



GUIDE **FOR FAMILIES**

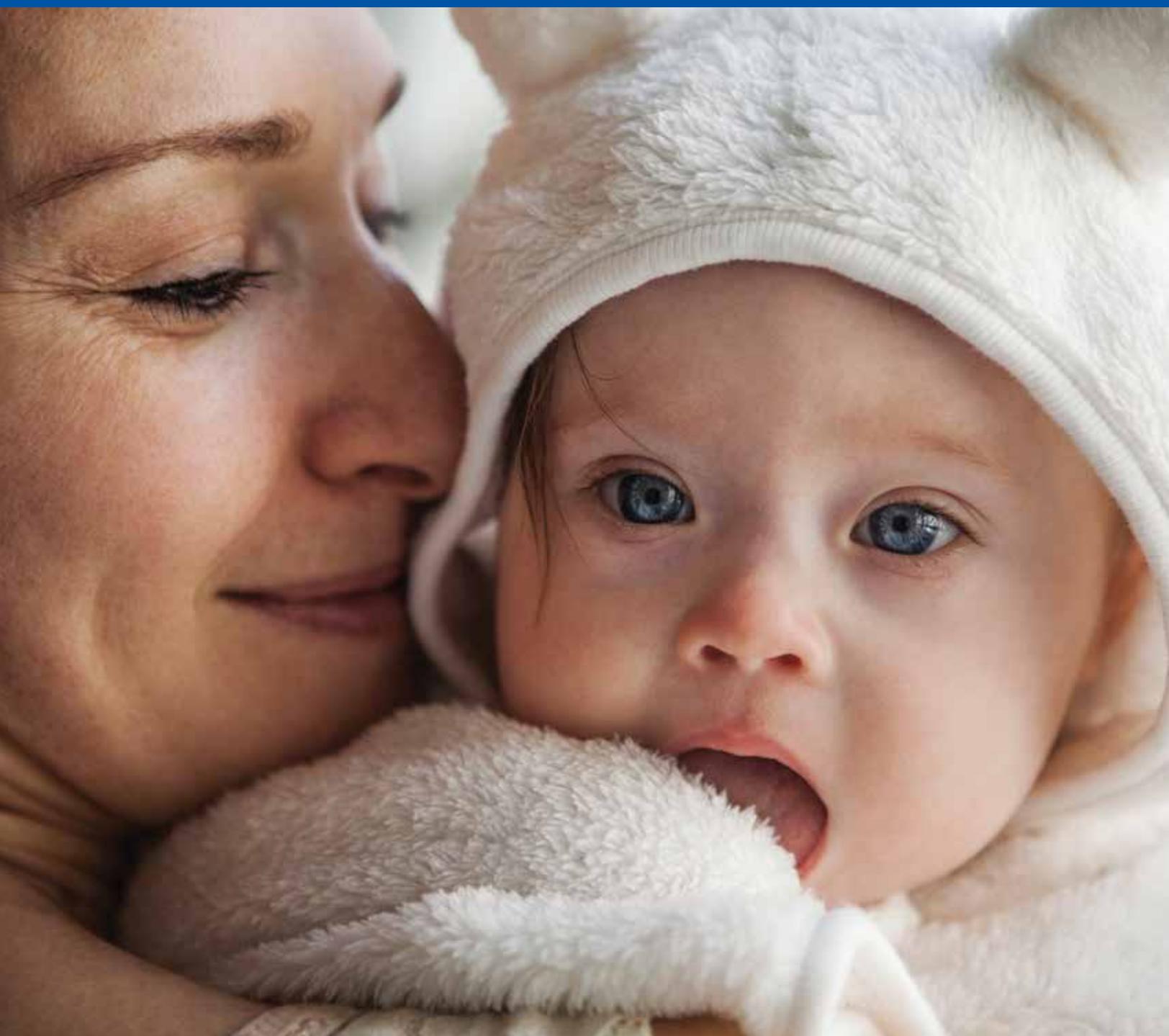




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GUIDE FOR FAMILIES WELCOME

Thank you for choosing UK HealthCare for your 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.

Staying in a hospital can make you a little nervous, and we understand that. While you are here, you will have a dedicated team focused on your health and safety along the way. Please rely on us in your time of need. You also are an important part of the team, and we ask that you and your loved ones play an active role in your care and participate as much as possible. Please feel free to ask any questions you have of our team members. We want to make sure all your questions are answered!

This guide was created as a resource to provide you and your loved ones with all the information needed during your stay with us. More information can be found on our website, ukhealthcare.uky.edu. If you find that you have additional questions or need assistance, please ask your nurse or doctor, or contact an information desk at **859-323-5816 (3-5816)** from a hospital phone). Customer Relations can also be reached at **859-257-2178** for any concerns you may have.

Thank you for partnering with us to provide the best care and experience possible.

Colleen Swartz
Vice President for Hospital Operations
UK HealthCare

GUIDE FOR FAMILIES PATIENT RIGHTS & RESPONSIBILITIES

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

- Receive care, no matter what your age, race, ethnicity, culture, color, national origin, language, sex, gender identity or expression, sexual orientation, appearance, socio-economic status, physical or mental disability, religion, or diagnosis.
- 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 to keep your child well when you go home.
- 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.
- Get questions about any costs or bills answered at any time.
- Have concerns or complaints about your care. If so please speak to your doctor or nurse. If you do not feel comfortable with that, 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 papers 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 the Case Management (Patient & Family Services) for more information at **859-323-5501**.

GUIDE FOR FAMILIES GETTING SETTLED

ABOUT YOUR STAY

It is important to us that you and your child are comfortable, safe and receive the very best 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 to be a key part of your child's health care team.

Meals – We will provide your child with three meals a day. Please ask your catering associate for a menu.

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 13).

If you have any issues please contact Food Service at **859-321-6827**.

Your child's medical team may order a special diet that will not allow your child to eat certain foods. Please ask your doctor or dietitian if you have any questions about certain restrictions.

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 store 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 they are placed in the refrigerator. If you or your child has special dietary needs, please tell your nurse.

Parent/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 two 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 are provided by the hospital. Sheets, towels and blankets are found on the linen carts, which are located in the equipment rooms (HA434 and HA481). Linens brought from home are not allowed.

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 that you may borrow. Please see the information on the Child Life page (ukhealthcare.uky.edu/kch/families-visitors/child-life-program) or call **859-323-6551**.

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.

Wi-Fi access (Internet) – Free wireless Internet access is available throughout UK Chandler Hospital to patients and

visitors who have their own laptop with them. Select the "UKHC Guest" connection from the computer's connection center. If you do not have a laptop, you may use the computers in the Don and Cathy Jacobs Health Education Library (on the first floor of Pavilion A, near the Concourse Bridge) or contact Child Life (**859-323-6551**) for an appointment.

Laundry – Washers and dryers are available in Room H448. Enough laundry soap for a full load is automatically dispensed into the washer when the button is pushed once. Ask your nurse to help you find the room.

Showers – Showers are in the rooms on the acute and progressive care units. There is a family shower in Room H451 for use by parents with children in the Pediatric Intensive Care Unit (PICU).

Housekeeping – Housekeeping staff will come into your child's 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. When dialing within the hospital from your room phone, it is not necessary to dial the first two digits. For instance, to reach **859-323-0000** you need only dial **3-0000**. Long-distance calls must be placed collect, charged to a third party or made with a calling card. You may use your cell phone anywhere in the hospital, but please be courteous to those around you who may need quiet. Tell your nurse if you need TDD assistance for the hearing impaired.

CHILD LIFE PROGRAM (859-323-6551)

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 also offers activities in patients' rooms. 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 **859-323-6551**, so that activities can be provided in his or her room.

Other services provided by Child Life Program are:

- Preparing children for tests or treatments.
- Helping children cope with tests and treatments.
- Coaching coping skills.
- Helping families and siblings cope.
- Helping find information about children's illnesses.
- Movies on Channel 74.
- Special events.

GUIDE FOR FAMILIES

MEET YOUR HEALTHCARE TEAM

Attending physicians are responsible for leading and supervising the care team. These physicians have a medical degree and 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.

Interns are physicians in the first year of resident training.

Medical students have completed their undergraduate education and are preparing to become 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 (galaxy-blue scrubs) are the primary point of contact between your child and his or her health care team, both at the bedside and in outpatient settings. Nurses perform frequent patient evaluations,

including monitoring and tracking vital signs, performing procedures such as IV placement, drawing blood, and administering medications.

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

Radiology imaging technologists (black scrubs) are licensed health care professionals who specialize in the imaging of the human body for diagnosis and treatment purposes.

Registered dietitians (black scrubs) 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](tel: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 or call [859-323-5585](tel:859-323-5585).

Physical and occupational therapists (black scrubs) provide specialty care that is directed toward returning your child to their former state of physical mobility and function.

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. To contact a chaplain, ask any member of your health care team or anyone at the Information Desks to page them.

Housekeepers (teal scrubs) play an important role in your child's care by keeping the room clean. If you have any concerns or comments about the cleanliness of your child's room, tell your nurse. You may also contact Environmental Services at [859-323-5133](tel:859-323-5133).

Respiratory therapists (RTs) (black scrubs) 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 specialists have special training to help children and adolescents cope with being in the hospital. The Child Life specialist will offer activities and play to your child and can help your child understand what may happen in the hospital.



GUIDE FOR FAMILIES VISITOR GUIDELINES

YOU AND EVERY VISITOR SHOULD KNOW THAT:

- UK HealthCare shall not restrict or deny visitation privileges on the basis of age, race, ethnicity, culture, color, national origin, language, sex, gender identity or expression, sexual orientation, appearance, socioeconomic status, physical or mental disability, religion, or diagnosis.
- All visitors entering Kentucky Children’s Hospital must stop at the main Welcome Center. The Welcome Center is at the entrance of Kentucky Children’s Hospital on the 1st floor of Pavilion A.
- 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 personnel.
- Only two 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 your child to have visitors.
- Other children, including siblings, 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 by 9 p.m.
- Children, including siblings, 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 fourth floor.
- The Ronald McDonald Family Room is a waiting area for families of patients in the pediatric and neonatal intensive care units (PICU/NICU). It is Room H460.
- The Surgery Waiting Room is for families of ALL patients having surgery. It is located in Pavilion A on the 1st floor (see map on Page 22).

MAIL

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

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

PARKING

The UK HealthCare Parking Garage is located at 110 Transcript Ave., directly across S. Limestone from the hospital. The garage entrance is on Transcript Ave. There is a fee for parking. Prices are posted at the garage entrance. Extended stay parking passes can be purchased in the parking office on Level A of the UK HealthCare Parking Garage. The office is open 8 a.m. – 4:30 p.m. Call the parking office at **859-257-5757** for more information or stop by an information desk.

GUIDE FOR FAMILIES PATIENT SAFETY

RAPID RESPONSE TEAM

Our Rapid Response Team is a team of experts in critical care. They will come to the bedside of any patient who needs them.

You have a right and responsibility to take an active role in your child’s care. You should call the Rapid Response Team if:

- Your child’s medical condition is getting worse quickly.
- After speaking with your child’s nurse or doctor you are still concerned about your child’s condition.

Warning signs that your child is getting worse quickly:

- Sudden changes in breathing or heart rate.
- Sudden onset of confusion or trouble responding.
- Your child is not urinating.
- You are very worried about your child, or have feelings of “something just isn’t right.”

How do I activate the Rapid Response Team?

1. Contact your nurse right away. Tell the nurse of your concerns. The nurse may be able to contact the Rapid Response Team, or they may be able to help lessen your fears.
2. From any hospital phone, call **3-3277**.
3. A UK HealthCare team member will answer your call. Tell them to “Activate the Kentucky Children’s Hospital Rapid Response Team.”
4. They will ask you for:
 - Your child’s name.
 - Your child’s room number (all Acute Care rooms in Kentucky Children’s Hospital begin with the letters “HA”).
 - Your name and your relationship to the child.

INFECTION PREVENTION

- Hand hygiene – Have your child wash their hands frequently. 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. Alcohol hand gel is available to everyone. Dispensers are in every patient room and outside the door of the patient room.

PATIENT SAFETY

- Make sure you know your child’s allergies and what medicines they take, and inform your nurse.
- 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 his or her daily rounding time.
- Ask your nurse to help you if you are concerned about your child falling.
- Tell your caregiver immediately if your child has loss of vision or hearing, or other sensory problems such as loss of smell or 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.
- Remember that 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.

GUIDE FOR FAMILIES **PATIENT SAFETY**

WHAT YOUR CARE TEAM CAN DO FOR YOU

- Every hospital employee involved in your child's 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 immediately if you think he or she has your child confused with another patient.
- A member of your health care team will be around hourly to check on your child.
- All health care workers are expected to wash their hands before touching patients and also as they are leaving the room. Please feel free to ask staff if they have done so.
- The health care team is there to help you and your child. If there are any questions or concerns, feel free to ask any member of your child's health care team.

KNOWING YOUR CHILD'S MEDICATIONS

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.

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 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 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?

GUIDE FOR FAMILIES **MEDICATIONS**

MEDS-TO-BEDS SERVICE

Pharmacy Services has a Meds-to-Beds service for 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, saving you a trip to the pharmacy. 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.

If you would like to use our Meds-to-Beds service, ask your nurse to contact the pharmacy. Hours of operation:
Monday–Friday, 9 a.m. – 7 p.m.
Weekends & holidays: 9 a.m. – 5 p.m.

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 worked 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. Tell 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 when the nurse visits, please notify the nurse when your child wakes. 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 or doctor.



GUIDE FOR FAMILIES

A-Z INFORMATION & AMENITIES

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 Case Management (Patient & Family Services) at **859-323-5501**, Monday – Friday, 8 a.m. – 4:30 p.m.

ATMs – There are multiple ATMs located among the medical campus. The ATM in Pavilion H is to the left of the registration desk on the right side. The ATM in Pavilion A is located on the first floor past the Information Desk. 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 – 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 H122. The Myra Leigh Tobin Chapel is located on the ground floor of Pavilion A down 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, services are offered 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. To contact a chaplain, ask any member of your health care team or anyone at the Information Desks to 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, near the gift shop, and is open from 8 a.m. – 5 p.m. If clothing is needed after our normal hours, your nurse may contact social services or the information desk to help you.

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 child's room.

- **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 (near the gift shop and concourse bridge). The HEC is open 9 a.m. to 4:30 p.m. Monday – Friday. Please call **859-323-7808** if you have questions.

- **Interpreter/translation services** – Interpreter services are available for those who speak languages other than English. 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**.



GUIDE FOR FAMILIES

A-Z INFORMATION & AMENITIES

DINING

Chandler Hospital Cafeteria – The cafeteria is located on the 1st floor of Pavilion A near the elevators. Open 22 hours/day. It closes 5 a.m. – 6 a.m. and 10 a.m. – 11 a.m. to switch the food. Accepts cash and credit cards. Call 7-1168 to hear the menu.

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, 5 a.m. – 3 p.m.

Starbucks – Located on the first floor of the Kentucky Clinic (across Rose Street from the hospital). Open Monday – Friday, 6:30 a.m. – 6 p.m.

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

Vending machines – Located on the first floor of Pavilion H in the corridor leading to Pavilion A; 24-hour service with a microwave available.

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.

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 **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 (near the gift shop). 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 (concourse level) of Pavilion A near the Information Desk and in the Kentucky Children’s Hospital entrance. A wide range of personal care items, reading materials, flowers, cards, candy, snacks and unique gift items is available. Credit card sales require a \$3 minimum purchase. (Note that flowers may not be brought into an ICU).

Hours of operation

Pavilion H (257-1559)

Monday – Friday, 9 a.m. – 5 p.m.
Closed Saturday and Sunday

Pavilion A (323-4127)

Monday – Friday, 9 a.m. – 9 p.m.
Saturday, 9 a.m. – 6 p.m.
Sunday, 1 – 5 p.m.

Kentucky Children’s Hospital (562-1025)

Monday – Friday, 8:30 a.m. – 3:30 p.m.
Saturday, closed
Sunday, 1 p.m. – 4 p.m.

Guest accommodations – A variety of hotels and motels are within a short distance of the UK HealthCare campus. For information on these facilities, 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 15.

Health Education Center, Don and Cathy Jacobs

– Located on the first floor of Pavilion A near the gift shop, the Don and Cathy Jacobs Health Education Center is open Monday – Friday, 9 a.m. – 4:30 p.m. This resource is available at no charge to patients and their loved ones and offers books, videos, brochures and computers with Internet access as a way to add to the information provided by your child’s 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 Wi-Fi/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 are also available in the Health Education Center. (See above).

Interpreters – See Communication Needs.

Living wills – See Advance Directives.

Lost and Found – Should you lose an item of value during your visit to Kentucky

Children’s Hospital, visit the Chandler Hospital Admitting/Registration desk located in the front lobby of Pavilion H or call **859-323-5062**. We strongly recommend you do not bring items of value from home.

Medical Records – Please see Page 20.

Notary – If you are in need of a notary, please request one from your nurse or go to any Information Desk. There is a fee for some notary services.

Parking (including long-term) – The UK HealthCare Garage is located at 110 Transcript Ave., directly across S. Limestone from the hospital. The garage entrance is on Transcript Avenue. There is a fee for parking; please note the rates posted at the garage entrance.

- Extended-stay parking passes are available for purchase in the parking office located on Level A of the 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**.

Pharmacy Services – UK HealthCare retail pharmacies offer a convenient way to fill your child’s prescription or pick up over-the-counter items.

The Chandler Retail Pharmacy, located on the first floor of Pavilion A across from the Don and Mira Ball Surgery Waiting Area, is open 24 hours a day, seven days a week. Please call **859-218-3340**.

GUIDE FOR FAMILIES

A-Z INFORMATION & AMENITIES

For convenient in-room delivery of your child's discharge medications, see Meds-to-Beds, Page 10.

Retail pharmacies are also conveniently located in the Kentucky Clinic, University Health Service Building, UK Good Samaritan Hospital (lobby), and UK HealthCare at Turfland on Harrodsburg Road. All are open to the public and accept most insurance. See ukhealthcare.uky.edu/pharmacy for hours and other details.

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

Public transportation – Information about Lexington's bus service, LexTran, is available from the Information Desks in both the Pavilion H and Pavilion A lobbies.

Ronald McDonald Family Room – This room offers a break to parents and families of children in the critical care units. It is located on the 4th floor across from the PICU. It is open every day from 9 a.m. to 9 p.m. 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 a hospital social worker. If you would like a referral, please contact your nurse or hospital social worker for details. A donation of \$10/night is encouraged for all guests.

The Ronald McDonald House offers:

- 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 a day.

Social workers – Social workers consult with your health care team on your behalf to ensure that your needs are met. They can assist with discharge planning when your child leaves the hospital, transportation, lodging and more. They also can give you and your family advice and guidance in stressful or crisis situations. Please contact your nurse if you need to speak to a social worker.



Telephones – Use of cell phones is allowed in the hospital; however, we ask that you respect others around you. A courtesy phone is located on the first floor of Pavilion H, to the left of Registration for local calls.

Tobacco use – Smoking and all other forms of tobacco use including electronic cigarettes is 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 Information Desk or online at ukhealthcare.uky.edu. If you want help quitting tobacco, please ask your nurse or physician. Nicotine gum and patches are available at very low cost to visitors at hospital gifts shops and pharmacies. Contact our tobacco treatment specialist at **859-323-4222** for assistance. Go to 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 for visitors and those with outpatient appointments. We must hold a driver's license or identification card while the wheelchair is checked out. The card will be returned to you when the chair is checked back in. Wheelchairs are due back by 8 p.m. If you need a wheelchair for an extended time, please speak with your nurse.

Wi-Fi/wireless Internet access – See Page 14.

Visiting hours – Visiting hours are from 8 a.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 7 or please confirm visiting hours with your nurse.

Volunteers – Volunteers provide invaluable assistance to patients and visitors. Volunteers offer reading materials and deliver flowers, items purchased from the gift shops and mail sent to patients. UK HealthCare is always looking for people who would like to become volunteers, 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 or your loved ones need of a change of clothes while you are here. See Page 12 of this guide for the clothing closet hours of operation.

The Volunteer Services office, located on the first floor of Pavilion A behind the gift shop, is open Monday – Friday, 8 a.m. – 5 p.m. It can be reached by calling **859-323-6023**.

Welcome Centers at Kentucky Children's Hospital – When first visiting, please stop by the Welcome Center located by the main elevators to have an ID badge made. Desks at the Acute Care, Critical Care and Progressive Care Units are also staffed with knowledgeable employees that can answer questions and give directions.

GUIDE FOR FAMILIES GOING HOME

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 making sure that your child's needs are being met, don't neglect your own. 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 at 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 them to go home, the doctor 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 also 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) checklist

- Prescriptions
- Follow-up appointments
- A report to be given to your child's pediatrician
- Help to the front door from patient transport when it is time to go home

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:

Let us know how we did

Your opinion is important to us. Please expect a patient satisfaction survey in the mail soon. This provides us with valuable insight into how we may improve our patients' experience.

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 **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**. You may also go to the financial department located at the Registration/Admitting desk on the ground floor of Pavilion A Monday – Friday, 8 a.m. – 5 p.m.

What does the hospital bill cover?

Your daily room rate includes your child's nursing care, meals, and services such as linens and housekeeping. The hospital bill includes a daily room charge along with other charges for services ordered by your child's 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 child's hospital bill is due when you leave the hospital. If you are concerned about paying the 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. 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 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 child's hospital stay.

I already paid our 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 by visiting the Registration/Admitting desk on the ground floor of Pavilion A, Monday – Friday, 8 a.m. – 5 p.m. You may also call the office **859-323-9898** or toll free at **855-211-4707**.

Physician bills

Physician services are billed separately by Kentucky Medical Services Foundation (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. Parents/guardians can apply for proxy access to their child's portal account. This provides the ability to:

- Pay your bill online.
- 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.
- Send a secure electronic message to your child's care team.
- View immunization records and allergies.
- View your hospital discharge instructions.

Note that because of federal and state privacy laws, no new medical information will be added to the portal account of a child from their 12th birthday until they turn 18. However, other functionality, such as the ability to send a secure message to the child's care teams, is operational during this time. (Once the child turns 18, they may apply for their own portal account.)

Ask your care team for a proxy signup form to set up a My UKHealthCare account for your child. Note that legal documentation may be required in some cases. A separate form must be filled out for each child.

Visit myukhealthcare.org to learn more about the patient portal. Adults who see a UK HealthCare provider may also sign up for their own account via this website.

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 child's 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 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, records cannot be picked up in person. Questions may be directed to the Health Information Management clerk at **859-323-5117**.

The first copy of a 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 ultrasounds 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 or on the first floor of the Kentucky Clinic by Starbucks.



GUIDE FOR FAMILIES 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 **800-431-4894** or by emailing customer_service@uky.edu.

Concerns and complaints

You have the right to be concerned about your child's care and complain without worry if you notice something you don't like. Our goal is to provide you with very good care, and we want to make things right while your child is in our hospital. If at any time during your child's 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.

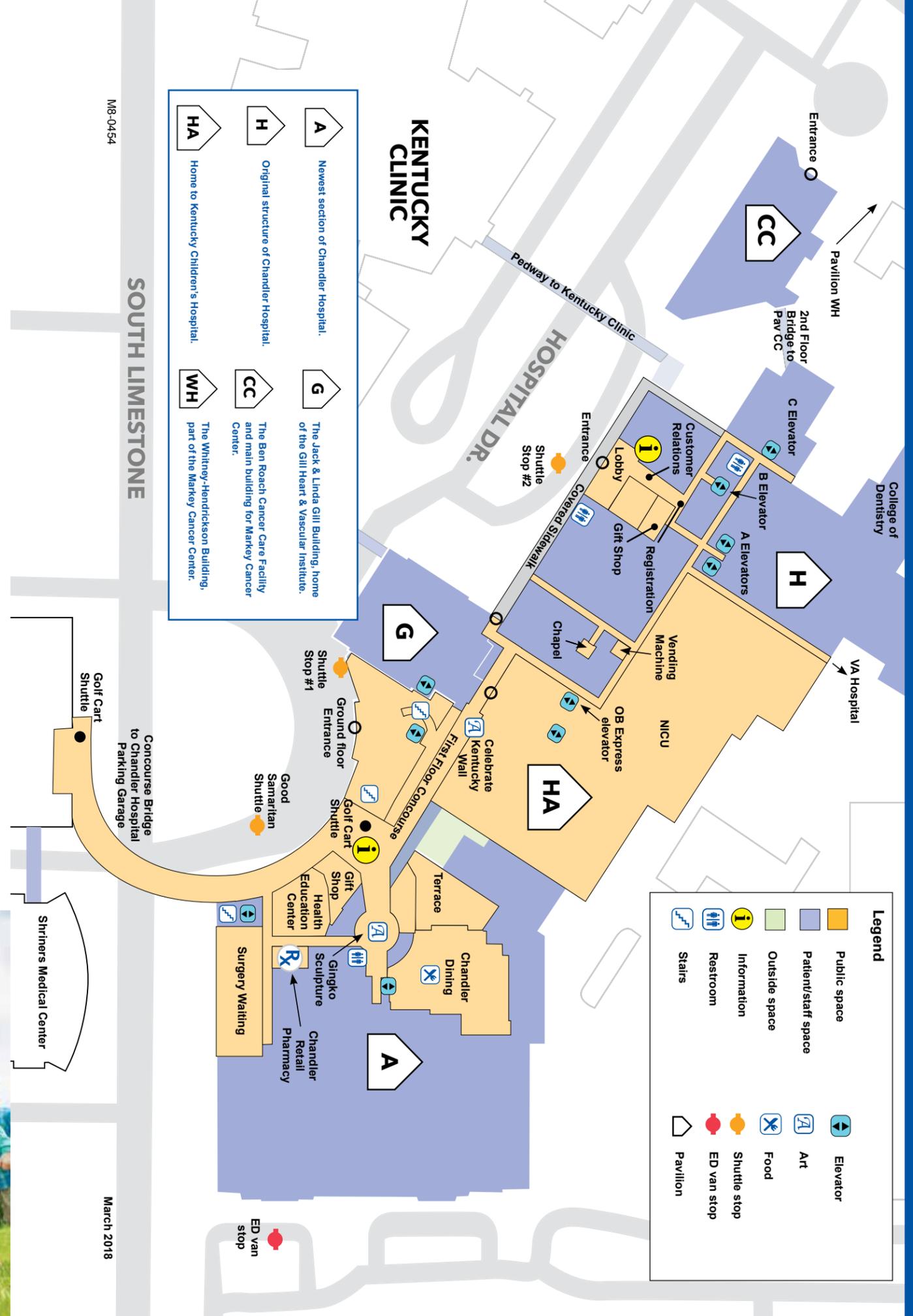
You simply need to ask for a Customer Relations specialist and someone will be there to listen to and assist you. Customer Relations specialists can be reached at **859-257-2178** or toll free at **800-431-4894** or by emailing customer_service@uky.edu.

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 **800-372-2973** or the address to the right.

You may also contact The Joint Commission by calling toll free **800-994-6610**; by emailing 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





YOUR RIGHT TO AN INTERPRETER

You have the right to an interpreter at no cost to you.



American Sign Language (ASL)

You have the right to an interpreter at no cost to you. Please point to this line. An interpreter will be called. Please wait.

ENGLISH If you speak English, language assistance services, free of charge, are available to you.

SPANISH Si usted habla español, tiene a su disposición servicios de asistencia con el idioma sin costo alguno.

CHINESE 如果您讲汉语普通话，则可以免费向您提供语言协助服务。

GERMAN Wenn Sie deutsch sprechen, stehen Ihnen kostenlos Sprachhilfen zur Verfügung.

VIETNAMESE Chúng tôi cung cấp dịch vụ hỗ trợ ngôn ngữ miễn phí cho quý vị, nếu quý vị nói tiếng Việt.

ARABIC إذا كنت تتحدث اللغة العربية، فستتوفر لك خدمات الترجمة اللغوية مجاناً

SERBO-CROATIAN Ukoliko govorite srpski, na raspolaganju su vam besplatne usluge jezične pomoći.

JAPANESE 日本語を話される場合には、無償の言語支援サービスがご利用いただけます。

FRENCH Si votre langue est le français, des services d'assistance linguistiques sont mis gratuitement à votre disposition.

KOREAN 모국어가 한국어일 경우 무료 언어지원 서비스가 제공됩니다.

PENNSYLVANIA DUTCH Wann du Deitsch schwetzsch, kannsch du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch.

NEPALI यदि तपाईं नेपाली बोल्नुहुन्छ भने, तपाईंले बिना कुनै शुल्क भाषा सहायता सेवाहरू प्राप्त गर्न सक्नुहुन्छ।

GUARANI (OROMO) Yoo qooqa Oromo dubbatta tahe, tajaajilli gargaarsaa, baasi (kaffaltii malee) siif jira.

RUSSIAN Если ваш язык — русский, то вам могут быть предоставлены бесплатные услуги переводчика.

TAGALOG Kung nagsasalita ka ng Tagalog, may magagamit kang mga serbisyo sa lengguahe na walang bayad.

BANTU (IKIRUNDI) Niba uvuga Ikirundi, hari servisi itishurwa yo gusobanura indimi.

Services available in 200+ languages.



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Section 1557 of the Affordable Care Act
STATEMENT OF NONDISCRIMINATION
For UK Health Programs and Activities

The University of Kentucky complies with applicable
Federal civil rights laws and does not discriminate on the
basis of race, color, national origin, age, disability, or sex.

GUIDE FOR FAMILIES

IMPORTANT PHONE NUMBERS

RAPID RESPONSE (use the hospital room's phone)	3-2872
Kentucky Children's Hospital Acute Care	323-5741
Neonatal ICU/ Pediatric ICU	323-5744
Pediatric Care Unit (PCU)	323-1333
Billing/Financial Counseling – Hospital	323-5806
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
Gift Shop, Pavilion H	257-1559
Gift Shop, Pavilion A	323-4127
Health Education Center	323-7808
Housekeeping	323-5133
Information Desk	323-5816
Lost and Found (Hospital)	323-5062
Medical Records	257-3591
Meds-to-Beds	323-5585
Parking	257-5757
Patient Information	323-5816
Registration/insurance authorization	323-5062
Security	323-6946
Social worker/ Patient and Family Services	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 800-333-8874.