

UCLA



Childrens Hospital

# Acute Care Pediatrics Unit

3F/5 West Peds



## UCLA Mattel Children's Hospital

757 Westwood Plaza

Los Angeles, CA 90095-7403

3F Peds Main Phone: 310-267-7320

5W Peds Main Phone: 310-267-7530



# Welcome

Welcome to the Pediatrics Unit at UCLA Mattel Children's Hospital, located on the 3rd and 5th floors, with private and semi-private rooms. We understand that this is a very difficult time for both you and your child. Rest assured that all of your child's medical needs will be met by our staff who will be working with you toward a successful recovery.

We understand that when children are in our unit, they need their families close by for support, comfort and encouragement. That's why parents/legal guardians are always welcome.

Please remember to take care of yourself as well. When you need to leave your child, feel free to call us at any time to check his or her progress at 310-267-7530 for 5 West (5W) or 310-267-7320 for third-floor (3F) pediatrics. We are here to work as a team with you. Please let us know if you have any questions.

## Your Nursing Leadership Teams

### Director of Pediatric Nursing

Chai-Chih Huang, RN, MSN, NE-BC

### Clinical Nurse Specialist

RJ Soliven, RN, MSN (c), RN-BC

### 5 West Pediatric

#### Unit Director

Liz Bolanos, RN, MSN, CPN

#### Lead Nurses

Margo Goldman, RN, BSN

Nikki Spencer, RN, MSN, CPN

### 3F Pediatrics

#### Unit Director

Vangie Urbano, RN, MSN, CPN

#### Lead Nurses

Fariba Javaherpour, RN, BSN, CPHON

Deovina Jordan, RN, MSN, PhD, CPN

Joe Gamboa, RN, BSN-C

Mary Ann Macaspac, RN, BSN, CPHON

# Visitation

Parents/legal guardians may visit 24 hours a day. Close family members are also welcome.

Visitors must call to request entry into the unit. Waiting rooms are available immediately outside the unit for your comfort while you wait to enter the unit. For your child's safety and security, all parents and visitors must obtain a purple visitor badge or purple ID band from the front desk. The number of visitors may be limited as deemed appropriate by the nursing staff. Children under 18 years old must be supervised by an adult family member at all times. Your family's clergy may visit, with your permission, at any time.



Visitors are welcome provided that they have no cold or flu symptoms (fever, runny nose, cough, etc.). Parents/legal guardians that intend to stay with their child during his/her hospital stay must also be free of illness.

Hand cleansing is the single most important action to prevent infection. All visitors must wash their hands for 15 seconds or use the provided hand cleanser upon entering and leaving the patient's room.

For safety reasons, visitors are not allowed to sit in chairs with wheels. We have provided comfortable chairs without wheels in each patient's room. Visitors must allow staff clear access to the patient and equipment at all times.

You are welcome and encouraged to participate in your child's daily care. Please plan accordingly with your child's nurse.

---

## Patient Confidentiality and Telephones

Updates regarding your child are generally given only to the parents/legal guardians.

Parents/legal guardians may call the unit at any time to speak to their child's nurse or doctor. Our pediatric team will share all information about your child with you.

To protect your child's privacy, information will be given to other family and friends only with the permission of the parents/legal guardians. If you would like us to share information with other family members or friends, we utilize a personalized code number. Share this code number with those you choose to receive information. Callers with the number will have their questions answered. Callers without the number will be directed to call you for any information.

Please also remember that it is helpful if you designate one family member to relay information about your child. Multiple phone calls to the bedside nurse take time away from the care your nurse is providing to your child. The staff cannot discuss any information regarding other patients.

When you leave the unit, please ensure that the nurse has a phone number where you can be reached in case there's a change in your child's condition and we need to contact you.

## Overnight Accommodations

If your child is in a private room, two family members will be allowed to stay overnight. If your child is in a double room, only one family member will be allowed to stay overnight. Family members above 18 years are welcome to stay overnight. In-room accommodations consist of a sleeper chair, a pillow and a blanket. The staff reserves the right to make a decision regarding overnight stays each night. Patient safety is the most important factor in this decision.

Because this is an acute-care area, you should expect many interruptions to your sleep while in the room. Lights are often on for frequent assessments and the equipment needed to take care of your child may make noise. Visitors under age 18 years must not remain overnight in the unit.

Other options to staying in the room include nearby hotels and guest houses. The waiting rooms are not sleeping areas and must be kept open for immediate use. The social service staff will help you locate accommodations.



# What to Expect During Your Stay

---

## Patient Safety

Your child will need to wear an ID band at all times to help staff properly identify him/her. If your child has any allergies, he or she will also need to wear a red allergy band to alert staff of these allergies. This is very important for your child's safety.

## Bedside Report

Bedside report takes place at 7 am and 7 pm daily. At these times, the off-going nurse will give report to the oncoming nurse. Our goal in conducting bedside report is to improve patient and family safety and to improve communication. Bedside report includes brief discussion of why your child is in the hospital, plan of care and daily goals for your child. Communication between the patient/family and the healthcare team is very important and we encourage you to participate during bedside report.



---

## Bath and Linen Changes

Your child's nurse or care partner will offer a sponge bath daily, usually in the morning. If your child has a central line (CVC, PICC, any invasive device), he/she will receive a daily chlorhexidine gluconate (CHG) treatment to prevent infections, unless contraindicated. 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. In an attempt to reduce environmental waste, bed linen changes will be performed 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 even if you and your child are sleeping.

## Measure Intake and Output

We need to record everything your child eats and drinks. If you give food or drink to your child, please keep track and let us know.

We also measure your child's urine and stool. Your nurse will give you a special cover for the toilet ("hat") or urinal to help collect this measurement. If your child wears diapers, please wear gloves when performing diaper changes. Wash your hands after changing your child's diaper. Keep the dirty diapers so your nurse can weigh them to measure how much urine and stool is inside.

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

---

## Food and Drinks

There is limited space for storing food from home. If you would like to store a small amount of food, please wrap the food and give it to a staff member to label and put in the unit's refrigerator. Food may not be stored in the refrigerator for more than 72 hours; after 72 hours it will be discarded. The patient's food can be heated and served under the supervision of unit personnel. Food may not be reheated more than once.

If your child requires isolation precautions, we will not be able to take the food out of the room.

The pediatric unit offers a Guest Tray program. Family members of pediatric patients are eligible to order one guest tray per day at a discounted rate of \$7. You may call from your room to order the guest tray. Please ask your nurse or care partner for the Guest Tray menu. The voucher for the guest tray can be purchased at the main cashier on the first-floor suite 1119 (adjacent to the Gift Shop), Monday through Friday. You may also use meal vouchers issued by the UCLA Health Care Coordination & Clinical Social Work Department when ordering guest trays.





## Preventing the Spread of Germs

To protect our patients and healthcare providers, we must be extra cautious to prevent spread of infection.

The best way to prevent this is by washing your hands with soap and warm water or by using the alcohol-based hand sanitizer in your child's room. Please wash your hands for 15 seconds

before entering and leaving

the patient's room. If your child is placed on isolation precautions, as indicated by the colored sign on the door, you must follow the isolation precautions. This is to prevent the spread of infection to you, your family members, the staff and other patients.

To protect against infection, infestation and possible damage to sensitive equipment, we must keep our environment clean. Rooms are cleaned daily. This includes mopping of the floors and emptying trash bins and laundry bags. You may also request your child's room to be cleaned by approaching any of our staff members.



---

## **Pediatric Rapid Response Team**

The Pediatric Rapid Response Team is a group of medical professionals who bring critical-care expertise to the bedside. Sometimes the child's medical condition changes quickly in the hospital. If you are alarmed by a change in your child's medical status, and are not satisfied with the primary team's response, you may page the Pediatric Rapid Response Team for help.

The Pediatric Rapid Response Team can be activated by dialing #36 on the hospital phone. You may also ask your nurse or any hospital employee to activate the system for you.

When the operator answers, give him/her the patient's name and location (room number), and ask him/her to activate the Pediatric Rapid Response Team.

During an emergency, you may be asked to wait outside the room. Your nurse or the charge nurse may call support staff to help answer your questions.

# Important Phone Numbers

---

## Pediatrics (3F and 5W)

### Director of Pediatrics

Chai-Chih Huang  
310-267-7016

### Clinical Nurse Specialist

RJ Soliven  
310-267-7015

### Social Work

310-267-9700

### Child Life

310-267-9440

### Page Operator

310-825-6301

## 3F Pediatrics

### Main line

310-267-7320

### Charge Nurse

310-267-7338

### Unit Director

Vangie Urbano  
310-267-7344

## 5W Pediatrics

### Charge Nurse

310-267-7502

### Unit Director

Liz Bolanos  
310-267-9581



# Amenities

---

## Using Your Room's Locker

Your child's room contains a locker to store personal items. To lock it, close the locker door, select the button that says "C," enter any four digits (this combination will serve as your entry code), and then select the button with an image of a key on it. To open your locker, enter "C," enter the four digits you previously selected and then select the key-graphic button again. Open the door after you hear the audible tones. Allow one full second before opening.

## How to Access Internet

To access Internet, you will need your personal computer or a wireless-enabled digital assistant. You will also need to have a standard web browser (e.g., Google Chrome or Internet Explorer). To connect to the Internet, switch on your device. Your wireless device should detect and connect to the network or SSID "MEDGUEST." Open your web browser and enter "medguest2" for the username and "caring" for the password. Carefully read and accept the terms of service on the login page displayed in your browser.

## Playing a DVD in Your Room

Blu-ray disc players are available in pediatric rooms for families to view regular DVDs, CDs and blu-ray DVDs. To play a DVD:

1. Turn on your room's TV by pressing the power button on the pillow remote control available bedside.
2. Turn the blu-ray disc player on by pressing the power button on the lower left side of the player.

- 
3. Press the menu button located on the left side of the TV.
  4. Press the channel-down button. Scroll to “Source.”
  5. Press the channel-up button to change source options to “AV.”
  6. Press the menu button again to exit the menu screen.
  7. Enjoy viewing your DVD!

The TV will return to its regular settings when it is turned off. Reset TV “Source” each time TV is turned off. If you have any questions, please do not hesitate to ask your nurse.

## Notes

---

---

---

---

---

---

---

---

---

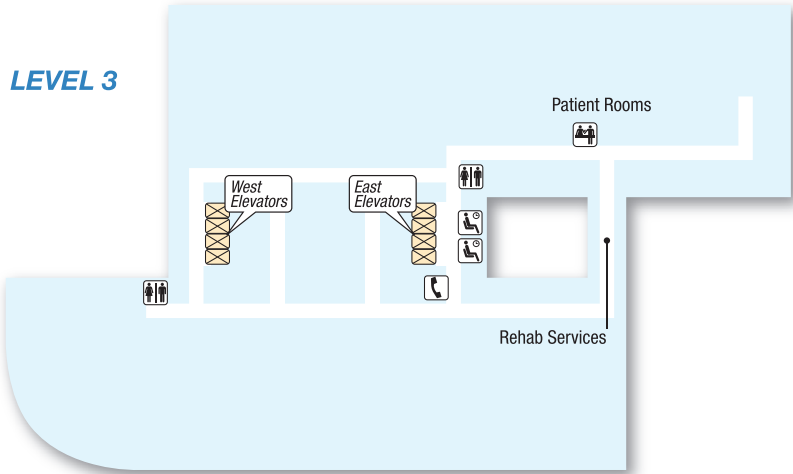
---

---

---

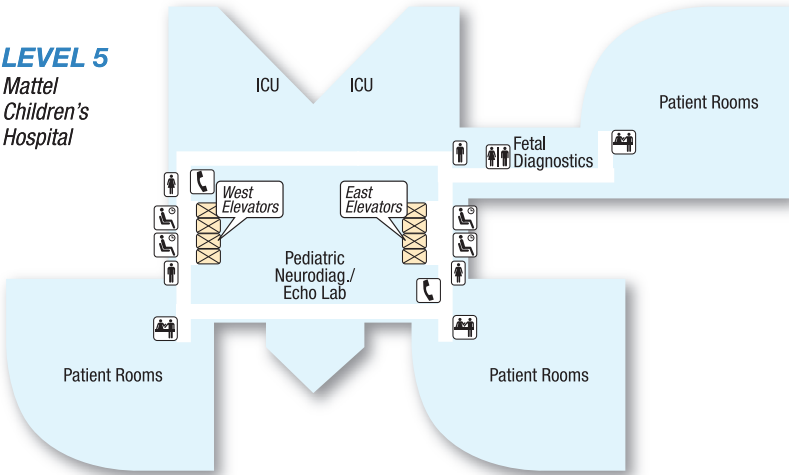
# Floor Guide

## LEVEL 3



## LEVEL 5

*Mattel Children's Hospital*



Information	Public Elevators	North ICU 400 500 600 West 300 200 East 100 Room Numbers Level 4-8
ATM	Stairs	
Telephone	Waiting Area	
Restrooms	Reception Desk	
Conference/Library	Vending	