

Lurie Children's NICU Information and Resource Packet



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CONTACTS, SCHEDULE, AND POLICIES

Lurie Children's Hospital website: www.luriechildrens.org

Lurie Children's NICU information

- 14 floor Unit Secretary: 312.227.1400
- 15 floor Unit Secretary: 312.227.1500
- Refreshment areas are located in the 14 floor lobby and in the Family Great Room, just off the 15 floor lobby.

NICU Social Workers

Julie Casalou, LCSW
312.227.0835
Jcasalou@luriechildrens.org
Primary Social Worker for rooms 1401-1422, 1501-1510

Arkeysha Campbell, LSW
312.227.3263
Azcampbell@luriechildrens.org
Primary Social Worker for rooms 1423-1444, 1511-1520

Conduct Expectations

Lurie Children's is an inclusive, safe, and healing environment where we embrace the diversity of our patients and team members. We expect our team members to treat all patients and families with respect, compassion, and care – and we expect the same from our families.

To keep everyone safe, we do not tolerate physical or verbal violence against anyone, anywhere in our facilities.

- At no time will verbal abuse or threats -- direct, indirect, or implied -- be made towards staff, patients, or families.
- At no time will a family/friend interfere with the care being provided to the patient.
- The possession of any weapons, as well as use of alcohol, drugs, cigarettes, and other substances is strictly not allowed at all Lurie Children's locations.

If you see or experience hostile behavior, call Security at 312.227.7777 or extension 7-7777 on a hospital phone.

Parking

All NICU families receive a reusable parking pass for free parking in the Huron-Superior structure. Your social worker will provide this pass at your admission. If you are admitted over the weekend, you will receive one-time passes from nursing until social work gives you a reusable pass. This parking benefit is specific to the NICU.

Visitor Policies *(Unit specific visitation policies are subject to change at any time)*

Hospital-wide visiting hours are from 10am – 8:30pm. Parents and legal guardians have 24-hour access to visit their child. Please see the concierge desk on the 2 floor to get your parent badge. One "support person" can be identified as an additional visitor, but only two healthy adult visitors are allowed in the patient room at one time.

Sibling visits are arranged through your child life specialist; please ask to speak with them about current policies and requirements.

Telemedicine

Upon admission, we will help you set up your phone or device to be able to have telemedicine appointments. You will receive instructions from your social worker about how to download the Teams app onto your phone or device and how to schedule a meeting. You will receive an email from **NICUtelemedicine@luriechildrens.org** with your baby's unique Teams link for direct access to the virtual appointment.

Hotels/Lodging

If you reside more than 15 miles away from Lurie Children's, you could qualify to stay at the Ronald McDonald House; please speak with your social worker if you are interested. You can also request a short-term stay in the Ronald McDonald sleep rooms in the main hospital and your social worker will add you to the waitlist. We also have a list of hotels that often offer discounts to families with a child at Lurie Children's.

Breast Pumps

Every room in the NICU is equipped with a hospital-grade breast pump that your nurse can teach you how to use. You can also ask to speak with one of our lactation specialists.

- *Obtaining a Breast Pump Through Private Insurance*

You may be eligible to receive a breast pump through your insurance if this is your first child and/or you have not received a pump through insurance in the last 5-6 years. All insurance companies and plans have different processes and guidelines. Please contact your insurance provider directly for instructions by calling the number on the back of insurance card. You may also locate this information under the coverage section on your insurance's website or app.

If you have an upcoming OB appointment, your OB can assist with this process and provide an order/prescription for that pump.

Additional sites with information on how to get a breast pump that is covered by your insurance are: www.1naturalway.com and www.breastpumps.byramhealthcare.com

- *Medicaid Insurance*

Please contact your insurance for information on how to get the breast pump. If you received your prenatal care at an Erie Clinic, Winfield Moody (Near North) Clinic, or PCC Clinic, you can go to the clinic directly to pick up the pump.

If you have questions, please ask your nurse or a social worker. If your insurance requires a letter of medical necessity, please contact your OB or social worker.

Please note that there is no guarantee that insurance will reimburse you for a breast pump.

- *Rent/Purchase at Prentice Women's Hospital*

On the first floor of Prentice Women's Hospital, the Zen and Now Gift Shop at offers breast pump rentals.

- To reserve, call 312.472.4444
- Monday-Friday: 9am -- 8pm
- Saturday-Sunday: 10am -- 6pm
- Monthly rental: \$85-95 plus tax
- Accessory kit: \$55-83 plus tax – this is required to operate the pump, if not provided during admission

HOSPITAL-WIDE RESOURCES

Billing/Financial Questions

If you have questions regarding your medical bill(s), or would like to talk with a financial counselor, please call the Financial Department at 312.227.7181 or visit their office on the 12 floor.

For questions related specifically to Medicaid or Medicaid Enrollment, you can reach a Lurie Children's Medicaid Liaison at 312.227.1219.

Medical Records

If you would like to obtain copies of your baby's medical chart, or part of it, please contact Medical Records at 312.227.5220 or visit their office on the 9 floor. You can also enroll in MyChart to view your baby's chart electronically by visiting www.mychart.luriechildrens.org.

Finding a Lurie-Affiliated Pediatrician

Identifying a pediatrician for your baby is an important step before you are discharged from the hospital. You can call 1.800.KIDS.DOC (1.800.543.7362) to inquire about a pediatrician over the phone or go to www.lurienetwork.org to search for a Lurie-affiliated doctor in your area.

Panda Care Center

The Panda Cares Center of Hope serves as the main respite area for all inpatients and their families, providing a variety of activities, workspaces, and rest areas. They offer a library, infant and toddler room, teen room, art room, quiet space, and more. If you have questions about upcoming events, available activities, and sibling-visit options, you can reach the Panda Care Center staff and volunteers at 312.227.3940. The Panda Care Center is open Monday-Friday: 9 am – 7:30 pm, and Saturday-Sunday: 9 am – noon & 1 pm – 5 pm.

Pedersen Family Learning Center

Located on the 12 floor, the Family Learning Center is a resource space where patients and families can access educational resources, learn more about our services, and read through health materials related to a wide array of diagnoses. There are also computers available for patient and family use. The Learning Center is open from 10am – 4pm, Monday through Friday.

NICU SUPPORT TEAM

Social Work

Social workers are here to support NICU families by:

- Providing emotional and mental health support
- Collaborating with the medical team
- Connecting with hospital and local resources
- Assisting with the questions that usually come up when a loved one is in the hospital

The NICU social workers (see page 3) are available Monday-Friday from 8:30am – 5pm, but someone from social work is present in the hospital 24/7. After hours, please ask your nurse to page the on-call social worker if you have an urgent need.

Child Life Services

As part of the care team, child life specialists can help ease the stress of being in the hospital for NICU babies and their families. They are also able to offer support to siblings, parents and other family members through education, resources, and emotional and developmental support.

Child life can help support patients and families in the NICU by:

- Supporting the family during stressful and difficult situations during their healthcare experience.
- Helping to reduce toxic stress through developmental support and play.
- Collaborating with parents to maximize the infant's comfort in NICU environment.
- Educating siblings about the NICU, helping them understand why their sibling is in the hospital, and adjusting to a new family dynamic.
- Providing resources for siblings and parents about the NICU and hospitalization.
- Helping parents recognize and celebrate milestones in the NICU.
- Implementing programs for families to facilitate connection amongst NICU parents.

Some of the resources that child life can provide for families include:

- Educational resources related to infant and child development -- including information about typical infant development and infants born with genetic differences or chronic illness.
- Information on sibling adjustment -- Our NICU prep book that explains the NICU experience for siblings in an appropriate way, contains ideas to promote sibling bonding and coping, outlines book resource lists, etc.
- March of Dimes NICU navigational books -- this is a great resource for caregiver coping and adjustment throughout admission

Spiritual Care

Our chaplains provide emotional and spiritual care to people of all faith traditions, as well as those with no religious affiliation. The team strives to create a transforming, calm presence while fostering a healing spirit throughout the hospital community. Spiritual care extends beyond the scope of religious expression — to the universal spiritual needs we all share.

Chaplains provide spiritual care to patients, families, and staff throughout the hospital. This includes prayers, rituals, sacraments, and practices of individual faith groups, while also assisting with the questions of meaning, hope, and suffering that arise when a child is ill.

Chaplains are available for your family 24/7, and you can request to meet with one at any time. You can ask your nurse, social worker, or child life specialist to connect you, or call directly at 312.227.3288.

Case Management

Clinical Case Managers provide coordination of care and discharge planning for our NICU families. Depending on the medical needs of your child when they are approaching discharge, a case manager may contact you regarding medical equipment, transitional care, community resources, and referrals.

Case Managers will also assist the team with completing referrals to Early Intervention home-based programming. However, the best resources for details about this program are the therapists working directly with your child through occupational, physical, or speech therapy.

MENTAL HEALTH AND THE NICU

Postpartum Mood Changes

After any pregnancy, hormone levels drop quickly as the body adjusts to no longer being pregnant. This occurs whenever any pregnancy ends, regardless of the length of pregnancy. The sudden change in hormone level may cause mood changes. The two most common types of postpartum mood changes are postpartum blues and postpartum depression.

If you ever feel that you may harm yourself or others, go to the nearest ER or call 911 right away.

- *Postpartum Blues (“Baby Blues”)*

This affects about 60% to 80% of women and symptoms often begin 3 – 5 days after the pregnancy ends.

You may not “feel like yourself,” and common symptoms may include feeling:

- Sad
- Overwhelmed
- Irritable
- Insecure
- Nervous
- Emotional

These feelings may go away with time. If they persist for more than 2 weeks, contact your doctor.

- *Postpartum Depression (PPD)*


This affects about 1 in 7 to 10 women (or about 10% to 14%). PPD often occurs within the first 2 months after the end of pregnancy.

The risk for PPD increases if there:

- Is a personal or family history of depression, anxiety, or other mental illness
- Are lack of strong social supports
- Are other stressful life events (e.g., family illness or death, separation/divorce, change in/loss of job, etc.)
- Is a perinatal loss (e.g., miscarriage, termination, stillbirth, etc.)

Symptoms of PPD may include:

- Sadness/depressed mood
- Loss of interest in usual activities/people
- Changes in appetite and/or sleep
- Exhaustion/fatigue
- Extreme guilt and/or anxiety
- Problems concentrating and/or poor memory
- Panic attacks (e.g., numbness/tingling in arms or legs, chest pain, heart palpitations)
- Feelings of hopelessness and/or lack of self-worth
- Thoughts of harm to self (e.g., suicide) or others.



**You are
not alone.**

If you are experiencing symptoms of postpartum depression, always remember – **you are not alone**. Help is available. Postpartum depression can be treated. Treatment options may include counseling, medications (or both), and/or hormone treatment. Trained staff are just a phone call away. In the Lurie Children’s NICU, our social workers and psychologists are here for immediate support.

Mental Health Resources

- *Hotlines*

National Suicide Prevention Hotline: dial **988** or **1-800-273-TALK (8255)**

- 988 Suicide & Crisis Lifeline is a national network of local crisis centers that provides free and confidential emotional support to people in suicidal crisis or emotional distress 24 hours a day, 7 days a week in the United States

NorthShore University Health System’s Mom’s Hotline: **1-866-364-6667**

National Maternal Mental Health Hotline: Call or text **1-833-943-5746**

- Access 24 hours a day, 7 days a week
- English and Spanish available
- Free and confidential

Postpartum Support International HelpLine: **1-800-944-4773**

- ***non-emergency support***
- Call or text “Help” to receive support and resources
- For texting in Spanish use 971-203-7773

- *Online Sources of Support*

Postpartum Support International (PSI): www.postpartum.net

- PSI offers virtual support groups, local support through volunteers, articles, and resources for both mothers and fathers on coping, mental health, loss and grief, and more.

Hand To Hold: www.handtohold.org

- National nonprofit organization dedicated to providing neonatal intensive care unit (NICU) parents with personalized emotional support, educational resources, and community.

- *Counseling and Therapist Search Tools*

Psychology Today: www.psychologytoday.com/us

- Search by specialty, location, and insurance

ZocDoc: www.zocdoc.com

- Search by location or insurance

Postpartum Support International (PSI) Provider Directory: <https://psidirectory.com/>

Project NICU Counseling Program: <https://www.projectnicu.com/counselingprogram>

- Offers a free month of counseling through Better Help where you can connect virtually with a counselor

You can also search for a licensed provider through your insurance, typically online or through the insurance company's app.

GOVERNMENTAL PROGRAMS AND DOCUMENTS

Birth Certificates/Social Security Cards

Birth certificates are available for pickup approximately 2 weeks after birth at your closest Cook County Office of Vital Records. Social security cards are mailed directly to your home and may take up to 8 weeks. If you have questions regarding birth certificates, please visit the Illinois Department of Public Health (IDPH) website (<https://dph.illinois.gov/>) and search for "birth records."

If your baby was born at Prentice Women's Hospital and you have any questions about your baby's birth certificate or social security card, please call the **Perinatal Data Center at 312.472.3820.

Supplemental Security Income (SSI) *(Information subject to change)*

- *Basic Information*

Social security provides benefits to certain low-birth weight and infants with varying diagnoses related to prematurity, such as IVH, BPD, ROP, NEC, and more. Please ask your medical team or social worker if you have questions. While the baby is in the hospital, the family may receive a monthly SSI benefit. After the baby is discharged, the family may be eligible to receive an increased monthly benefit, *depending on household income and resources*. Benefits may be backdated to the date the SSI application was initially completed. Babies are reevaluated after one year and again every 3 or 7 years, depending on severity of disability.

- *Low Birth Weight Qualification Guidelines*

Social Security provides benefits to certain low birth weight infants, regardless of prematurity. A baby weighing less than 1200 grams at birth may qualify.

The following chart shows gestational age at birth and the corresponding birth weight that means the baby is "small for gestational age"

Gestational Age	Weight at Birth
37-40 weeks	Less than 2000 grams (4 lbs, 6 oz)
36 weeks	1875 grams or less (4 lbs, 2 oz)
35 weeks	1700 grams or less (3 lbs, 12 oz)
34 weeks	1500 grams or less (3 lbs, 5 oz)
33 weeks	1325 grams or less (2 lbs, 15 oz)

Even if a child who was born prematurely does not fall into one of the "low birth weight" categories, they may still qualify for SSI if their record shows that they have a qualifying diagnosis or meet the definition of disability. A state agency makes this decision based on their review of the information they get from the child's medical records and other sources.

- *To Apply for SSI:*

Contact your local Social Security Office to make an appointment. The office will let you know what you need for the appointment. The NICU social worker can help you gather the medical information needed (authorization for low birth weight and/or physician documentation) for the appointment. The Social Security Office must send a request to the Lurie Children's

Hospital medical records department for your baby's complete medical chart. You can give them the fax number 312.227.9733 to complete this request.

Family Medical Leave Act (FMLA)

The FMLA is a labor law requiring employers of a certain size to provide employees with unpaid time off for serious family health issues or situations. It also allows the employee to have insurance coverage and job protection while they are on leave. For all questions related to FMLA options, your HR department will be the best resource since employers offer different FMLA benefits.

If you are applying for FMLA, please get the paperwork through your employer and complete the employee information sections before giving the paperwork to your primary social worker. Your social worker and medical team members will complete the medical authorization and submit the paperwork. If part of your maternity leave has fallen under FMLA, don't worry, this will be considered a new FMLA claim because it is considered a different "patient."

Another option for time off is short-term disability leave. You will need to speak with your employer's HR department to clarify if you can use this benefit for your child's NICU stay.

WIC – "Supplemental Nutrition for Women, Infants, and Children"

WIC is a government program that serves to safeguard the health of low-income pregnant, postpartum, and breastfeeding women with infants and children up to age 5 who are at nutritional risk. The program provides foods to supplement diets, information on healthy eating and breastfeeding support, and referrals to healthcare.

Women and children who meet certain requirements are able to receive WIC benefits. These requirements include meeting a certain threshold for income and state residency. Additionally, the applicant must be considered at "nutrition risk" by a health professional or a trained health official.

To find out if you might be income eligible for WIC benefits, go to www.fns.usda.gov/wic.

If you need a WIC prescription, your child's advance practice provider (APP) or resident can complete this for you to take to your appointment.

All,
for
your
one.®



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