare team allows us to be responsive and sensitive to your child's needs.

This handbook has been created to anticipate many of your questions and concerns. I hope you find it useful as you complete your child's hospital stay. If you have any questions concerning information in this booklet, or our services or policies, please let any one of your caregivers know.

Prayers for you while you are here with us,  
Kerry Heinrich, JD, CEO  
Loma Linda University Health Hospitals

# About us

WHY WE ARE THE RIGHT CHOICE FOR YOUR FAMILY'S CARE

## Our children's hospital

Here at Children's Hospital, we offer parents the comfort and assurance that their child is receiving the highest level of medical care available. Our medical team has more than 100 pediatricians, pediatric surgeons and subspecialists to treat everything from broken bones to disabilities to life-threatening diseases.

In addition to our doctors, we have more than 1,200 nurses, child life specialists and other staff who are dedicated to the health and healing of children. Together they provide a family-focused environment backed by state-of-the-art care.

## Our values

**Compassion** — Reflecting the love of God through caring, respect and empathy.

**Integrity** — Ensuring our actions are consistent with our values.

**Excellence** — Providing care that is safe, reliable, efficient and patient centered.

**Teamwork** — Collaborating to achieve a shared purpose.

**Wholeness** — Embracing a balanced life that integrates mind, body and spirit.



## Motto

To make man whole.

## Mission

To continue the teaching and healing ministry of Jesus Christ.

## Vision

Transforming lives through education, healthcare and research.



Awarded to Loma Linda University Medical Center

## Parking



Parking at Loma Linda University Medical Center is free to patients and visitors. The P3 parking structure is on the southwest corner of the Medical Center and is accessible from Campus Street.

# Phone directory

WE'RE HERE TO HELP YOU

KEY NUMBERS	
<b>Main</b>	800-425-KIDS (5437)
<b>Admitting</b>	909-558-4000, ext. 87125
<b>Billing</b> <ul style="list-style-type: none"><li>• Hospital Billing</li><li>• Physician Billing</li><li>• Financial Assistance</li></ul>	<b>877-558-6248</b> 909-558-4440 909-651-4177 909-558-8613
<b>Case Management</b>	877-558-6248
<b>Child Life</b>	909-558-8212 or ext. 88212
<b>GI/Interventional Radiology</b>	909-558-5533
<b>Gift Shop</b>	909-558-4755 or ext. 44755
<b>Information Desk</b>	909-558-8001 or ext. 88001
<b>Lost and Found (Dispatch)</b>	909-558-4350 or ext. 44350
<b>Patient Relations</b>	877-558-4647
<b>Public Relations</b>	909-558-4111
<b>Radiology Scheduling</b>	909-558-5533
<b>Security</b>	909-558-4320 or ext. 44320

## Patient Relations

The Patient Relations Department is here to make sure you have an excellent experience in every stage of your child's care. The department helps patients and families understand their rights and responsibilities and helps them navigate the healthcare experience. If you or a family member has a question or concern about your child's hospital stay, please let us know. We suggest you first discuss your concerns with your nurse, department manager and doctor. If your concern remains unresolved, the patient relations staff or a nursing supervisor is available to help you.

# Our commitment to care

PATIENT SATISFACTION MATTERS TO US

How's your stay? Are you or your child getting the best care? Are your doctors and nurses listening and responding to your questions or requests? Our goal is to provide the best quality care. To do so, we ask for feedback from patients and parents like you.

## During your stay

Please speak with your nurse or nursing supervisor if you have any questions or concerns about your or your child's care. If your issue still is not resolved, then contact Patient Relations at 909-558-4647. You also have the right to file your complaint with either:

- + **CDPH Licensing and Certification Program**  
464 4th St., Suite 529  
San Bernardino, CA 92401
- + **Office of Quality and Patient Safety**  
**The Joint Commission**  
One Renaissance Blvd.  
Oakbrook Terrace, IL 60181  
Fax: 630-792-5636  
Website: [www.jointcommission.org](http://www.jointcommission.org),  
then click "Report a Patient Safety Event"

## "Because We Care" call

All patients discharged to home will receive a post-discharge phone call.

## After your stay

Once you or your child leaves our care, we will continue to seek your feedback through the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey. The HCAHPS survey is a tool to measure and report patient satisfaction.

If you're selected to receive this brief survey, please take the time to complete it. The results will help us know what we're doing right and where we can improve.



## How are we doing?

We want you to be satisfied with your or your child's care. To help, speak up if we can:

- Respond more quickly to your needs.
- Explain things more clearly.
- Help keep the room clean or quiet.
- Ease pain.
- Help you understand your or your child's treatment plan.

# Rights and responsibilities

YOU AND YOUR CHILD HAVE THE RIGHT TO THE BEST CARE



## Concerns?

If you have concerns about the care you or your loved one is receiving, please speak with your doctor or nursing supervisor. If you feel that your issue isn't resolved, contact Patient Relations at 909-558-4647.

## Patient rights

1. Receive considerate and respectful care.
2. Notify family, physician or others promptly of your admission to the hospital.
3. Know the names of the licensed healthcare practitioners who will be caring for you.
4. Receive information about your health status.
5. Make decisions regarding medical care.
6. Request or refuse treatment, to the extent permitted by law.
7. Be advised of any human experimentation affecting your care or treatment. You have the right to refuse to participate in such research projects.
8. Receive reasonable responses to any reasonable requests made for service.
9. Have an appropriate assessment and management of your pain.
10. Formulate advance directives.
11. Have personal privacy respected.
12. Have confidential treatment of all communications.
13. Receive care in a safe setting.
14. Reasonable continuity of care.
15. Be informed by the physician, or a delegate of the physician, of continuing healthcare requirements and options following discharge from the hospital.
16. Designate visitors of your choosing.
17. Have your wishes considered.



18. Examine and receive an explanation of the hospital's bill.

### Patient responsibilities

1. Cooperating with the treatment plan recommended by the physician responsible for his or her care.
2. Accepting responsibility when refusing treatment or not following the physician's instruction.
3. Showing respect for other patients.
4. Being considerate of facilities and equipment.
5. Being respectful to employees and medical staff.
6. Notifying appropriate personnel if a language barrier exists.
7. Providing accurate and complete information about recent complaints and treatments.
8. Reporting unexpected changes in condition.
9. Informing appropriate personnel if they do not understand your treatment plan.
10. Ensuring that the financial obligations for healthcare are fulfilled as promptly as possible.
11. Following rules and regulations affecting patient care and conduct.
12. Bringing only those personal articles which are necessary.

13. Sending home all articles not absolutely necessary before being admitted to the unit.
14. Accepting full responsibility for articles taken or worn to the unit.
15. Providing clothing to be worn and transportation home upon discharge.
16. Understanding how to continue care after leaving the hospital.

To see the complete list of Rights and Responsibilities, please visit our website: <https://lluh.org/patients-visitors/patients/patient-rights-notice>.



# Your child's privacy matters

## PRIVACY AND HEALTH INFORMATION



### Right to complain

If you believe your child's rights are being denied or health information isn't being protected, you can file a complaint with your provider, health insurer or the U.S. government at <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>.

Your child has privacy rights under a federal law that protect his or her health information. This law sets rules and limits on who can look at and receive your child's health information. These rights are important for you to know.

### Who must follow this law?

- + Most doctors, nurses, pharmacies, hospitals, clinics, nursing homes and many other healthcare providers and their vendors.
- + Health insurance companies, HMOs and most employer group health plans.
- + Health plans, medical groups, clinical review agencies and employer group trust plans.

### What information is protected?

- + Information doctors, nurses and other healthcare providers put in your child's medical records.
- + Conversations the doctor has with nurses and others regarding your child's care or treatment.
- + Information about your child in your health insurer's computer system.
- + Billing information about your child at your clinic/hospital.
- + Most other health information about your child held by those who must follow this law.

### What rights do you have over your child's health information?

Providers and health insurers must comply with your right to:

- + Ask to see and get a copy of your child's health records.

- + Have corrections added to your child's health information.
- + Receive a notice that tells you how your child's health information may be used and shared.
- + Decide if you want to give your permission to share your child's health information.
- + Get a report on when and why your child's health information was shared for certain purposes.
- + File a complaint.

### What are the rules and limits on who can see and receive your child's health information?

To make sure that your child's health information is protected in a way that doesn't interfere with healthcare, your child's information can be used and shared:

- + For his or her treatment and care coordination.
- + To pay doctors and hospitals for healthcare and help run their businesses.
- + With your family, relatives, friends or others you identify who are involved with your child's healthcare unless you object.
- + To make sure doctors give good care.
- + To protect the public's health, such as by reporting when the flu is in your area.
- + To make required reports to the police, such as reporting gunshot wounds.

Without your written permission, your provider cannot:

- + Use or share your child's health information for marketing or advertising purposes.
- + Share private notes about mental health counseling sessions.



#### Medical records

Contact 909-651-4191 for copies of medical records.



#### Laws for alcohol and drug treatment

Another law provides additional privacy protections to patients of alcohol and drug treatment programs. For more information, visit [www.samhsa.gov](http://www.samhsa.gov).

# Fast facts about your stay

YOUR GUIDE TO THE MOST FREQUENTLY ASKED QUESTIONS



## Bedside shift report

We want you or your child to feel comfortable and cared for throughout the hospital stay, so at each nursing shift change — around 7 a.m. and 7 p.m. — the new nurse will be introduced. The team will talk about your or your child's progress, medicine and tests scheduled for the day, and you can ask questions as well.

## Cafeteria

We are committed to representing the health message of the Seventh-day Adventist Church. All cafeteria menus are based on a lacto-ovo (dairy and egg) vegetarian diet. Additionally, caffeinated beverages are not available for purchase in any cafeteria. There are vending machines in the dining area of the Children's Cafeteria.

## Loma Linda University Medical Center

Breakfast: 6–10 a.m.  
Lunch/Dinner: 10:30 a.m.–midnight

## Loma Linda University Children's Hospital

Lunch: 10:30 a.m.–2:30 p.m.

## Vending machines

You can find beverages and snacks 24 hours a day at the following locations: at the Medical Center outside the Emergency Department, at East Campus in the cafeteria and at Surgical Hospital next to the cafeteria.

## Calling the nurse

All patient rooms are connected to the nursing station via an intercom system. To call for the nurse, press the NURSE call button.

## Cellphones

We ask that cellphones not be used near the bedside. We want parents to interact with their children. If you take photos with your phone, please wash your hands and use the protective phone covering that was provided to you.

## Chaplain Services

We provide chaplains who care for the spiritual and emotional needs of patients and their families. The Chaplain Services team provides daily pastoral visitation and 24/7 on-call coverage. They also can arrange a visit from a member of your own faith tradition. To contact Chaplain Services, call 909-558-4367. You also can find a chapel just past the main entrance in the lobby.

## Electrical appliances

Electrical powered devices normally designed for household use (shavers, radios, curling irons, fans) must be approved by the unit manager before use.

## Fire safety

We conduct fire drills from time to time. If you hear an alarm, stay where you are. In an actual emergency, hospital staff will tell you what to do.

## Flowers and balloons

Flowers and balloons are not always allowed in a unit. Please speak with the patient's nurse before ordering them. Flowers are available for purchase in the gift shop at Loma Linda University Medical Center.

Latex balloons are not allowed in the hospital.

## Gift shop

Location: Medical Center lobby level, near main entrance.

Hours:

Monday through Thursday:  
9 a.m.–8 p.m.

Friday: 9 a.m.–3 p.m.

Sunday: 10 a.m.–6 p.m.

Phone: 909-558-4755

Visit [lluh.org](http://lluh.org), and click on "Gift Shop" under the "Patients & Visitors" tab for a list of our in-store products and online gift shop.

## Guest trays

Guest meals are available for room service. You may purchase vouchers in the main cafeteria.

## Hearing impaired

We provide services for our deaf and hard-of-hearing patients and their families upon request. Contact the nurse for assistance.

## Hospital safe for valuables

At Loma Linda University Medical Center, we only hold valuables in the safe for urgent/emergent admissions, but if space is available, valuables can be stored in a hospital safe operated by the admitting office. However, we recommend that patients not bring valuables with them to the Children's Hospital.

## Hourly rounding

A nurse will visit your child every hour during the day and every two hours at night to check on comfort, help change positions

## Fast facts about your stay continued

in bed, assist with trips to the bathroom, and make sure your child can reach the phone, call light and personal items easily.

### Housekeeping

Your child's room is cleaned once a day. If you need additional services, please ask your nurse.

### Interpreting services

We provide free interpreting services for patients and their families who are non-English speaking. Services are provided 24 hours a day, seven days a week, via in-person, phone or video.

### Lost and found

If an item is lost during your child's stay, please contact Dispatch at 909-558-4350.

### Mail

Mail and packages will be delivered by a hospital volunteer. Mail received after you leave the hospital will be forwarded to your home. You may take outgoing mail to the nursing station or give it to your nurse. Postage stamps are available in the gift shop.

### Medicines

Please do not bring any prescription or over-the-counter medicines to the hospital. All medicines your child takes in the hospital need to be prescribed, filled and given by hospital staff. Tell the doctor about any medicines your child regularly

takes. If they're still needed, hospital staff will give them to your child.

### Patient meals

Patient menus are based on, but not limited to, a lacto-ovo (dairy and egg) vegetarian diet, which matches the nutrition philosophy of the Seventh-day Adventist faith. Menus for patients with vegan preferences are available.

### Personal belongings and valuables

Personal care items such as contact lenses, eyeglasses, hearing aids and dentures can be stored in your child's bedside stand when not in use. Please do not put them on the bed or food tray to help avoid them being lost or damaged. Leave valuables like jewelry or cash at home, or give them to a trusted relative or friend to watch over. Loma Linda University Medical Center cannot be responsible for replacing personal belongings.

### Pharmacy

Location: Loma Linda University Medical Center Main Lobby

Hours:

Weekdays: 8 a.m.–8 p.m.

Weekends: 9 a.m.–5:30 p.m.

Phone: 909-558-4500

### Photography

Visitors are not allowed to take photographs of other patients, visitors, staff members or physicians without that

individual's permission. Photography that is undertaken for the patient or at the request of the patient is appropriate as long as the photography does not violate any policy or the privacy of other patients, or interfere with the care of patients.

### **Shower and laundry services**

Showers are provided for caregivers of patients. Call the Children's Information Desk at ext. 88001 to reserve a time. You will need to have a photo ID to use the facilities. Toiletry and towels are provided if needed.

Laundry facilities also are available. Call ext. 88001 for assistance. Laundry detergent is available for purchase in the gift shop at Loma Linda University Medical Center.

### **Smoking**

Loma Linda University Health is a leading healthcare organization in promoting healthy lifestyles and providing a healing environment. Tobacco use of any kind is prohibited inside and outside all Loma Linda University Health facilities or on adjacent properties owned/operated by Loma Linda University Health. This includes alternative forms of use such as electronic cigarettes.

### **Telephone**

All patient rooms have phones. To place a call within the hospital, see p. 4 for key phone numbers. To dial locally, dial 9 and the number.

### **TV**

Each patient room has a television. Please be considerate of others by keeping the volume



## Fast facts about your stay continued

down and turning off the TV when your child goes to bed. Closed captioning is available for the hearing impaired. Ask a staff member if you have any questions on using your child's TV. **Ask your nurse how to take advantage of our educational channels.**

### Visiting information

Loma Linda University Health understands that having loved ones by your child's side can help with healing and care. Your child has the right to choose and prioritize visitors from among family, friends, partners, personal care aides or other individuals (regardless of the person's gender or your child's relationship to the person). Your child also can choose a support person to be present throughout the stay, unless that person's presence affects their health or the rights or safety of other patients.

### Visiting hours

By working together and trusting each other, families and the healthcare team can become partners in the care of the patient. Family and caregivers are welcome 24 hours a day.

However, if you arrive between 6:30 and 7:30 in the morning or evening, we may ask that you wait at least 45 minutes until shift change is over — this helps

ensure an accurate shift report. Sometimes we may restrict visitation, such as during flu season or for reasons specific to the needs of the patient. The nurse will tell you when exceptions can be made.

### NICU visiting hours

Up to two people may visit at a time. Families with multiple babies are limited to a total of four visitors at a time with at least one visitor being a parent.

### Visitor guidelines

To provide a restful and safe environment, we ask that visitors follow these guidelines:

- + Do not visit if you have a cold, sore throat, fever or other illness.
- + Our hospitals are healing environments and any aggressive or threatening behavior will not be tolerated.
- + Ask before bringing foods, drinks or items that might trigger allergies — like balloons, flowers or perfume — into patient rooms.
- + Wash your hands when entering and leaving a patient's room.
- + Make sure all children have a supervising adult with them at all times.



# Take charge of your care

SPECIAL FEATURE



You are the center of your or your child's healthcare team. Let this special guide help you get the best results from your family's hospital stay.

If you or your child has questions or concerns, you have the right to ask and get a response from the doctor or nurse that makes sense to you. To help, share your answers to these questions with hospital staff.

- + What language would you and your child prefer to speak?
- + Do you or your child need glasses, hearing aids or other devices to help with talking to hospital staff?
- + Do you prefer to hear, see or read health information?
- + Do you or your child have any cultural, ethnic or religious-based special needs?

Source: The content within the "Take Charge of Your Care" section reinforces the safety and quality care goals and standards issued by The Joint Commission and other hospital accreditation organizations.



## Ask yourself

Is there anything else the hospital should be aware of to improve my or my child's care experience?

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# Child life services

SPECIAL FEATURE: TAKE CHARGE OF YOUR CARE

## Meeting your family's needs in the hospital

Our child life specialists take a family-centered approach to minimize fears and stress experienced by patients and families.

Child life services include:

- + Sibling visitation and support.
- + Activities to distract children during procedures.
- + Pre-surgery preparation.
- + New diagnosis support.
- + Bedside interventions.
- + Playrooms supervised by child life assistants.
- + Grief and bereavement services.
- + Preparation for return to school.

## Tips for preparing for your child's hospitalization

### Prepare

- + Get accurate information for yourself first.
- + Use simple words your child will understand.
- + Bring a little bit of home to the hospital.

### Be open

- + Ask your child about their questions or fears.
- + Allow your child to make choices when appropriate.
- + Encourage your child to express their emotions.

### Be honest

- + Always tell the truth, keeping in mind your child's age and development, past medical experiences and personality.

## Helping your child cope with hospitalization

### What should I do if my child cries during a test?

Avoid telling your child to be brave or not to cry. Reassure your child and provide comfort.

### How can I comfort my child?

Offer to hold your child or their hand. Use kind and loving words.

### How can I distract my child during a test?

Encourage your child to sing, count or breathe deeply. Use soothing words or touch.

**Contact Child Life Services at 909-558-8212 for more information.**

## Medical social workers

Medical social workers can help in many areas, including:

- + Advocating in your child's care (e.g., establishing rapport with your treatment team).
- + Connecting to community resources (e.g., financial help, lodging, in-home care).
- + Facilitating in overall care (e.g., conferences, decision-making, planning).
- + Collateral support (e.g., letters for employment, school, court).
- + Counseling and therapy.

# Get involved

SPECIAL FEATURE: TAKE CHARGE OF YOUR CARE

## You can play an active role in your or your child's care with these tips:

- + Tell the nurse if something doesn't seem right.
- + Know what time you or your child normally gets medicine, and tell your nurse if you or your child doesn't get it.
- + Request illustrations or information to help you learn about your or your child's condition.
- + Read and understand all medical forms before signing. Ask if you need information explained.
- + If treatment involves medical equipment, practice using it with the nurse before you leave the hospital.
- + Don't be afraid to ask for a second opinion. The more information you have, the better you will feel about making decisions.
- + Participate in doctor rounds. This will keep you up-to-date on the status of you or your child.



### You are key

You are the most important member of the healthcare team.

- Understand treatment.
- Ask questions.
- Pay attention to pain.
- Know about medicines.
- Plan early for a successful discharge.

## And remember, take charge of your communication



**Ask about jargon:** If you hear a medical term you don't understand, ask what it means.

**Teach back:** After you get instructions or an explanation, repeat back what you thought you heard, so you can double-check that you understood.

**Take notes:** Write down any key facts your doctor tells you so you won't forget.

# Stay safe

SPECIAL FEATURE: TAKE CHARGE OF YOUR CARE



## Name check

Always double-check your child's name with staff to avoid errors.



## Surgery reminder

Ask your child's surgeon to take a "time out" to check:

- Your child is the right person.
- Getting the right surgery.
- On the right body part.

## Check IDs

While your child is here, many people will care for him or her (doctors, nurses, aides) and these same people will care for many patients.

### To prevent errors in your child's care:

- + Ask to see the ID of everyone who comes into your room, so you know the name and job of the person caring for your child. If you do not see an ID badge, contact your nurse immediately.
- + Speak up if hospital staff doesn't check your child's ID. Any time staff members enter the room to give medicine, transport your child, or perform procedures or treatments, tell them your child's name and birth date. This may seem repetitive at times, but it helps ensure your child receives the correct care.

## Prepare for surgery

Before your child's procedure, make sure you and the surgical staff confirm:

- + Your child's name.
- + The type of surgery your child is having.
- + The body part to be operated on — in fact, hospital staff will mark the correct spot on your child's body. Make sure you or another support person checks that it's correct.

Take simple steps like these to help prevent medical mistakes.

# Is your child in pain?

SPECIAL FEATURE: TAKE CHARGE OF YOUR CARE

## How to describe pain

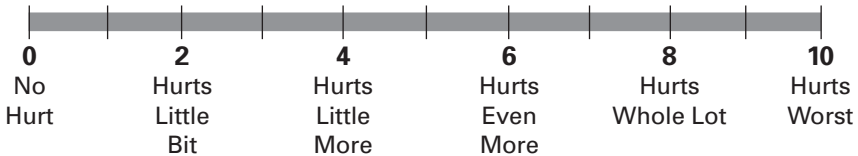
Describing pain accurately will help your child's healthcare team treat him or her properly. It's helpful to know where your child's pain is (point to where it hurts and what it feels like with descriptor words). We will ask your child to "describe" his or her pain.

Below is a list of words that may help your child describe what he or she is feeling.

- |               |              |              |                |
|---------------|--------------|--------------|----------------|
| + Aching.     | + Headache.  | + Pounding.  | + Stabbing.    |
| + Burning.    | + Heaviness. | + Pressure.  | + Tightness.   |
| + Constant.   | + Jabbing.   | + Radiating. | + Tingling.    |
| + Cramping.   | + Numbness.  | + Sharp.     | + Intermittent |
| + Crushing.   | + Pins and   | + Shooting.  | (comes and     |
| + Discomfort. | needles.     | + Spasm.     | goes).         |

## How to rate pain

One way we measure a child's pain is by a **numeric scale**. Each number 0–10 represents a level of pain. A "0" represents no pain at all, and a "10" represents the worst possible pain imaginable. We will ask your child what number best represents his or her pain.



Another way we can measure pain is by a **faces scale**. Each face stands for a person who has no pain, some pain or a lot of pain. For example, Face 2 hurts only a little bit, Face 4 hurts a little more and Face 10 hurts the worst you can imagine. Children do not have to be crying to have the worst pain. We will ask your child to point to the face that best shows us how his or her pain feels.



# Is your child in pain? cont.

SPECIAL FEATURE: TAKE CHARGE OF YOUR CARE

## Solutions to help with pain

There are many ways pain can be controlled. The most common way is through medicine. The healthcare team will determine which medicine will be best for your child's type of pain.

However, medicine is not the only way to help with the pain. Here is a list of techniques that can help relieve your child's pain:

### Deep breathing

- + Have your child breathe in slowly and deeply, hold for 2 seconds, then breathe out.
- + Take a normal breath. Repeat this up to 10 times every hour while awake.

### Rest/relaxation

A light massage or some quiet time to rest your child's eyes and body can help. You may also want to consider contacting Chaplain Services for prayer, etc.

### Distraction

Contact Child Life Services for movies, video games, board games, puzzles, coloring books and more.

### Activity

Your child can walk around the unit, go to the playroom or even stretch his or her body in bed. This usually helps treat and improve your child's pain, breathe better and feel more independent.



# Prevent your child's falls

SPECIAL FEATURE: TAKE CHARGE OF YOUR CARE

While your child is here, he or she may feel dizzy or weak. Illness, procedures, medicines or even just lying down for too long can make your child less steady on his or her feet.

## To keep your child safe:

- ✦ Make sure your child knows how to use the nurse call button.
- ✦ Let the nurse know if you plan on leaving the room.
- ✦ Make sure the bed rails and railings are up in the lock position, and crib wheels are locked.
- ✦ Ask the doctor or nurse about how much activity is okay for your child.
- ✦ Pay special attention if your child needs crutches, a walker or a cast. Your child may be not be familiar with how these items feel or are used.
- ✦ Help your child if he or she needs to go to the bathroom or get up for any reason. Let the nurse know if you need extra help.
- ✦ Make sure your child wears nonslip socks or footwear.
- ✦ Keep your child's favorite or often-used items within easy reach (glasses, remote, toys, etc.).
- ✦ Make sure your child doesn't play on medical equipment like wheelchairs.
- ✦ When lifting or moving your baby, always place one hand firmly under the neck and head, and use the other hand to support the bottom and spine.

**Keep your child safe — don't sleep while holding your child.** With your help, we can make sure your child stays safe.



## Fall risk

Doctors and nurses will check on your child regularly to see if he or she is at risk for a fall. If this happens, your child may have to wear a special ID band, and special rules may be in place to protect your child. If you have questions about your child's fall risk, please talk to his or her nurse.

## Guidelines for the NICU

In the NICU, moms are:

- Asked to use a sturdy chair that supports safe positioning when holding infants.
- Fitted for a Zaky Zak positioner by a lactation or PT staff member for skin-to-skin infant contact.
- Asked not to sleep while holding infants.

# Help prevent infections

SPECIAL FEATURE: TAKE CHARGE OF YOUR CARE

Sometimes a patient develops an infection from germs that enter the body at a surgery site or from germs carried on a piece of medical equipment. The good news is that we can prevent many of them, and you can help.

## Here's how you can help prevent infections in the hospital:

- + Ask anyone entering your child's room to wash their hands with soap and water or an alcohol-based hand sanitizer before and after they start working on your child.
- + Ask your visitors to clean their hands every time they enter and exit your child's room.
- + Before entering the child's room, wash or sanitize your hands.
- + If your child is in isolation, you will be required to wear appropriate protective isolation equipment.
- + If you cough or sneeze, cover your mouth and nose with a tissue and discard the tissue right away. Then clean your hands.
- + Report any symptoms your child has to your doctors or nurses.

## Your child may be prescribed an antibiotic while in the hospital:

Antibiotics are powerful, lifesaving drugs, but like all

drugs, they may have side effects and should only be used when necessary. There are some important things you should know.

- + Your healthcare team may run tests before your child starts antibiotics.
- + Within a few days, your child's healthcare team might change or even stop the antibiotic.
- + Your child may experience side effects from the antibiotic.
  - One negative effect of antibiotics is killing the good germs living in the intestines. This allows other bacteria such as *Clostridium difficile* (C. diff) to take over.
- + Another serious side effect of taking antibiotics is the risk of getting an antibiotic-resistant infection later.

## Please ask

As a patient or caregiver, it is important to understand your antibiotic treatment. Here are some important questions to ask your or your child's healthcare team.

1. What infection is this antibiotic treating and how do you know my child has that infection?
2. What side effects might occur from this antibiotic?
3. How long will my child need to take this antibiotic?
4. Is it safe to take this antibiotic with my child's other medications and supplements?



# Help prevent infections cont.

SPECIAL FEATURE: TAKE CHARGE OF YOUR CARE

5. Are there special directions?  
Should it be taken with food?
6. How will my child be monitored to know whether the infection is responding to the treatment?
7. What tests may help to make sure the right antibiotic is prescribed for my child?

*Antibiotic Treatment. Adapted from [www.cdc.gov/antibiotic-use](http://www.cdc.gov/antibiotic-use). Division of Healthcare Quality Promotion*

## **If your child is in isolation for an infection:**

- + Ask people entering the room to wear personal protective equipment (for example: gown, gloves or mask) if your child is in isolation for an infection.

## **If your child has a central line:**

- + Tell the doctor or nurse if the bandage covering where the tube enters your child's skin comes off, gets wet or is dirty.
- + Ask if your child can shower with the lines in place and what precautions should be taken while bathing.
- + Ask when the line can be removed and keep asking.
- + Ask the doctors and nurses to wash their hands with soap and water or use an alcohol-based hand sanitizer before handling the lines.

## **If your child is on a breathing machine:**

- + Ask if the head of your child's bed should be raised.
- + Ask when your child can try breathing on his/her own.
- + Ask when your child can get out of the bed and start moving around.

## **If your child has a catheter in their bladder:**

- + Ask when the catheter can be removed and keep asking.
- + Make sure the catheter bag is always below the level of the hips.
- + Do not twist, tug or pull on the catheter tubing.

## **If your child is having surgery:**

- + Be sure the doctor knows about all medical conditions.
- + Before the surgery, don't shave in the area where surgery and treatment will happen.
- + Ask the doctor if there are any bathing instructions your child should follow before the surgery.
- + Ask about antibiotics.
- + Do not let visitors touch the surgical wound or dressing.
- + Let the doctors and nurses know right away if your child develops a fever, the wound starts draining, the surgical site is red and swollen or your child develops diarrhea.

# Staff definitions

SPECIAL FEATURE: TAKE CHARGE OF YOUR CARE



## Medical team

Each child/infant is assigned to a medical team whose members rotate weekly. Each team includes an attending physician with a fellow, resident or nurse practitioner. Your bedside nurse can tell you who is on your child/infant's medical team. Parents are the most important members of their child/infant's care team. By working together and trusting each other, families and the healthcare team can become partners in care.

**Attending** — an independently practicing physician who has completed their training in their chosen specialty or sub-specialty.

**Fellow** — a physician who has completed a residency program in women's and pediatric medicine and is now acquiring sub-specialty expertise in their chosen field.

**Medical student** — a student who has completed a college degree and is studying to become a physician.

**Resident** — physician who has finished medical school and is receiving training in a specialized area, such as pediatrics, surgery, internal medicine, pathology or radiology.

**Nurse practitioners (NP)** — advanced practice nurses who diagnose and treat a variety of health problems, including prematurity.

**Physician assistant** — licensed healthcare professionals who practice medicine with physician supervision.

**Specialty consultants** — commonly used in medicine when expert advice or specialty services are needed during a patient's stay. Commonly used consultants include surgery,

# Staff definitions cont.

SPECIAL FEATURE: TAKE CHARGE OF YOUR CARE

genetics, cardiology, neurology, ophthalmology, and ear, eyes, nose and throat specialists.

## **Nursing team**

The nursing team at Loma Linda University Children's Hospital is our frontline and the backbone of our staff. They constantly monitor the status of patients and ensure their well-being to maximize their emotional, physical and neurodevelopmental progress.

**Case manager** — this registered nurse (RN) works with you, your nurse, social worker and medical team to develop and implement a plan for providing medical equipment, home health services and further patient care after discharge.

**Charge nurse** — RN with unit experience who ensures that the nursing coverage matches the patient acuity needs.

**Clinical nurse specialist** — RN with advanced degree who consults with the medical team on matters of nursing practice

or quality assurance and performance improvement.

**Lactation consultant** — provides inpatient support to postpartum and NICU mothers who are breastfeeding.

**Manager** — RN with bachelor's degree who supervises unit staff.

**Registered nurse (RN)** — provides individualized patient care, including administering medications and developing nursing-specific goals and interventions for patients.

- **Primary care RN** — bedside nurse who chooses to take primary responsibility for your child.

**Team leaders/circulators (RN)** — group of nursing staff that helps to ensure that operations of the unit run smoothly for a shift.

**Unit director** — RN with a master's in nursing or higher. The unit director oversees all the nursing and ancillary staff who works in the unit.

# Before you leave the hospital

SPECIAL FEATURE



## A successful recovery starts with a solid plan before you go.

Reduce your or your child's chances of complications and increase the chances for a healthy recovery. Take steps as soon as possible during your stay to plan for a successful transition from the hospital.

### **To begin, review the following with the nurse:**

- + After visit or discharge summary and discharge plan.
- + Upcoming appointments.
- + What to do if you or your child doesn't feel well.

### **Not ready to leave?**

You have the right to appeal your or your child's discharge if you don't agree with the decision that you or your child is ready to leave the hospital. Speak with the doctor or nurse, and share your concerns. You also may need to reach out to Medicare, Medi-Cal or your insurance company.

### **Getting back to normal**



After your child's hospital stay, he or she may go through a period of readjustment at home. You may notice your child is demanding, clinging or has new fears. Try to be patient and understanding, but also be prepared to set some new limits. If your child's behavior is too much or doesn't stop, contact your doctor for help.

# Checklist for discharge

SPECIAL FEATURE: BEFORE YOU LEAVE THE HOSPITAL

Make sure you have the following information before you or your child leaves the hospital.

- Discharge instructions/after visit summary** — This includes why you or your child was at the hospital, who provided care, procedures and medicines.
- Medicine list** — This includes all new and former prescriptions, over-the-counter medicines, vitamins and supplements. Ask if there are any medicines you or your child can stop taking or that are not okay to take together. Also make sure you know why, how and when to give or take each one.
- Prescriptions** — Check that your pharmacy has any new prescriptions and you have a plan to get them filled.
- Follow-up care instructions** — Beyond medicine, these can include:
  - Foods or activities to avoid (and instructions for special diets, if needed).
  - Tests or appointments.
  - How to care for incisions or use equipment.
  - Warning signs to watch for.
  - Daily living adjustments (like how to get into bed).
  - Who to call with questions.
- After-hospital services** — Know how much support you or your child will need in these areas:
  - Personal care: bathing, eating, dressing, toileting.
  - Healthcare: taking medicines, doctor's appointments, physical therapy, wound care, injections, medical equipment.
- Local resources** — Ask the case manager for help finding local after-care services or other support groups.
- Car seat** — Make sure you have a car seat for your child on the day of discharge and plan for a ride home before 5 p.m.



## Teach-back method

Try the teach-back method. Repeat back what you hear the discharge planner say to make sure you understand the details correctly.



## Outpatient pharmacies

We have five pharmacies to meet your medicine needs:

- Prescription drugs.
- Compounded medicines.
- Over-the-counter items.
- Consultations.

Mail order also is available:  
Phone: 909-558-8333  
Website: <https://lilh.org/locations/pharmacies>

# Hospital resources

FIND OUT MORE ABOUT OUR SERVICES

## Chaplain Services

### Grief recovery group

Loma Linda University Health Chaplain Services conducts a series of grief recovery seminars for individuals dealing with personal tragedies, including the death of a loved one or a divorce. The seminars require a small fee and are open to any interested persons. The sessions are held four times a year: January, April, July and October. Each session begins the first Monday of the month and continues for seven consecutive Mondays from 3–4:30 p.m. There is a one-time registration fee of \$45 and \$25 per additional family member. For more information, please email [griefrecoverygroup@llu.edu](mailto:griefrecoverygroup@llu.edu) or call 909-558-4367.

## Bereavement programs

### Butterfly program

This program provides support to families who are grieving the loss of a baby due to miscarriage, stillbirth or newborn death. It offers resources and two support groups, Always in My Heart and Hopeful Journey. Always in My Heart meets twice a month and helps parents work through the grief process. Hopeful Journey meets monthly and is for women who are pregnant again following the loss of a baby. For more information about resources or the support groups, call

909-558-7261 or email [griefsupport@llu.edu](mailto:griefsupport@llu.edu).

### HOPES program

The HOPES program is designed to provide support to families who are grieving the loss of their child. For bereavement support and resources, call 909-558-7261 or ask to speak to a social worker.

## Education enrichment program

A collaboration between San Bernardino County's Superintendent of Schools and Loma Linda University Children's Hospital, this program provides K-12 education resources and instruction to critically and chronically ill hospitalized children.

## Siblings preparation class

This class, created for kids ages 3–7, helps prepare older brothers and sisters for the arrival of a new baby. Taught by a child life specialist, it includes fun activities, baby doll role-play, dress up and a tour of the birthing unit. Parents should attend class with their children. For more information, contact Cathy Regan, child life specialist of the NICU Department, at 909-558-8325 or [cregan@llu.edu](mailto:cregan@llu.edu).

## MRI preparation classes

Does your child need an MRI? We now have a child life specialist leading MRI practice sessions

with a mock MRI scanner to teach children about MRIs and help them complete the MRI awake. This minimizes the need for anesthesia, risks and a long waiting list. For more information, contact the child life specialist of radiology at 909-253-4516.

### **Birth and beyond classes**

These classes include Breastfeeding Support, Moms Joining Moms, Childbirth, Infant or Child. For more information, visit [lomalindababies.org](http://lomalindababies.org) and click "Classes and Tours," or call 909-558-3500.

### **Camp Good Grief**

Camp Good Grief is a three-day camp experience for children and teens ages 10–16 who have had a sibling or parent die. It provides a place for kids to meet other kids who have had a similar loss. It includes group grief sessions and a variety of fun camp activities, along with a trust-building ropes course. Camp Good Grief is a Christian camp that welcomes campers of all backgrounds. For more information, call 800-825-KIDS (5437).

### **Loma Linda University Children's Hospital Patient and Family Advisory Council**

Members of our Patient and Family Advisory Council (PFAC) represent the shared voice of all patients and families. The council works with hospital staff to help Loma Linda University Children's Hospital better serve the needs of children and their families. Each

member's perspective guides decision-making processes on patient experience, leadership, patient safety and quality, and student, employee and physician experience. PFAC members meet monthly to share ideas and work on projects. For more information, contact the PFAC at [CHFamilyAdvisory@llu.edu](mailto:CHFamilyAdvisory@llu.edu) or 909-558-7302.

### **Ronald McDonald House**

The Inland Empire Ronald McDonald House is open to families of children who are hospitalized and undergoing treatment and/or receiving treatment on an outpatient basis at Loma Linda University Children's Hospital and other area hospitals. Priority for overnight stays will be based upon families with the greatest need. Please speak with your child's nurse or social worker as accommodations vary by unit. Referral to the Ronald McDonald House is coordinated by the social worker.

On-site services for guests include:

- + Family Support Services (FSS), a program that helps guests of the Ronald McDonald house cope with the special challenges associated with illness. Each family is assigned an FSS person who specializes in clinical psychology interventions.
- + Hair salon services, open to the guests on a rotating schedule.
- + Therapy dogs, offered for the guests at certain times.

# Understanding your bill

WHAT YOU NEED TO KNOW



## Keep track

One of the key ways to feel informed and less overwhelmed about the billing process is to stay organized. Keep all statements and bills together and review each one as it arrives.



## Need help?

If you don't understand something on your bill, or if you're having trouble paying your bills, let us know. Please call Billing at 909-558-4440 or our Financial Assistance team at 909-558-8613 with any questions.

The hospital billing process may seem complicated, but you can feel more in control by knowing exactly what your bill covers. For example, if your child stays overnight, you can expect to see charges for the room, meals, 24-hour nursing care and medicines. The bill also will show charges for any special services, such as X-rays and lab tests. **You'll receive bills for doctors, surgeons and specialists separately from the hospital.**

## Medicaid and CHIP

Medicaid and the Children's Health Insurance Program (CHIP) provide free or low-cost health insurance based on your household's income. If you earn too much to qualify for Medicaid, you still may be able to qualify for CHIP. You can apply for Medicaid or CHIP at any time, and if you qualify, coverage starts immediately. Visit [www.healthcare.gov/medicaid-chip](http://www.healthcare.gov/medicaid-chip) for more information.

## Coordination of benefits (COB)



COBs are not just from commercial payers. We are required to bill other responsible parties for auto insurance or workers' comp injuries.



## Commercial insurance providers

If you use a commercial insurance provider, then the hospital forwards your claim based on the information you provide at registration. About a month after your child leaves the hospital, you'll get an explanation of benefits (EOB) statement from your insurance provider. This isn't a bill.

### EOBs show:

- + The amount billed by your child's doctor or hospital.
- + How much you owe.
- + How much of that cost is covered by your insurance.

Review this and all other bill-related documents carefully. If you have questions, contact your child's doctor or the customer service number listed on the statement.

## Self-pay patients and payment arrangements

We go to the bedside for all urgent/emergent self-pay admissions to offer help finding financial assistance. We will screen for possible links to Medi-Cal, self-pay discounts and/or charity. Patients and/or their representatives should call 909-558-8613 to schedule an appointment for assistance.

### Commonly confused terms

**Deductible:** The amount you owe each year before your insurance begins making payments.

**Co-payment:** A flat fee you pay for a specific service, usually due at the time of service (we collect from Medicare patients later).

**Coinsurance:** The portion of your medical expenses that you're personally responsible for paying.

# Giving back

HELP US HELP OTHERS

## Healing Hands

As the premier medical organization in the region, Loma Linda University Children's Hospital depends on the support of former patients and their families who received the best, most compassionate care possible. We also know that patients sometimes bond with their caregivers. That's why we created Healing Hands, a grateful patient program where you can make a gift to Loma Linda University Health and honor a physician or staff member who helped make your stay easier.

When you make a gift through Healing Hands, you have the opportunity to enhance the care at Loma Linda University Health and send a message to a caregiver who made your stay more comfortable. That recognition will let them know that their dedication did not go unnoticed and inspire them each day. If you have a caregiver you would like to recognize or to find out more about Healing

Hands, please visit [lluh.org/healinghands](http://lluh.org/healinghands).

## Big Hearts for Little Hearts Guilds

Loma Linda University Children's Hospital has chapters of volunteer guilds whose events and activities raise funds and bring awareness to help meet the healthcare needs of community children. For more information on Big Hearts for Little Hearts Guilds, please call 909-558-5384.

## Child Life Department wish list

We are always grateful for the support from community members like you. Our Amazon wish list has unit-specific wishes to donate to our Child Life Department. To view the list:

1. Go to [amazon.com](http://amazon.com).
2. In the "Accounts & Lists" dropdown menu, select "Find a list or registry."
3. Search "Loma Linda Child Life."