



Welcome

- 1 Patient rights**
- 2 Hospital amenities**
 - Meals, snacks and drinks
 - Family resources and play spaces
 - Maps
 - Pharmacy
 - Online resources
- 11 Visitor information**
 - Parking
 - Free shuttles
 - Public transportation
- 16 Culture of care**
- 21 Getting ready to leave**



This guide is also available on our GetWell Network.

PATIENT RIGHTS AND 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.

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.

INQUIRIES

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.

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.

Hospital amenities

Visiting hours are 10 a.m. to 8:30 p.m.

Visiting policy and hours may change during specific circumstances for the safety of our patients, visitors and staff

We hope to make your stay as comfortable as possible. Please ask your nurse or Family Services about even more resources and ways we can help.

	Location	Hours	Phone
Meals, snacks and drinks			
<i>For a menu book with restaurants in the area, ask your nurse or the unit secretary.</i>			
Room Service <i>Family and friends can purchase guest trays, which can be paid with cash in person during delivery to the room, or by card over the phone.</i>	Ask for menu	7 a.m. to 7:30 p.m.	Call 1.2345 from your room phone to order
Sky Café <i>(cafeteria)</i>	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. <i>(closed from 2–3 a.m.)</i> Saturday and Sunday Breakfast: 6:30–9 a.m. Lunch: 11 a.m.–1 p.m. Dinner: 5–7 p.m.	Hours may vary depending on staff availability
Potbelly Sandwich Shop	1st floor	Monday–Friday 7 a.m.–6 p.m.	

We promote health and wellness by:

- Providing healthier food choices on our patient menu
- Offering “comfort” food as an option for patients
- Making sure that patients on special diets have plenty of good food choices, too!



	Location	Hours	Phone
Hospital resources			
ATM	11th floor	24 hours	NA
Foundation office	12th floor	9 a.m.–5 p.m.	312.227.4352
Gift Shop	11th Floor	Monday–Friday 8 a.m.–8 p.m. Saturday–Sunday 10 a.m.–7 p.m.	312.227.3400
Laundry <i>(For parents/guardians)</i>	12th Floor	Ask your nurse for more information.	
Optical Shop	4th floor	By appointment	312.227.6180
Walgreens	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 Eco-friendly bamboo planters provide an outdoor-like respite from the hospital setting.	11th floor		
Pedestrian bridge to food court, parking, Prentice Women’s Hospital and Northwestern Memorial Hospital	2nd floor		



All patients, staff and visitors are required to wear a mask covering their nose and mouth. It is important to **keep your mask on at all times** even while in the exam room.

	Location	Hours	Phone
Family spaces			
<p>Chapel Anne Searle Bent Interfaith Chapel</p>	12th Floor	24 hours	312.227.3288
<p>Family Great Rooms A community kitchen, dining and respite space for families and visitors on the floor. Each great room has:</p> <ul style="list-style-type: none"> – Vending machines – Refrigerator – Microwave – Eating area – Television 	All inpatient floors	24 hours	NA
<p>Panda Cares Centers of Hope – Family Life Center</p> <ul style="list-style-type: none"> – Quiet room for parents – Teen lounge – Toys, games and books – Playgroups 	12th Floor	Some of our spaces have limited hours and services to adhere to COVID guidelines. Please call for available hours and services.	312.227.3940
<p>Patient and family education Pedersen Family Learning Center and Eleanor Clarke Learning Library</p> <ul style="list-style-type: none"> – A space to learn and reflect – Consumer health education resources – Workspace with computers, printing, faxing/scanning services – Education classes on health and safety topics 	12th Floor	10 a.m.–4 p.m.	312.227.0036
<p>Ronald McDonald House near Lurie Children’s Sometimes the drive home can still be too long or too difficult. Ronald McDonald House near Lurie Children’s, located just a few blocks away from our hospital, gives patient families priority access to its 86 rooms, rooftop healing deck and kitchens, among other amenities. The Ronald McDonald House is available to families who live more than 15 miles away from the hospital.</p>	211 E. Grand Ave., Chicago	24 Hours	For a referral to the Ronald McDonald House, please ask to see your social worker.

Quick Reference Phone List

Free wi-fi (<i>wireless network connections</i>)	Look on Get Well Network
Main hospital number/operator	312.227.4000
Insurance and billing for Lurie Children's hospital services	877.924.8200
Lurie Children's cost estimate	312.227.1333
Interpreting services	312.227.3290
Patient Relations	312.227.4940
Security	312.227.7777
<p>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.</p>	
Skylight TV call in (<i>from your room phone</i>)	1.1111



WE RECYCLE!

All recyclables are sorted out of the trash cans by our waste-handling company after the trash leaves the hospital.



LET'S BE GREEN – TOGETHER!

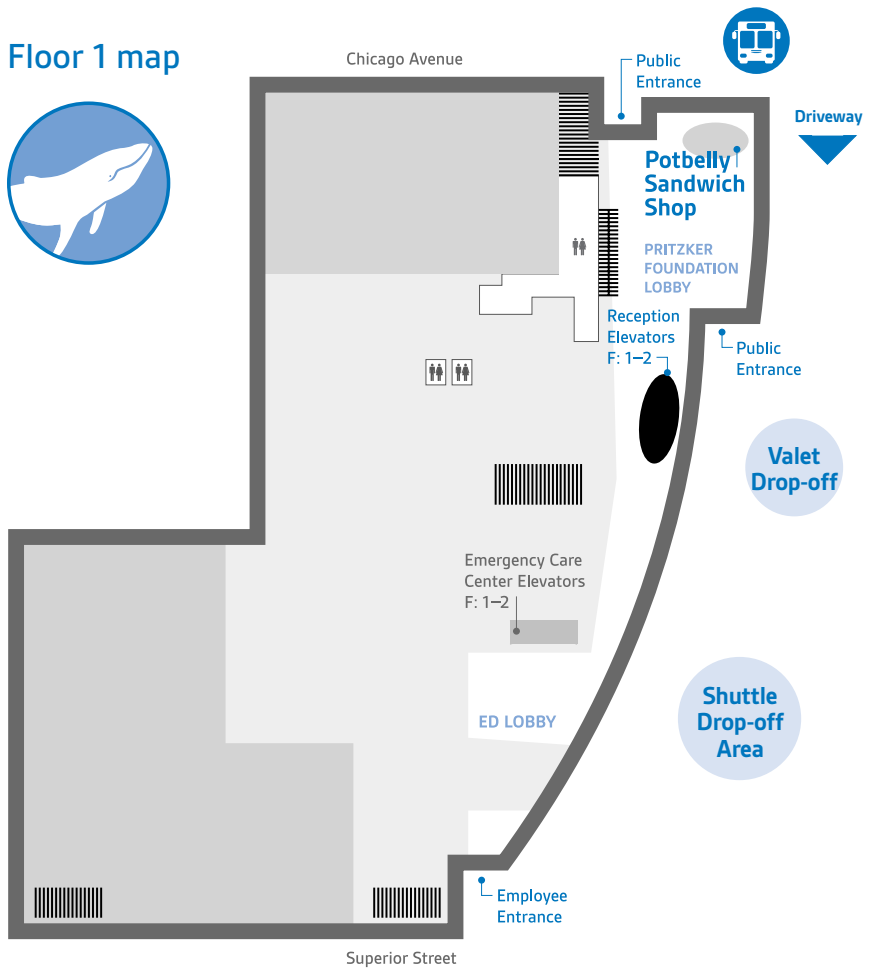
One way to be environmentally friendly is by limiting the extra linen provided in each room. For your convenience, we have added hooks in the shower area for hanging and reusing towels. With these small steps, together we can make an everyday impact. We are happy to provide additional bed linen or bath towels; please just ask.

Floor guide



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

Floor 1 map

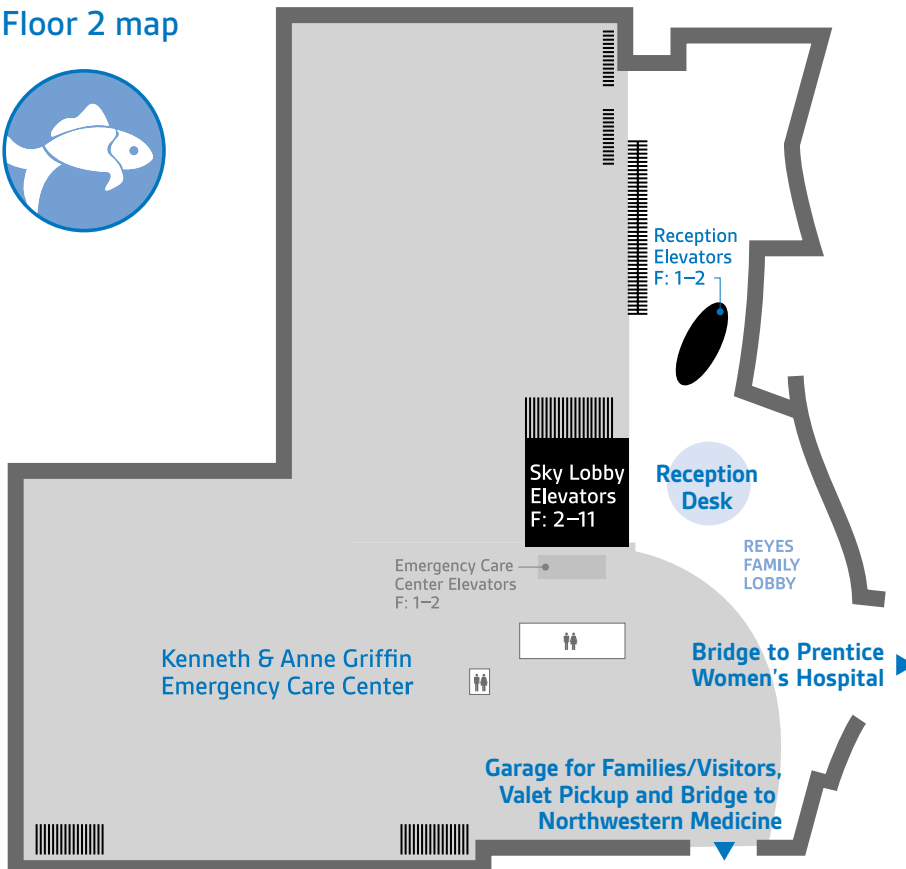


FLOOR 1 LEGEND



- Restrooms
- Public Elevators
- Stairs
- Escalator

Floor 2 map



All visitors must check in at the Reception Desk.

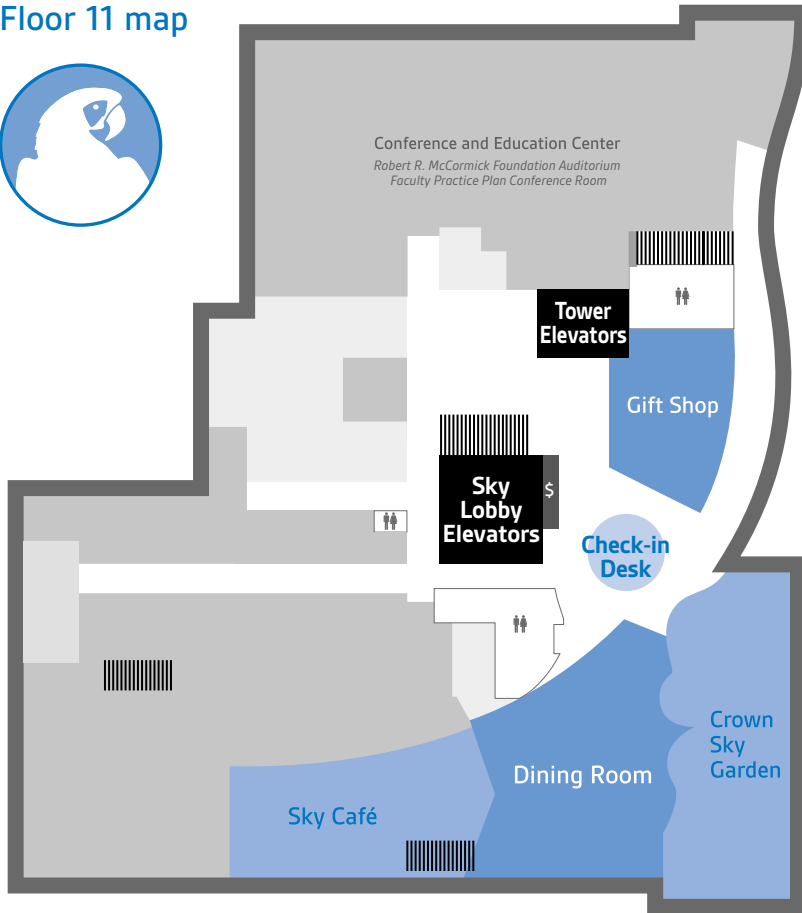
If you parked in a garage, please make sure to validate your parking at the second floor reception desk before or after your visit.

FLOOR 2 LEGEND



- Restrooms
- Public Elevators
- Stairs
- Escalator

Floor 11 map



Sky Lobby elevators go to floors 2 through 11.

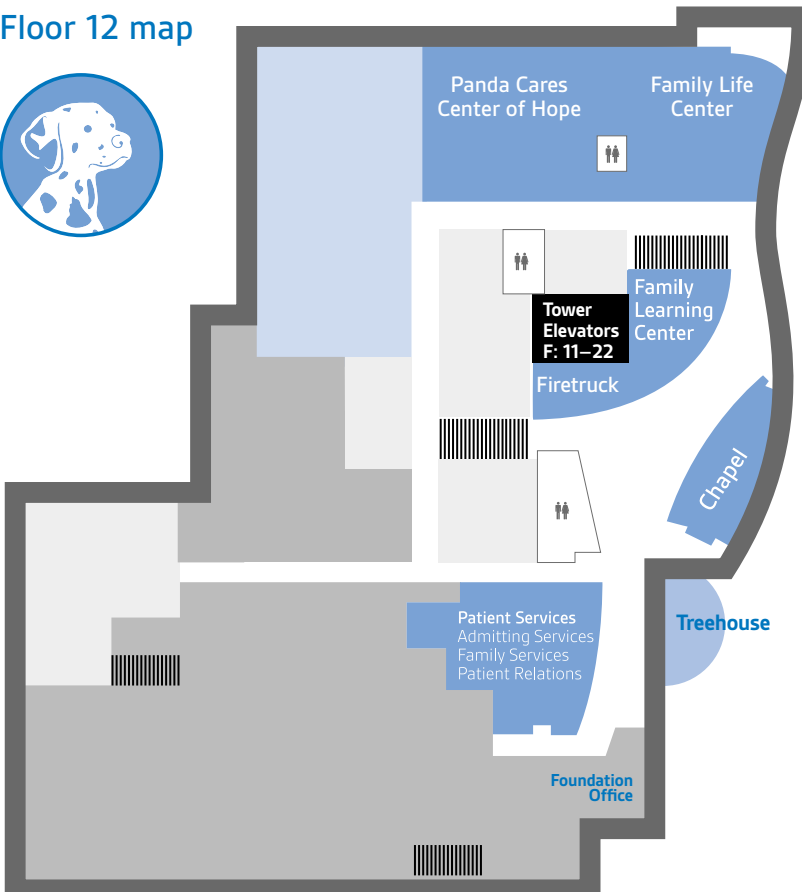
Tower elevators go to floors 11 through 22.

FLOOR 11 LEGEND



- Restrooms
- ATM
- Public Elevators
- Stairs
- Escalator

Floor 12 map



FLOOR 12 LEGEND



- Restrooms
- Public Elevators
- Stairs
- Escalator

Pharmacy

Walgreen's Pharmacy at Lurie Children's312.573.2287

3rd floor

Monday–Friday 8 a.m.-7 p.m., Saturday 9 a.m.-4 p.m.

Walgreens

Walgreens pharmacy specializes in pediatric medicine working closely with your child's clinical team to ensure your child receives the medications needed to get well and stay well.

- **Fill prescriptions before you leave** by stopping at the pharmacy on the 3rd floor or have your child's prescription brought to the bedside
- **Get help managing medication costs**
- **Enjoy unique pediatric services**
 - Family friendly pharmacy design, games and internet
 - Medication flavoring
 - Pediatric-trained pharmacists
 - Medication compounding
- **Transition from hospital to home**
 - Easy prescription transfer: Switch your child's medication to the pharmacy in your neighborhood
 - 24/7 pharmacist support: Available at 1.800.WALGREENS (925.4733) or via online chat at walgreens.com

Online resources

Get Well Network

Find important information about the hospital, watch educational videos and movies, and stay connected to family and friends using Get Well Network. Through prompts on Get Well Network, we can partner with you on different aspects of your child's care — like IV safety and pain management. You can access the Get Well Network system on the television in your room and click on the icons below:



Hospital: Information about Lurie Children's such as visiting hours, hospital events and things to do before you go home



Satellite dish: Access the internet, stay connected through email and instant messenger



Roller coaster: Play games, make your own web page, listen to music and more



Movie theater: Find on-demand Hollywood movies, health education and safety movies



Restaurant: Information on hospital meals and food available for patients, parents and guests










Parents button: Information about the hospital, patient bill of rights, services, parental controls and educational materials

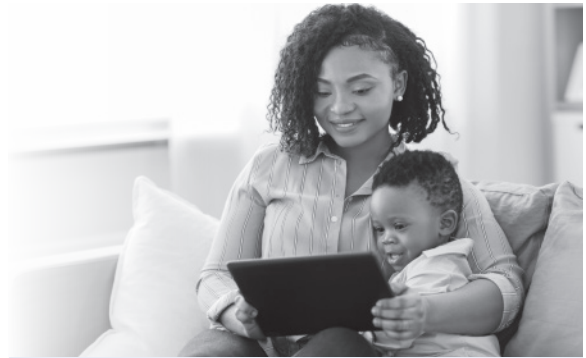
Lurie Children's MyChart

Lurie Children's MyChart allows you to access and manage your child's care.

You will be able to:

-  Manage care from your computer or phone.
-  Access your test results and request refills.
-  E-mail with your care team.
-  Make and manage appointments.
-  Pay your bill online.
-  Review medications, immunization records and allergies
-  View a summary of current health issues

Visit mychart.luriechildrens.org for questions or call **833.706.4507**.



MOBILE APP

Once you sign up for Lurie Children's MyChart, you can also access your child's electronic health records on your mobile device by downloading the **MyChart app** from:

- App Store (iOS devices: iPhone iPad)
- Google Play Store (Android devices)

After downloading the app, search for **Ann & Robert H. Lurie Children's Hospital of Chicago** as your healthcare provider.

Sign up now by:

- Asking for an activation e-mail at any check-in desk
- Visiting mychart.luriechildrens.org OR
- Scanning this QR code



Pay Bills

You now have the option to pay your medical bills online via our secure portal at luriechildrens.org/paymybill.

If you're not sure which medical group sent the bill, compare your bill from the five options listed below. The name of the medical group is shown in the top left of your bill.

- Lurie Children's Hospital Services
- Lurie Children's Medical Group
- Pediatric Faculty Foundation
- Lurie Children's Pediatric Anesthesia Associates
- Lurie Children's Surgical Foundation
- Lurie Children's Primary Care - Chicago Area Pediatrics

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 12321, or by calling 877.924.8200 for the nearest financial assistance office.



RESPECT ALL, EMPOWER ALL

At Lurie Children's, we are relentless in the pursuit of a healthier future for every child.

We exist to help all children reach their fullest potential.

We stand for diversity, compassion and inclusion without exception.

All of us — patients, families, staff, physicians, advance practitioners, nurses, students and volunteers of ALL BACKGROUNDS — commit to stand together against all forms of racism and discrimination. We commit to the well-being and advancement of all in our community, particularly People of Color and members of marginalized communities.

Lurie Children's is an affirming, welcoming and safe environment.

We welcome all to join us in our commitment to a respectful space that is safe and healing for everyone.

For questions or to report issues, please call Patient Relations at 312.227.4940.



Visitor Policy

Visiting policy may change during specific circumstances for the safety of our patients, visitors and staff. All visitors are required to wear a mask at all times while present in the hospital. All patients, families and visitors are required to wear a mask at all times at Lurie Children's facilities.

Important Notices

- All visitors will have a health screen on entry and daily at their child's bedside.
- Anyone with symptoms of a viral illness such as fever, sore throat, cough, sneezing, runny nose, vomiting or diarrhea will not be allowed to visit.
- Because people can spread these illnesses even before they show symptoms, anyone who has been exposed to a communicable disease in the past 30 days such as chicken pox, shingles, measles, tuberculosis (TB), mumps or whooping cough/pertussis will not be allowed to visit.
- Adult visitors (18 and older) will be required to show a valid government ID and will receive a hospital-issued badge with photo.

An Electronic Visitor Management System now provides visitors with a photo badge, and all visitors must undergo a health screening prior to visitation.

To maintain a safe environment, we ask anyone 18 and older who is entering the hospital for any reason to **show a photo ID**. We may use your ID to check a variety of sources, including public registries that identify individuals who may pose a risk to children. We reserve the right to use this information to restrict access to hospital locations as appropriate.

The following are acceptable forms of identification:

- State-issued driver's license
- State-issued ID
- Passport

With this new policy, check-in may take longer than usual.
For more information, please visit luriechildrens.org/visitors

If you do not have a photo ID, our Security officers will assist in determining if you may visit and we can take your photo to provide you with photo identification during your visit.

Family and friends can share their support virtually. Suggestions include:

- Video calls using mobile apps such as FaceTime, Skype, etc.
- Sending a free e-greeting card
- Following social media
- Calling the hospital gift shop (Lori's gifts: 312.227.3400) to deliver a surprise.

Some suggestions include:

- Cards
- Non-latex balloons
- Toys, games, books

Please avoid flowers/plants because these are not allowed in many units.

Ask your child's nurse before bringing in any food to your child because:

- Your child may be on a special diet
- Your child may be scheduled for a test

If your nurse says you may bring in food for your child:

- Do not store leftovers. Food should be eaten or discarded
- Do not share food with other patients or staff

- Wash your hands before you enter the patient's room and as you leave
- We encourage parents who have symptoms of illness to stay home, but if you must be present:
 - Please wear a mask to cover nose and mouth
 - Wash your hands frequently
 - Remain in your child's room
 - Do not go to public spaces such as the 11th floor
 - Tell your child's nurse you are sick

Reflecting our commitment to family-centered care and the diversity of our families, we respect the diversity of our families and visitors and do not discriminate with regard to race, color, age, sex, sexual orientation, gender identity or expression, disability, religion or national origin.



Parking

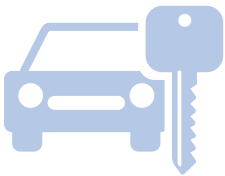
Huron-Superior Garage A



- Connected by a bridge on the 2nd floor to Lurie Children's
- Enter on Huron Street or Superior Street east of St. Clair Street
- Up to 7 hours for \$11 and 7–24 hours for \$15 with validation
- Validate at Lurie Children's 2nd floor security desk

Families and visitors also can park at Erie-Ontario Garage C and D (321 E. Erie Street) 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–Friday, 5:30 a.m. to 9 p.m.
- Enter the driveway from Chicago Avenue to drop off and pick up your car up across the pedestrian bridge on the 2nd floor
- Up to 7 hours for \$15 and 7–24 hours for \$20
- Stays exceeding 24 hours will incur additional fees

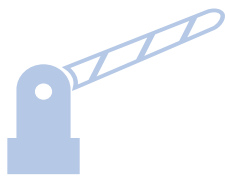
Street parking



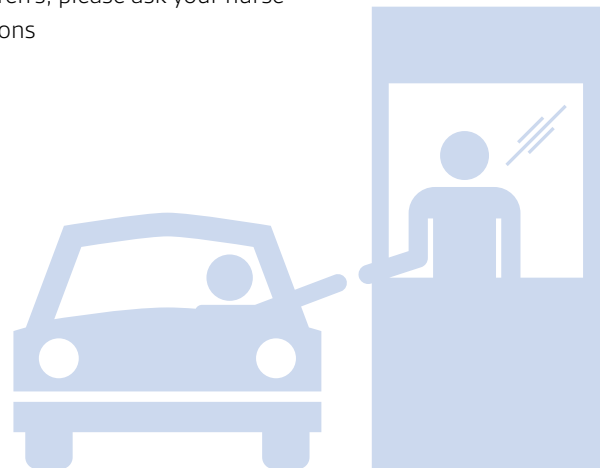
- Free with disabled parking placard*
- \$9 for two hours (\$4.50 per hour) regular rate, two-hour limit
- Meters accept credit/debit card and quarters only

** Free with special designated placard that is gray with yellow stripes. Out-of-state disabled placards are not exempt and must pay regular rate.*

Other parking tips



- Ask family/friends to take your car home if it is not being used each day
- Parking fees begin each time car enters lot; no re-entries
- Discuss other remote parking and long-term transportation strategies with your social worker or Family Liaison volunteer after arriving at the hospital
- For extended inpatient stays at Lurie Children's, please ask your nurse or social worker for additional off-site options



Free shuttles

Between main hospital and outpatient center in Lincoln Park



- Available Monday through Friday, 6 a.m. to 6 p.m. about every 20 minutes; then 6 p.m. to 8 p.m. about every 60 minutes. The last shuttle leaves Lurie Children's at 8:10 p.m.
- Available Saturday from 8 a.m. to 4 p.m. about every 60 minutes
- Two wheelchair-accessible shuttles available approximately every 40 minutes
- Main hospital pick-up/drop-off is at the southeast (Superior Street) corner of the main hospital driveway
- Outpatient center pick-up/drop-off is curbside at 2515 N. Clark Street
- Download the Double Map GPS app and select system: Lurie Children's, to track our shuttle routes
- ***Shuttle schedule varies during national holidays***

Between main hospital and Ronald McDonald House (RMH)



- Available Monday through Sunday, 7 a.m. to 11 p.m. about every 30 minutes
 - Rides are available between 11 p.m. and 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 Avenue
- ***Shuttle schedule varies during national holidays***

Taking public transportation

Chicago Transit Authority (CTA) trains



- **Red Line**
Chicago stop: Chicago Avenue and State Street
- **Brown Line**
Chicago Stop: Chicago Avenue and Franklin Street
- **Purple Line**
Chicago stop: Chicago Avenue and Franklin Street

For more information about bus or train routes, call **312.836.7000** or visit **rtachicago.com**

CTA buses



Stopping at Chicago Avenue and Mies van der Rohe Way (in front of Lurie Children's):

- #3 - King Drive (northbound and southbound)
- #10 - Museum of Science and Industry (northbound)
- #26 - South Shore Express (southbound)
- #66 - Chicago Avenue (westbound and eastbound)
- #125 - Water Tower Express (northbound)
- #157 - Streeter/Union Station (eastbound)
(Union Station to Lurie Children's)

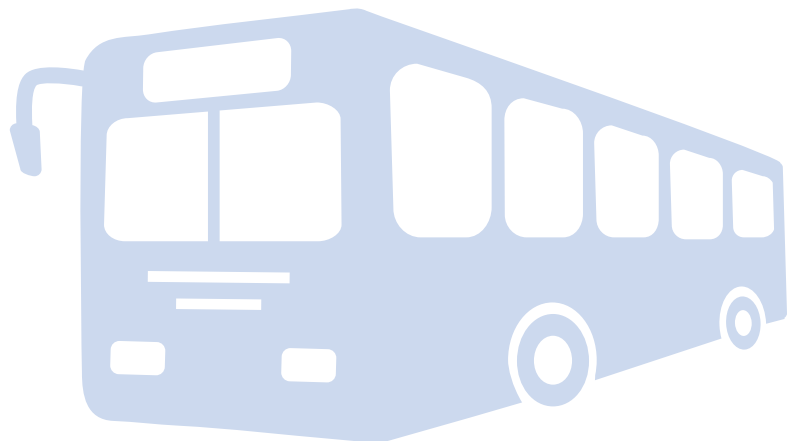
Stopping at Michigan Avenue and Huron Street

- #143 - Stockton/Michigan Express
- #146 - Inner Drive/Michigan Express
- #147 - Outer Drive Express
- #151 - Sheridan (Lurie Children's to Union Station)



LEGEND

- Parking
- Bus stop
- Train stop



Culture of care

Your care team

Your child's care is provided by a medical team comprised of several specially-trained individuals. This means that there will be many different people entering your child's room. Below is an explanation of the different types of providers you will likely encounter.

Medical team

Attending physicians

(gray coat or professional dress)

Attending physicians are the supervisors of your child's main team of doctors and medical providers. They:

- Are in charge of your child's care
- See your child every day
- Talk with you about your child's care
- Answer your questions

Fellow physicians

(gray coat or professional dress)

Fellows are board-certified pediatricians pursuing additional training in a specialized area of pediatrics. They:

- See your child every day
- May examine your child
- Talk with you about your child's care and answer your questions

Advanced practice providers

(APRNs/PAs, long white coat or professional dress)

Advanced practice registered nurses (APRNs) and physician assistants (PAs) are known as advanced practice providers (APPs), who provide comprehensive healthcare throughout all Lurie Children's locations. They:

- See your child every day
- May examine your child
- Talk with you about your child's care and answer your questions

Resident physicians

(long white coat or professional dress)

Resident physicians are licensed doctors receiving additional training and specializing in the healthcare of children. They:

- Are your child's main doctor and the "front-line provider"
- See and examine your child every day
- Talk with you about your child's care and answer your questions

Medical students

(short white coat or professional dress)

Medical students are in school training to be doctors. They:

- Work closely with your child's main doctors
- May examine your child
- May ask questions and answer your questions

(continued)

Treatment
in a teaching
hospital

What it means for your child's care

Educating physicians and nurses is part of our mission, and we are the pediatric teaching hospital for Northwestern University Feinberg School of Medicine. That means that our hospital is a site for graduate medical education, which is the last training phase for physicians who have successfully completed medical school.

Culture of care *(continued)*

Nursing leader <i>(professional dress)</i>	A nursing leader is a registered nurse (RN) and member of the leadership team, and may have the title manager, director, educator or charge nurse. They: <ul style="list-style-type: none">• Talk with you about your child's care and answer your questions• Resolve any questions or concerns from patient families• Work to ensure overall patient satisfaction
Nurses <i>(scrubs)</i>	Nurses are licensed medical professionals who: <ul style="list-style-type: none">• Administer medications and treatments• Help coordinate and provide your child's daily care• Teach you how to care for your child• Talk with you about your child's care and answer your questions
Others who may be part of your child's team	<ul style="list-style-type: none">• Pharmacists are licensed healthcare professionals who provide medication expertise• Registered Dietitians (RDs) help ensure your child is getting the right nutrition• Respiratory Therapists (RTs) help deliver breathing treatments to your child• Speech, Physical and Occupational Therapists specialize in the assessment and treatment of proficiency in feeding/swallowing skills, communication skills and motor development

Family Services team

Child Life specialists 312.227.3270	<ul style="list-style-type: none">• Help the family get ready for a medical procedure• Explain what happens in the hospital
Creative Arts therapists 312.227.3289	<ul style="list-style-type: none">• Use play, art or music to help exploration and growth
Interpreting Services 312.227.3290	<ul style="list-style-type: none">• Can explain something to you in your own language• Communicate with you and your healthcare team to remove language barriers
ParentWISE and PeerWISE volunteers <i>(Ask your nurse to contact)</i>	<ul style="list-style-type: none">• ParentWISE is a parent-to-parent volunteer program• PeerWISE is a peer-to-peer volunteer program• Both provide support through volunteers who have experienced illness and hospitalization
School Services 312.227.3353	<ul style="list-style-type: none">• Help your child keep learning during hospitalization• Help with homework• Answer questions about school-related issues
Social Workers 312.227.1200	<ul style="list-style-type: none">• Help your family address a problem• Can help you follow your child's medical plan• Provide help if your family does not feel safe at home
Spiritual Care Services <i>Call the operator and ask to page a chaplain (7.3288)</i>	<ul style="list-style-type: none">• Talk with you about "Why is this happening to us?"• Provide a priest, pastor or rabbi to talk to• Provide a prayer, blessing, Bible or Sabbath candles
Other Services	Find additional family services and resources under Amenities on page 4.

Our volunteers provide play activities for kids, respite support for parents, help finding your way around the hospital and more — just look for the volunteer uniform and ID badge.

Keeping your child safe

You are a member of your child's healthcare team and you know your child best. Please speak up any time you have a question.

Tell us

anything you want to about...

- Your child's symptoms
- Your child's medications
- Your child's medical history
- Your child's allergies (food or medicine)
- Anything you feel is important about your child's care

Ask us

anything you want to about...

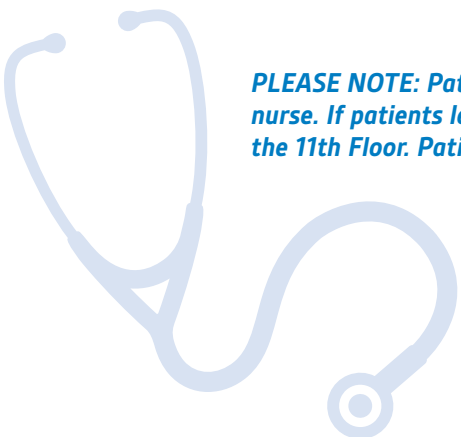
- Your child's medicines
- Your child's medical equipment
- Your child's caregivers and their names
- Anything that doesn't feel right about your child's care

Other ways

to keep your child safe

- Know that you can speak to your doctor at any time
- Make sure you and your child wear your ID bands at all times
- Give us a list of your child's medications
- Put up crib rails and side rails
- Every baby 12 months and under must sleep alone on his or her back in an empty crib
- Ask a nurse before giving your child food or taking your child out of the room
- Ask your doctors, nurses and other staff for their names and what they're doing
- Report any problems your child is having
- Keep the room clear of clutter for your child's safety and so that the Environmental Services staff can thoroughly clean the room
- Let us know if you leave the floor

PLEASE NOTE: Patients may not leave the floor without permission from their nurse. If patients leave their floor, for safety reasons they should not go below the 11th Floor. Patients may not leave the hospital building at any time.



Reducing the risk of infection

We are committed to your child's 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 child's room
- Wash your hands with soap and water after changing your child's diaper
- Tell us if your caregiver is not cleaning his/her hands
- Have your child wash his/her hands before each meal and after using the bathroom
- Make sure your visitors — adults and kids, including siblings — wash/gel their hands before entering your child's room

Wear a mask



- According to Illinois Executive Order, everyone over the age of 2 is required to wear a mask covering their nose and mouth
- Keep your mask on at all times, even while you are in the room

Stop the spread of germs



- Notify your child's caregivers immediately if you become ill — so your child and other children in the same area can be protected
- Follow all signs for infection control posted outside your child's hospital room
 - Children under the age of 12 may not visit patients in isolation
- Do not allow family/friends to touch your child's catheters, other tubes, dressings or wounds

Keep clean



- Make sure that blankets, stuffed animals or other patient items from home are clean or recently washed
- Follow your nurses' specific instructions if your child is going to surgery — usually the instructions request that you bathe or clean your child before going to surgery

Managing pain

Managing your child's pain is a very important part of your child's care. We work hard to help your child feel better, and use many different ways to relieve pain.

Children can...

- Have a parent or another adult with them
- Ask questions if they don't understand
- Tell us when and where something hurts
- Ask for something to make the pain better
- Be mad, if it makes them feel better

If your child feels pain, you can...

- Let your nurse know so we can help
- Ask for a child life specialist
- Ask for tips and tricks to help your child manage pain, such as:
 - Stay near your child's face to comfort and redirect their attention toward you
 - Help your child choose a more comfortable position
 - Encourage your child to hold your hand, squeeze your hand and look at you
 - Ask your child to think about a favorite thing, place or person
 - Tell funny stories or jokes and sing songs
 - Watch a movie
 - Listen to music
 - Play a game

Making difficult medical decisions

If you need to make hard decisions about your child's care, ethics consultants can help. These specially-trained professionals respect your personal and spiritual values, and can help you make difficult medical choices.

Working with an ethics consultant can help you...

- Talk through options
- Clarify goals for your child's care
- Know that your child's caregivers understand what you want

Talk to an ethics consultant when you...

- Are unclear about what to do next for your child
- Have doubts about the best healthcare decision
- Examples may include when you:
 - Disagree with doctors about the best treatment
 - Struggle with a treatment that might save your child's life but also causes pain and suffering
 - Don't know if you should decide to stop a treatment
 - Question how much to share with your child or family members
 - Are unsure if organ donation conflicts with your beliefs
 - Need help with end-of-life issues

If you would like an ethics consultation, you can talk it over with any member of your healthcare team or ask to speak to an ethics consultant.

Getting ready to leave

When your child is ready to leave the hospital, we can help. The Lurie Children's team is here to ensure the safe transport of your child and their belongings when he/she is cleared to leave. Ask your nurse about details on our discharge escorts.

When can we leave?	Families may leave after your child's attending physician gives you an okay and your nurse reviews the discharge instructions with you.
Who helps us plan?	<ul style="list-style-type: none">• Your healthcare team develops a discharge plan to ensure proper care for your child• Case managers also help coordinate care
What do case managers do?	<ul style="list-style-type: none">• Work with your child's entire healthcare team• Discuss how to take care of your child at home• Arrange for special equipment and services, if needed
Before we go home, what should we do?	<ul style="list-style-type: none">• Speak up and ask any questions about your child's care• Arrange for a ride home• Have a car seat for your child (if traveling by car)• Understand all instructions about your child's:<ul style="list-style-type: none">– Medications– Diet– Special equipment– Follow-up care– Home health– Other support services



All, for your one.®



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Children's Hospital of Chicago

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luriechildrens.org

Outpatient Services locations

Lincoln Park (three locations, includes Immediate Care)
Arlington Heights
Geneva
Glenview
Grayslake
Huntley
Lake Forest
New Lenox
Northbrook (includes Immediate Care and Surgery Center)
Skokie
Uptown
Westchester (includes Surgery Center)
Winfield

Primary Care locations

Evanston
Glenview
Lincoln Park (two locations)
Skokie
Uptown

Lurie Children's has expanded:

Lurie Children's Primary Care - Town & Country Pediatrics is now
Lurie Children's Primary Care - Chicago Area Pediatrics

Interpretation request

Point to your language and an interpreter will be called for you.

Arabic

أشرك في لغتك
وسننادي المترجم حالاً.

اللغة العربية

Chinese

請指認您的語言
以便為您請翻譯

请指认您的语言
以便为您请翻译



Bosnian/Croatian

Molim Vas, pokažite nam Vaš jezik.
Zvat ćemo tumača za Vas.

Hrvatski

Polish

Proszę wskazać na swój język ojczysty.
Tłumacz zostanie poproszony do telefonu.

Polski

Russian

Укажите, на каком языке Вы говорите.
Сейчас Вам вызовут переводчика.

Русский Язык

Serbian

Молим Вас, покажите нам Ваш језик.
Зваћемо тумача за Вас.

Српски

Spanish

Señale su idioma.
Se llamará a un intérprete.

Español

Vietnamese

Chỉ rõ tiếng bạn nói.
Sẽ có một thông dịch viên nói chuyện với bạn ngay.

Tiếng Việt

It is the policy of Children's Hospital of Chicago Medical Center not to discriminate with regard to race, color, age, sex, sexual orientation, gender identity or expression, disability, religion or national origin in the treatment of patients and their families.

You may contact Lurie Children's Patient Relations: 312.227.4940; Illinois Department of Public Health: 525 W. Jefferson St., 5th Floor, Springfield, IL 62761, 800.252.4343 (24-hour hotline) or 217.782.2913; The Joint Commission: Division of Accreditation Operations, Office of Quality Monitoring, One Renaissance Boulevard, Oakbrook Terrace, IL 60181, 800.994.6610.

Family Initiated Rapid Safety Team

What is the Family Initiated Rapid Safety Team?

A team you can call when you have a **serious medical concern** about your child's condition that you think is not being addressed.

How does it work?

- If you've talked to your doctor or nurse and you still have serious medical concerns, call the team at 11400 from your room phone.
- A team will respond within 15 minutes to evaluate your child and listen to your concerns.
- A patient relations staff member will follow up with you and your family to be sure your concerns have been addressed.

While we hope you never need to call, this team is one of the ways we provide an extra layer of safety for your child.



**To call the team, dial 11400
from your room phone**