Patient rights and responsibilities

At Kentucky Children’s Hospital, we work with you as a partner to achieve your fullest recovery possible. As a patient you have the right to:

- Receive care, no matter what your religion, sex, race, disability, sexual orientation, or gender identity.
- Know what is medically wrong and how we can help get your child better. We will also tell you the things you will need to know when you get home so that your child can stay well.
- Know the names of your child’s doctors and nurses.
- Feel safe here and ask questions if you have concerns.
- Say ‘no’ to anything we suggest.
- Not be involved with research unless you want to be involved.
- Receive treatment for pain.
- Have your religious beliefs respected.
- Have your regular doctor or a family member notified that your child is in the hospital.
- Have your choices about your child’s end-of-life decisions respected.
- Be treated politely and with consideration.
- Have your privacy respected.
- Know about any rules that might affect your child or your family.
- Receive a copy of your child’s medical records, request amendment to the records, and request a list of disclosures of the records.
- Have your questions about any costs or bills answered at any time.
- Complain about anything without worry. If you do not want to talk to your doctor or nurse, please contact Customer Relations at 859-257-2178.

As a Patient of UK HealthCare, you have the responsibility to

- Tell us everything we need to know about your child’s condition or history.
- Do what your doctor recommends or tell your doctor why you do not want to follow the recommendations
- Be considerate of the people with whom you come in contact.
- Take part in making your child’s hospital stay safe; be an active and involved part of your child’s health care team.
- Provide your health insurance information or ask us about other options available to assist you with your payments.
- Let us know if you have legal paper about end-of-life decisions, such as a living will or other advance directives. Tell your nurse if you want to make any advance directive, or contact Patient & Family Services for more information at 859-323-5501.
Getting settled

About your stay

There is no place like home, but when your child is sick, we are here to help your child and you. It is important to us that you and your child are comfortable, safe, and receive very good care during your stay at Kentucky Children’s Hospital. You have the right and responsibility to take an active role in your child’s care and are a key part of your child’s health care team.

Meals

We will provide your child with three meals a day. For breakfast and dinner, a food service employee will go over the menu with your child. Your child’s food selections will be delivered to his/her room. Parents or caregivers must bring their own food or purchase food in one of the dining facilities (see page 9).

For lunch, tray service will be provided for your child along with two free meals for parents or caregivers. Parents will have the choice between a hot or cold meal. Lunch will be delivered to your room along with your child’s tray.

Unit Kitchens and refrigerators have snack foods and drinks for your child, as allowed by his/her diet restrictions. There is also a refrigerator for you to put food or drinks from home. All food items from home must be placed in a paper bag with the patient’s name, room number, and the date before placing it in the refrigerator. If you or your child has special dietary needs, which are not met, please tell your nurse.

Parents/Caregiver Accommodations – Parents or caregivers staying with the patient will be issued an ID band that must be worn at all times. Two ID bands will be issued for each patient. You may stay in your child’s room with your child. A cot is provided in each room. Most cots adequately hold one adult, although 2 parents (or caregivers) may stay. You may shower in the bathroom in your child’s room. If you need soap, shampoo, or toothpaste, please ask your child’s nurse.

Linens for the parent’s cot: Sheets, towels and blankets are found on the linen carts. Linen carts are located in the equipment rooms (HA434 and HA481).

TV Guide – Free cable television service is offered in patient rooms. Channel listings will be provided by your care team. Movies edited for TV are played on channel 74. DVD players are also provided. The Child Life Library has DVDs to borrow. Please see the information on the Child Life page or call 3-6551.

Nursing Care – Nurses will check on you and your child each hour during the day and every two hours through the night. The nurse may ask specific questions about your child. If you need something, please feel free to ask your nurse at this time or to press the Nurse Call Light at any time.

WIFI ACCESS (INTERNET) – Free wireless Internet access is available throughout UK Chandler Hospital to patients and visitors who have their own laptop (WiFi enabled) with them. Select the “UKHC Guest” connection from the computers Connection center. Free WIFI is also available at the Starbucks inside the Kentucky Clinic. If you do not have a laptop and need to search the Internet or access e-mail, you may use the computers in the Health Education Library or contact Child Life (3-6551) for an appointment.

Laundry: Washer and dryer are available in room H448. Enough Laundry soap for a full load is automatically dispensed into the washer by pushing the button once. Ask your nurse to show you the location.

Showers: Showers are in the rooms on the acute and progressive care units. There is a family shower (#451) available for use for parents with children in the Pediatric Intensive Care Unit.
**Housekeeping:** Housekeeping staff will come into your room daily to empty trash, mop floors, and clean the bathroom. If you are not satisfied with the cleanliness of your room or you need assistance, please speak with your nurse.

**Telephones:** A phone is provided beside each bed. Callers may call your room directly. The phone number is on the phone, or you may ask your nurse or the unit receptionist. Long distance calls must be placed either collect, charged to a third party, or made with a calling card. You may use your cell phone. Tell your nurse if you need TDD assistance for the hearing impaired.

**Child Life Program (3-6551)**

The Child Life Program provides play and activities for patients. Play helps your child feel better about being in the hospital. Child Life has different activities for infants, children, and adolescents.

The Child Life Program has several play areas and offers activities in a child’s room. Those activities for patients include movies, games, art, books, video and computer games, therapy dogs, and special visitors.

Help keep all children safe and healthy by following these simple rules in the Child Life rooms:

- Children should be supervised by an adult, at all times.
- Everyone entering the Child Life areas should wash their hands.
- Drinks and food are not allowed in the Child Life areas.
- Return toys, games, puzzles, books, and movies before going home.

*If your child is in isolation, please **do not** come to the Child Life areas, but call the Child Life office at 3-6551, so that activities can be provided in your room.

Other services provided by Child Life Program are:

- preparing children for tests or treatments,
- helping child cope with tests and treatments,
- coaching coping skills,
- helping families and siblings cope,
- helping find information about children’s illnesses,
- movies on Channel 74, and
- special events

Volunteers are an important part of the Child Life Program. During your stay, volunteers may stop in to ask if your child would like activities. They can help you get movies, books, toys, and games. A volunteer may be able to stay and play with your child while you take a break.
Meet your Healthcare Team:

**Attending Physicians** are responsible for leading and supervising the care team. These physicians have a medical degree, at least three years of training after medical school in a specialty area, and are licensed to practice medicine.

**Fellows** are specialists who have completed three or more years of training after medical school as a resident and are pursuing additional training in a specialized area of medicine. Fellows are licensed to practice medicine and work under the direction of the attending physician.

**Resident Physicians** have completed medical school and are pursuing initial training in a specialty area. They are listed and work under the direction of the fellow and/or the attending physician.

**Intern** refers to physicians in the first year of resident training.

**Medical students** have completed their undergraduate education and are in preparation for becoming physicians. Medical students may be involved in your care under the direction of the attending physician, although their involvement will be limited.

**Physician Assistants and Nurse Practitioners** are health professionals who are certified by their professional organization. They may be involved in your care under the direction of the attending physician.

**Nurses** are the primary point of contact between you and your healthcare team; both at the bedside and in out-patient settings. Nurses perform frequent patient evaluations, including monitoring and tracking vital signs, performing procedures such as IV placement, drawing blood, and administering medications. (UK Blue Scrubs)

**Certified nursing care technicians**, sometimes called nursing assistants, provide assistance with your activities of daily living under the direction of the registered nurse. (Turquoise scrubs)

**Registered Dietitians** provide patients and family members with information on special diets and discuss any nutritional concerns. Dietitians are available Monday-Friday, 8 a.m. -5 p.m. at 859-323-6987.

**Pharmacists** work closely with your health care team to recommend the best medications. If you would like to speak with a pharmacist to clarify medication-related issues, please ask your nurse to arrange a consultation.

**Physical and Occupational Therapists** provide specialty care that is directed toward returning your child to his/her former state of physical mobility and function. (Black scrubs)

**Housekeepers** play an important role in your care by keeping your room clean. If you have any concerns or comments about the cleanliness of your room, tell your nurse. You may also contact Environmental Services at 859-323-5133. (Blue and black uniforms)

**Respiratory therapists** (RTs) treat and monitor patients with breathing disorders. Respiratory Therapists may administer aerosolized medications or perform other types of therapy intended to help your child breathe easier. In the intensive care units, the RTs are responsible for running special equipment to help critically ill patients breathe. The RTs also attend deliveries and respond to all emergencies in the hospital. The RTs in Kentucky Children’s Hospital work almost exclusively with children and are very experienced in meeting the unique needs of sick kids of all ages.

**Child Life Specialist** has special training to help children and adolescent cope with being in the hospital. The Child Life Specialist will offer activities and play to your child. The Child Life Specialist can help your child understand what may happen in the hospital.

*For your convenience, a space has been provided in the back of this guide to help you remember the names of your health care providers.*
Support from friends and family

Visitor guidelines

You and every visitor should know that:

• All visitors entering Children’s Hospital must stop at the main Welcome Center. The Welcome Center is at the entrance of Children’s Hospital.

• All visitors must show a picture ID. The Welcome Center gives each visitor a pass for each day they visit.

• The entrance of each unit is monitored by cameras and Security.

• Only 2 visitors at a time are allowed for each patient.

• Nurses may ask visitors to step out of the room when providing patient care.

• Let your nurse know if you do not want to have visitors.

• Your other children under age 10 are not permitted in the units without special permission from the nurse. All children must have adult supervision at all times and must leave the hospital at 9 p.m.

• Your other children who come to visit must also stop at the Welcome Center. They will receive a pass too.

• Parents or guardians staying with the patient will be issued an ID band that must be worn at all times. Two ID bands will be issued for each patient. Parents and guardians are an important part of the child’s health care team and are not considered visitors.

• A child may only leave “the unit” with the parent or guardian. The “unit” is the group of rooms where your child is staying. Please tell your child’s nurse before taking your child away from the unit.

Waiting Areas

• The main waiting area is located at the Kentucky Children’s Hospital elevator, on the 4th floor.

• The Ronald McDonald Family Room is a waiting area for families of patients in the Pediatric and Neonatal Intensive Care Units. It is room H460.

• The Surgery Waiting Room is for ALL families of patients having surgery. It is located in Pavilion A on the 1st floor (see map on page 18).

Mail

Letters and cards mailed to the patients are delivered by a volunteer Monday – Friday. Mail should be addressed:

Patient’s first and last name
Room number
Kentucky Children’s Hospital
800 Rose Street
Lexington, KY 40536

Parking

The Hospital Parking Garage is located on South Limestone between Conn Terrace and Transcript Avenue. The garage entrance is on Transcript Avenue. There is a fee for parking. Prices are posted at the garage entrance.

Extended stay parking passes can be purchased in the parking office. The office is on Level A of the Hospital Parking Garage. If you buy seven-day passes 2 weeks in a row, you will not have to buy any more. Parking in the garage will be free for the remainder of your visit. Call the parking office at 859-323-8085, for more information.
Patient Safety

Infection prevention and patient safety:

What you as a caregiver can help your child with:

- Hand Hygiene: Have your child frequently wash their hands. Hand hygiene is the single most important factor for preventing the spread of infection. It is also very important that family and visitors wash their hands frequently using proper techniques or make frequent use of alcohol hand sanitizer. The use of alcohol hand gel is available to everyone. Dispensers are in every patient care room and outside the door of the patient room.

- Make sure you know your child’s allergies and what medicines they take.

- Speak up! If something does not seem right. Do not assume anything.

- Never forget that your opinion matters and that you have a right to feel respected.

- Become educated by your care providers about your child’s illness and treatment options.

- Prepare a list of questions to ask your Doctor during their daily rounding time.

- Ask your nurse to help you if you are concerned about your child falling.

- Tell your caregiver if your child has loss of vision, hearing, or other sensory problems such as loss of smell, taste, difficulty swallowing or altered sense of touch.

- Tell your health care team if your child has problems with standing, walking, or moving from bed to a chair.

- It is an important part of your child’s recovery process for them to maintain as much independence as possible. However, please tell your caregiver if you need assistance with bathing, toileting, dressing, grooming, eating, or other activities. We are here to help you, and your child.

What your Care team can do for you

- Every hospital employee involved in your care is expected to introduce themselves by name and to wear a hospital identification badge. If you are not sure who a person is or what their role is in your care, ask them.

- Your caregiver will check your child’s wrist identification bracelet and ask your child’s name and birth date before administering any medication or treatment. Speak up if you think he or she has your child confused with another patient.

- A member of your healthcare team will be around hourly to check on your child.

- All healthcare workers are expected to wash their hands before touching you and also as they are leaving the room. Please feel free to ask staff if they have done so.

- Your healthcare team is there to help you. If there are any questions or concerns, feel free to ask any member of your healthcare team.

Knowing your child’s medications

While your child is hospitalized, your doctor may prescribe medications for them. Be sure that you understand exactly what they are and why they are being prescribed. Use this checklist to help you get the information you need from your child’s doctor:

- What is the name of the medicine?

- What is its generic name?

- Why is my child taking this medicine?

- What dose will my child be taking? How often, and for how long?

- When will the medicine begin to work?

- What are the possible side effects?

- Can my child take this medicine while taking my other medications or dietary supplements?

- Are there any foods, drinks, or activities that my child should avoid while taking this medicine?

- Should my child take this medicine at meals or between meals?

- Does my child need to take the medicine on an empty stomach or with food or a whole glass of water?

- What should I do if my child misses a dose?

For your convenience, there is a medication table listed in the back of this guide to help you keep track of your child’s medications.
Meds-2-Beds Service

Pharmacy has a Meds-2-Beds service for Chandler Hospital and Kentucky Children’s Hospital. The Chandler Retail Pharmacy staff coordinates with the Patient Care teams to provide discharge medications delivered to the patient’s bedside during the discharge process. Instead of sending the patient to the pharmacy, the pharmacy will come to the patient. Any copayments are collected upon delivery. All patients are eligible for this program unless they are transitioning to a facility that does not allow personal medications. Hours of Operation: Monday-Friday 8am-8pm.

Pain Management

Keeping pain at a minimum is important to your child’s healing and overall well-being. To ensure that your child receives the best care possible, you are encouraged to:

• Ask about pain management.
• Ask your doctor, nurse, or pharmacist what to expect from pain management.
• Provide accurate information regarding your child’s medical history, including any prescription and over-the-counter (non-prescription) medicines your child may be taking.
• Describe how your child’s pain interferes with his/her daily activities and/or sleep patterns. Tell your child’s doctor or nurse what has helped in the past to help with his/her pain.
• If you do not fully understand any instructions or information, ask for clarification. Make sure you know whom to contact if your child’s pain is not better.
• Ask about possible side effects of pain medication. Inform your care provider if your child is not feeling better.

Your child’s nurse will not wake your child to give pain medicine. If your child is sleeping, please notify your child’s nurse when your child awakes. The nurse may then evaluate your child’s pain and may give your child pain medicine. You always have the right to refuse medicine for your child. If you have any questions regarding your child’s pain, please speak with your nurse.
ADVANCE DIRECTIVES/LIVING WILLS – Advance directives are legal documents that allow you to convey your decisions about your health care ahead of time, in case you become unable to speak for yourself. We recommend all patients have an advance directive, which includes appointing a health care surrogate (someone who knows your wishes and can speak for you), or stating your preferences for care in a living will.

As part of a person’s right to make their own decisions about their health care, every adult may accept or refuse any treatment that is recommended by a doctor or nurse.

Copies of advance directives can be kept in your medical records. If you need additional information about how to make a living will or name a health care surrogate, please visit our website at ukhealthcare.uky.edu, or call Patient and Family Services at 859-323-5501, Monday-Friday, 8 a.m.-4:30 p.m.

ATMs – For banking needs, there are multiple ATMs located among the medical campus. The ATM in Pavilion H is located to the left of the registration desk on the right hand side. The ATM in Pavilion A is located on the first floor past the information desk on the right hand side. The ATM in the Emergency Department is located in the Pediatric waiting area. Others are located on the first floor of the college of dentistry building behind Pavilion H, or on the first and third floors of the Kentucky Clinic across Rose Street from the hospital.

CHAPEL – For a quiet place to pray or meditate, two chapels are open 24 hours a day, seven days a week. The Pavilion H Chapel is located on the first floor of the hospital in room H 122. The Myra Leigh Tobin Chapel is located on the ground floor of Pavilion A in the first hallway past the registration desk. Visitors of all faiths are welcome to visit for worship services, prayer, and quiet reflection. Every Sunday morning we welcome patients and families to attend a service in the Myra Leigh Tobin Chapel in Pavilion A at 10 a.m. and the Pavilion H chapel at 11 a.m. A Catholic mass is offered on Saturdays and Sundays at the Newman Center on Rose Lane, located about a mile from the hospital on the University of Kentucky Campus.

CHAPLAIN – Chaplains are available to talk with people of all faiths. They also can contact leaders of specific faith groups upon request. They offer comfort, support for difficult decision-making, sacraments, spiritual literature (in English or Spanish), chapel meditations and services. Chaplains are available by having any member of your healthcare team, or any information desks page them.

CLOTHING CLOSET – Should you find that you or a family member is in need of a change of clothing while you are in our care, there is gently worn clothing available to you. The clothing closet is located in our Volunteer Services office on the first floor of Pavilion A and is open from 8 a.m.-5 p.m. If clothing is needed after our normal hours, your nurse may contact security to open the closet.

COMMUNICATION NEEDS –

- For the hearing impaired-Tell your nurse if you need a sign language interpreter or other resources to help you communicate. Certified American Sign Language interpreters are available. The language services coordinator can place a telecommunications device for the deaf (TDD) in your room. A TDD is also located in the Emergency Department and at the pay telephones on the first floor of Pavilion H near the registration desk.

- For the vision impaired-large-print reading materials are available in the Don and Cathy Jacobs Health Education Center located on the first floor of Pavilion A and is open from 9:00 a.m. - 4:30 p.m. Monday through Friday. Please call 859-323-7808 if you have questions.

- Interpreter/translation services-The hospital provides access to interpreter services to assist those who speak languages other than English. American Sign Language interpreters are also available. If possible, let your doctor or admitting representative know in advance about your language needs. While in the hospital, ask your nurse for assistance or call Language Services at 859-323-8951.
CONFIDENTIALITY/PRIVACY (HIPAA) – The Health Insurance Portability and Accountability Act (HIPAA) requires all hospitals to guarantee patient privacy, confidentiality, and the security of protected patient information. If you have any questions or concerns about this act and your privacy, call our Corporate Compliance Office at 859-323-8002.

DINING –

• Chandler Hospital Cafeteria - The cafeteria is located on the first floor of the hospital. On weekdays, the cafeteria is open 7 – 10 a.m. for breakfast. (Closed 10 – 11 a.m. for breakfast-to-lunch transition.) It is open 11 a.m. – 3 p.m. for lunch, closed 3 – 4 p.m. for lunch – to – dinner transition, and open 4 – midnight for dinner. On weekends, the cafeteria is open 8:30 a.m. – 2 p.m. (closed 2 p.m. – 3 p.m. for transition) and open 3 p.m. – 7 p.m. for dinner. Cash, Visa and MasterCard are accepted. Call 859-257-1168 for daily menus.

• Courtyard Café - Located in Pavilion A on the ground floor, adjacent to the lobby atrium and the auditorium; offering coffee, beverages, pastries, soups, salads, and sandwiches. Open Monday – Friday, 7 a.m. – 3 p.m.

• Terrace Café - Located on the first floor of Pavilion A directly behind the information desk; a kiosk type cafe offering beverages and pre-packaged food items. Open Monday – Friday, 11 a.m. – 2 p.m.

• Starbucks - Located on the first floor of the Kentucky Clinic. Open Monday – Friday, 6:30 a.m. – 7 p.m.

• Wildcat Café - Located on the third floor of the Kentucky Clinic near the pedestrian bridge from Pavilion H. Open Monday – Friday, 7:30 a.m. – 3 p.m.

• Vending Machines - Located on the first floor of Pavilion H around the corner from the cafeteria; 24-hour service with a microwave available.

DONATIONS – Kentucky Children’s Hospital relies on the generosity of others to meet its commitment to providing the best possible health care services. Financial gifts are tax deductible and may be donated for use in specific areas of greatest need, or designated for a specific area.

If you would like to know more about how you can make a financial donation, call the Development Office, 859-257-1121 or toll free 1-800-875-6272.

FAX AND COPY MACHINES – For assistance with faxing and/or copying needs, stop by the Don and Cathy Jacobs Health Education Center located on the first floor of Pavilion A. It is open Monday – Friday, 9 a.m. – 4:30 p.m.

GIFT SHOPS – Gift Shops are located on the first floor of Pavilion H near the lobby and on the first floor of Pavilion A on the concourse level (first floor). A wide range of personal care items, reading materials, cards, candy, snacks, and unique gift items are available. Credit card sales require a $3 minimum purchase.

Hours of Operation

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<tr>
<th>Pavilion H</th>
<th>Pavilion A</th>
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<tr>
<td>Monday-Friday 10am-6pm</td>
<td>Monday-Friday 9am-6pm</td>
</tr>
<tr>
<td>Saturday, 10:30-6pm</td>
<td>Saturday, 10:30-6pm</td>
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<td>Sundays 1-5</td>
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GUEST ACCOMMODATIONS – A variety of hotels and motels are within a short distance of the UK HealthCare campus. For information on these hotels/motels, please see any information desk or the Customer Relations office for a complete list. Please contact the hotel of your choice directly for reservations and rate information. Information for the Ronald McDonald House is on page 11.
A-Z Information and Amenities (cont’d)

DON AND CATHY JACOBS HEALTH EDUCATION CENTER
– Located on the first floor of Pavilion A, the Health Education Center is open Monday-Friday, 9 a.m. – 4:30 p.m. This resource is open to patients and their loved ones offering books, videos, brochures, and computers with internet access as a way to add to the information provided by your doctor or nurse. You can also check email and copy or fax documents. Please call 859-323-7808 if you have any questions about available resources or services.

INTERNET – Free wireless internet access is available throughout the medical campus to patients and visitors who have their own laptop with them. Free Wi-Fi is also available at the Starbucks inside the Kentucky Clinic. If you do not have a laptop and need to search the internet or access email, you may use the computers in the Health Education Center. (See Above)

INTERPRETERS – See Communication Needs

LIVING WILLS – See Advance Directives

LOST & FOUND – Should you lose an item of value during your visit to UK Chandler Hospital, visit or call our hospital Admitting/Registration desk, located in the front lobby of Pavilion H or you may call them directly at, 859-323-5062. We strongly suggest you leave items of value at home.

MEDICAL RECORDS – Please see page 14.

NOTARY – If you are in need of a notary service, please request one from your nurse or go to any information desk and they can assist you should you need their services. There is a fee for some notary services.

PARKING (long-term) – The hospital parking garage is located on South Limestone between Conn Terrace and Transcript Ave. The garage entrance is on Transcript Avenue. There is a fee for parking; please note that rates posted at the garage entrance.

• Extended stay parking passes are available for purchase in the parking office located on level A of the hospital Parking Garage. Once you have purchased two consecutive seven-day passes, there will then be no charge for the remainder of your visit. Contact the parking office at 859-323-8085

• Directions- If you need directions to or from the hospital, stop by an information desk or ask one of the service ambassadors in the garage

PATIENT FAMILY SERVICES – Social workers consult with your health care team on your behalf to ensure your needs are met. They assist with discharge planning when you leave the hospital, transportation, lodging, and information about advance directives. They also can give you and your family advice and guidance in stressful or crisis situations. Social workers are available Monday-Friday, 8 a.m.-4:30 p.m. or by calling 859-323-5501

PHARMACY Services – UK HealthCare pharmacies offer a convenient way to fill your child’s prescription or pick up an over-the-counter item. Pharmacies are open Monday-Friday, 7:30am-9pm, Saturday 9am-5pm, and Sundays 1-5pm. Closed most Holidays. Please call 859-323-5585 for pharmacy assistance. Locations are:

• Chandler Retail Pharmacy, on the first floor of Chandler Hospital Pavilion A near the Con and Mira Ball Surgery Waiting Area

• Kentucky Clinic Pharmacy is located in the Kentucky Clinic Building on the 1st Floor in Wing D.

POST OFFICE – A full-service post office is located on the ground level of Pavilion H in Room M63. The post office is open Monday-Friday, 8 a.m.-4:30p.m.

PUBLIC TRANSPORTATION – Information about Lexington’s bus service, LexTran, is available from the Information Desk in both the Pavilion H and Pavilion A lobbies. Taxi service is available by calling 859-231-8294.

RESEARCH – UK HealthCare is involved in various clinical research trials. If you would like to participate in a research trial, ask your doctor about studies underway that may benefit you. To help you decide whether or not to participate, doctors and nurses involved in the trial can explain the details of the study.

Ronald McDonald Family Room: This room offers a break to parents and families of children in the critical care units. It is located near the Pediatric and Neonatal Intensive Care Units, H463. It is open every day from 9 am to 9 pm. Volunteers in the Family Room may offer coffee and snacks.
Ronald McDonald House: The Ronald McDonald House offers a home away from home for families who are not able to stay in the hospital with their child. Admission to the House requires a referral from the hospital social worker. If you would like a referral, please contact your nurse or hospital social worker for details. A donation of $10.00/night is encouraged for all guests.

At our House, families can enjoy:

- Home-cooked meals
- Laundry facilities
- 20 bedrooms with private bathrooms
- Indoor and outdoor playrooms for children
- Special suites for children with suppressed immune systems
- Recreational activities
- Transportation to and from local hospitals three times per day

SOCIAL WORKER – Please see Patient Family Services on page 10.

TELEPHONES – Use of cell phones is allowed in the hospital; however, we ask that you respect others around you. Public telephones are located on the first floor of Pavilion H, to the left of Registration and near the main elevators on all floors, except the 7th. Courtesy phones are also located at the Information Desks throughout the enterprise and a pay phone is located in the main cafeteria in the additional seating area.

TOBACCO USE - Smoking and all other forms of tobacco use including electronic cigarettes are prohibited anywhere on UK HealthCare grounds inside and out, including parking garages and personal vehicles. Information on options for patients and visitors who use "tobacco is available at any of the information desks located throughout the enterprise, or online at http://ukhealthcare.uky.edu/. If you want help quitting tobacco, please ask your nurse or physician. Instead of using tobacco on campus, nicotine gum and patches are available at very low cost to visitors at campus gift shops and pharmacies. Contact our Tobacco Treatment Specialist, Audrey Darville, PhD, APRN at 859-323-4222 for assistance. Go to www.uky.edu/Tobaccofree<http://www.uky.edu/Tobaccofree> for a map of UK’s boundaries and to learn more about nicotine replacement products. Join us in making our campus a healthy place to get well, visit, and work.

WHEELCHAIRS – Wheelchairs are available at the information desks in Pavilion A on the ground and first floor, and Pavilion H lobby areas. We hold onto a driver’s license or identification card while the wheelchair is checked out and will return the license or identification card to you once the chair is returned.

WI/FI/ WIRELESS INTERNET ACCESS – See page 2.

VISITING HOURS – Visiting hours are from 8a.m.-9 p.m. for most patient care rooms. Intensive care units (ICU) offer flexible visiting hours, but are closed to visitors 7-8:30 a.m. and 7-8:30 p.m. due to shift change. For more visitor information, see page 5 or please confirm visiting hours with your nurse.

VOLUNTEERS – Volunteers provide invaluable assistance to patients and visitors. Volunteers offer reading materials, deliver flowers and items purchased from the gift shop, and mail sent to patients. UK Healthcare is always looking for people who would like to become a volunteer, making a difference in the lives of our patients and staff.

The Volunteer Services office also operates a gently used adult clothing closet should you find you or your loved ones are in need of a change of clothes while you are in our care. See page 8 of this guide for the clothing closet hours of operation.

The Volunteer office is open Monday-Friday 8a.m. -5p.m. or can be reached by calling 859-323-6023.

Welcome Centers at Kentucky Children’s Hospital: At the entrances to Children’s Hospital, Acute Care, Critical Care, and Progressive Care Units, there are Welcome Centers. The centers are manned by knowledgeable staff that can answer questions and give directions.

XRAYS AND OTHER RADIOLOGY EXAMS – See page 14.
For the Caregiver

You know your child best. You will have to speak for him or her. You should work with doctors, nurses, and hospital staff to suggest the best decisions to make about your child’s care and treatment. Take a look at the suggestions in the checklist shown below. While you are making sure that your child’s needs are being met, don’t neglect your own needs. This can be a stressful time. You may neglect your diet, your normal exercise routine, and your sleep needs. You may find you have little or no time to relax, to be yourself, or to spend time with friends or others. It is important to ask for help in caring for your child.

Caregiver Checklist

- Know what condition your child is being treated for.
- Know your child’s rights and responsibilities.
- Ask questions; if your child is too ill or reluctant to ask questions, make note of their concerns and any you may have, and please don’t be afraid to speak up!
- Be sure to track your child’s medications. The patient may be prescribed medications while in the hospital and may be seen by several different doctors. Use the medications tracker located in the back of this patient guide.

What’s next?

If you have any questions regarding your child’s plan once they leave the hospital, please refer to your discharge instructions or call 859-323-5321 and ask the operator to page the doctor.

Discharge from the hospital:

Once your child’s doctor determines that it is medically safe for your child to go home, he or she will tell the rest of the medical team. Each team member has responsibilities that must be done before you can leave the hospital. We will teach you what you need to know to care for your child at home. This process may take several hours. This will give you time to call for a ride if needed, return Child Life items, fill prescriptions, and collect your belongings. Please be patient. You can expect to receive:

- Discharge (going home) instructions
- Prescriptions
- Follow up appointments
- A report to be given to your child’s pediatrician

When it is time to go, the patient transport staff will help you to the front door.

Be sure to know the following questions before going home:

- What is my child’s diagnosis?
- When should my child see his/her regular doctor or specialist?
- What problems could my child have that I should watch for and call for help?
- Who should I call if my child has problems?
- What medications should my child be taking?
- What can my child eat?
- When can my child go to school or daycare?
- Does my child have to limit their activities?
- How do I take care of any wounds or bandages?
- Other questions:
**Hospital bill frequently asked questions**

**Financial services & your hospital bill**

**Hospital bills**

Questions about the hospital bill should be directed to Patient Accounts, located at the Registration Desk on the ground floor of Pavilion A, Monday-Friday, 8 a.m. -4:30 p.m.

Patient Accounts
UK HealthCare Patient Accounts
2347 Sterlington Road
Lexington, KY 40517
859-257-8111 or toll free 1-800-288-2779

**Frequently asked questions about your hospital bill**

Questions often arise about hospital bills and other financial arrangements. We have attempted to answer a few of the most frequently asked questions below. Please remember that a financial counselor is available to answer your questions personally. Call 859-323-5806 to speak to financial counseling or you can go to the financial department located at the registration desk on the ground floor of Pavilion A Monday -Friday 8 a.m.-5 p.m.

**What does my hospital bill cover?**

Your daily room rate includes your nursing care, meals, and services such as linens and housekeeping. Your hospital bill includes your daily room charge along with other charges for services ordered by your physician, such as laboratory tests, X-Rays, medications, treatments and therapy, operating room, anesthesia, and recovery room.

**When must I pay my hospital bill?**

Unless you have already made financial arrangements with our financial counselors, any outstanding balance on your hospital bill is due when you leave the hospital. If you are concerned about paying your hospital bill, please contact financial counseling at 859-323-5806. You may pay your balance in cash, with a personal check, or by MasterCard, Visa, Discover, or American Express.

**Will my insurance cover everything?**

Every insurance policy is different. Your hospitalization coverage is a contract between you and your insurance company. While we will gladly provide assistance in filling your claim, however, you are ultimately responsible for your account.

Please contact your insurance company in advance to determine the type of coverage they will be able to provide.

**Can you bill my insurance directly?**

Most likely yes, but it depends on your insurance company. We will bill your insurance company, Medicare, or any other medical assistance program promptly for the total of your charges. Payments received from your insurance provider will be credited to your account. We will send you a statement showing payments received and any unpaid remaining balance. If your insurance carrier or other agency denies your benefits or fails to reimburse the hospital, you will become responsible for the payments in the full amount of your hospital stay.

**I already paid my bill; why did I receive another one?**

Although your hospital bill is due and payable on discharge, it sometimes takes as long as 24 hours for charges or credits from some departments to be posted on your account. For this reason, the balance shown on our statement at the time you are discharged may not be the final statement; you may receive an additional statement by mail.

**How do I apply for Financial Assistance?**

You can apply for financial assistance two ways. You can personally go talk to a Patient Accounts Representative located at the registration desk on the ground floor of Pavilion A, Monday – Friday 8:00 a.m. - 5:00 p.m. You may also call them at 859-323-9698 or toll free at 1-855-211-4707.

**Physician Bills**

Physician services are billed separately by Kentucky Medical Services Foundations (KMSF). Billing questions related to physician services should be directed to KMSF by calling 859-257-8618, Monday-Friday, 8 a.m. -5 p.m., or writing to:

Kentucky Medical Services Foundation
2333 Alumni Park Plaza, suite 200
Lexington, KY 40517
UK Healthcare Patient Portal

The UK HealthCare patient portal offers you a free, convenient, and secure way to connect with UK HealthCare through self-service online tools. Once you register for the My UK HealthCare Patient Portal, you can:

- Request prescription renewals when it’s convenient for you, not just when our offices are open.
- Request, cancel or reschedule appointments.
- View lab test results, radiology reports and office visit summaries.
- Get health maintenance reminders.
- View your immunization record and allergies.
- View your hospital discharge instructions.

My UK HealthCare is available to all adult patients of clinics using our electronic health record. Ask at your clinic if they are participating. If they’re not yet, don’t worry – they will be soon. Please ask your care provider, information desk, or any staff member for additional information or call 859-257-1000 or 800-333-8874 (toll free).

Hospital Medical Records

The Health Information Management Department (HIM) is located in UK Chandler Hospital Pavilion H, directly to the left of the registration desk. Hours are Monday – Friday 8 a.m. – 4:30 p.m.

In order to protect your privacy, written permission is required before UK Healthcare can release your medical records. Any patient or family member needing records may visit Health Information Management to obtain a copy of the form, and the HIM staff can assist with filling it out. Patients may also visit ukhealthcare.uky.edu/patient/medicalrecords.htm for additional information, including a copy of the release for that can be mailed, faxed or hand-delivered to Health Information Management as well as printable instructions for completing the form.

Once the written request has been submitted medical records will mail the records within 30 days. Except under extreme circumstances, patients and families cannot pick up records in person. Questions may be directed to the Health Information Management clerk at 859-323-5117.

The first copy of your medical record is free; a standard fee of $1 per page will be charged for additional copies. Please keep a personal copy of any information you request to avoid future costs of obtaining copies.

Primary care physicians and other specialists may also contact Health Information Management to have a patient’s records faxed directly to the doctor’s office. At the patient’s request, medical records will be released to any doctor free of charge.

X-rays and other radiology exam records

Copies of your X-rays and other scans such as CT scans, MRIs and ultrasound can be requested by calling 859-323-5416 or can be picked up in the Imaging Library (Radiology department) located on the second floor of Pavilion H.

Patient Experience

Compliments

We love to receive compliments about staff and physicians during or after your stay. We make great efforts to ensure they are aware of your compliments. Customer Relations can be reached at 859-257-2178, toll free 1-800-431-4894 or by emailing at ukcustomerservice@email.uky.edu.

Complaints

You have the right to complain without worry that you or your child’s care will suffer. Our goal is to provide you with very good care, and we want to make things right while you are in our hospital. If at any time during your stay with us you feel your needs or expectations are not being met, we want to hear from you.

Customer Relations helps patients and their loved ones communicate with health care providers and support staff. Our representatives serve to facilitate communication, helping patients voice their questions, compliments and concerns regarding their care. The office is open Monday–Friday, 8 a.m. – 5 p.m. If you need assistance after these hours, ask your nurse to let you speak to a representative of hospital administration.

You simply need to ask for a customer relations specialist and someone will be there to listen to and assist you. Customer relations specialists can be reached at 859-257-2178 or toll free at 1-800-431-4894 or by emailing at ukccustomersrelations@email.uky.edu.

If we are not able to find a solution to your complaint, you have the right to contact the State Office of Inspector General toll free at 1-800-372-2973 or the address below. You may also contact The Joint Commission by calling toll free 1-800-994-6610; by emailing at complaint@tjc.org or by sending mail to the addresses below:

Office of Inspector General
61 Wilkinson Blvd
Frankfort, KY 40601

Office of Quality Monitoring
The Joint commission
One Renaissance Blvd.
Oakbrook Terrace, IL 60181
Important Phone Numbers:

RAPID RESPONSE
(use the hospital room’s phone) 3-3277

Kentucky Children’s Hospital Acute Care 323-5741
Neonatal ICU/ Pediatric ICU 323-5744
Pediatric CU 323-1333
Billing – Hospital 257-8111
Billing – (KMSF) Physicians 257-8618
Chandler Retail Pharmacy 218-3340
Child Life 323-6551
Chaplain 323-5301
Customer Relations 257-2178
Emergency Department 323-5901
Pediatric Emergency Department 323-2203
Financial Counseling 323-6577
Gift Shop 257-1559
Health Education Center 323-7808
Housekeeping 323-5133
Kentucky Clinic Information Desk 323-4102
Kentucky Clinic Pharmacy 323-5854
Kentucky Clinic South 257-4488
Lost and Found (Hospital) 257-9805
Medical Records 323-5117
Parking 257-5757
Patient Information 323-5816
Registration/Insurance Authorization 323-5811
Security 323-6156
Social Worker 323-5501
Tobacco Cessation Services 323-4222
Twilight Children’s Clinic 257-6730
Volunteer Services 323-6023

*all numbers have an 859-area code. From hospital phones dial the last five digits only.

To schedule a patient appointment call 859-257-1000, toll-free 1-800-333-8874.
# Medication chart

**Child’s name** ____________________________  **Date** __________

**Allergies** ______________________________________________________________

List all medicines your child takes, including prescription medicines, sleep aids, eye drops, ear drops, implantable pump medications, transdermal patches, herbals, vitamins, antacids or aspirin.

<table>
<thead>
<tr>
<th>Name of medicine</th>
<th>Dose (Example: mg, ml, units, puffs or drops)</th>
<th>When does your child take this medicine? (check time)</th>
<th>Why does your child take this medicine?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>AM</td>
<td>Noon</td>
</tr>
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<td></td>
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</tbody>
</table>
UK HealthCare Facilities
Lexington, Kentucky

Need help?
If you need help finding your way, information desks are located inside the main entrances to Kentucky Clinic and Pavilion H, and at the Ground Floor and Floor 1 (concours level) of Pavilion A. You may also call 859-257-1000 or 800-333-8874.

Going to Kentucky Clinic?
Patients may park in either the Kentucky Clinic Parking Garage on Huguelet Ave. or the UK HealthCare Parking Garage at 110 Transcription Ave. Shuttles from Level A of the UK HealthCare garage leave for the Kentucky Clinic main entrance every 20 minutes. Catch a return shuttle where you were let off.

Going to UK Chandler Hospital?
Patients and visitors going to Pavilion A (the new building), HA and G may walk across the concours bridge, located at Level C of the Chandler Hospital Parking Garage, or take the free shuttle from Level A of the garage. On the concours bridge, golf carts are available for those who find the walk difficult. Patients and visitors to all other hospital pavilions are encouraged to board a free shuttle at Level A of the garage and ride to the Pavilion H entrance. [Birthing Center visitors use this entrance.]

Note that there is a fee for parking.

Effective April 2015
Table of Contents

Patient Rights .................................... 1
About your stay ................................. 2
Child life ......................................... 3
Meet your HC team ............................. 4
Visitor guidelines .............................. 5
Patient safety ..................................... 6
A-Z information & amenities ............... 8
Preparing for discharge ...................... 12
About your hospital bill ...................... 13
Customer relations ............................ 14
Important numbers ........................... 15
Your medications .............................. 16
Notes .............................................. 17
Maps .............................................. 18
Index ............................................. 20

Welcome

Thank you for choosing Kentucky Children’s Hospital for your child’s medical care. We know there are important choices that must be made when selecting a hospital for treatment and we appreciate the confidence you have placed in us. Our entire staff will work hard to meet all of your expectations and provide you with excellent care.

UK HealthCare is in the midst of an exciting phase of growth and renewal, both inside and out. Much is changing, but the one thing that has not changed is the organization’s commitment to the people it serves. We are committed to a culture of excellence in every aspect of our patient care.

We hope you find the material included in this guide helpful. It is intended to answer many of your questions and to make your stay here at Kentucky Children’s Hospital as easy and stress-free as possible. Many patient resources are also available online at ukhealthcare.uky.edu. If you find that you still have questions or need assistance with anything before, during, or after your stay with us, please ask your doctor or nurse, or contact Customer Relations at 859-257-2178. Our team of caring experienced customer service professionals will be happy to assist you.

Thank you again for choosing Kentucky Children’s Hospital.