Welcome

We welcome you and your child to UCLA. Whether your child is hospitalized at Mattel Children’s Hospital UCLA in Westwood or at the Mattel Children’s Unit at UCLA Medical Center, Santa Monica, we understand that entering the hospital can be a difficult and confusing experience for children and their families. I want to take this opportunity to assure you that we are committed to treating your child and you with compassion and respect.

Delivering the highest-quality healthcare is a partnership that involves the patient, family and our dedicated team of physicians, nurses, healthcare professionals and support staff. Your child’s treatment will be tailored to his or her individual needs, and we encourage you and your family to be active participants in the decisions regarding that care.

Mattel Children’s Hospital UCLA ranks among the top in the nation, according to U.S. News & World Report’s “America’s Best Children’s Hospitals.” We are proud of that honor, and it is our goal to re-earn it with each new patient who enters our hospital.

This handbook is designed to introduce you to our staff and facility and to answer any questions you might have. We hope this information will help to explain what you can expect and to ensure that your child’s stay will be as comfortable and positive as possible.

Thank you for choosing UCLA. We look forward to serving you and your child.

Sincerely,

Sherin U. Devaskar, MD
Physician-in-Chief
Mattel Children’s Hospital UCLA
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Resources

Information for patients and families

The healthcare teams at Mattel Children’s Hospital UCLA in Westwood and the Mattel Children’s Unit at UCLA Medical Center, Santa Monica are always available to answer questions, address concerns and help you and your family throughout the hospital stay.

Contact information

- Westwood Third Floor Nursing Station ......................... (310) 267-7320
- Westwood Fifth Floor Nursing Station ............................ (310) 267-7530
- Westwood Pediatric Intensive Care Unit (PICU) WEST (310) 267-7540
  EAST (310) 267-7541
- Santa Monica Six North Wing Nursing Station ............... (424) 259-9620
- Santa Monica Fourth Floor Central Wing (PICU) ........... (424) 259-9432

You can call directly into your child’s room, or call the nursing station and your call will be transferred to your child’s room.
Stay informed

During daily medical rounds, your child’s care team will discuss his or her medical condition, treatment plan and discharge plans. As the child’s parent, you are an integral part of the medical team, and we invite you to participate in medical rounds. If you prefer not to participate or are unable to attend, the medical team is available to you throughout the day and night to provide up-to-date information and to answer your questions.

Make sure to share your phone numbers (home, cell and business) with the charge nurse and bedside nurse. Please let them know if any of your phone numbers change. We encourage you to write your best contact number on the white board in your child’s room to allow the team to contact you if there are questions or to update you on new information.

Due to privacy laws, we can give information about your child’s condition only to his or her legal guardian(s) or designee(s).
During your stay

Who will take care of my child?

Many healthcare providers are involved in the care of each child at Mattel Children’s Hospital UCLA and the Mattel Children’s Unit at UCLA Medical Center, Santa Monica.

Members of the team include:

Doctors

The attending physician is in charge of your child’s care and leads the team of doctors. Since UCLA hospitals are academic medical centers, doctors at various stages in their medical training may be involved with your child’s care. The team may include residents (doctors who are receiving postgraduate training in pediatrics), fellows (doctors in postresidency training) and medical students (who wear short white coats to distinguish themselves from doctors).

Different doctors, including the attending physician, may rotate during your child’s stay in the hospital. Each time a change occurs, the doctors exchange information about your child’s condition and treatment plan to ensure continuity of care.

Nurses

The charge lead nurse directs the nursing unit and is the liaison between your family and the nursing staff. A bedside nurse and a care partner will be assigned to your child’s care during each shift. Their names and phone numbers will be written on the white board in your child’s room. The bedside nurse (who wears dark blue scrubs) conducts assessments of medical needs and pain and can answer questions regarding the care of your child. The nurse may also perform a variety of procedures, such as placing IVs, administering medications, cleaning and dressing wounds, and collecting specimens for laboratory tests. The care partner (who wears khaki green scrubs) assists with vital sign monitoring, providing hygiene and supplies needs, and performing medical and clerical tasks as needed. Your bedside nurse and care partner will check on your child hourly throughout each shift. Additionally, during shift change at 7 am and 7 pm,
bedside nurses perform bedside reports and safety checks. During this report, your bedside nurse for the next shift will introduce himself or herself. Please do not hesitate to ask any questions you may have.

**Therapy services**

Therapy services include physical, occupational and speech therapy. Your child may be evaluated to see if these services are needed during his or her stay. Physical therapists evaluate strength, range of motion, endurance, balance and ability to perform functional mobility, such as bed transfers, walking and stair climbing. Occupational therapists evaluate the performance of daily tasks, such as bathing, dressing and grooming, by assessing strength, balance, vision and cognition. Speech therapists evaluate and treat communication, cognitive and swallowing function and disorders. Based on each evaluation, recommendations may be made for durable medical equipment (cane, walker or wheelchair) and/or home modifications.
During your stay

Psychology and psychiatry service
Psychiatry and psychology consultants become involved in the care of your child when requested by your child’s primary medical team. Because hospitalization can be very stressful for any child, these consultants are often asked to evaluate and treat a wide variety of behavioral, cognitive, emotional and developmental concerns that can complicate medical care and recovery from illness. Consultants may also teach specific coping techniques to children struggling with serious childhood illnesses or distressing procedures, teach parents specific parenting strategies and provide medication recommendations for symptoms such as insomnia, pain, trauma, distress, anxiety or depression.

Social work
A clinical social worker is a member of your child’s multidisciplinary care team and will meet with you to assess your family’s needs related to your child’s medical condition and treatment. Your social worker can provide support such as crisis intervention, short-term counseling and other assistance with coping with the impact of illness and hospitalization on your child and family. Your social worker also provides referrals and linkage to other hospital and community resources.

Child life
Child life specialists are also members of your child’s multispecialty care team and focus on the social, emotional and developmental needs of hospitalized children by communicating age-specific information, identifying potential stressors, and planning and practicing coping strategies.

Do not hesitate to ask anyone, “Who are you?” or “How are you involved in my child’s care?” For your child’s safety, all UCLA staff are required to wear picture ID badges. Please do not allow your child to leave the unit with anyone who is not wearing an ID badge.
**Nursing shift change**

Between the hours of 7 to 8 am and 7 to 8 pm, the bedside nurses who have been on duty discuss each patient’s case with bedside nurses on the new shift. This process is known as the “nursing shift report.” If you are present during these times, feel free to ask any questions you may have.

**When will we see the doctor?**

A resident or medical student may be the first member of the medical team you see each morning. He or she will perform a brief physical exam. Feel free to ask any questions you may have.

During rounds (9 am to noon), the medical team discusses each patient in detail, including:

- Events that occurred overnight
- Concerns parents or patients have shared with interns that morning
- New information from specialists
- Laboratory or other test results
- Updates for your child’s plan of care

Rounds enable members of the medical team, as well as patients and their families, to share information in order to provide the best care for the patient.

Rounds may take place in a private room, outside a patient’s room or at the patient’s bedside. Feel free to discuss your preference with your medical team. If additional time for a discussion is needed, a team member will return after rounds are completed to speak with you. Additionally, the attending physician or resident will often return in the afternoon to discuss updates to the plan of care with you.

Patients and parents do not have to participate in rounds. There are many opportunities throughout the day to talk with your child’s doctors and nurses.
During your stay

Meal service
UCLA is proud to offer healthy gourmet meals to patients. Dieticians work closely with doctors and nurses to ensure that your child’s nutritional needs are met. The meal service team will only deliver food that is approved on your child’s current diet order.

Baths/linen changes
Your child’s nurse and/or care partner will offer a sponge bath daily, usually in the morning. Please let us know if you would like to assist with your child’s bath. Showers and bathtubs are available for patients who feel well enough to use them. If your child has a central line (CVC, PICC, any invasive device), he or she will receive a chlorhexidine gluconate (CHG) antisepsis treatment daily to prevent infections, unless such treatment is medically contraindicated.

In an attempt to reduce environmental waste, bed linens will be changed as needed.

Vital signs
Vital signs (temperature, heart rate, respiratory rate, blood pressure, pain assessment) are routinely checked every four hours. Occasionally, your child’s vital signs may be taken more often. We will try as much as possible not to disturb your child during the night, although it may be necessary to obtain vital signs when you and/or your child are sleeping.
Measuring intake and output

We need to record everything your child eats and drinks. If you give food or drinks to your child, please keep track and let us know. Your doctor may give orders for your child not to eat or drink anything (known as NPO). If your child requires anesthesia for a procedure or surgery, he or she may not be able to eat food and/or drink for several hours before the procedure.

We also measure your child’s urine and stool outputs. Your nurse will give you a special cover for the toilet (called a “hat”) or a urinal to help collect these measurements. If your child wears a diaper, please keep the dirty diapers and your nurse will weigh them.

Many children will be weighed every day, usually in the evening, while others may not need to be weighed as frequently.
During your stay

Other Resources

**Pediatric Rapid Response Team**

The Pediatric Rapid Response Team is a group of medical professionals who bring critical care expertise when there is a sudden change in a patient’s medical condition. Parents, caregivers, hospital staff or the medical team may activate the Pediatric Rapid Response Team for additional help.

**Warning signs**

- Sudden changes in breathing
- Sudden changes in heart rate
- Sudden onset of confusion or difficulty responding
- Parent/caregiver is worried about the child’s acute condition

The Pediatric Rapid Response Teams in Westwood and Santa Monica are activated through any hospital phone by dialing #36. You may also ask your nurse or any hospital employee to activate the system for you.
Chase Child Life Program

For more than four decades, UCLA’s Chase Child Life Program has been a pioneer and national model for how to appropriately address the social, emotional and developmental needs of each child and his or her family in a culturally sensitive manner through play, education and other creative therapies, such as dance and music. Child life specialists supervise volunteers, interns and students who help children, adolescents and siblings in the play areas.

Services offered

• Pre-hospitalization visits for children and their families
• Developmental preparation for medical procedures, support during procedures and post-procedural medical play
• Therapeutic intervention — including music therapy, dance therapy, art therapy and medical play
• Age and developmentally appropriate play opportunities
• Expert consultation for caregivers and medical team members regarding children’s development
• Consultation with caregivers, siblings and children of adult patients about the impact of illness on the child and family
• Access to interactive gaming resources and laptop computers
• Special events that entertain and engage children and families
• Assistance in transitioning from hospital to home and/or school following an illness
• Facilitation of programs for parents and siblings of pediatric patients
• Bereavement support and information for families and siblings
During your stay

Where you can find us

• Westwood Fifth Floor Playroom (Room 5236): A playroom, teen lounge (for individuals older than 10 years) and family resource room on the fifth floor is available for pediatric patients and families.
• Westwood Third Floor Playroom (Room 3508): The playroom is available for pediatric patients of all ages and families, and it offers creative arts and play opportunities.
• Santa Monica 6 North Wing Playroom is available for pediatric patients and families.
• Santa Monica 6 North Wing Teen/Young Adult Cancer Program lounge (for individuals older than 13 years).
• At the Westwood and Santa Monica Emergency Departments and Operating Rooms to provide procedural support and opportunities for coping and play to pediatric patients.
• For patients requiring isolation, Child Life Services are provided in the patient’s room.
• For patients in the PICU, arrangements can be made to visit the playroom. Please speak with your nurse to find out if this is possible for your child.
• Families of patients on the Pediatric Ward, PICU, Neonatal Intensive Care Unit (NICU) and maternity are welcome to visit the playroom, but they must have had the chicken pox or the vaccine and must be free from illness (no cold, cough, fever, etc.).

Amerman Family Resource Room (Westwood)

At Mattel Children’s Hospital UCLA, the Amerman Family Resource Room is a comfortable and caring environment for parents and caregivers. Caregivers may use this room to access computer (including Internet, printing and faxing) services, watch television, participate in educational and recreational activities, connect with families with similar challenges, and have light refreshments and quiet time. The family resource room is located adjacent to the fifth floor playroom.
Additional Resources

These resources may also be available during your child’s stay. Your child’s nurse can help arrange for these resources.

**Dog visits**

People-Animal Connection (PAC) sponsors dog visits that can brighten the day for many children. Let us know if your child would like to receive a visit from a specially trained dog and its owner. Due to infection-control issues, children in isolation cannot receive visits from therapy dogs.

**Heart Touch Massage (Westwood)**

The Heart Touch Massage program provides free massage therapy to children hospitalized at UCLA who meet appropriate medical criteria and desire this treatment. Evidence suggests that regular touch therapy can provide numerous benefits to the patient. Parental consent must be obtained before the patient can receive Heart Touch Massage.

**Interpreter, translation and deaf services**

UCLA Health’s Interpreter/Translation and Deaf Services Program provides services at no cost to all inpatients, outpatients and their relatives. Every attempt is made to provide services in any language. The service will be provided by an in-person interpreter, video conference or telephone.
During your stay

Spiritual care services
Hospital chaplains are available to meet with you to support your spiritual care needs during your stay. Chaplains can listen to your concerns, share in your faith struggles, assist you and your family members in seeking inner peace and strength, bring you holy writings from your specific faith tradition, help you access/receive religious sacraments, contact religious leaders from your faith tradition and/or help with other spiritual needs. If you would like a visit from a hospital chaplain, tell your nurse, or contact the Department of Spiritual Care in Westwood by calling (310) 825-7484 and in Santa Monica by calling (424) 259-8170.

A meditation room/chapel is available for private prayer and meditation 24 hours daily. This room is located on the first floor of Ronald Reagan UCLA Medical Center, just inside the main hospital entrance, room 1109, and on the ground floor of UCLA Medical Center, Santa Monica.

Office of the patient experience
Patient liaisons are available to assist patients and their families with any nonmedical question. They assist with various concerns that relate to the overall experience at UCLA, such as quality of care, staff interactions, access to care, and general assistance and information. All interactions between patients, or their representatives, and our patient liaisons are kept confidential.

Patient liaisons in Westwood can be reached at (310) 267-9113 and in Santa Monica at (424) 259-9120.
Frequently Asked Questions

What are the visiting hours?
• Parents/legal guardians are welcome to visit 24 hours a day.
• Friends, family, clergy or other visitors may visit, with your permission, at any time.
• Visiting children under 18 years old must be supervised by an adult family member at all times.
• For your child’s safety and security, all parents and visitors must obtain a visitor badge or an ID band from the information desk or from the administrative care partner in the unit.
• All visitors must be free of contagious illness.
• The number of visitors may be limited as deemed appropriate by the hospital staff.
• Visitors must allow staff clear access to the patient and equipment at all times.

Can I stay with my child?
Parents or another designated family member over 18 years old are welcome to stay with the child around the clock, provided they are free of contagious illness. In-room sleeping accommodations include a sleeping chair or bed, pillow and blanket. In order to prevent injury, patients under 3 years of age must sleep in a crib. For safety reasons, you may not sit or sleep in the crib with your child. Frequent patient assessments are made throughout the night, and although we will try as much as possible not to disturb you, you should expect regular interruptions to your sleep. You are welcome and encouraged to participate in your child’s daily care. Please coordinate with your child’s nurse.
During your stay

Can I bring food from home?
There is limited space for storing food from home. If you would like to store a small amount of food, please wrap it and give it to a staff member to label and put in the unit’s refrigerator. Food may not be stored for more than 72 hours. Food can be reheated and served under supervision of unit personnel, but may not be reheated more than once. Please remember that your child may be on a special diet, so check with your nurse before giving him or her any food you bring from home. If your child is in isolation, the food cannot be taken out of the room.

What if I am breastfeeding?
We recognize that breastfeeding is the preferred method of infant feeding whenever possible. The lactation specialist works as part of our team to support breastfeeding infants with special healthcare needs and to manage breastfeeding problems. If your child is unable to breastfeed at any time during his or her hospital stay, you can express milk with a breast pump and store it for use when your child is able to eat. We will provide the breast pump and supplies.

Expressed breast milk must be labeled with your child’s name, medical record number and the date it was pumped. Please inform your infant’s nurse of any medication that you are taking at this time due to the crossover into the breast milk.

Schoolwork
If your child’s hospital stay is longer than 10 days, the physician and social worker can arrange for your child to receive schooling according to his or her individual needs.

Balloons
Mylar balloons are safe and allowed in patient rooms. Latex balloons present choking and allergy risks and are not allowed.
Important Safety Reminders

Preventing the spread of germs
Hand hygiene is a top priority and the number one intervention to prevent the spread of infections. Please wash your hands with soap and hot water or by using the alcohol-based sanitizer before entering and then again before leaving your child’s room. If your child is on isolation precautions (indicated by a sign on the door), your child’s nurse will give you special instructions on preventing the spread of infection to you, your family members or other patients.

All visitors must be free of contagious illness and must wash their hands upon entering and then again before leaving a patient’s room. Visitors under 18 years old must be supervised by an adult family member at all times and must wash their hands as well.

Pediatric unit security
Your child will need to wear an ID band at all times for identification purposes. If your child has any allergies, he or she will also wear a red allergy band to alert staff of the allergy. Please do not remove these bands as they are essential in ensuring your child’s safety.

Mattel Children’s Hospital UCLA, Westwood: The doors of the unit are equipped with alarms, and all visitors must be registered to enter or exit the unit. To enter the unit, please ring the bell next to the door and the receptionist will buzz you in. To exit the unit, please ask the front desk or another staff member to open the door in order to prevent setting off the alarm.

Mattel Children’s Unit at UCLA Medical Center, Santa Monica: A security sensor will be placed on all children under 6 years old. An alarm will sound if the child leaves the unit without having a staff member disable this sensor. All visitors must obtain a visitor pass from the front desk when entering the unit.
Preparing to go home

Most patients will have their discharge orders signed in the morning of the day they are to leave the hospital. Only parents/legal guardians or other authorized persons may take a child home. Most patients are able to leave the hospital by 11 am. Your child’s nurse will go over all necessary instructions with you before discharge, including information about medications, follow-up appointments and care to be given at home. Please do not hesitate to ask any questions you might have. As of January 1, 2012, all children younger than 8 years old, or under 4 feet 9 inches, must be secured in a car seat or booster. Please bring the age-appropriate car seat to the hospital on the day of discharge.

Notes

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