

Family Guide

Information to Help Guide You Through Your Visit



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Rady
Children's
Hospital
San Diego



Key Contact Information

Main Hospital	858-576-1700 or www.rchsd.org/contact-us/
Compliments and Concerns	858-966-4950
Customer Service and Referral Center	800-788-9029 or refsvc@rchsd.org
Emergencies.....	Extension 555555
Food Services.....	Extension 225619
Gift Shop.....	858-966-8088
MyChart	www.mychartatradychildrens.org
Outpatient Pharmacy.....	858-966-4060
Patient Financial Services.....	858-966-4912
Research.....	858-966-5934
Ronald McDonald House	858-467-4750
Security	858-966-8103

Calling a Patient's Room

To call a patient's room, please dial the Hospital's main number during normal visiting hours (8 a.m.–9 p.m.). Press 0 to speak to an operator. You will need to provide the operator with the patient's first and last name in order to be transferred.

Rapid Response Team Information

If at any time you have concerns about the care or condition of your child, please ask your bedside nurse or use the nurse call system for assistance. If, after speaking with a nurse, you feel your child still requires medical assistance, you can activate the Rapid Response Team using the following procedure:

- Dial extension 555555 from an internal phone
- Identify yourself as a parent or family member
- Ask for the Rapid Response Team
- Provide the patient's name, room number and floor

An intensive care unit doctor, nurse and respiratory therapist will respond within 10 minutes.

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Welcome

We are honored that you have trusted us to provide for your child's health care needs. Whether your child is coming to us for a routine checkup, a surgical procedure or a lengthy stay, we will work to make you and your child feel safe, comfortable and included as essential members of the Rady Children's Hospital-San Diego health care team. This Family Guide provides information about Rady Children's and what to expect while you are here.

We understand that a hospital visit can be difficult and stressful. That's why we want you to know that the health, well-being and safety of your child are always our top priorities. We are here to help you. Please feel free to ask any questions!



Thank you for choosing
Rady Children's.

Our health care providers are your partners in ensuring excellence in care for your child. Please do not hesitate to talk with us about any questions or concerns.

ABOUT **RADY CHILDREN'S**

Rady Children's is the only hospital in San Diego County dedicated solely to pediatric health care and treats children from birth to 18 years old, as well as a small number of adults with certain conditions for which we have specialized services. We're a not-for-profit, freestanding hospital that is dedicated to excellence and innovation in pediatric care — the latest technology, the best equipment, the most progressive research and the finest teaching. Our outstanding team includes 992 physicians and more than 5,100 employees; more than 1,500 nurses; and more than 1,000 auxiliary members and 500 active volunteers. As San Diego has grown, so has our commitment to offering comprehensive care to children in our community and beyond. Parents and children from across the country and around the world come to Rady Children's to see our renowned physicians. Our focus on research and innovation is helping our patients to receive state-of-the-art care every day.

Our Mission:

Since Rady Children's first opened its doors in 1954, our mission has been *"to restore, sustain and enhance the health and developmental potential of children through excellence in care, education, research and advocacy."*

Our Vision:

We will be a leader, recognized nationally and internationally, for excellence in patient care, education, research and advocacy.

To learn more about Rady Children's, visit: www.rchsd.org.

You'll find detailed information on a variety of topics, including our programs and services, how to find a doctor, and even career opportunities. For general inquiries or to contact our Customer Service and Referral Center, visit **www.rchsd.org/contact-us**.

Visitor Information

At Rady Children's, the safety of our patients and families is one of our top priorities. All visitors are required to wear a visitor badge on campus at all times. For details on locations for obtaining a badge, see page 10.

Those 18 and older who wish to visit an inpatient unit are asked to present a government-issued identification card to receive a visitor badge. ID cards are compared to Megan's Law public registry to identify individuals who may pose a risk to children. Rady Children's reserves the right to use this information to restrict access to the Hospital as appropriate to ensure the safety and security of patients, visitors and staff.

Guests visiting an outpatient unit or most other areas of the Rady Children's campus will be issued a paper badge that indicates the area they will be visiting.



When Your Child Is Admitted

You will receive an admissions packet when your child is admitted. This packet includes the following:

- Patient Bill of Rights and patient and guardian fact sheets. Please review these documents carefully.
- Your signed copy of registration, consent for treatment and confidentiality documents.

Your child will receive an identification wristband. Rady Children's team members will check this band prior to any treatment, medication administration, location transfer or other aspects of care. Please alert the charge nurse if you do not see this being done.



Parents or legal guardians may designate up to a total of four Partners in Care to receive special green wristbands, which let Hospital staff know who is allowed in the Hospital after 9 p.m. The wristband must be worn at all times and is nontransferable.

Partners in Care are caregivers chosen by parents/legal guardians based upon their commitment and availability to provide physical and emotional support to the patient.

Partners in Care usually have unrestricted access to the patient, 24 hours a day. On occasion, visitation may be limited or restricted temporarily to protect a patient's privacy, health and safety, such as treatment for another patient in a semi-private room.

Partners in Care have the following special privileges:

- Discounts on extended parking.
- Room service from the Hospital café. Pay via credit card or EASE card (see *Food Services on page 20*) from the child's room. Some restrictions may apply; please ask about rules in your unit.
- Free coffee or tea (from carts on patient floors).
- Access to family rooms, library, chapel, gardens, playroom and playgrounds.
- Access to The Ronald McDonald House (see *page 25 for detailed information*).

YOUR ROLE

We appreciate that you're trusting us with your child's care. At Rady Children's, that trust goes both ways, and we honor your expertise and knowledge in your child's experience at Rady Children's.

The following outlines a few ways you can help us provide excellent care:

BE AN ADVOCATE FOR YOUR CHILD. Don't be shy. Ask questions about your child's care, raise safety concerns you have or ask the health care provider to double-check your child's chart before they act. Write down your questions to make sure the health care provider addresses them. You might say, "Excuse me, I have a few questions before you start treatment. Would you mind answering them, please?"

SHARE WHAT MAKES YOUR CHILD UNIQUE. You know your child best, and can introduce health care providers to things that may be important to overall care (e.g., your child has a fear of animals or only likes to eat food cut in small pieces).

WASH. Wash your hands and your child's hands when entering and leaving the Hospital, your patient room, the bathroom and any treatment rooms (such as X-ray), and be sure to wash if you have handled any soiled material. Don't be hesitant to ask a health care provider if you don't see proper handwashing. You might say, "Excuse me, I didn't see you wash your hands. I'd like to be sure everyone's hands are clean. Please wash them before caring for my child."

STAY CLEAN and DRY. If your child has an intravenous catheter or a wound, keep the skin around the dressing clean and dry and let your health care provider know if it gets wet or loose.

VOICE YOUR CONCERNS. If you see anything that concerns you, notify your child's health care provider. We WANT to know if anything troubles you. See "Rapid Response Team Information" on the introductory page of this guide or page 28 for more information about who to call if you feel uncomfortable after speaking with your child's nurse or physician.

KNOW THE MEDICATIONS. Ask for the names of the medications your child is receiving in the Hospital and how they are expected to help your child. Health care providers will check your child's identification band before giving a medication to make certain the correct medication is being given. If you don't see this, ask staff to double-check that the medication is for your child. You might say, "Excuse me, that medication is not familiar to me. Can you please double-check it against my child's chart?"

FAMILY-CENTERED CARE

During a hospital experience with your child, things are often overwhelming and stressful. Parents come seeking advice, answers, treatments, cures and support from their doctors and nurses. We feel it is most important to involve the patient and family throughout hospitalization. Our first step is through family-centered rounds, in which you and your child's doctor and nurse collaborate on your child's care. Other members of your medical team; such as training doctors, medical students, respiratory therapists or pharmacists; may also join you.

During rounds, we collectively discuss how your child is doing, review any test results and make a plan for the day. Allowing the family to be part of this daily plan has proven to calm nerves, increase satisfaction with the experience and decrease time spent inpatient. This approach also empowers each patient family to make decisions, helps promote a safe and effective hospital stay, and supports families as they prepare to return home.

Providing a Safe Environment for Your Child

Safety is of the utmost importance at Rady Children's, and we have a number of specific guidelines in place to uphold our standards and support excellent care.

WE PROMISE TO DO OUR BEST TO KEEP YOUR CHILD SAFE

- We will wash our hands before and after administering care.
- We will check your child's identification wristband before providing food, medication or therapies.
- We will respect your child's privacy needs.
- We will talk to you about the medications your child is taking at home, is getting in the Hospital and will be sent home with. Side effects of these medications also will be addressed.
- We will teach you how to care for your child in the Hospital and when you get home.
- We will partner with you to maintain your child's safety by asking that you stay with your child when we perform physical exams or provide treatment.

PRIVACY AND APPROPRIATE RELATIONSHIPS

- Rady Children's staff members are trained to respect the privacy and confidentiality of our patients by not discussing medical and family issues with other patients and families. We ask that you also respect the privacy of other patients and their families. If families share information with you, please do not discuss that information with others.
- You may take photos of your child in the Hospital. Please respect other patients' privacy and DO NOT take pictures of them. Please obtain consent before taking photos of staff.
- We will never share information about your child on social media without your consent. While we'd love for you to "like" the official Rady Children's Facebook page and follow us on Twitter and Instagram, please know that our policies prevent employees from following or interacting with you on social media.
- While we recognize and deeply appreciate the fact that some patients and families wish to give our staff gifts, please understand that we cannot accept them. Your words of appreciation are gifts in themselves! For information on how to provide formal recognition, see pages 28 and 31.
- Over the course of treatment, sometimes it can feel as though a nurse or other staff member becomes a member of the family. Our staff values these bonds, but it is important that they maintain professional relationships with all families, and not participate in activities outside of the Hospital.

DEPRESSION SCREENINGS

At Rady Children's, we believe in managing care for the whole child, which includes both their physical and mental health.

According to the National Institute of Mental Health, one in five teens will experience depression during adolescence. Children under stress; who experience loss; or have attention, learning, conduct or anxiety disorders are at a higher risk for depression. Depression also tends to run in families, and can be very harmful if left untreated. The good news is that depression is a treatable illness.

To that end, all Rady Children's patients 12 and older are screened for depression using an evidence-based tool. Based on a patient's scoring, providers may refer patients to appropriate resources and determine the need to transfer to the Rady Children's emergency department for further assessment.

Resources from the American Academy of Child and Adolescent Psychiatry ("Depression in Children and Teens" and "When to Seek Help for Your Child," available at www.aacp.org) are intended to make you aware of the signs and symptoms of depression. If one or more of these signs persists, parents should seek help for their child. In order to ensure your child's safety, should they present with risk for depression or harm to themselves or others, it is important to safely secure any firearms, sharp objects or medications in a locked and secure area inaccessible to children.

Mental health resources available to the community include the following:

- **211 San Diego:** Call 211 from mobile phone or 858-300-1211, or visit www.211sandiego.org
- **Crisis Text Line:** Text HOME to 741741 to text with a trained crisis counselor or visit www.crisistextline.org
- **Imperial County Mental Health Crisis Hotline:** Call 800-817-5292
- **National Alliance on Mental Illness San Diego Helpline:** Call 800-523-5933 or visit www.namisaniego.org
- **National Suicide Prevention Lifeline:** Call 800-273-8255
- **Psychiatric Emergency Response Team (PERT):** Call 911 or your local police department
- **Rady Children's Behavioral Health Urgent Care:** Call 858-966-5484
- **Riverside County HELPLine:** Call 951-686-4357
- **San Diego County 24-Hour Emergency Access and Crisis Line:** Call 888-724-7240, or visit www.optumsandiego.com or www.up2sd.org
- **SmartCare Behavioral Health Consultation Service:** Call 858-956-5901, visit www.smartcarebhcs.org or email bhcs@vistahill.org

VISITING GUIDELINES

- Visits from parents, guardians, brothers, sisters and other loved ones play an important role in your child's recovery.

- All visitors must check in at one of the following information desks:

- **Nelson Family Pavilion** (entrance 9 located on Frost Street; open 5 a.m.-10 p.m. Monday through Friday).
- **Rose Pavilion** (entrance 1 located on Children's Way; open 6 a.m.-10 p.m. daily).
- **Acute Care Pavilion** (entrance 2 located on Children's Way; open 24/7).

Visitor badges or Partners in Care wristbands must be worn at all times, and cannot be used by anyone other than the direct recipient.

- The number of visitors should be limited.
- Partners in Care are welcome to visit any time unless there is a danger of spreading illness (such as during a severe flu season), while a surgical procedure is in progress in the department or if an emergency is occurring in the area.
- Siblings and other family and friends may visit 8 a.m.-9 p.m.
- During the winter months, when rates of flu and respiratory illnesses are at their highest, we limit visiting in our inpatient units. To protect our patients, parents and designated Partners in Care are the only ones we allow to visit during these times. Outpatient visits should also be limited to the patient and parent(s) only. Year-round, the following individuals are restricted from visiting:
 - Anyone with illnesses such as a cold or the flu, or symptoms such as coughing, sneezing, sore throat, vomiting, diarrhea or rash.
 - Anyone who has not had the chicken pox, measles or other infectious diseases and has had a known exposure in the past three weeks. If you or any visitors received the chicken pox vaccine within the last three weeks, talk to your child's nurse before visiting.

VISITOR CONDUCT

- Be considerate of other patients and visitors.
- Do not use cell phones in areas where they are prohibited.
- Do not take photographs or video/audio recordings of staff or other patient families without their permission, and never post images on social media without permission.
- Treat Rady Children's staff, facilities and equipment in a respectful and appropriate manner.
- Do not bring alcohol, illicit drugs, weapons (including knives or pepper spray) or pets onto Rady Children's property.
- Respect that Rady Children's is a non-smoking facility. Smoking and vaping are strictly forbidden on campus.
- Follow Rady Children's policies for infection prevention and control, including hand hygiene and following isolation procedures.
- Do not enter restricted areas unless escorted by Rady Children's staff.
- To protect the property of patients and of the Hospital, please leave Rady Children's property in the room/unit at time of discharge.

MEDICATION

- Tell your child's doctor about all medications and doses that your child is taking, including over-the-counter medications, herbs, vitamins and home remedies.
- Tell your child's doctor and nurse about any allergies or adverse drug reactions that your child has experienced.
- Ask for information about your child's medicines in terms you can understand.
- Know that our inpatient pharmacy may use different medication brands, doses or packaging than your home pharmacy.

PATIENT AND EXAM ROOM GUIDELINES

- Do not disconnect or reconnect tubing or devices without supervision from a health care team member.
- Keep all side rails up and locked, unless you are standing next to the bed. Do not allow children to climb over the side rails. Lower the side rails when getting your child in and out of bed.
- Keep beds at the lowest possible position. Do not allow children to stand on beds, exam tables or chairs.
- Make sure the canopy sides (tops) of “bubble top” cribs are pulled down and in the locked position when you step away. For regular cribs, the side rails should be up to a level that is higher than your baby.
- Do not leave your baby while they are lying on a chair, bedside cot or exam table.
- Ensure your child sleeps alone in their bed. Please do not lie down with your child in bed or allow your child to sleep with you in a chair.
- Be aware that doors and privacy curtains will be open, except as specifically requested by patients or families or if a medical test would be compromised with the presence of light. Clinically invasive procedures necessitating the use of privacy curtains require the presence of two people at the bedside.
- Keep in mind that most medical equipment has an alarm, which helps staff make sure your child is safe. When the alarm sounds, it lets staff know that something needs to be checked. It is important to let the alarm beep; do not turn it off. If your child’s nurse does not respond quickly, use the nurse call system and ask for assistance.

SAFE SLEEP GUIDELINES

Rady Children’s is proud to support the National Institute of Child Health and Human Development’s Safe to Sleep campaign, which centers on reducing sleep-related causes of infant death.

When putting your infant to bed, whether in the Hospital or at home, the following tips can help reduce their risk:

- Place infants (less than a year old) on their back every time they sleep, even for a short nap
- Avoid having babies sleep on adult beds or furniture such as couches or chairs
- Put babies into their cribs when their caregiver is falling asleep
- Use a firm mattress with a tight-fitting sheet, and avoid having items such as blankets, toys or bumpers around a sleeping baby

For more information, visit www.rchsd.org/patients-visitors/safe-sleep-practices

INFECTION PREVENTION

The following efforts help our staff and patient families work together to protect patients' health and safety and prevent the spread of infection:

HAND WASHING. Wash your hands when entering and exiting your child's room, before and after touching your child, and as needed. You can expect all health care providers to wash their hands before and after caring for your child. Ask your health care provider to wash their hands if you don't know that it's been done. Alcohol gel or soap and water are both effective ways to clean hands.

RESPIRATORY INFECTION PREVENTION. Many diseases are spread through sneezes and coughs. To prevent the spread of infection, cover your nose and mouth when you cough or sneeze. Use a tissue, or cough into your elbow. If you use your hands to cover your mouth, wash your hands right away. Encourage others to cover their coughs as well. If you are sick, but feel you still need to be at the Hospital with your child, please talk to your child's nurse about extra precautions that you should take, such as wearing a mask to prevent spreading illness.

STANDARD PRECAUTIONS. As part of standard precautions, all health care providers will wear protective equipment (clean gloves, masks and gowns) if needed when providing care and performing certain tasks.

TRANSMISSION-BASED PRECAUTIONS (*contact, airborne or droplet*). Additional precautions may be taken when patients have confirmed or suspected infectious illnesses. A sign will be placed on your child's door indicating the type of precautions in place. Your nurse can provide you with additional information on the type of precautions needed during your child's hospitalization.

A CLEAN ROOM IS A HIGH PRIORITY. We ask that you limit the items you bring from home to only those necessary for your child. This allows our staff to clean the room and helps us provide safe care without clutter. Decorations can only be posted on the boards of each room, and cannot include tape or stickers.

Pain Management

No one wants to see a child in pain. At Rady Children's, our pain services team; comprising physicians, nurse practitioners, child life specialists, physical therapists, psychologists, social workers and integrative medicine specialists; works to relieve patients' pain to the fullest extent possible. Acute pain therapy for hospitalized children and outpatient therapy for chronic pain are available to all patients with an order from their doctor.

PAIN IN CHILDREN

Children respond differently to pain based on their age. While some pain and discomfort is typical after a surgery, injury or certain illness, pain that is severe or that persists can interrupt your child's healing process. We believe nearly all pain can be treated safely and effectively, and our goal is to make your child as comfortable as possible during their recovery. In addition to monitoring your child's pulse, blood pressure, temperature and breathing rate, we will routinely measure your child's pain level while they are in our care.

We use pain measurement tools based on your child's age and level of development. In younger children or in children who cannot express their pain level, we measure pain using the Faces Legs Activity Cry Consolability Revised Scale, or FLACC-R. With FLACC-R, a medical expert will observe and assess behavior and provide a score of zero, one or two in each category – face, legs, activity, crying and ability to be consoled. The expert will then calculate a total score, and pain reduction methods are typically implemented when the child is determined to be at a level three or higher. In older children, we measure pain using a scale of zero to 10, where zero equals no pain and 10 equals severe pain. We want to give pain treatment for a pain rating of five or above. Let us know when your child's pain is at a five to seven instead of waiting until your child's pain is at a seven or higher.



HELPING CHILDREN COPE WITH PAIN

Infants

Infants rely on parents to notice their pain. Look for decreased activity, restless movement, loss of appetite, clinging or whining.

Parents can use soothing techniques including the following:

- Pacifier
- Rocking
- Holding
- Soothing voice
- Gentle massage

School Age (6 to 12)

School-age children can relate to bodily pain and tell you its location. As with younger children, children in this age range may feel guilt, associating their pain with punishment.

The following tactics can help school age children cope with pain:

- Distraction
- Positive thinking
- Massage
- Deep breathing
- Musical instruments

Toddlers and Preschoolers

Young children relate to pain primarily as a physical experience. Reassure your child that their pain is not punishment or a result of their behavior.

Children in this age group can be comforted with techniques including the following:

- Rocking
- Holding
- Listening to music
- Playing

Adolescents (13 and Older)

Teenagers are often afraid of looking weak or losing control and can hesitate to show feelings of pain. Reassure your child when they cry or express pain in other ways.

This age group may require more practice with relaxation and coping techniques, such as the following, than other groups:

- Distraction
- Relaxation
- Imagination
- Deep breathing



PLEASE ASK IF YOU
DON'T KNOW THE
ROLE OF THOSE WHO
COME TO TAKE CARE
OF YOUR CHILD

Your Child's Health Care Team

During your child's stay, various care providers and allied health professionals may be involved in your child's care. Our staff members wear identification badges bearing acronyms of their roles (*outlined below*) and are required to introduce themselves before caring for your child. Please ask if you don't know why a team member is in your child's room.

WHO YOU WILL SEE

Attending physicians (MD/DO) are doctors who supervise or lead a team of doctors and have responsibility for patients' medical care. Physicians at this level have finished a residency program and can practice independently. They supervise and teach residents, interns and medical students.

Registered nurses (RN) are responsible for patient clinical assessment, implementing both the medical and nursing plans of care, collaborating with the interdisciplinary team, and coordinating and providing patient and family education. There is always an RN responsible for your child's nursing care.

Our health care providers are your partners in ensuring excellence in care for your child. Please do not hesitate to talk with us about any questions or concerns.

WHO YOU MAY SEE

Child life specialists (CCLS) work with children and families in the Hospital to help them cope with the challenges of hospitalization, illness and disability.

Dietitians (RD) specialize in food and nutrition. They advise families and children on making healthy lifestyle choices and how to maintain a balanced diet.

Fellows (MD/DO) are doctors who have completed their primary residency and have chosen to pursue advanced training in a particular specialty.

Medical students are learning to become a doctor. The medical students you meet will be in their third or fourth year of medical school.

Nurse practitioners (NP) are nurses with advanced graduate-level education who are licensed to diagnose and prescribe treatment, including medications, and perform complex clinical procedures. They work in collaboration with physicians and other health care professionals.

Occupational therapists (OT) help infants and children with activities related to daily living, such as feeding.

Patient care assistants (PCA) support nurses by performing basic tasks such as bathing, taking vital signs and feeding patients.

Pharmacists (PharmD) specialize in medication therapy management and advise patients and health care professionals on the best use of medications in and outside the Hospital. You may also meet pharmacy residents (pharmacy school graduates receiving specialized training in pediatric medication therapy) and pharmacy interns (fourth-year pharmacy school students).

Physical therapists (PT) help children with coordination and movement by using exercise and various physical intervention techniques.

Resident/interns (MD/DO) are doctors who are in a residency program. Residency is a time when a doctor gets extra training in a specialty area, such as pediatrics, before becoming an attending physician. You may have several different residents with different levels of training check on your child.

Respiratory therapists (RT or RCP) specialize in your child's respiratory (breathing) needs by performing frequent assessments, providing treatment and educating on breathing-related conditions.

Social workers (SW) offer assistance and support services for patients and families, including grief counseling, crisis intervention or referrals for community resources.

Hospital Services and Offerings

ATM

An ATM is located in the café in the Hahn Pavilion. A second ATM is available in the Rose Pavilion, just past the gift shop.

BIOETHICS TEAM

When a child is sick or injured, families may face tough choices when deciding what is best for their care. Parents may not see eye to eye because of different values or religious beliefs. Families and the medical team may disagree about what is in the child's best interest. A chronically sick child may want to stop treatment. These and other "ethical dilemmas" arise in circumstances where there may be no obviously right or wrong answer. When ethical issues make decision-making confusing or agonizing, our bioethics team can help.

The bioethics team includes a nurse, a social worker or chaplain, and a physician. The team is trained to work together and listen to everyone involved to identify sources of agreement and disagreement. Their goal is to help create consensus about what is best for the child and recommend a plan for how to achieve that. A bioethics consultation typically involves meetings between the bioethics team and your child's providers. Families may choose whether or not they would like to attend. Consultations may also take place more informally. At the end of the process, the bioethics team provides recommendations based on your child's case and extensive experience in helping families in similar circumstances. Final decision-making remains in your hands, and in those of your child's medical team.

If you would like to access this service, please ask a member of your care team to contact the bioethics team for you. You may also call **858-576-1700** and ask the operator to contact a member of the bioethics team.

CHAPEL

The chapel is always open to visitors of all faiths for prayer, meditation or quiet reflection. The chapel is located on the first floor of the Rose Pavilion, behind the lobby.

ENTERTAINMENT

Inpatient units throughout the Hospital offer a number of entertainment options for patients and family members, such as games, play rooms and creative activities. For options specific to your child's unit, please ask any member of their care team for information.

Rady Children's also provides TV in all patient rooms, with channels catering to all ages. Among these channels, we are proud to offer San Diego Zoo Kids, featuring programming about unique and endangered animal species. Tune into channel 19 for fun, engaging and educational content! For other channel listings, please refer to the channel guide in your room.



FINANCIAL COUNSELING

Financial counselors are available to help families whose children visit the clinics or who are admitted to the Hospital. The financial counselors can assist with eligibility for government programs and information regarding Covered California that may help with the cost of medical care.

The financial counseling team is also able to assist with payment plans, adding newborns to existing coverage, presumptive eligibility at the onset of admission, requirements for Rady Children's Financial Assistance Program and future appointment estimates.

To reach a financial counselor, call **858-966-4005** and select any option. For assistance with a payment plan, billing questions or charge disputes call **858-966-4912**.

FOOD SERVICES

Rady Children's Food and Nutrition Services Department provides a variety of options throughout the Hospital to obtain a healthy meal or snack, outlined below. Most locations accept cash, major credit cards and Rady Children's EASE cards. EASE cards are prepaid cards that can be purchased from any cashier at the main café or Acute Care Pavilion Grab-and-Go (8 a.m.–3 p.m. Monday through Friday). Deposit any desired amount of money on to an EASE account with a credit card or cash.

The Hospital café (also called the cafeteria) is located on Frost Street, just west of the Medical Office Building, in the Hahn Pavilion. The café offers a full array of freshly cooked meals and grill items, a complete salad bar, kids' combo specials, grab-and-go items, beverages, fruit, and treats. Hours: 7 a.m.–8 p.m. and 10 p.m.–2 a.m. daily*.

The Acute Care Pavilion Grab-and-Go is located on the second floor of the Acute Care Pavilion, the four-story building located at the south end of our campus. The Grab-and-Go is to your left as you exit the elevators on the second floor. It offers freshly made salads and sandwiches, microwavable and grab-and-go items, beverages, fruit, and snacks. Hours: 6:30 a.m.–8 p.m. daily*.

Subway offers breakfast items, sandwiches, soups, salads, fresh fruit and ice cream. It is located in the Rose Pavilion past the gift shop toward the end of the hall. Hours: 6 a.m.–midnight daily*.

The coffee kiosk is located outside behind/between the Rose Pavilion and the Acute Care Pavilion. The kiosk offers Starbucks coffee and beverages, fresh pastries, freshly made salads and sandwiches, fruit, and snacks. Hours: 6 a.m.–4 p.m. Monday through Friday*.

Room service is available for patients and their families, and can be delivered anywhere on our main campus. To place an order, dial extension 225619 from any house phone. We accept Visa, MasterCard, American Express, debit and EASE cards. Sorry, no cash. Hours: 7 a.m.–midnight daily*.

The gift shop carries items such as prepackaged snacks, chips, candies and cold beverages. Hours: 8:30 a.m.–8 p.m. Monday through Friday and 11 a.m.–4 p.m. on weekends*.

Vending machines are also available throughout the main campus. Staff members can direct you to the nearest location.

**Hours subject to change.*

GARDENS

The main Rady Children's campus is home to a number of gardens, which provide a peaceful place for patients, families and staff to relax.

The Leichtag Family Healing Garden, located behind the Rose Pavilion, is designed to nourish its visitors' physical, emotional, mental and spiritual needs. The Acute Care Pavilion features three separate Carley's Magical Gardens, which include a second-floor garden complete with hidden clues that lead kids to the 12 golden eggs of Marisa the Magical Bird. The third-floor terrace garden features beautiful views of downtown San Diego, Point Loma and, on clear days, the Coronado Islands. There are also three additional Carley's Magical Gardens throughout the Hospital grounds.

All gardens are typically open 8 a.m.-8 p.m. daily.



GIFT SHOP



The gift shop, located in the Rose Pavilion, is open 8:30 a.m.–8 p.m. Monday through Friday and 11 a.m.–4 p.m. on weekends. Gift shop hours are subject to change.

Visitors can choose from a variety of stuffed animals, balloons, activity kits, gift items, snacks and beverages, or send a beautiful bouquet of flowers. You can even create a custom gift package, with free delivery anywhere inside the Hospital. Call the gift shop at **extension 228088 (858-966-8088** from outside the Hospital) during business hours to place an order for delivery or pickup. The gift shop also offers movie tickets at a discounted rate, stamps and seasonal items such as San Diego County Fair tickets.

Please note the following gift guidelines to keep our patients safe:

- Plants and flowers are only allowed in certain areas. Please ask your child's nurse if flowers are permitted in your child's room.
- Only Mylar balloons are allowed at Rady Children's. Latex balloons, or using latex exam gloves as balloons, are not allowed due to the choking hazard and because some children have latex allergies.

CHOOSE FROM A
VARIETY OF STUFFED
ANIMALS, BALLOONS,
ACTIVITY KITS, GIFT
ITEMS, SNACKS AND
BEVERAGES OR SEND A
BEAUTIFUL BOUQUET
OF FLOWERS



LANGUAGE SERVICES



If you need assistance communicating with your child's health care providers, interpreting services are available to you in person, by phone and through video. Spanish-language interpreters are onsite 6:30 a.m.–8 p.m. Monday through Friday and 8 a.m.–8 p.m. on weekends and holidays. Telephone interpretation and video interpreting services (VRI) for more than 200 different languages are available at any time. Certified sign language (ASL) interpreters may be accessed through our VRI service on demand. A face-to-face ASL interpreter may be provided onsite with advanced notice. A TDD/ TYY phone line is available at **858-627-3002**.

LIBRARY



Rady Children's library is open to families 8 a.m.–3:15 p.m. Monday through Friday. The library is located next to the café and offers families the use of computers with internet access, a copy machine and access to numerous medical resources. Library hours are subject to change.

LOST AND FOUND



Hospital security manages the lost and found. Please call **858-966-8103** or visit the security desk located inside the emergency department waiting area.

OUTPATIENT PHARMACY



Rady Children's outpatient pharmacy is a full-service retail pharmacy offering prescription services for children and adults. The outpatient pharmacy specializes in difficult-to-find formulations for children, and can flavor most liquid medications. It is located in the Medical Office Building at 3030 Children's Way on the first floor. It is open 9 a.m.–7 p.m. Monday through Friday and 9 a.m.–3 p.m. on weekends and holidays.

RESEARCH



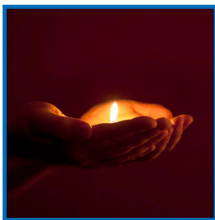
Rady Children's is committed to discovering new treatments for childhood diseases. Through our affiliation with the University of California San Diego School of Medicine, St. Jude Children's Research Hospital and other world-class research institutions, our patients benefit from basic, clinical and translational research – and from the best minds in medicine working together.

While you are at Rady Children's, you may have the opportunity for your child to participate in a research study, such as a clinical trial. Clinical trials are voluntary research initiatives designed to answer specific questions about the safety and effectiveness of drugs, vaccines and other therapies. These studies are important because they aim to develop treatments specifically for children, as children may respond differently to therapies than adults. Their responses may also change as they age from infancy through childhood and into adolescence.

Research is vital to solving many of today's health challenges, and Rady Children's is one of the leading sites in the United States for pediatric research studies. By participating in research, you have a unique opportunity to contribute to the future of health care.

For specific information on research studies and what projects your child may qualify for, consult with their physician. You can also learn more by visiting www.rchsd.org/research, emailing research@rchsd.org or calling research administration at 858-966-5934.

SPIRITUAL CARE



Spiritual care is available for all patients and families at Rady Children's whether you have a particular faith tradition or not. Chaplains are available to provide support and assist you with any spiritual needs that you have while you are in the Hospital. If you would like spiritual support during your time at Rady Children's, please call **extension 227493** from a Hospital

phone or ask a member of our staff to contact a chaplain for you.

Ronald McDonald House Charities® of San Diego

Located across the street from the Acute Care Pavilion

2929 Children's Way, San Diego, CA 92123

858-467-4750 www.rmhcsc.org



San Diego's Ronald McDonald House offers lodging and support to families during their child's hospitalization. Guests with seriously ill or injured children may be eligible to stay overnight with a referral from a Hospital social worker. Daytime resources are available through the Family Care Center.

The Family Care Center is open to all families with children in nearby hospitals, even those not staying overnight, 7 a.m.-9 p.m. daily. Simply show your Hospital-issued wristband at the House for a day pass. The following services are free of charge thanks to contributions from caring individuals, businesses and organizations in our community:

- Daily meals (breakfast, 7-8:30 a.m.; lunch, noon-1:30 p.m.; dinner, 6-7:30 p.m.)
- Napping and nursing rooms
- Laundry facilities
- Showers
- Indoor and outdoor play areas
- Sports court
- Fitness room (guests 18 and older)
- WebMD Computer Lab
- Ford Getaway Room (TV, video games, foosball)
- Bernice Lavin Salon
- Interfaith chapel and reflection room
- Onsite school for students pre-K through grade 12, in partnership with San Diego Unified School District (for House residents only)

Helping Families from Outside San Diego

Families traveling to Rady Children's from outside the region can call our Customer Service and Referral Center at **800-788-9029** for assistance with transportation, lodging, things to do in the area and other logistics.



**YOUR NURSE WILL
GO OVER THE
DISCHARGE
INSTRUCTIONS
FROM YOUR
CHILD'S DOCTOR**



Going Home

Your doctors and nurses will keep you informed of the plans for discharge from Rady Children's. The expected date is usually decided a few days prior to discharge day. We encourage you to prepare by learning about any new medications your child will need, any new home equipment that will be set up and anything else that will help you care for your child at home. Your child's doctor, nurse and case manager will help you with these details.

DAY-OF PROCEDURES

Your child's doctor or nurse will contact you to tell you that your child is ready to go home. You will need to be at your child's bedside for most of the day to speak with your child's doctors and nurses and to review important discharge instructions and home care needs. If your child needs any medications, the orders will be sent to the Rady Children's outpatient pharmacy. Your nurse will let you know when the medications are ready to be picked up.

MEDICAL RECORDS



MyChart gives you online access to your child's medical records and much more. Visit **www.mychartatradychildrens.org** to learn more, or ask your health care provider for assistance. You can also

download the free MyChart application from the App Store (for iPhone) or Google Play (for Android), and select Rady Children's Hospital-San Diego from the list of participating hospitals.

MEDICAL RECORDS *(Continued)*

In the event you require a hard copy of your child's records, a medical record request form must be completed and signed. Please note it is required to have an original signature on file. This process can be completed by downloading the Authorization for Use or Disclosure of Health Information form at **www.rchsd.org/patients-visitors-medical-records** and mailing to the following address:

**Rady Children's Hospital-San Diego
ATTN: Health Information Management
3020 Children's Way, MC 5049
San Diego, CA 92123**

You may also go directly to the health information department, which is open 8 a.m.-5 p.m. Monday through Friday at the following address:

**5855 Copley Dr.
First Floor, Suite 101
San Diego, CA 92111**

Please allow 14 days to process your request. If you have any additional questions or would like to check the status of your request, please call **858-966-5906**.

CALIFORNIA CAR SEAT SAFETY: IT'S THE LAW

Children under age 2 must ride in a rear-facing car seat unless the child weighs 40 or more pounds OR is 40 or more inches tall. The child must be secured in a manner that complies with the height and weight limits specified by the manufacturer of the car seat. Children under age 8 must be secured in a car seat or booster seat in the back seat.

If your child meets this criteria, your nurse can provide you with a brochure on information about the law and local resources to assist with obtaining a car seat or having your seat inspected for proper installation.

Questions and Feedback

Rady Children's is committed to providing high-quality, compassionate care to every patient family. An important part of this process is receiving feedback. Some patient families will be randomly selected to receive a phone survey. This survey is specific to the department where your child was last seen. We invite you to give honest feedback, and will use your thoughts to update or enhance our offerings and ensure an excellent experience.

THANK SOMEONE FOR THEIR SERVICE

Rady Children's honors their staff members who consistently demonstrate Compassion, Accountability, Respect, Excellence and Service (CARES). To recognize a member of the Rady Children's team, please visit **www.rchsd.org/ThankYou** or scan the QR code to the left with your smartphone. You may also nominate a



member of your child's nursing team to receive a DAISY Award, established by the nonprofit DAISY Foundation as a way to thank nurses for the skilled, compassionate and challenging work they do every day. Please visit **www.rchsd.org/patients-visitors/daisy-awards** for more information or to submit a nomination.

WHAT IF I HAVE A PROBLEM OR NEED MORE INFORMATION?

If you have quality or safety concerns, please talk to your nurse. If your nurse is not available, please ask for the charge nurse or manager in the area of the Hospital where your child is being treated.

If you need additional help or support, call Rady Children's Customer Service Center at **extension 244950** from any phone in the Hospital, or **858-966-4950** from an outside line. You may also send an email to the customer service team at **refsvc@rchsd.org**. Information presented will be carefully reviewed and responded to.

Rady Children's Hospital-San Diego
Customer Service and Referral Center
3020 Children's Way, MC 5101
San Diego, CA 92123

Phone: **858-966-4950** Fax: **858-966-4957** Email: **refsvc@rchsd.org**

WHAT IF I HAVE A PROBLEM OR NEED MORE INFORMATION? *(Continued)*

Rady Children's does not discriminate on the basis of race, color, national origin, sex, gender identity or expression, sexual orientation, age or disability. If you believe you have been subjected to such discrimination please contact Rady Children's Section 1557 Coordinator at **858-966-4950** to file a formal grievance. The coordinator will investigate and issue a written decision on the grievance. In addition the complainant has the right to pursue further administrative or legal remedies.

A person can file a complaint of discrimination within 180 days of the date of the alleged discrimination electronically through the Office for Civil Rights Complaint Portal, which is available at: **<https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>** or by phone **800-368-1019** or by mail at: **U.S. Department of Health and Human Services, 200 Independence Ave., SW, Room 509F, HHH Building, Washington, D.C. 20201.**

If you have quality of care or safety issues, and do not feel that these concerns have been addressed by Rady Children's, you may also contact The Joint Commission Office of Quality and Patient Safety by phone at **800-994-6610**, email at **complaint@JointCommission.org**, fax at **630-792-5636** or mail at **One Renaissance Blvd., Oakbrook Terrace, IL 60181.**

Rady Children's complies with applicable state and federal civil rights and non-discrimination laws. See **www.rchsd.org/nondiscrimination** for additional information regarding our policies. Language assistance services are available to our patients and visitors free of charge. Call **858-966-4096** (TDD: **858-627-3002**) for more information.

Getting Involved

RADY CHILDREN'S FAMILY ADVISORY GROUPS

Input from families matters at Rady Children's! Our Family Advisory Council, composed of Hospital staff and patient family members, provides feedback and guidance to care providers and hospital leadership. If you are interested in learning more about serving on the FAC, please visit www.rchsd.org/about-us/who-we-are/family-advisory-council. In addition to the general FAC, focused council opportunities include the following:

- **Cardiac Family Advisory Council:** The CFAC is composed of parent volunteers and Rady Children's Heart Institute staff. The CFAC's mission is to integrate the patient and family perspective into the vital work of the Heart Institute. Through advocacy and collaboration, the CFAC will advance the knowledge of, and excellent care for, people with congenital or acquired heart disease. For more information, please email Juanita Alexander at jalexander@rchsd.org.
- **Neonatal Intensive Care Unit Family Advisory Committee:** The NFAC is composed of parent volunteers and NICU staff and physicians. It provides recommendations on how to structure NICU programs for parents and families, educate staff about the parent's perspective of the NICU experience, and help other parents navigate their NICU journey. For more information, please email Linda Glenn at lglenn@rchsd.org.
- **Transgender Family Advisory Council:** The TFAC is a group of parents, patients, staff and community leaders who serve in an advisory role to help hospital leadership plan programs, services and initiatives to best support gender-affirming care and related family services. For more information, please email genderclinic@rchsd.org.





Giving to Rady Children's

Rady Children's has a standalone fundraising foundation that works in partnership with families, donors and community members who wish to thank and honor those who help comfort and care for our patients. A thank-you note, a gift to honor this person or sharing a story makes a lasting difference.

To learn more about how you can partner with
Rady Children's Foundation, visit
www.radyfoundation.org
or call **858-966-7878**.

CAMPUS MAP



Parking

Wayfinding maps are located throughout the facility, and you'll also find maps and virtual tours at www.rchsd.org. Please ask any Rady Children's employee for assistance.

Parking is available in the following five locations:

- Children's Way North Parking Garage
- Children's Way South Parking Garage
- Birmingham Way Parking Lot (for specialty clinics in Building 28)
- Frost Street Parking Lot (outside the Nelson Pavilion near Children's Way)
- Frost Street Parking Lot (for Buildings 7910 and 7920 Frost Street)

Fees are posted at each entrance. Parking tickets can be validated to reduce the cost. Validation is available from inpatient units and at the reception desks of our specialty clinics. Please make sure to ask for validation when checking in. Weekly and monthly visitor parking passes are available at the parking lot booths and can be purchased at a reduced rate. Parking is free for cars with handicapped placards or license plates.

Valet service is also available for a fee at the Rose Pavilion entrance of the Hospital on Children's Way. For more information about parking rates, call **858-966-8103**.





facebook.com/radychildrens

twitter.com/radychildrens

vimeo.com/rchsd

To find out more about our programs and giving opportunities, please visit www.rchsd.org or call 858.966.7878.



3020 Children's Way | San Diego, CA 92123

858.576.1700 | www.rchsd.org