Your Child’s Care
at OSU Harding Hospital

THE OHIO STATE UNIVERSITY
WEXNER MEDICAL CENTER

patienteducation.osumc.edu
Talk to your doctor or health care team if you have any questions about your care.

The Library for Health Information is available to help you find more health information at (614) 293-3707 or e-mail: health-info@osu.edu.
Welcome to the Child and Adolescent Psychiatry Program!
Thank you for choosing OSU Harding Hospital for your child’s mental health care needs. We hope this guide helps answer some of your questions about what to expect during your child’s stay with us.

It is our goal to provide you with the highest quality of care and service. If there is anything we can do to make your child’s stay more comfortable, please speak to a member of the treatment team.

Visitor policies
Your child will attend school Monday through Friday and will have groups and activities 7 days a week. His or her day will be very structured.

Visitors are welcome 8:00 AM to 8:00 PM every day of the week. Priority is given for your child to attend school and take part in therapy, but we will work with you to accommodate family visits.

- Two family members are permitted at a time unless pre-approved by the treatment team. All visitors must be free from illness.
  - We ask that only parents, step-parents, guardians and siblings visit, so the time can be spent helping your child work on the issues that brought them to the hospital.
  - Siblings under the age of 12 are able to visit when accompanied and properly supervised by a parent or guardian. A sibling is considered one of your child’s two visitors.
  - Please inform us of any court ordered individuals who should not visit your child.

- All items that visitors bring into the unit must be approved and are searched by staff. These items are prohibited:
  - Weapons, drugs, alcohol and contraband items.
  - Over the counter and prescription medicines.
  - Cans and Items made from glass and hard plastic.

Patient code
To identify you as the patient’s parent/caregiver and to ensure your child’s privacy, we will give you a Patient Code. You will be asked for this code when you call the unit and when you come to visit. Please do not give this code out to other family members or friends.

Your child’s Patient Code is ____________.

Phone calls
You may call 614-293-8237 at anytime to check on your child. Patients are only allowed to call home and can make phone calls after lunch and before bedtime. Patients under 18 years of age will have the phone number dialed for them.

Mail
When mailing cards and letters, please include your child’s name and a return address.

OSU Harding Hospital
1670 Upham Drive
4th Floor, Child and Adolescent Unit
Columbus, OH 43210
• Sharp objects, such as scissors, nail clippers, razors, pens and pierced earrings.
• Any type of drawstring.
• Clothing with zippers longer than 10 inches, short shorts, belly shirts, jeans with holes in them, yoga pants and leggings.
• Luggage, storage and plastic bags.
• Electronic devices, such as mobile devices, cameras, music players and game systems.
• Body length pillows, blankets with fringe and crocheted blankets.
• Anything with a cord, such as hair dryers, curling irons and flat irons.
• Energy drinks and drinks with caffeine.
• Shoes or slippers.
• Erasers, pencils with erasers, mechanical pencils and pens.
• Makeup with mirrors.
• Ribbons.
• Helium balloons.

• **Visits on the unit are limited to specific areas** for safety and to protect patient privacy.

**Parking**

- **North Cannon Garage**
  1640 Cannon Drive
  Columbus, OH 43210

- **South Cannon Garage**
  1640 Cannon Drive
  Columbus, OH 43210

- **12th Avenue Garage**
  340 West 12th Avenue
  Columbus, OH 43210

Discounted garage parking is available. Please ask for this discount at the front desk when you leave. You will need a new discount card each time you visit.
The Treatment Team

The treatment team will work with you and your child to develop a plan of care that meets your child’s special needs. Here is a list of the key people who may be part of the treatment team.

**Attending Doctor:** This is a psychiatrist who oversees your child's treatment and coordinates their care with other doctors and staff on the treatment team. This doctor also leads your child's discharge planning. You may request a meeting with your child's psychiatrist at any time, and you may ask to attend a treatment team meeting.

**Resident Doctor:** This doctor is doing special psychiatric training. He or she is supervised by the attending doctor. A resident doctor may lead interviews, do physical exams and help you make decisions about your child’s care.

**Social Worker:** The social worker provides family support, discharge planning, referrals and information about community services. The social worker is your primary contact with the treatment team.

**Educational Specialist and Teachers:** Our school functions 12 months a year and follows the Columbus City Schools schedule. Columbus City Schools provides us with two teachers during the school calendar year. With your permission, the educational specialist will contact your child’s home school to address any concerns that he or she has at school. We will keep your child current on their school work as much as possible. Since your child attends school for part of their day here, their days in the hospital do not count as absences from school. Our school functions on a reduced schedule during the summer months. This is so we can assess how your child functions in the classroom setting and see if your child has any issues that could affect their school performance.

**Registered Nurse (RN):** The RN plans and oversees your child’s nursing care. Nurses carry out the doctor’s orders, give medicines, and provide patient and caregiver education related to your child’s diagnosis and treatment. The nurse can give you a daily report on your child when you visit or call.

**Nurse Practitioner (NP):** The NP is a nurse with advanced training who writes orders, assesses patients, participates in treatment team meetings, and speaks with family members and community providers about your child’s care and treatment.

**Clinical Nurse Specialist (CNS):** The CNS is a nurse with advanced training who provides patient and caregiver education and supports the nursing staff.
**Psychiatric Care Technician (PCT):** The PCT assists the nurse in providing care. The PCT assists with meals and snacks, draws blood for lab work and takes vitals signs. They do regular safety rounds and check the unit. They provide comfort needs, such as baths, laundry and reading bedtime stories.

**Medical Student:** Third year medical students from The Ohio State University College of Medicine are placed on the unit as a part of their training to learn about the diagnosis and treatment of patients with mental illness.

**Occupational Therapist (OT):** The OT checks your child’s physical, emotional and thinking skills to help the treatment team develop goals and interventions.

**Recreational Therapist (RT):** The RT uses recreational activities to improve your child’s emotional and spiritual wellness.

**You and Your Child:** The most important members of the treatment team are you and your child! Your input and participation is both needed and appreciated.

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**Your child’s psychiatrist and social worker**

When your child is admitted to our unit, he or she is assigned an attending doctor (a psychiatrist) and a social worker.

We will help you schedule an appointment with your social worker as soon as possible, preferably within 24 hours of admission. **Your appointment with your social worker is on ___________________________ at ____________ AM/PM.**

**Your child’s psychiatrist is:**
- Dr. Ghada Lteif, Medical Director, 614-293-8237
- Dr. Amy Stabile, 614-293-8237
- Dr. Jessica Strafford, 614-293-8237

**Your child’s social worker is:**
- Julie Calestro-McDonald, LISW-S, 614-293-8237
- Vivian Fiscus, LISW-S, 614-293-8237
- Pat Hopping, LISW-S, 614-293-4861
- Janet Kass, LISW-S, 614-293-9634
- Marybeth McDonald, LISW-S, 614-293-8237
- Erica Mihely, LISW-S, 614-293-7319
Your involvement and feedback are encouraged. We ask that you:

1. **Be involved in the admission process.** We will ask you about your child’s history and medical information. This helps us to personalize your child’s treatment plan.

2. **Schedule an appointment with your child’s social worker within 24 hours of admission.** If this is not possible, please schedule the meeting as soon as possible. If transportation or appointment times are a problem, please call your child’s social worker so other arrangements can be made. The purpose of this meeting is to learn about your family and what has happened recently and in the past that may be contributing to your child’s current problems. The session includes parental guidance and family therapy. In most cases, your child will join you at some point during the session. In some cases, the attending or resident doctor may want to discuss treatment with medicine during this session.

3. **Discuss the use of medicine with the treatment team, if needed.** We need your permission to give your child medicine. We will not give your child any medicine without your consent, except in an emergency situation. When we have your permission, the doctor may make changes in the dose or amount of medicine your child receives without notifying you each time. Your child’s nurse can keep you informed of any dose changes. Please ask during your visit or call for an update.

4. **Ask your child about the groups or activities they attend each day.** Ask them what they learned and how it may help them at home. If your child has a problem remembering what they did or learned during the day, ask their nurse to help you or refer to the schedule posted in the main room.

5. **Ask your child what their goal was for that day and whether or not they accomplished it.** Your child writes down his or her goal on their diary card during group. If your child has a My Care Journal workbook, they will have some work to do in the book as a part of their goal. Many sections of the book ask for parent/caregiver feedback and signatures. Please look at the book each time you visit to offer your suggestions and guidance. It is very helpful to the treatment team to see your comments. It is also helpful for us to see your signature on final plans, so we know that the interventions your child has listed meet with your approval. If you have any concerns or questions about anything in the workbook, please talk to your child’s nurse.

6. **Give us your feedback each time you visit.** Fill out an evaluation form as you leave, letting us know how your visit went, how you see your child progressing and any concerns you may have. You know your child best, so your feedback is very helpful and will be reviewed in the treatment team meeting.

7. **Complete a Patient Satisfaction Survey at the end of your child’s hospital stay** to rate the care and service your child received while a patient at OSU Harding Hospital. If we are not meeting your child’s needs, please let us know before discharge so that we can better serve your child’s needs. If you have concerns about your child’s care, treatment or safety, we encourage you to talk to a member of the treatment team.
Most children are in the hospital for about a week. Your child’s stay may be longer or shorter based on their needs. Inpatient hospital stays are to stabilize patients only. Patients are discharged from the hospital as soon as they are reasonably safe, which means they do not intend to harm themselves or others, and they are able to tell what is real and what is not real. Our goal is to help your child get well enough to leave the hospital and receive any needed follow up care outside of the hospital.

Your child’s treatment in the hospital will include:

- **Tests to look for a medical cause for your child’s symptoms.** Blood work and an EKG to show the doctor how your child’s heart is beating may be done. The doctor may do other tests as needed and will discuss these with you first.

- **Individual sessions with staff.**

- **Group therapy.**

- **School and individual tutoring, if needed.**

- **Group activities.**

Individual and group sessions help your child learn about their feelings, talk about their feelings and develop coping skills to deal with their problems. The treatment team will help your child make an individual plan to deal with the problems that brought them to the hospital. For example, your child may work on a Safety Plan or an Anger Management Plan. These and other plans can be found in their *My Care Journal* workbook. We ask that you review these plans with your child and give them feedback. It is very important that you know and understand what is included in these plans before discharge, so you can help your child implement their plans at home.
Social and Therapeutic Environment

Our unit is designed to deal with the psychiatric illnesses and behavior disorders of children and adolescents. We have tried to create an environment where young people feel comfortable working on issues that seemed too difficult to handle at home. Our goal is to provide a safe environment for your child to stabilize their symptoms and behaviors and then transition them to outpatient treatment.

Many parents express concern that their children may hear language and see behavior on the unit that they would prefer their children not be exposed to. Some of our patients come to us with behavior problems, such as drug and alcohol abuse and self-harmful behaviors. As a result, your child may be in close contact with other patients who are sophisticated about topics that you would prefer your child not know about. While we strongly discourage and monitor discussions about drug use, sexual activity, suicide, self-harm and other topics except in supervised individual or group therapy, sometimes things get said or done that we do not hear or see.

Each parent will have to weigh these factors and make an individual decision regarding potential gains and risks. For most parents, the risks are overshadowed by the acute needs of their child who is having significant emotional and behavioral problems. In such cases, the risk of not hospitalizing seems far greater than possible negative influences. Again, staff make every effort to limit any negative talk or behavior on the unit.

We strongly recommend that patients do not continue relationships with other patients outside of the hospital. We try to prevent them from sharing personal information, such as phone numbers and e-mail addresses. However, sometimes patients share this information without our knowledge. We suggest that if you become aware of your child contacting or being contacted by someone they met in the hospital that you discourage this relationship.
School

During the school year, your child will be in class Mondays through Fridays in the hospital. We follow the Columbus City Schools schedule. We have two teachers from Columbus City Schools that help patients with their school assignments. **We ask that you contact your child’s home school and get a week’s worth of assignments for your child to work on while they are in the hospital.**

We will ask you to sign a Release of Information Form for your child’s home school, so we are able to contact them as needed during your child’s hospital stay. We have an educational specialist on staff who will contact your child’s school guidance counselor to advocate for any educational needs your child may have after discharge from the hospital.

**My Care Journal**

If your child is an adolescent, he or she will be given a workbook called *My Care Journal.* Your child, the treatment team and you will work on this book together. The book is not meant to be completed during the hospital stay and not every part of the journal applies to all patients. The treatment team will decide what parts are appropriate for your child.

Every day your child will work in the book under the guidance of the treatment team. The purpose of this book is to help your child learn about their medicines and diagnosis and to help them manage the symptoms and problems that brought them to the hospital. **Please review your child’s workbook at each visit to see the progress he or she is making.** Some parts of the book need your input and feedback.

After discharge from the hospital, your child is expected to take their workbook to their first outpatient appointment. Based on where your child receives outpatient treatment, he or she may continue to work in their book. If your child returns to OSU Harding Hospital for care, we ask that you bring the workbook back with your child.
Privacy

Under law, OSU Harding Hospital may share your child’s medical information with their other health care providers for the purpose of continuity of care:

- We will share information about their hospital visit with their outpatient health care team, including mental health providers.
- We may obtain information from your child’s outpatient health care team if we believe it will help us give your child better care. This information will help us plan your child’s follow up care after discharge.

If we need to share your child’s health information with others for other purposes, we will ask you to sign a Release of Information form. This may be needed for reasons of referral, placement or after care.

If an unusual incident or serious injury occurs on the unit, it will be reported to the Ohio Department of Mental Health and Addiction Services (OhioMHAS). Parents/caregivers of patients involved in a reportable incident will be informed. You may request a copy of the report.

If the team becomes aware of possible abuse or neglect, we are required by Ohio law to report it to the county’s children’s service agency.

**If you have questions about privacy, please talk to a member of the treatment team.**
Psychiatric Patient Rights

You have certain rights when you need psychiatric care in the hospital based on state law. If you would like to view a video about your rights, please ask a staff member. **If there is anything you do not understand about your rights, please ask.**

If you have a guardian, your guardian will make decisions about your care.

**Basic rights**

You have the right to:

- Care that is done with respect and dignity.
- Prompt medical treatment when needed. Your race, creed, sex, national origin, handicap or source of payment will not be a factor in your access to care.
- Privacy within reason.
- A safe and clean environment.
- Expect that your medical records and the information about your treatment will be kept private. Information about your treatment will not be released without your or your guardian’s consent, except as provided by law or third party payment contract.
- Visit and communication with family and visitors within reason.
- Exercise your basic rights as a citizen.
- Know about hospital rules and regulations.
- Receive a full explanation of each item on your hospital bill.

During your care, you have the right to:

- Know the name and role of all persons giving you care.
- Take part in setting up your treatment plan.
- Give or refuse your consent to treatment. Your doctor should explain any risks and benefits to your health of having or refusing treatments.
- Help develop an after care plan. You will have a written copy of the plan when you leave the hospital.
- Take part or refuse to take part in research or in clinical training programs.
- Request another doctor’s opinion about your treatment at your own expense.

You also have the right to:

- Talk with your doctor before a transfer to another facility or service.
- An interpreter or way to communicate if you have special needs. For example, you speak a foreign language or you are hearing impaired.
- Know that your hospital stay does not affect your legal competency.
- A prompt hearing before the probate court if you are hospitalized involuntarily. You have the right to have an attorney at this hearing. You also have the right to have an independent professional evaluation of your condition.
- Not be denied a job with any civil, public or private employer based on having received care for a mental disability.
Right to treatment
You have the right to:

• A humane psychological and physical environment that is least restrictive to keep you safe.
• Updates about your condition and progress.
• Medicines and treatment based on your needs.
• Freedom from restraints or isolation unless needed for your health or safety.
• Information about any treatment or therapy. This should include any possible problems that may occur.
• Give or refuse your consent for certain procedures. If you are not able, the information may be given to your guardian to give consent.
• Be seen by an independent specialist or attorney at your own expense.

Right to communicate
You have the right to communicate freely with others, unless there are limits based on your treatment plan. This includes the right to:

• Have visitors at reasonable times.
• Have access to a telephone and to make and receive confidential calls. This includes a number of free calls if you are not able to pay and help to make calls if needed.
• Mail and receive letters. If you need help to write a letter, ask for help. Getting or sending mail may be limited if there is a danger to the safety of others.

Personal rights
You have the right to:

• Wear your clothing and keep and use your personal items. Items that are offensive or cause unit safety issues may be limited.
• Maintain your personal appearance.
• Have access to storage space for your private use.
• Keep and spend money for expenses and small purchases.
• Have and read books, magazines and other print items.
• Socialize with others. This may include time during an organized activity. If your treatment plan requires, you may have limits or need supervision.

Other rights
You have the right to:

• Have religious freedom and to take part in religious activities.
• Have your spouse, guardian, next of kin or other persons you request to be told of your hospital admission.
• Receive help in making a request for release.
• Apply for voluntary admission at any time if you are here on an involuntary basis.
• Refuse to perform labor for the hospital.
Rights of involuntary patients

You have the right to:

- Make telephone calls to obtain legal, medical or psychological help. Ask if you need help in making these calls.
- Have legal counsel and to have an independent expert evaluation of your condition. Disability Rights Ohio is available to provide information and other help to all patients.
- If you cannot afford counsel, you may ask the court to appoint one for you and an independent evaluation of your mental condition would be done at public expense.
- Request a prompt court hearing about your hospital stay.
- Apply for voluntary admission at any time.

Information available for your review

By law, you can ask for information about the hospital such as:

- The license to operate
- The names and addresses of the owners
- The comprehensive plan for service
- Statistics for patient volumes, average length of stay, number of discharges and average charges

Medical records

To request your child’s medical records, you will be asked to complete an authorization form for the release of medical information. Please call 614-293-8657 for more information.

What if I have concerns?

We hope you will feel comfortable sharing your concerns and feelings about your child’s care with staff. They will work with you to help solve the problem.

If you are not comfortable discussing something with the staff, we encourage you to speak with the Patient Rights Advocate. You can ask any staff member to get the Patient Rights Advocate or you can page 614-688-8941. The Patient Rights Advocate is an OSU staff member who is not part of your child’s patient care team.

If you wish to speak with other resources that may be able to help, you may also contact the:

Ohio Department of Mental Health and Addiction Services (OhioMHAS)
30 East Broad Street
Columbus, OH 43266
614-466-2596
http://mha.ohio.gov

or

Disability Rights Ohio
50 West Broad Street, Suite 1400
Columbus, OH 43215-5923
800-282-9181
TDD 614-466-7264
www.disabilityrightsohio.org

You can also talk to the quality assurance program staff if you have concerns about your child’s care or the care of others in the hospital. Ask any member of your treatment team or the Patient Rights Advocate how to do this.
Patient Rights and Responsibilities

Our procedures support your right to:

- **Access Care.** You are able to receive care when medically necessary regardless of your age, race, sex, language, national origin, disability, religion, income, education, job, sexual orientation, gender identity or expression.

- **Access Your Medical Records.** After discharge, you are able to receive a copy of your medical records and request a change to your medical records based on laws and rules if needed.

- **Advance Directives.** You are able to complete an advance directive, including a living will and healthcare power of attorney.

- **Confidentiality.** You are assured that your medical records and any discussions or decisions about your care will be kept confidential.

- **Continuity of Care and Discharge Information.** You have the right to written discharge information from your care team about follow-up care.

- **Designate Others to Make Care Decisions.** You may have a guardian, next of kin or other authorized responsible person make decisions on your behalf if you are not able to do so.

- **Information.** The hospital will provide information specific to your age, language and ability to understand.

- **Informed Consent and Refusal.** You have the right to provide consent for your care and to know the risks, benefits and alternatives, except in an emergency. You may refuse treatment to the extent permitted by law.

- **Know the Identity of Your Caregivers.** You are entitled to know the identity and professional status of those who care for you.

- **Language Access.** You have the right to receive and request medical information in your preferred language. This includes interpreter services, translation of information, vision and hearing accommodations (for example, CART, Braille, etc).

- **Pain Management.** You will have your pain assessed, evaluated, treated and reassessed.

- **Participate in Decisions About Your Care.** You are encouraged to be involved in decisions about your care, treatment and services provided, including the informed consent process.

- **Privacy.** You have the right to personal privacy during the course of your treatment.

- **Protective Services.** You may expect a safe and secure environment, including assistance in receiving protective services as needed.

- **Receive Effective Communication.** Caregivers will communicate clearly with you, your family and other visitors. At times, communication may be restricted due to your medical condition or at your request.

- **Release of Your Records.** You may expect that your medical records will not be released to anyone without your consent, except where required by law or a third-party payer contract.

- **Report Concerns Regarding Care and Safety.** You are encouraged to share concerns and receive assistance to settle a complaint.

- **Research and Teaching.** You have the right to choose whether or not to participate in any research study or education program.

- **Respectful Care.** You have the right to care with attention to your personal dignity, which contributes to a positive self-image. You have the right to be free from abuse, neglect, inappropriate use of restraint and seclusion, humiliation, financial or other mistreatment.
• **Safe and Clean Environment.** You may expect to be cared for in a safe and clean environment. You are encouraged to report concerns regarding care and safety.

• **Special Needs Assistance.** You are able to request assistance with any special needs. These include vision and hearing problems.

**Your responsibilities:**

• Give full information about your health and any changes in your condition to your doctors and others on your healthcare team. You and your family need to ask questions when you do not understand your treatment or what to do about your care.

• Follow the rules of the hospital and be thoughtful about the rights and property of other patients and hospital employees.

• Follow your treatment plan and tell your doctor or nurse if you have any concerns, so we are able to help with your care needs.

• If you choose not to follow your care instructions, you will be responsible for the outcome.

• Pay your bills in a timely manner.

**Your Concern is Our Concern**

If you have questions about your rights and responsibilities or if you have any concerns about your care, treatment or safety, we encourage you to talk with a member of your care team or the Patient Experience team at the appropriate number below. A staff member will talk with you and connect you with the best person to help address your issue or concern. Most concerns can be resolved through this process.

<table>
<thead>
<tr>
<th>Location</th>
<th>Phone Number</th>
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<tbody>
<tr>
<td>Wexner Medical Center</td>
<td>614-293-8944</td>
</tr>
<tr>
<td>James Cancer Hospital and Solove Research Institute</td>
<td>614-293-8609</td>
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<tr>
<td>University Hospital East</td>
<td>614-257-2310</td>
</tr>
<tr>
<td>Harding Hospital Patient Advocate</td>
<td>614-688-8941</td>
</tr>
<tr>
<td>Primary and Specialty Care Networks</td>
<td>614-293-8944</td>
</tr>
</tbody>
</table>

If at any time, you feel you need more help, you may choose to call:

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<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
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<tbody>
<tr>
<td>The Facility Complaint Hotline</td>
<td>800-669-3534</td>
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<tr>
<td>The Ohio Department of Health</td>
<td>800-342-0553</td>
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<tr>
<td>TDD: 614-752-6490</td>
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<tr>
<td>The Joint Commission</td>
<td>800-994-6610</td>
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<tr>
<td>U.S. Department of Health and Human Services, Office for Civil Rights (Region V-Ohio)</td>
<td>312-886-2359</td>
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<tr>
<td>TDD: 800-537-7697</td>
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<tr>
<td>Ohio Department of Mental Health &amp; Addiction Services</td>
<td>614-466-7228</td>
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<tr>
<td>877-275-6364</td>
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<tr>
<td>TDD: 614-752-9696</td>
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<tr>
<td>Disability Rights Ohio</td>
<td>614-466-7264</td>
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<tr>
<td>800-282-9181 (x104)</td>
<td></td>
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<tr>
<td>TTY: 614-728-2553</td>
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<tr>
<td>TTY: 800-858-3542</td>
<td></td>
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<tr>
<td>TTD: 614-728-2553</td>
<td></td>
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<tr>
<td>KePRO Inc. (Medicare patients with concerns regarding discharge)</td>
<td>216-447-9604</td>
</tr>
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For Your Child’s Health and Safety

Keeping your child safe and healthy while he or she is at OSU Harding Hospital is our biggest priority. Please let us know if there is anything we can do to ensure your child’s well being.

Be an active partner

We will teach you and your child about their care, answer your questions, and help your child to achieve their personal health goals. Take an active role in your child’s care:

- **Ask questions.** We will answer any questions you have. Ask us about the treatments, therapy and medicines that are a part of your child’s care.
- **Tell the nurse if your child has pain or discomfort.** We will ask your child often about their pain and talk to you about pain control.
- **Remind your child, staff and visitors to clean their hands.** Everyone should wash their hands when entering the room, after touching objects or surfaces, before and after eating and after using the restroom.
- **Talk about your child’s care with doctors, nurses and other staff.** We are here to help.
- **Partner with us as we teach you and your child about your child’s care after discharge.**
- **Remind your child to use their call button before getting out of bed if they feel weak, light-headed or dizzy.** Their condition, medicines, treatments and weakness from being in bed can increase your child’s risk of falling. We will teach your child how to be safe from falls, such as sitting at their bedside for a few minutes to see how they feel before standing up.
- **Tell us all of the medicines your child takes,** including prescription and over the counter medicines, vitamins and mineral supplements and herbs.
- **Tell us about any allergies your child has to medicines or food.**

Hand washing prevents the spread of infection

1. Wet your hands and apply soap.
2. Scrub well for at least 20 seconds.
3. Rinse well.
4. Dry with a clean towel.

Using an alcohol-based hand sanitizer is also an effective way to clean your hands.

1. Apply enough product to cover your hands.
2. Rub briskly until dry.

For some germs, like C-diff, hand sanitizer is not strong enough. You must wash with soap and water to get rid of these germs.

Make sure you, your child, all visitors and anyone giving your child care **practice good hand washing.**
Pain Control

It is important to control any pain that your child has as a part of their overall treatment. Uncontrolled pain can cause problems with sleep, healing, thinking, activity and appetite. Your child will be taught to ask for relief from pain before their pain worsens.

Pain rating scales

Pain is personal and different for each person. We will ask your child to use a pain rating scale to help us understand their pain and to set goals for pain control. They will be asked about their pain often. **If you have any concerns about your child's pain or discomfort, please talk to any member of the treatment team.**

Your child will rate their pain using one of these scales:

![Pain rating scale](image)


Talking about pain

Staff will ask your child to describe their pain. They may ask questions about:

- **Location:** Where does it hurt?
- **Intensity:** How strong does the pain feel?
- **Duration:** How long do you feel the pain? How often does the pain occur?
- **Causes:** What makes the pain worse?
- **Relief:** What helps the pain?
- **What the pain is like:** Is it burning? Sharp? Dull? Stabbing? Spasms? Aching?
Pain control with medicine
If the doctor orders medicine to help control your child’s pain, we will help your child take the pain medicine as ordered. This will bring the most relief and help your child to participate in groups and activities. To lower the risk of any problems with pain medicine, the doctor will treat your child’s pain with the lowest dose of medicine for the shortest amount of time possible. When the cause of your child’s pain goes away or lessens, the doctor may change their medicines or how they are taken.

Pain control without medicine
Many patients find that using non-drug therapy for pain control brings them additional relief. Options include:
• Breathing patterns
• Massage
• Relaxation
• Visual imagery or meditation
• Exercise or movement
• Distraction, such as reading, watching a movie or gaming
• Aromatherapy
• Heat or cold therapy (limit time of use)
• Listening to music
Talk to a staff member to learn more.

Preventing Falls in the Hospital
Keeping your child safe while he or she is in the hospital is our biggest goal. There may be tests, medicines and treatments that increase your child’s risk of falling. We will teach your child how to stay safe and prevent injury from falls, including:
• **Call before you get out of bed if you feel weak, light-headed or dizzy.** Being in bed for even one day or taking new medicines may cause you to feel dizzy or weak.
• **Sit at the side of your bed and wait to see how you feel before you stand up.**
• One side rail will be left down on your bed unless there is a concern for your safety. **Please do not rest against side rails of your bed.** You may slip between the rails and the mattress or get caught in the rails.
• **If you regularly wear eyeglasses, continue to use them while in the hospital.**
• We will keep the floor in your room free of spills and slippery areas. **Please let us know if you see a spill before we do.**
• **If you need help to walk, use your call button or ask any staff member for help.**
• **Wear nonskid slippers, socks or shoes.** It is best to wear shoes or slippers that fit well and stay securely on your feet. Ask for a pair of nonskid socks if you need something to wear.
• **Use the toilet often to prevent injury from rushing and falling.** Use your call button if you need help.