

The Chicago Institute *for* Fetal Health

225 East Chicago Avenue, Chicago, IL 60611
312.227.4747 | fetalhealth@luriechildrens.org

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Patient Rights & Responsibilities

We welcome all children and their families. You and your child (“you”) are a member of our healthcare team. We will work with you to provide the best care possible.

We will...

- Work with you to make sure you receive the care you need.
- Tell you the names of the people on the care team.
- Give you the information you need to make decisions about treatment.
- Welcome questions about care.
- Respect that you know your child best.
- Welcome you at your child’s side day or night.

To help us serve you better, please...

- Tell us what you need.
- Tell us everything you know about your child’s health.
- Tell us if you are in pain — we will respond as quickly as possible.
- Let us know if we were not clear with information or instructions so you can follow the recommended treatment plan.
- Let us know if you would like help understanding your bill and responsibilities for payment.
- Let us know if you would like us to notify your doctor and a person of your choice if you are hospitalized.
- Respect our rules about visitors to the hospital.
- Respect others’ dignity, privacy and safety by following our rules and regulations.

Decision-making

You have the right to make decisions about care, including the right to:

- Refuse treatment or services as the law allows, after being informed of the consequences.
- Be fully informed of, and accept or refuse, any research or trial treatments used in your care. Refusal will not affect care, treatment or services unrelated to the research.
- Withhold or withdraw consent regarding your confidential health information at any time, as allowed by law, after being informed of the consequences.

Respectful Care

You have the right to polite, respectful, quality care, including the right to:

- Receive care free from all forms of discrimination.
- Receive care that promotes personal dignity and safety.
- Receive care in the least restrictive environment available.
- Receive care that respects spiritual and cultural needs.
- Be free from neglect, abuse, exploitation or harassment.
- Be free from restraint or seclusion unless it is needed for your safety or the safety of others. If restraint or seclusion has to be used, it will be stopped as soon as possible.

We are committed to providing the best care within our capabilities to all patients regardless of race, ethnicity, color, religion, national origin, culture, language, age, socioeconomic status, sex, sexual orientation, gender identity or expression, HIV status, or disability in the treatment of patients and their families.

Privacy

You have the right to privacy, including to:

- Protection of the right to privacy and confidentiality as described in Lurie Children’s Notice of Privacy Practices.
- Anonymous HIV/AIDS status testing.
- Confidentiality regarding HIV/AIDS status and testing.
- Expect that all communication and records related to care will be treated as confidential to the extent permitted by law.
- Have personal privacy respected during care, examination and treatment.
- Access protective or advocacy services.
- Receive information about visitation rights, and refuse visitors or calls at any time.
- Receive information about our visitation rights policy.
- Choose the visitors, including a family member or friend, unless visitors interfere with your medical condition or treatment.
- Request a copy of your medical records.
- Request a change be made to medical record as permitted by law.
- Request information about how medical information has been shared or disclosed as allowable by law.

Inquires

You have the right to share concerns, grievances or complaints about care and receive a prompt response.

- Please contact the Medical Center’s Patient Relations Office at 312.227.4940 to share a concern or complaint.
- You may also contact the Illinois Department of Public Health at 525 W. Jefferson St., 5th Floor, Springfield, IL 62761, 1.800.252.4343 (24-hour hotline) or 217.782.2913
- We are accredited by The Joint Commission. You may contact them:
 - At jointcommission.org, using the “Report a Patient Safety Event” link in the “Action Center” on the home page of the website
 - By fax to 630.792.5636
 - By mail to The Office of Quality and Patient Safety (OQPS), The Joint Commission, One Renaissance Boulevard, Oakbrook Terrace, Illinois 60181
- “Patients’ Rights and Responsibilities for Families and Children” is distributed to all inpatients and their families through the Inpatient “Welcome Book,” and it is posted in all waiting areas and parent lounges of the Medical Center in English and Spanish. “Patient’s Rights and Responsibilities for Families and Children” is also printed and available in other frequently used languages.

Welcome

At The Chicago Institute for Fetal Health, each person you'll meet is committed to partnering with you to provide the very best care for you and your baby. We are honored by the trust you've placed in us.

Our multidisciplinary approach, which draws upon the extensive expertise of faculty from maternal-fetal medicine, neonatology, fetal surgery and more than 20 other adult and pediatric medical and surgical subspecialties, means that we will make the most accurate diagnosis and provide individualized care for you. Our physicians are passionate about pioneering advancements and improvements in the diagnosis, treatment and care of complex fetal conditions and anomalies.

Your efforts will be matched by those of your doctors, nurses and supporting staff who have dedicated their careers to helping families, babies and children. We want your experience to be seamless. Should you have clinical needs or questions, please feel free to speak directly with your care team or call us at 312.227.4747.

With warmest wishes and encouragement for your journey with us,

A handwritten signature in black ink, appearing to read "Aimen Shaaban". The signature is fluid and cursive, with a long horizontal line extending from the end.

Aimen Shaaban, MD
Director, Chicago Institute for Fetal Health

Parking & Transportation

Driving to Lurie Children's

Main Hospital Parking, Huron-Superior A Garage

- Connected by a bridge on the second floor to Lurie Children's
- Enter on Huron or Superior east of St. Clair, follow Lurie Children's signs
- Up to 7 hours = \$13 with validation
- 7–24 hours = \$18 with validation
- Validate at Lurie Children's 2nd floor security desk

Families and visitors also can park at the Erie-Ontario garage at 321 E. Erie St. a few blocks away with a validated ticket for the same rates as the Huron-Superior A garage.



Valet Parking

- Available for emergencies or for children with disabilities, Monday through Friday from 5:30 a.m. until 9 p.m.
- Enter the driveway from Chicago Avenue and pick it up across the pedestrian bridge on the 2nd floor.
- Up to 7 hours = \$16 and 7–24 hours = \$21 with validation. Stays exceeding 24 hours will incur additional fees.

Street Parking

- Hourly rate varies by zone, two hour limit
- Read posted signs carefully for restrictions
- Meters accept credit/debit and quarters only
- Parking fees can be loaded and reloaded via the Park Chicago app

Please note: New regulations will no longer allow a person with a disability parking placard to automatically qualify for free/meter- exempt parking in cities. Please visit cyberdriveillinois.com for more information.

Monthly Parking Available*

- 5 W. Erie - \$200/month: 312.643.7275
- 321 E. Erie - \$295/month + \$25 activation fee: 312.642.6062
- 820 N. Orleans - \$204/month (15 minute CTA bus ride): 877.909.6199

Please note: all prices subject to change

***Garages not managed or endorsed by Lurie Children's. If any issues arise please call 312.503.7275.**

Helpful Parking Tips

- Find low daily and monthly rates in the area that may be cheaper than the rates above.
 - Parkwhiz.com: Lurie Children's search feature
 - Bestparking.com: Streeterville neighborhood search
- Ask family/friends to take your car home if it is not being used
- Parking fees begin each time car enters lot, no re-entries
- Discuss other remote parking and long-term transportation strategies with your social worker

Taking Public Transportation

Chicago Transit Authority (CTA) Trains:

- Red Line Chicago stop: exit at Chicago and State
- Brown Line/Purple Line Chicago stop: exit at Chicago and Franklin

Chicago Transit Authority (CTA) Buses:

- Chicago Avenue Route #66 connects to Red Line, Brown Line, Purple Line and Blue Line.
- #3: King Drive (Northbound and Southbound)
- #10: Museum of Science and Industry (Northbound)
- #26: South Shore Express (Southbound)
- #66: Chicago Ave. (Westbound and Eastbound)
- #125: Water Tower Express (Northbound)
- #157: Streeterville/Taylor (Eastbound)

Free Shuttles Between Main Hospital and Lincoln Park:

- Shuttles run between Lurie Children's and the Outpatient Center in Lincoln Park
- Available Monday through Friday, 6 a.m. to 8 p.m. about every 20 minutes; then 6 p.m. to 8 p.m. about every 60 minutes per location. Last shuttle leaves Lurie Children's at 8:10 p.m.; Saturday from 8 a.m. to 4 p.m. about every 60 minutes and Sunday at 7 p.m. only.
- Main hospital pick up/drop off is at the southeast (Superior Street) corner of the main hospital driveway
- Lincoln Park Outpatient Center pick-up and drop-off is curbside at 2515 N. Clark Street

Free Shuttles Between Main Hospital and Ronald McDonald House (RMH)





















- Available Monday through Sunday, 7 a.m. to 11 p.m. about every 30 minutes
 - Additional rides available from 11 p.m. to 7 a.m. by asking a Security Officer
- Main hospital pick-up/drop-off is at the southeast (Superior Street) corner of the main hospital driveway
- RMH pick-up/drop-off is curbside at 211 E. Grand Ave.

Hospital Amenities

We hope to make your experience as seamless as possible. Please ask our nurses or social workers about more resources and ways we can help.

	Location	Hours	Phone
Hospital Resources			
ATM	11th floor	24 hours	NA
Gift Shop	11th floor	Monday–Friday 8 a.m.–8 p.m. Saturday–Sunday 10 a.m.–7 p.m.	312.227.3400
<p>Walgreens Pharmacy at Lurie Children’s</p> <p>Walgreens works closely with your clinical team to ensure you receive the medications needed to get well and stay well.</p> <ul style="list-style-type: none"> • Fill prescriptions before you leave by stopping at the pharmacy located on the 3rd floor. • Get help managing medication costs. • Easily transfer your medication to the pharmacy in your neighborhood. • 24/7 pharmacist support is available at 1.800.WALGREENS (800.925.4733) or via online chat at walgreens.com 	3rd floor	Monday–Friday 8 a.m.–7 p.m. Saturday 9 a.m.–4 p.m.	312.573.2287
Public Spaces			
Crown Sky Garden	11th floor		
Chapel	12th floor	Open 24 Hours	312.227.3288
<p>Ronald McDonald House near Lurie Children’s</p> <p>Ronald McDonald House provides accommodations to families living a distance greater than 15 miles from the hospital. In certain situations, arrangements can be made for high risk pregnant mothers recovering from fetal surgery (with a referral from our social worker). Visit rmhccni.org/rmhnearlc for more information.</p>	211 E. Grand Ave.	Open 24 Hours	312.888.2500

Floor Guide

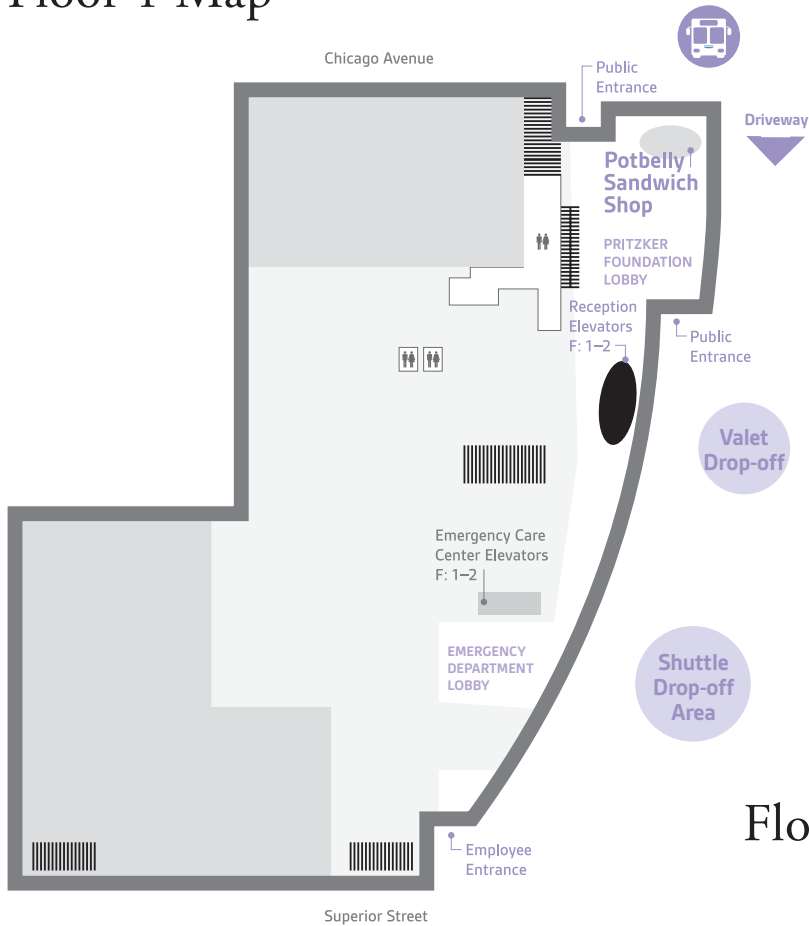
		Heliport
	23	Mechanical Equipment
	22	Regenstein Cardiac Care Unit
	21	Acute Care Unit
	20	Acute Care Unit
	19	Acute Care • Epilepsy Unit
	18	Center for Cancer and Blood Disorders • Outpatient Center Ambulatory Infusion Center
	17	Center for Cancer and Blood Disorders
	16	Lefkovsky Pediatric Intensive Care Unit
	15	Neonatal Intensive Care Unit • Lefkovsky Pediatric Intensive Care Unit
	14	Neonatal Intensive Care Unit
	12	Patient Services • Anne Searle Bent Interfaith Chapel Panda Cares Center of Hope • Pedersen Family Learning Center
	11	Sky Café • Crown Sky Garden • Gift Shop Conference and Education Center • Volunteer Services
	10	Mechanical Equipment
	9	Hospital Support Departments • Health Information Management Lost and Found
	8	Pritzker Department of Psychiatry and Behavioral Health Pathology and Lab Services
	7	Outpatient Center • Post-Anesthesia Care Unit • Surgical Services
	6	Outpatient Center • Post-Anesthesia Care Unit • Family Services
	5	Outpatient Center • Medical Imaging • Surgical Services • Pre/Post Recovery The Chicago Institute for Fetal Health
	4	Outpatient Center • Diagnostic Imaging • Rehabilitation Services
	3	CAMP • Cardiopulmonary Diagnostics • Neurophysiology Sleep Medicine Center • Walgreens Pharmacy
	2	Visitor Check-in • Kenneth & Anne Griffin Emergency Care Center Family Bridge to Prentice Hospital • Parking
	1	Main Entrance • Potbelly Sandwich Shop
	B	Mechanical Equipment

*Patient Services
includes Admitting,
Family Services and
Patient Relations.*

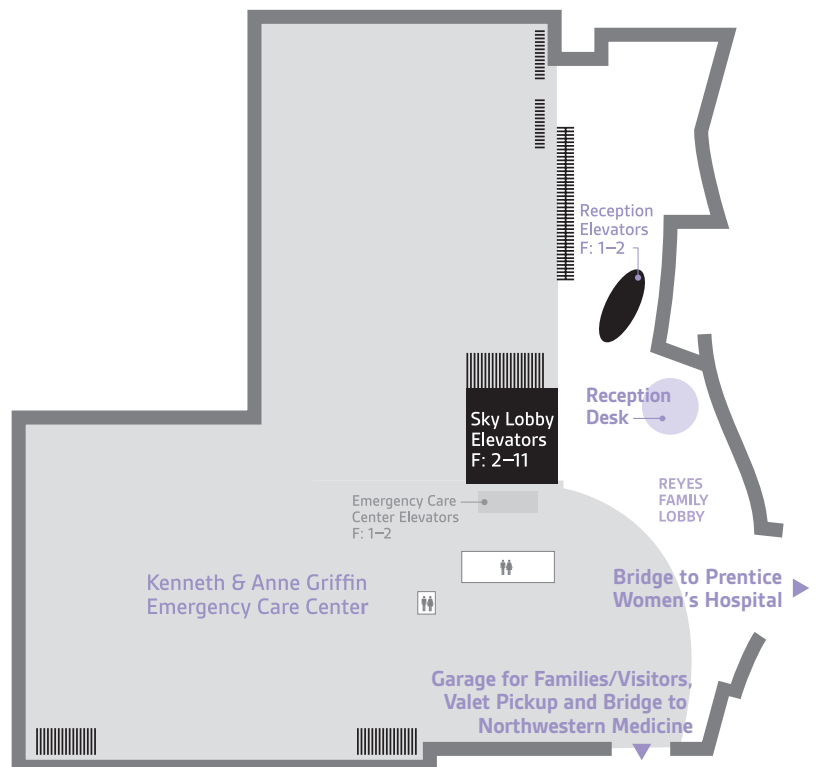
Hospital Maps



Floor 1 Map



Floor 2 Map



MAP LEGEND

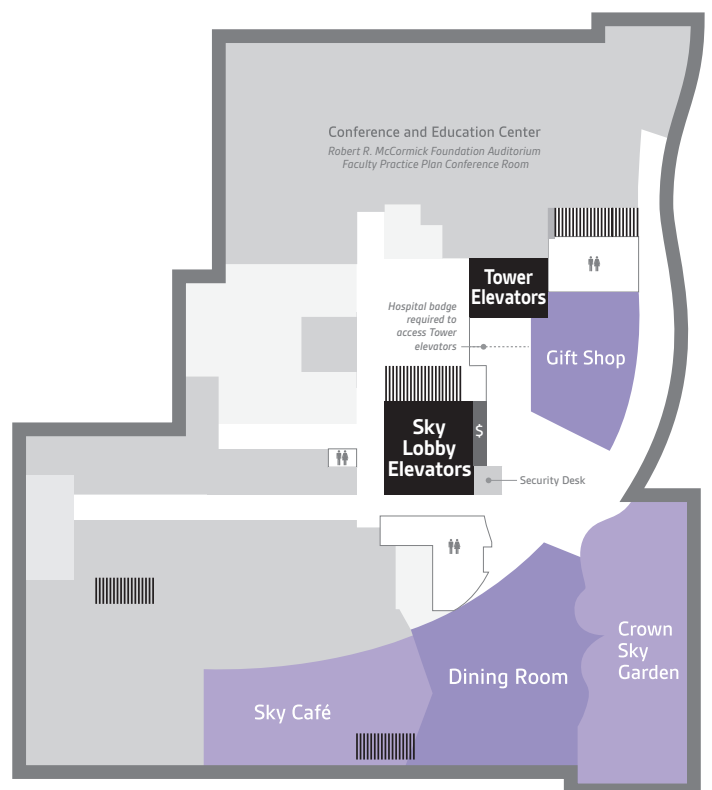
- Restrooms
- Public Elevators
- Stairs
- Escalator



Floor 5 Map



Floor 11 Map

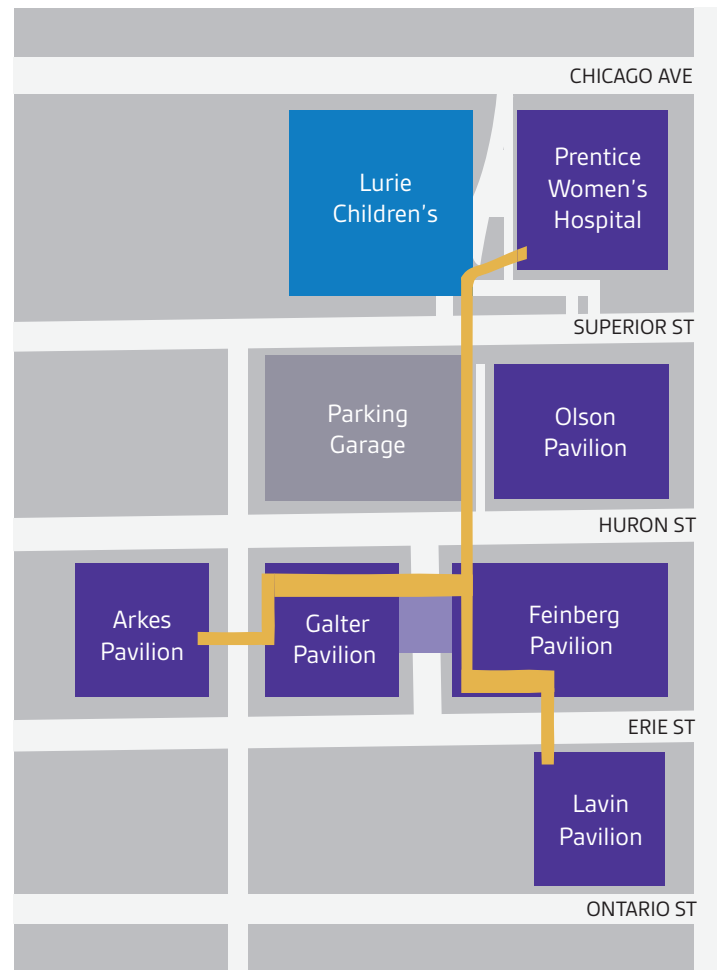


MAP LEGEND

- Restrooms
- Public Elevators
- Stairs
- Escalator

Places to Eat

	Location	Hours
Lurie Children's		
Sky Café	11th floor	Monday–Friday Breakfast: 6:30–10 a.m. Lunch: 11 a.m.–2 p.m. Dinner: 5–7 p.m. Late Night: 11 p.m.–4:30 a.m. (closed from 2–3 a.m.) Saturday–Sunday Breakfast: 6:30–9 a.m. Lunch: 11 a.m.–1 p.m. Dinner: 5–7 p.m.
Potbelly <i>Sandwiches, soups, salads and baked goods</i>	1st floor	Monday–Friday: 8 a.m.–10 p.m. Saturday–Sunday: 10 a.m.–7 p.m.



	Location	Hours
Northwestern Memorial Hospital—Arkes Pavilion		
Ramen-San <i>Noodle soups, ramen and Japanese-inspired dishes</i>	1st floor	Monday–Thursday: 11 a.m.–9 p.m. Friday: 11 a.m.–10 p.m. Saturday: 12 p.m.–10 p.m. Sunday: 12 p.m.–9 p.m.
Tallboy Taco <i>Tacos and casual Mexican fare</i>	1st Floor	Monday–Friday: 11 a.m.–8 p.m. Saturday: 12 p.m.–8 p.m. Sunday: 12 p.m.–5 p.m.
The Cookie Bar <i>Cookies and desserts</i>	1st Floor	Monday–Friday: 11 a.m.–7 p.m. Saturday–Sunday: 12 p.m.–7 p.m.
Blackwood BBQ <i>Barbecue plates, smoked meats, sandwiches and sides</i>	2nd floor	Monday–Friday: 11 a.m.–7 p.m.

	Location	Hours
Northwestern Memorial Hospital—Feinberg Pavilion		
Burrito Beach <i>Mexican grill with burritos, bowls and tacos</i>	2nd floor	Monday–Friday: 7 a.m.–9 p.m. Saturday–Sunday: 11 a.m.–6:30 p.m.
Café L'Appetito <i>Italian sandwiches and salads</i>	2nd floor	Monday–Friday: 7:30 a.m.–6:30 p.m. Saturday: 8:30 a.m.–6:30 p.m.
FARE <i>Healthy bowls, salads and breakfast items</i>	2nd floor	Monday–Thursday: 7 a.m.–7 p.m. Friday: 7 a.m.–5 p.m.
Farmer's Fridge <i>Fresh salads, snacks and beverages (self-service kiosk)</i>	2nd floor	Open 24 hours
Panera Bread <i>Sandwiches, soups, salads and bakery items</i>	2nd floor	Open 24 hours
Protein Bar & Kitchen <i>Healthy bowls, smoothies</i>	2nd floor	Monday–Thursday: 6 a.m.–9 p.m. Friday: 6 a.m.–8 p.m. Saturday: 8 a.m.–4 p.m. Sunday: 9 a.m.–3 p.m.
Starbucks <i>Coffee, beverages, sandwiches and light fare</i>	1st floor	Open daily 5 a.m.–9 p.m.
Northwestern Memorial Hospital—Galter Pavilion		
Beatrix <i>Neighborhood restaurant and coffeehouse</i>	1st floor	Monday–Friday: 7 a.m.–9 p.m. Saturday: 8 a.m.–9 p.m. Sunday: 8 a.m.–8 p.m.
Beatrix Market <i>Grab-and-go salads, sandwiches and snacks</i>	1st floor	Monday–Friday: 7 a.m.–9 p.m. Saturday: 8 a.m.–9 p.m. Sunday: 8 a.m.–8 p.m.
Subway <i>Sandwiches and salads</i>	1st floor	Open 24 hours
Sunny Bowls <i>Soups, grain bowls and healthy comfort foods</i>	2nd floor	Monday–Friday: 8 a.m.–7 p.m.

	Location	Hours
Northwestern Memorial Hospital—Lavin Pavilion		
CAVA <i>Mediterranean bowls, salads and pitas</i>	1st floor	Open daily 10:30 a.m.–10 p.m.
Stan's Donuts <i>Coffee and gourmet donuts</i>	1st floor	Open daily 6 a.m.–6 p.m.
Sweet Mandy B's <i>Desserts and baked goods</i>	1st floor	Monday–Saturday: 9 a.m.–6 p.m. Sunday: 9 a.m.–4 p.m.
Prentice Women's Hospital		
Dunkin' <i>Coffee, donuts and breakfast items</i>	2nd floor	Open 24 hours
Farmer's Fridge <i>Fresh salads, snacks and beverages (self-service kiosk)</i>	1st floor	Open 24 hours
Just Salad <i>Salads, wraps, healthy bowls</i>	1st floor	Open daily 10 a.m.–8 p.m.
Starbucks <i>Coffee, beverages, sandwiches and light fare</i>	1st floor	Open daily 5 a.m.–9 p.m.

Additional nearby dining options within a 10 minute walk:

Fast and Convenient

Cafecito
Cuban sandwiches and salads

Chipotle
Mexican burritos and bowls

Naf Naf Grill
Middle Eastern bowls, pitas and shawarma

Casual Sit-Down

Doc B's
American comfort food

Francesca's on Chestnut
Italian comfort food

Beatrix
American café-style dining

Nice Meal

RL Restaurant
Classic American dining

Le Colonial
French-Vietnamese cuisine in an upscale setting

Capital Grille
Upscale steakhouse dining

Grab and Go

Whole Foods Market
Groceries and prepared foods

Target
Groceries and everyday essentials

Foxtrot
Coffee, snacks and prepared foods

Dr. Shaaban's Picks

Cafecito
Cuban sandwiches and salads

Café L'Appetito
Italian sandwiches and salads

Giordano's
Chicago-style pizza

Chicago Staples

Portillo's
Hot dogs, Italian beef, burgers

Lou Malnati's
Deep dish pizza

Al's Beef
Classic Italian beef sandwiches

The Wiener's Circle
Chicago-style hot dogs

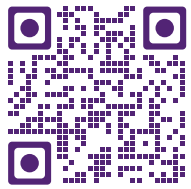


Additional Accommodations

Fetal Health Suite

Our state-of-the-art, 7,000-square-foot suite is designed with the following enhancements:

- Expansive nesting rooms with private bathrooms and entertainment/workstations
- Family lounge and kitchen
- Integrated fetal ultrasound, echocardiography and MRI
- Direct bridge access to Labor and Delivery
- Consultation spaces fitted with the latest telemedicine capabilities to connect with referring providers



**CHECK OUT
OUR SPACE**

Scan the code to view a virtual tour of our facility

Lodging Options

There are several area hotels that offer special rates for our patients and families in need of accommodations for extended stays, whether traveling for appointments or hospitalizations.

Our preferred contracted rate is with the Aloft Magnificent Mile Hotel, located at 243 E. Ontario Street, just a few blocks from the Chicago Institute for Fetal Health. The nightly rate starts as low as \$59 + taxes and fees. Our social workers are available to help you make accommodations — do not hesitate to ask for assistance.



Scan the code for more information about hotels. Discounted rates are subject to hotel occupancy. Reservations must be guaranteed with a credit card and cancellations must be made in accordance with the individual hotel's cancellation policy to avoid being charged for the room. For all hotel cancellations, we recommend contacting your social worker for support.



In certain situations, arrangements can be made at the Ronald McDonald House for high risk pregnant mothers recovering from fetal surgery (with referral from our social worker), or for families whose children are receiving medical care. Ronald McDonald House provides accommodations to families living a distance greater than 15 miles from the hospital. Scan the code for more information.

Additional Hotels Near Lurie Children's Hospital

Courtyard Marriott
312.573.0800

Fairfield Inn and Suites
by Marriott
312.787.3777

Four Seasons Hotel
312.280.8800

Hampton Inn and Suites
312.706.0888

Hilton Chicago
Magnificent Mile Suites
312.664.1100

Hyatt Chicago
Magnificent Mile
312.787.1234

Homewood Suites
312.585.9333

Omni Hotel
312.944.6664

Peninsula Hotel
312.337.2888

Residence Inn Chicago
312.943.9800

Ritz Carlton
312.666.1000

Parking

Please check the cost of parking at each hotel. If you choose a hotel that is within walking distance to the hospital, we recommend you park in our hospital garage. Please have your parking ticket validated when you check in for your appointment (validated rate = \$18 for 24 hours). For more parking information, go to page 8.

Online Resources

Lurie Children's MyChart

Lurie Children's MyChart allows you to have online access to portions of your electronic health record (EHR). Here you can review and update family information, view health education videos, review medical history and much more. You can also communicate directly with your healthcare professional, request an appointment or refill a prescription.

View your medical history and information online

- Review medications, immunizations, allergies and test results
- View patient education videos and related information
- Update your information
- View a summary of current health issues

Communicate with your healthcare provider:

- Schedule an appointment
- Review upcoming appointments
- Request a refill on a prescription
- Send a secure message to your healthcare provider

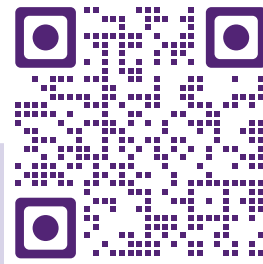
MyChart is not meant to replace the advice given to you by your healthcare team and should not be used to diagnose a health-related problem or to substitute for medical care.

Pay Bills

You now have the option to pay your medical bills online via our secure portal at luriechildrens.org/paymybill. For billing inquiries or assistance with cost estimates contact the Lurie Children's Business Office at 312.227.1230.

Financial Assistance

Financial assistance is available to cover medically necessary services for Illinois residents. To learn more about our financial assistance or to obtain free copies of our financial assistance policy, application or a plain-language summary, please visit our website at luriechildrens.org/financial-assistance. Families can also obtain copies by stopping by Admitting at the main hospital, Room 12-321, or by calling 877.924.8200 for the nearest financial assistance office.



Scan the code or sign up for MyChart:
mychart.luriechildrens.org/MyChart

Questions? Call 833.706.4507 or e-mail
ServiceDeskMyChart@luriechildrens.org

Reducing the Risk of Infection

We are committed to your health and safety. By washing your hands and keeping things in the room clean, together we can stop the spread of germs.

Wash your hands

- Wash or gel your hands when you enter your room
- Tell us if your caregiver is not cleaning his/her hands
- Wash your hands before each meal and after using the bathroom
- Make sure your visitors — adults and kids— wash/gel their hands before entering your room

Stop the spread of germs

- Cover your nose and mouth with a tissue if you cough or sneeze
 - Promptly throw the tissue in the trash and clean your hands
 - Use the crook of your arm if tissue is not available
- Do not let individuals who are ill (cough, runny nose, fever, vomiting, diarrhea or rash), or have been recently exposed to someone who is ill, visit you
- Notify your caregivers immediately if you become ill — so other patients in the same area can be protected
- Follow all signs for infection control posted outside your room

Keep clean

- Make sure that items from home are clean or recently washed
- Follow your nurses' specific instructions if you are going to surgery — usually the instructions request that you bathe or clean yourself before going to surgery

Quick Reference Phone List

Chicago Institute for Fetal Health Main Line	312.227.4747
Main hospital number/operator	312.227.4000
Insurance and billing	877.924.8200
Financial counselor	312.227.1222
Interpreting services	312.227.3290
Patient Relations	312.227.4940
Security	312.227.7777
Ronald McDonald House	312.888.2500

For information about lost items, please call Security at 312.227.7777.
Lurie Children's does not accept responsibility for loss or damage to any personal belongings. There are secured, lockable boxes in the inpatient rooms for securing valuable objects.



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