

# Welcome to Yale-New Haven Children's Hospital





YALE-NEW HAVEN  
CHILDREN'S HOSPITAL

20 York Street  
New Haven, CT 06510-3202

203-688-4242  
[www.ynhch.org](http://www.ynhch.org)

# Welcome to

## Yale-New Haven Children's Hospital

Dear parents and family members,



Welcome to a very special place – where children and families are at the heart of everything we do. We place as much emphasis on your child's emotional needs as his or her medical needs. When you selected Yale-New Haven Children's Hospital, you placed your confidence and trust in us. Our entire staff will work hard to meet all of your needs and expectations.

Yale-New Haven has cared for more children than any other hospital in Connecticut. YNHCH opened in 1993 as Connecticut's first comprehensive children's hospital. Inpatient, outpatient, emergency, primary and preventive care is provided to thousands of children and the hospital serves as one of New England's major referral centers for diagnosis and treatment of pediatric problems.

We believe the best health care is based on partnerships among patients, families and providers. These partnerships work best with mutual dignity and respect, information sharing, participation and collaboration. At Yale-New Haven, parents are an important part of the healthcare team.

We are proud of Yale-New Haven's standing as one of the nation's leading hospitals and the quality of care we provide. Thank you for choosing Yale-New Haven Children's Hospital for your child's care.

We hope you find the material included in this welcome booklet helpful, but please do not hesitate to contact any member of your care team if you have additional questions. They will be happy to assist you.

Sincerely,

Marna P. Borgstrom  
President and Chief Executive Officer

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### Important telephone numbers

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If you need this information  
in another format, call patient  
relations at 203-688-2340.



# Yale-New Haven Children's Hospital

**E**ach area of the Yale-New Haven Children's Hospital (YNHCH) provides inpatient, outpatient, emergency, primary and preventive care to thousands of children and is one of New England's major referral centers for pediatric healthcare needs.

Yale-New Haven Children's Hospital, located at the corner of Howard Avenue and Park Street, opened in 1993. It features a dedicated pediatric emergency department, pediatric operating rooms and diagnostic imaging suites, a newborn special care unit and maternity services. The Children's Hospital (CH) occupies much of the West Pavilion (WP) of Yale-New Haven Hospital and the seventh floor of the South Pavilion (SP), so you may see room numbers with the initials CH, WP or SP. The West and South pavilions are attached on the seventh floor. The Children's Hospital attaches to the Smilow Cancer Hospital by a bridge on the seventh floor. The Children's Hospital also includes a 15-bed inpatient psychiatry unit in the Winchester building.

## Patient- and family-centered care

Patient- and family-centered care is an innovative approach to the planning, delivery and evaluation of health care that is grounded in collaborative partnerships among patients, families and providers. The core concepts of patient- and family-centered care are dignity and respect, information sharing, participation and collaboration.



As a patient- and family-centered care facility, Yale-New Haven Children's Hospital welcomes parents as equal members of our team. Please tell us if there is anything special you want us to know. Feel free to ask questions or voice concerns. By partnering together, we can help provide the quality of care you and your child deserve.

# Directions and parking

## DIRECTIONS

Yale-New Haven Children's Hospital is conveniently located near the intersection of I-91 and I-95 near Route 34.

### *I-95 traveling north or south*

Exit 47 to Route 34 west to Exit 3. Follow North Frontage Road and turn left onto Park Street. Take your second left onto Howard Avenue. The main entrance is immediately to the left.

### *I-91 traveling south*

Exit 1 to Route 34 west to Exit 3. Follow North Frontage Road and turn left onto Park Street. Take your second left onto Howard Avenue. The main entrance is immediately to the left.

### *Wilbur Cross Parkway (Rte. 15) traveling south*

Exit 59 immediately after tunnel. Turn right at end of ramp. Merge left onto Whalley Avenue at light. Stay on Whalley until you see signs for Yale-New Haven at Park Street. Follow signs to Children's Hospital entrance at Park Street and Howard Avenue.

### *Merritt Parkway (Rte. 15) traveling north*

Exit 57 to Route 34 east into New Haven. Right onto Ella T. Grasso Boulevard (Rte. 10) and left onto South Frontage Road. Follow hospital and Rte. 34 signs. Turn right onto Howard Avenue to the entrance of the Children's Hospital.

### *Route 1 (Boston Post Road) traveling east*

After crossing Ella T. Grasso Boulevard (Rte. 10), turn left onto Davenport Avenue. At Howard Avenue, turn left. Main entrance to Children's Hospital is on the right.

Directions to Yale-New Haven Children's Hospital can also be obtained by calling our directions phone line: **203-688-1234**.

## Online directions:

On our Web site: [www.ynhh.org](http://www.ynhh.org). GPS or online directions searches: use the address, Yale-New Haven Children's Hospital, 1 Park Street, New Haven, CT 06510.

## PARKING

Please call the parking office at for the most current rate information for hospital garages or valet parking.

## General parking information 203-688-2623

The hospital parking office is open Monday-Friday, 7 a.m. - 5 p.m. On-street parking is not recommended. For your safety, we recommend that you park in a lot or garage. Hospital garages and lots are staffed by the hospital's security and protective services. The garages are well lit and electronically monitored.

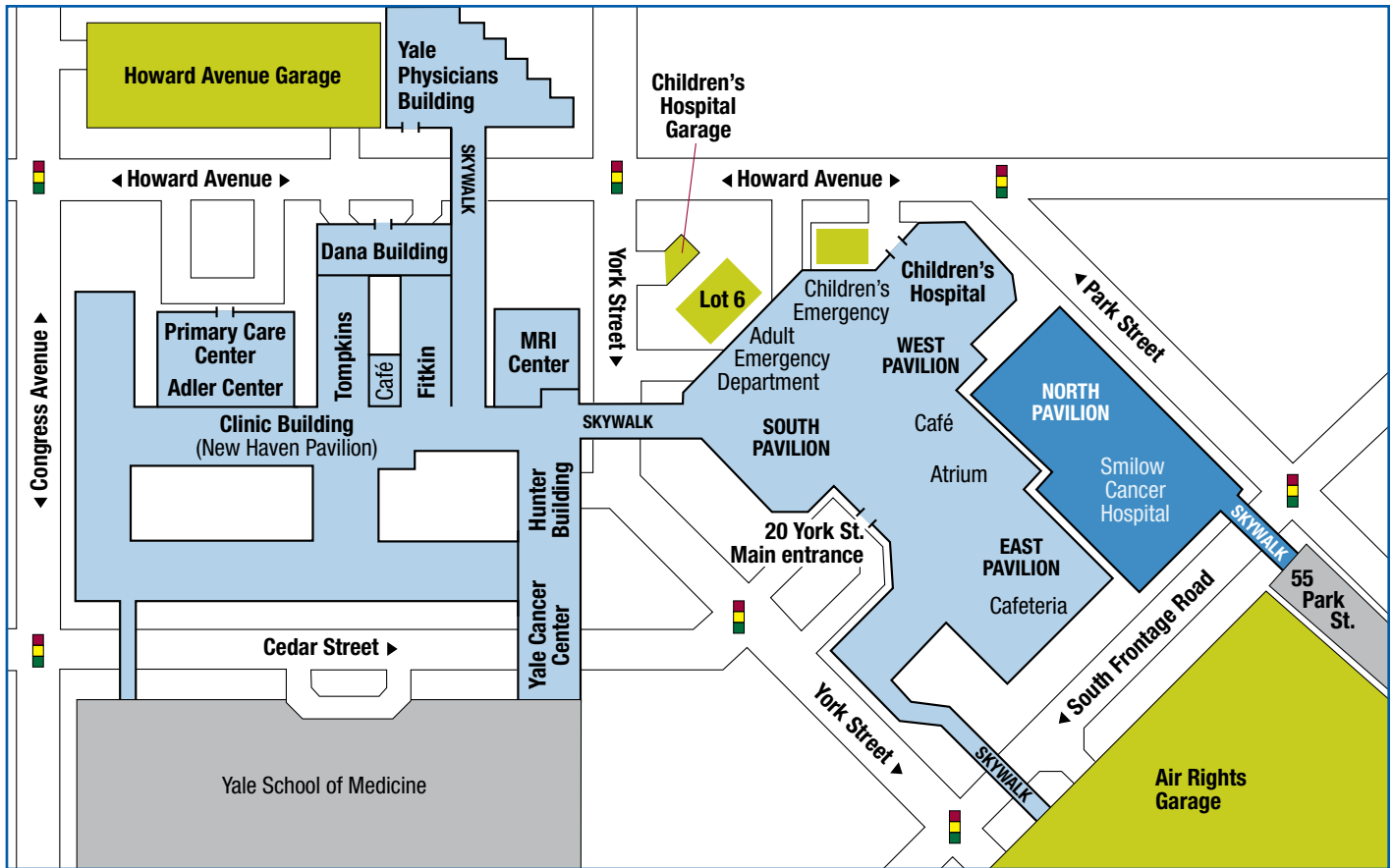
## Emergency department parking

A limited number of parking spaces are available at the entrance to the Children's Hospital emergency department on Howard Avenue for individuals bringing children in for emergency treatment. If a child is admitted to the hospital overnight, the car should be moved to the Air Rights Garage or other approved parking at your earliest convenience.

## Air Rights Parking Garage

Visitors to the Children's Hospital may park 24 hours a day in the Air Rights Garage over York Street. The garage is owned by the city of New Haven and monitored by Yale-New Haven Hospital security and protective services. Hourly, half-day and daily rates are available - call the hospital parking office to inquire about current rates. You can also purchase a two-week pass or monthly pass at a reduced rate at the parking office.

Special parking spaces for disabled visitors are located next to the elevators on each parking level. A covered pedestrian bridge connects the second floor of the garage to the 20 York Street entrance of the hospital.



**Smilow Cancer Hospital Parking**

Patients, families and visitors to Smilow Cancer Hospital park on the fourth level of the Air Rights Garage, over York Street. There is a walkway from the fourth level into the 55 Park Street building which connects by a bridge to Smilow.

**Howard Avenue Parking Garage**

The Howard Avenue Garage at 790 Howard Avenue offers parking at an hourly rate. It is across the street and about a block from the Children’s Hospital. This is not a 24-hour garage.

**Valet parking**

Valet parking is available at the main hospital entrance on York Street (closes at 8 p.m.), the Children’s Hospital entrance on Howard Avenue (closes at 8 p.m.), Smilow Cancer Hospital entrance on Park Street (closes at 8 p.m.) and the Dana Clinic Building on Howard Avenue (closes at 5 p.m.). When you are ready to leave, call the valet captain at **203-688-2538** with your claim check number and your car will be returned to the entrance. After hours, call **203-688-6076** to retrieve your car.

**Children’s Hospital Parking Garage** (after hours)

The parking garage under the Children’s Hospital (Lot 3) is available to families or visitors for a flat fee (as posted) during evenings (5–8 p.m.), weekends and holidays (9 a.m.–8 p.m.). This lot is not available at other times.

**Parking passes**

Long-term parking – if your child is hospitalized for an extended period of time, speak with the social worker on the unit about parking pass options.

**Financial hardship**

If you are experiencing financial difficulties, speak with the social worker on the unit about parking options.

**Parking escorts**

You may request an escort from YNHH security and protective services escort to any hospital parking facility or the Ronald McDonald House by calling **203-688-2500**.

## Pediatric services at Yale-New Haven Children's Hospital

### **Pediatric emergency department 203-688-3333**

Our pediatric emergency department operates 24 hours a day, seven days a week. It is dedicated exclusively to the care of children from infancy to age 20. The specialized staff provide expert medical, surgical and psychiatric care in a friendly, efficient and comforting environment. More than 32,500 children are treated in our children's ED annually.



Yale-New Haven Children's Hospital is a designated Level-1 Pediatric Trauma Center. The hospital is equipped and certified to provide the highest level of care possible to children who have been injured. Highly specialized staff include pediatric nurses, physicians, surgeons, anesthesiologists and radiologists in the emergency department,

operating rooms and intensive care units. A helipad located on the roof of the Children's Hospital provides quick access to trauma services.

The pediatric emergency department treats children and adolescents with all types of illnesses and injuries. Treatment is overseen 24 hours a day by attending physicians, trained in pediatric emergency medicine. Care is delivered by emergency medicine physicians, fellows, physician assistants, pediatric residents, nurse practitioners, nurses, social workers and technical associates. A certified child life specialist is available to support children and families.

### **Pediatric surgery center 203-688-7996**

Trained pediatric staff provide support to children – and their parents – having either inpatient or outpatient surgical or diagnostic procedures. We have tailored our pediatric surgery center to meet the unique needs of children before, during and after procedures.

The pediatric surgery center is dedicated solely to pediatric patients and has six operating rooms, four exam/treatment rooms and a recovery area (post-anesthesia care unit or PACU) where children can be monitored after anesthesia. The largest staff of pediatric anesthesiologists in the state devoted exclusively to the care of children work around-the-clock with pediatric surgeons who have a range of special expertise. Parents are encouraged to be with their child before and after surgery or anesthesia.

### **Pediatric specialty centers 203-785-4081**

The main Pediatric Specialty Center is on the second floor of Yale-New Haven Children's Hospital in the West Pavilion. It offers outpatient services for more than 20 subspecialties – from one-time consultations to treatments for acute or chronic medical or surgical conditions. A second Pediatric Specialty Center is on the second floor of One Long Wharf Drive in New Haven. Each specialty center is staffed by Yale Medical Group physicians who are also attending physicians at YNHCH, as well as nurses, child life specialists, social workers, nutritionists and others who work together to provide the specialty care needed.

Children with cancer, or any other diagnosis that requires intravenous infusions, can receive their treatments at the pediatric specialty center in YNHCH, the pediatric hematology/oncology treatment center in Smilow Cancer Hospital, or the pediatric treatment center in Guilford.



#### **Pediatric diagnostic imaging 203-688-7998**

Pediatric diagnostic imaging is staffed by physicians, technologists and nurses specializing in diagnostic imaging and care of infants, children and adolescents. Our facilities include a designated area for the observation of children recovering from sedation. We offer:

- Radiography (X-ray)
- Computed tomography (CT scan)
- Magnetic resonance imaging (MRI)
- Interventional radiology
- Ultrasound
- Nuclear medicine
- Fluoroscopy
- Cardiac catheterization
- Radioisotope imaging

#### **Children's psychiatric inpatient service 203-688-5900**

Located on the first floor of the Winchester Building (WWW-1), the children's psychiatric inpatient service provides comprehensive psychiatric, psycho-social and educational evaluation, as well as short-term treatment for children ages 4 to 14 with neuropsychiatric, developmental and behavioral problems. Parents are encouraged to join the multidisciplinary treatment team to help the team better understand their child, initiate active treatment and develop an effective, comprehensive discharge plan. We also have an accredited school (K-12) program for all children on the inpatient unit.

#### **Child psychiatric partial hospital program**

**203-688-5998**

The Children's Hospital also has a child psychiatric partial hospital program, located in rooms adjacent to the children's psychiatric inpatient service, serving children 4 to 14, and operating two types of programs on weekdays. The first program runs from 8:30 a.m.- 4 p.m. and includes a school component in the morning and a therapeutic component in the afternoon. The second program allows children to attend their own school in the morning and come to us from 1-5 p.m. for the therapeutic portion. In addition to children discharged from inpatient settings, the program accepts referrals from community providers, clinics and schools.

#### **Pediatric rehabilitation (inpatient rehabilitation)**

**203-688-2174**

Pediatric rehabilitation services offers examination, evaluation and intervention for children, from birth through adolescence, who are experiencing functional limitations or disability due to trauma, developmental issues or disease. Our team consists of physical therapists, occupational therapists and speech-language pathologists who work with patients and their families to develop treatments specific to their individual needs. Therapy sessions may include exercises, training in use of adaptive equipment, or age-specific play-based activities to support the child's development and recovery. To better accomplish this, therapists work closely with physicians, nurses and other pediatric team members. Patient and family education is an important component of rehabilitation. Following hospitalization, many children receive outpatient rehabilitation services at Yale-New Haven Children's Hospital's new comprehensive pediatric specialty center at One Long Wharf in New Haven, **203-688-7994**.

## Pre-admission

### Scheduling a pre-admission visit

You can schedule a pre-admission visit within 30 days of your child's surgery or procedure. Pre-admission visits are held Monday through Friday, 12:30–4:30 p.m. Your child's appointment will take approximately one hour. Please bring any of your child's prescription medications with you. Fasting is not required before this visit. To schedule a pre-admission visit, call **203-688-7996**.

### What to expect during your pre-admission visit

When you enter the Children's Hospital (West Pavilion) at 1 Park Street, you should go to the Children's Hospital admitting office on the first floor (to your right, just beyond the fish tank). An admitting associate will greet you, and a patient account representative will complete your admission paperwork and verify demographics. Please remember to bring your insurance cards.

Take the West Pavilion elevators to the pediatric surgery center on the third floor of the Children's Hospital, where the admitting nurse will see your child.

You will speak with an anesthesiologist, who will perform a preoperative assessment. You will be asked about your child's medical history, medications and allergies. Your child's blood pressure and heart rate will be checked. The anesthesiologist will give this information to the anesthesia team assigned to your child's surgery. Your child will also see a child life specialist.

### Children's Hospital admitting office 203-688-3331

The Children's Hospital admitting office is located at 1 Park Street on the first floor of the hospital's West Pavilion. Enter through the Children's Hospital (West Pavilion) and look for a large fish tank on your right. An admitting associate will direct you to the appropriate department. The Children's Hospital admitting office is open 24 hours a day, seven days a week.

**Parking:** Valet parking service is available at the Children's Hospital entrance on Howard Avenue for a flat fee.

*Please call the parking office at **203-688-2623** for the most current rate information.*

### Yale-New Haven Shoreline pre-admission office 203-453-7111

The paperwork for admission and insurance for pediatric patients who are going to be admitted to Yale-New Haven Children's Hospital can also be done at the Yale-New Haven Shoreline Pre-admission Office, at 111 Goose Lane in Guilford (I-95, exit 59). There is free parking.

### Preparing your child for hospitalization

Coming to the hospital can generate anxiety and stress for children and parents alike. Preparation can help make the hospital stay easier – for both child and family. Obviously, how much your child understands will depend on age and maturity.



YNHCH offers children's pre-admission tours, prior to surgery or procedure. A pre-admission visit can help both parent and child feel more comfortable. The visit includes a tour of the pediatric surgery center (and inpatient unit if your child is to be admitted) prior to the day

of the surgery or procedure. Each pre-admission visit is conducted on an individual basis and tailored to meet the specific needs of your child.

During the visit, we will familiarize you and your child with the process, explaining whom you will meet and what you will experience the day of the procedure. Children can touch and play with the medical equipment



they will see on the day of their procedure. They will also be given age appropriate information about how the equipment is used.

For more information, call the pediatric surgery center, **203-688-7996**, Monday–Friday, 7 a.m.–3 p.m.

### A parent's role in preparation

Before your child has a procedure, ask the doctor or nurse about what will happen, so you can prepare your child for unfamiliar sights or sounds. If you have other children, try to explain what will be happening. Hospitalization affects the whole family, so be prepared for concern on the part of siblings. Siblings should not come to the hospital on the day of surgery.

*Parents should also:*

- Encourage your child to express feelings, fears and fantasies.
- Let your child know it is okay to cry.
- Listen to your child's questions and answer the questions honestly.
- Pack familiar books, toys and clothes for your child to take to the hospital.
- Visit the hospital ahead of time through a scheduled preoperative visit.

## Admission

### Admitting staff

Admitting staff provide patients with a variety of services. You can identify admitting staff by their navy blue suits and white shirts.

**Admitting associates**, often the first people families meet at the hospital, input patient admission information, escort patients, schedule and assign beds.

**Patient account representatives (PARs)** coordinate the demographic and financial aspects of the admission process, which starts when your doctor schedules your child's admission to the hospital.

**Agency coordinators** help patients and their families apply for Medicaid/SAGA and other medical assistance programs. They help complete applications, provide required documentation, and advise patients of their self-pay options, including the availability of free care funds.

### Being admitted to a pediatric unit

Your child will be assigned a registered nurse who will coordinate all of his or her care. Upon admission, the nurse meets with each child and parent to determine past medical history, likes and dislikes, progress in school, and sleeping and toilet habits. It's helpful if parents or guardians inform the nurse of any religious or cultural values or beliefs that might be of importance in caring for your child. Your child's vital signs are also taken and your child is examined by a physician.

We try to have each child in a single room, but occasionally we need to place a child in a room with another child. Please talk to your child's nurse if you would like our help in making your child's stay in a double room more comfortable.

Most patient rooms include a bed or crib, a cot or couch for a parent to sleep on, a bathroom and shower that

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parents can use, a television with a DVD player, a bedside table and a telephone. Let us know if your child prefers a bed or a crib; however, cribs are sometimes recommended for younger children for safety.

In keeping with our patient- and family-centered care approach, parents and guardians are welcome 24 hours a day. Generally, one parent or legal guardian is welcome to stay overnight. There is a family room on most units with a microwave, coffeemaker, table and chairs.

There are also treatment rooms on each floor, where minor procedures or treatments can be performed. Treatments are done in a separate room so the child's own room remains a safe haven.

#### What to bring

If your child is staying overnight, the hospital will provide a hospital gown, warm socks/slippers and personal hygiene items, including toothbrushes, toothpaste, mouthwash, shampoo, conditioner and lotion. If your child will be staying in the hospital for a long period of time, please feel free to bring his or her own sleepwear and robe, slippers, special pillows or blankets, favorite DVDs and other items that will help make him or her feel more comfortable. If he or she wears glasses or contact lenses, bring a case for their safekeeping.

#### What NOT to bring

The hospital cannot be responsible for personal belongings. It is best if jewelry, excessive amounts of money, credit cards, radios, CD players, iPods and other valuables are left at home. Pets should be left at home. However, pets who are part of the hospital's pet visitation program visit the Children's Hospital.

#### Siblings

Having a child in the hospital affects not only the parents, but also brothers and sisters at home. Parents should attempt to keep the lives of children at home as normal as possible under the circumstances. Children often want to know what they can do to help their hospitalized sister or brother. Siblings might want to write a letter, draw a picture, record a message, read a story aloud or make a video to be replayed at the hospital.



If you have any concerns about the way a sibling is coping with a brother or sister's illness, please contact the child life specialist on the unit. In addition,

Yale-New Haven Children's Hospital offers "We're Special Too!" – a monthly program for siblings of children with chronic or critical illness or special healthcare needs. For more information, see Sibling programs on page 21 or contact the SibShop coordinator at **203-688-6880**.

#### Rooming-in

A parent may sleep in their child's room at night. For safety reasons, we can generally accommodate only one parent/guardian sleeping at the bedside overnight. Unfortunately, siblings can not be accommodated.

## One-day surgery

### The day before surgery

- You will receive an automated call on the business day prior to your child's procedure (Friday for Monday) between 3-4 p.m.
- The call will include instructions for parking, arrival time and diet guidelines. If you do not hear the entire message you can play it back.
- If your child takes medication daily, please speak to the anesthesiologist about taking the medication before surgery.

If you still have questions about your child's surgery after receiving this phone call, please call **203-688-7996**.

Please call **203-688-1532** to update any change in your name, address or phone number.

### What to eat or drink before surgery

Diet guidelines are very important. Surgery will be delayed



or cancelled if your child's diet guidelines are not followed. We understand your child may be hungry, but anesthesia should be given on an empty stomach. This is absolutely critical for your child's safety. All children are at risk for vomiting under anesthesia.

### Children under 6 months old

- May have breast milk or formulas up to six hours before surgery
- May have clear liquids up to two hours before surgery (water, sugar water, pedialyte and apple juice only)
- Stop all liquids two hours before surgery



### Children 6 months old and older

- No solid food (including milk, hard candy or chewing gum) after midnight on the night before surgery.
- Only the following clear liquids may be taken until two hours before surgery: water, sugar water, pedialyte and apple juice only. Please do not give any other liquids.
- Stop all liquids two hours before surgery.

### The day of your child's surgery

- Children under 18 years of age must be accompanied by a parent or legal guardian.
- Two adults should be present to accompany your child home.
- Plan to have an adult caregiver at home to stay with your child during the day and night after surgery.
- Patients 18 years of age and older must be accompanied by a responsible adult.
- Please do not bring other children on the day of surgery.

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## Instructions for surgery

### Please bring:

- Results of blood work if done at an outside lab
- Insurance information forms and identification
- A list of your child's medications (please use the enclosed medication card)
- Copy of court papers designating legal guardianship, if necessary
- Favorite toy or DVD, pacifier stuffed animal, blanket, pacifier, sippy cup, bottle, etc.



### Coming to the hospital

On the day of surgery, you should come to the main entrance of the Yale-New Haven Children's Hospital. Valet parking is available for one vehicle for families

of pediatric one-day surgery patients and inpatient surgery patients. The pediatric surgery center is located on the third floor of the Children's Hospital.

You will be with your child at all times before surgery. Once your child goes into the operating room with the anesthesiologist, you will wait in the pediatric family waiting area. There, the communications associate or nurse will keep you informed about your child's progress, the length of the procedure, and when the surgery is over. You will be reunited with your child in the recovery room – the Post Anesthesia Care Unit (PACU). Your child will remain in the PACU until either discharged home or admitted to a pediatric unit.

### Discharge instructions for one-day surgery

You will be given instructions by your surgeon and a nurse when your child is discharged. If you have questions once you get home, you can call the pediatric surgery center at **203-688-7996** up to 5 p.m. or contact your surgeon at any time. You will receive a follow-up telephone call to check on your child's recovery. If you have other questions about the surgical procedure or other concerns, please call your surgeon and/or pediatrician.

## Inpatient pediatric units at the Children's Hospital

### **Newborn special care unit (NBSCU) (WP 4)**

203-688-2318 or 203-688-3318

Yale-New Haven Hospital opened the world's first newborn special care unit (NBSCU) in 1960. Today, it is the only level III-C (highest level) newborn intensive care unit in the state. It is a 52-bed unit located on the fourth floor of the Children's Hospital (near the labor and birth unit), including a six-bed satellite unit on WP 10. Premature and full term infants with complex congenital abnormalities or long-term problems receive devoted care from an unrivalled team of neonatologists, registered nurses and other specialists.

### **Infant/toddler unit (SP 7-3) 203-688-2330**

The infant/toddler unit is for children up to five years of age. The nurses, patient care associates and medical team are experts in caring for infants and toddlers. Together with your knowledge of your child, the team will ensure the best care possible for your child. The nursing staff round on you and your child at least every hour. The medical staff round daily to keep you up-to-date and involved in your child's care. In addition, the PCA staff round nightly with a cart to provide supplies.



### **School-age/adolescent unit (SP 7-2) 203-688-2328**

The school-age/adolescent unit – on the seventh floor of the South Pavilion – is designed for school-age children and teenagers, as well as pediatric diabetic patients. The staff offer a mixture of structure and flexibility to meet

individual needs. Child life staff help make the hospital experience positive through support, preparation, education and daily activities. The 7-2 activity room is designed especially for teens. A computer, couch, TV, DVDs and a small library are available.

### **Pediatric intensive care unit (PICU, WP 7) 203-688-2323**

The 19-bed pediatric intensive care unit – on the seventh floor of the West Pavilion (Children's Hospital) – has single and double rooms that can accommodate parents who wish to room-in with their critically ill child. Medical and nursing staff are in close proximity to patients at all times. Specialized nurses provide intensive care for children recovering from catastrophic illness, trauma and surgery.

### **Surgery and neurosciences unit (SP7-4) 203-688-2332**

7-4 is a pediatric surgery and neurosciences unit for children of all ages. This unit provides individualized care to children who need hospitalization for pediatric surgery and for children who need various neurology/neurosurgery/seizure testing. The unit also includes the outpatient Pediatric Sleep Center **203-688-1240**, which provides analysis and care to children with an array of sleep disorders, such as obstructive sleep apnea, infant apnea, narcolepsy and periodic limb movement disorders.

### **Oncology/pediatric respiratory care unit (PRCU) (WP 7) 203-688-7997**

This unit – on the seventh floor of the Children's Hospital – meets the unique needs of children with cancer or with chronic respiratory failure, while providing a less intensive environment than an intensive care unit. A multidisciplinary team helps parents learn and become directly involved in the care of their child. The PRCU specializes in complicated discharges. Patients may go home or may be transferred to other facilities on

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ventilators or with other specialized equipment and care instructions. Children with cancer may be transported across the 7th floor bridge to enjoy the new Smilow Cancer Hospital healing garden.

#### Playrooms, parent rooms, library and healing garden

- **Three playrooms** – in the South Pavilion – in the pediatric surgery and neurosciences unit (SP 7-4); the Kohl’s playroom on the infant-toddler (SP 7-3) and school-age/adolescent (SP 7-2) units; and a teen room on the school-age/adolescent unit (SP 7-2). Daily activities for patients and their families occur Monday through Friday as scheduled.
- **Parent room** – next to the Kohl’s playroom, the parent room offers parents quiet time or respite from the pediatric units or their child’s room. The parent room has a couch, refrigerator, microwave, coffeepot, television, computer, and a piano.
- **Pi Beta Phi Library** – located next to the Kohl’s playroom, stocked with books and magazines for all ages.
- **Outdoor play deck** – located on the infant-toddler unit (SP 7-3), allows children and their families to get sunshine and fresh air.
- **Toy Closet playroom** – On the seventh floor of the West Pavilion, this playroom is open to patients and families cared for on the pediatric respiratory care, pediatric oncology and transplant units (WP-7) and the pediatric intensive care unit.
- **Kohl’s parent lounge** – located just outside WP 7, available for WP 7, Pediatric Respiratory Care Unit and pediatric intensive care unit families. There is a microwave, washer/dryer, couch and quiet room.
- **Family Reflection Room** – located outside WP-7 and the pediatric intensive care unit is a small, quiet space for meditation and reflection
- **Family Resource Center** – on the seventh floor of the West Pavilion, Room 701, across from the pediatric intensive care unit, offers the families a quiet and welcoming place to do their own research and work privately. The center provides families access to computers, the internet, a parent library of books, resources and information related to children’s health care, specific diagnoses, health care financing and advocacy.
- **Healing garden** – outdoor healing garden on the seventh floor of Smilow Cancer Hospital for patients and families to enjoy.

Children and siblings need to be supervised by family at all times in these areas.

## Your child's care



We want your child's hospital experience to be as safe, comfortable and pleasant as possible. If there is anything you need or any questions or concerns you have, please speak with any member of your patient care team.

### Care at a teaching hospital

Yale-New Haven Children's Hospital is a teaching hospital. Teaching hospitals often attract some of the nation's most highly skilled physicians and nurses and provide the most comprehensive services. This means that some of the nation's best physicians and affiliated healthcare professionals, as well as medical students, residents and fellows, are involved with your child's care. It might also mean that a larger team of professionals might visit each patient, ask questions and discuss his or her care. This is a benefit to the patient because the symptoms, medications, diagnosis, treatment and plan of care are discussed with more experts, with many opinions being sought and considered at more than one point in time.

### Communicating with caregivers

Families and members of the healthcare team are encouraged to share information in affirming and useful ways. Families should receive timely, complete and

accurate information so they can participate in care and decision-making at the level they choose.

- **Use a notebook or a journal:** With so many new things going on during a hospital visit, we recommend you use a notebook to write down your questions, notes about test results, medications, appointments and other vital information about your child's health.
- **Communicate:** Share your child's medical history with his/her caregivers, including allergies, medications, immunization records and dates of any previous surgeries or hospitalizations, as well as your child's likes and dislikes.
- **Handling complaints or disagreements:** At the Children's Hospital, we try not to view anything as a "complaint," but rather an opportunity to see the experience through your eyes and a chance to help us advance our work. You have a right to question and understand any decisions that affect your child. If you have issues with any aspect of your child's care, talk to your child's nurse or the patient service manager on the unit. If you still have concerns or unmet needs, you can contact Patient Relations at **203-688-3430** during normal business hours; after hours and on weekends and holidays, please call the patient assistance line at **203-688-2333**.

### Pain management

Effective pain management has beneficial effects on young patients. Sometimes parents are concerned that pain medication might lead to an addiction, but this fear is unfounded. Insufficient pain medication could lead to problems.

We encourage you to discuss pain management with the physicians caring for your child. Educate your child about what will happen before surgery or other treatments to

*continued*



reduce anxiety and promote cooperation. Your presence in the room during a procedure may be comforting to your child. When present, stay in physical contact with your child and distract him or her with conversation.

Sedative medications may be needed in some cases

and should be administered. If sedation is used, make sure your child does not have milk or food for the recommended time period. This will make sedation safer for your child.

Procedures are generally performed in a procedure room instead of your child's hospital room, which should remain a safe haven.

### **Pediatric ethics committee**

There may come a time when you are unsure about the treatment decisions for yourself or your child, or you may have ethical concerns about what is being done, or should be done. In such situations, it is sometimes helpful to obtain the opinion and recommendation of individuals not directly involved in the case, but experienced in such matters. The pediatric ethics committee provides consultation on individual cases where ethical issues have been raised about treatment, the right to refuse treatment, patients' rights, or any other concerns you may have. This committee consists of physicians and nurses, as well as representatives of several other disciplines such as social

work, chaplaincy, mental health, child life, legal affairs and community representatives.

Any patient, family member or friend is welcome to request a consult with the pediatric ethics committee by calling the department of religious ministries, **203-688-2151** or the neonatology office, **203-688-2320**. Or, you can simply ask your nurse to make the request on your behalf. You will generally be contacted within 24 hours of a request.

### **Privacy and confidentiality (HIPAA)**

YNHH works hard to ensure the privacy of all patients and the confidentiality of all patient information. YNHH and all hospitals follow a federal law called the Health Insurance Portability and Accountability Act (HIPAA), which was designed to protect patient privacy and confidentiality and the security of patient information. Please let your healthcare team know if there is anyone with whom you wish your child's confidential health information shared. If you have any concerns regarding privacy and confidentiality, please contact the HIPAA privacy office at **203-688-8416**.

### **Research studies**

You must give your written permission before your child participates in a research study or a clinical trial. If you want more information about research studies, you can call the Yale Center for Clinical Investigation (YCCI) at **203-785-3482** for a brochure with more information. If you have questions or concerns about what it means to take part in a research study or questions about your child's rights as a research study participant, you can call the human investigation committee, which reviews and approves all research studies at Yale School of Medicine and Yale-New Haven Hospital, at **203-785-4688**.

### Rounding

- **Physician rounding** – Usually once a day in the morning, a group of physicians, residents and other team members make “rounds” to visit your child and check on how he or she is feeling. This is a good time to discuss your child’s plan of care, progress and medical steps toward discharge.
- **Nurse rounding** – About once an hour, a nurse generally “rounds” or checks in on your child to see how he or she is doing, how well controlled your child’s pain is, if your child needs help changing position or using the bathroom and if you have any concerns about your child’s care.



### Visiting hours / Visiting policies

Parents and family members are never considered visitors at the Yale-New Haven Children’s Hospital. Other visitors will need passes from information desks located at either the Children’s Hospital entrance or the York Street entrance.

### General pediatric visiting hours

- **Family members or guardian:** anytime\*
- **Brothers and sisters:** 11 a.m.–8 p.m. (arranged with primary nurse)
- **Other visitors:** 11 a.m.–8 p.m. (children must be accompanied)

**During flu season, visiting is restricted for children under 12.**

*\*If you decide to stay in the evening past 9 p.m., please ask a staff member for an access code to the elevators.*

### Pediatric intensive care unit visiting policy

Parents and guardians can be with their child at any time and are encouraged to room-in by their child’s bedside.

### Newborn special care unit visiting policy

Parents may visit at any time. For family member, guests and sibling visits, parents should speak to their infant’s primary nurse for further details. All visitors must wash their hands before entering the nurseries and leave personal items in a family locker outside the nurseries

### Children’s emergency department visiting policy

Parents have unrestricted visitation.

## Patient Safety

Yale-New Haven Children's Hospital's goal is to provide excellent, safe patient care. We believe it is important for families to be involved in care and safety. Below are some tips to help you participate in your child's care and safety in the hospital.

### Communication

One of the most important things you can do is to speak up and ask questions, especially if you are unclear, unsure or confused. Feel free to ask who people are, what they are doing and where your child is going.

- Pay attention to your child's tests, treatments and medications. Speak up if something does not seem right to you.
- If you have questions or concerns about your child's care or safety, talk to the nurse, the patient service manager or doctor. If you still have concerns, call the hospital's patient relations department at **203-688-3430**.
- When you go home, make sure you are clear about your child's written discharge instructions, including medicines and need for a follow-up visit. Don't worry if you need to ask someone to repeat the instructions. Be sure you receive a phone number to call if you have questions after you go home.

Translation services are available any time of day or night, at no cost to you.

### Preventing infections in the hospital:

#### What you as a patient can do

Your nurses, doctors and other healthcare providers – as well as family members and visitors – should always wash their hands before they touch your child. Feel free to remind them each time. You and your child should wash your hands with soap and water if soiled. If hands are not visibly soiled, waterless hand disinfectants can be substituted. If a gown or linens become soiled, let your child's caregivers know.



Many diseases are spread by coughing or sneezing (some germs can travel up to six feet) so you and your child should cover both your mouth and nose when doing so. Use a tissue if available and if not available, cover your mouth and nose with the bend of your elbow or hands – and then disinfect your hands. Ask family members and friends who have a cold, flu or symptoms of an infection (such as fever, rash, cough, sore throat, nausea, vomiting, diarrhea) not to visit. Limit visits from children under 12.

“Isolation precautions” are to protect you, your child, other patients, staff and visitors. Gloves, gowns and masks are sometimes worn, depending on the illness. If you don't understand why your child is on precautions, please ask. Remind visitors that they too must follow the precautions listed on the sign outside your child's room to protect you and them during their visit. Please get flu and pneumonia vaccines when they are offered.

At certain times, we may need to restrict visits from all children under the age of 12 because of increased numbers of respiratory infections, such as RSV (respiratory syncytial virus), in the community. This restriction helps to prevent the introduction of respiratory infections into the hospital since some of these infections can be contagious even before symptoms appear and are particularly common in children.

### Reducing medication errors

- Ask your nurse about your child's medicines – what they are, what they do, when they are given and their possible side effects. Get to know their color, size and dose.
- Let your nurse know if your child's medicines are late, look different or if he or she has any reactions to them.
- Make sure your doctor or nurse knows if your child has any allergies or has had reactions to drugs before. If your child has an allergy, please be sure the staff have put a red allergy bracelet on your child.
- Do not give your child any medications from home, unless requested by your doctor or hospital staff.

### Avoiding treatment errors

- Find out what is planned for your child each day so you can ask questions about tests or treatments that seem unusual or unscheduled. Ask questions about your child's condition and care.
- It may be helpful to ask a family member or friend to listen with you when staff explains a diagnosis, treatment, test result or discharge plan.
- Write down questions you have for physicians about your child's procedure, treatment and medications (space is provided on page 38).

### Staff identification

All hospital employees are required to wear photo identification badges. Be sure all your child's caregivers have a hospital or medical school I.D. with their picture on it. Only caregivers wearing badges with a bright pink background and physicians wearing badges with a red background are permitted to take your child from his or her room for treatment. If you are at all unsure about who should or should not be in your child's room, press the nurse call light.

### Patient identification

When your child is admitted, he or she will have a patient identification bracelet placed on his or her wrist. Infants may have their I.D. placed on their ankles. Be sure your child understands the importance of this identification bracelet. This bracelet identifies the child and his or her medical record number. If your child has allergies, be sure he or she wears an allergy alert bracelet. Check that caregivers look at your child's identification band before giving any medication, drawing blood or performing a procedure. Please do not remove this bracelet.

**Family-activated rapid response team:** If you believe that there is something dramatically wrong with your child, you can activate the hospital's rapid response team by calling 911 and a critical care team will respond immediately to your child's bedside.

### Other safety tips

- Make sure you know how to use the nurse call-button on your child's bed. There are emergency cords in all showers and bathrooms.
- No one but staff should touch medical equipment. Ask staff to explain what the equipment does and what the alarms mean. Call your child's nurse if an alarm sounds.
- Do not bring in food from home or restaurants unless approved by your nurse or physician.
- Because of allergies, latex balloons are not permitted in the hospital. Mylar balloons are fine.

### Smoking, alcohol and drug policies

For the health and safety of patients, visitors and staff, alcohol and illegal drugs are not permitted in any hospital buildings or premises. Yale-New Haven Hospital is a smoke-free hospital. Smoking is not allowed in hospital buildings, property, sidewalks or garages. If you are a smoker and would like medical assistance to stop, please speak with your physician or nurse.

## Support services for children and parents

Yale-New Haven Children's Hospital offers extensive support services to children, their parents and their siblings to help them deal with the psychological and emotional difficulties that can accompany an illness or medical crisis. These services include experienced social workers, certified child life specialists, pastoral care staff and more. Referrals can be made for individualized counseling as well.

### **Anthem Activity Cart**

Volunteers visit pediatric floors and the Primary Care Center with a cart full of arts and crafts activities as well as word and math games.

### **Big Apple Circus Clown Care Unit®**

Three days a week, two professionally trained clowns come to YNHCH and offer their own special type of medicine to the children, families and staff. The Greenwich-based Garrett B. Smith Foundation funds the YNHCH Clown Care Unit®.



### **Child life 203-688-2334**

Child life staff help children cope with the adjustments of being in a hospital by providing a variety of play and educational experiences. These experiences help both children and families gain a greater understanding of medical procedures, which helps reduce stress and fear of the unknown. Through play, the child life specialist helps facilitate the emotional and social growth of a child during the crisis of illness and hospitalization.

As members of the patient care team, certified child life specialists are available to children in the hospital and clinics to provide:

- Developmentally appropriate information and preparation for medical procedures
- Support for the child and family during medical procedures and examinations
- Medical play, which helps children learn about various tests, procedures and surgeries and corrects any misconceptions children may have
- Distraction techniques to minimize the stress during an examination or procedure
- Expressive activities that encourage children to share their thoughts and feelings about their hospital experience
- The child life arts and enrichment program provides creative activities, performances and special events for patients and their families. It offers therapeutic arts and interactive music therapy, videography, poetry and storytelling for patients in the playrooms, library and at the bedside.

**Child life office hours are Monday–Friday, 8:30 a.m.–5 p.m.**

### **Dog visitation program**

Volunteer dogs and handlers work as a team to visit pediatric patients, families and staff, bringing a smile and much-needed relief from daily problems. Please speak to a nurse if your child would like a visit from a volunteer dog.

### **Pediatric family advisory council 203-688-4342**

The pediatric family advisory council (PFAC) is a group of parents and pediatric staff who work together to bring about positive changes in patient care. The PFAC embraces the philosophy of patient and family-centered care and strives to be a positive, collaborative, voice for the highest quality care in the Yale-New Haven Children's Hospital.



### **Family Connections Program 203-688-4342**

The Family Connections Program provides one-on-one consults with an experienced resource coordinator to assist families in identifying state and community programs, information and resources related to education, assistive technology, respite, health care financing, advocacy and supportive networks.

### **Friends of Yale-New Haven Children's Hospital**

The Friends of the Yale-New Haven Children's Hospital is a diverse group of community volunteers who work to improve the health and safety needs of children, particularly those served by YNHCH. For more information or to make a donation, call **203-688-9644**, email [giving@ynhh.org](mailto:giving@ynhh.org) or visit [www.thefriendsonline.org](http://www.thefriendsonline.org).

### **Sibling programs 203-688-6880**

*We're Special Too!*, a program for siblings, was created in partnership with the Friends of the Yale-New Haven Children's Hospital to meet the needs of the brothers and sisters of children with chronic or critical illness or special healthcare needs. *We're Special Too!* offers siblings workshops which combine informal discussion with interactive educational activities, and sponsors educational and informational programs for parents and professionals.

### **Parent coffee hours**

Coffee, tea and light refreshments are provided for pediatric families. Coffee hours offer families an opportunity to get away from the bedside, meet other families and participate in informal conversation. Parent coffee hour is held on Tuesday evenings for parents of children on SP 7-2 and SP 7-3, **203-688-2328**.

### **Support groups or organizations for children or parents**

- Coordinating Council for Children in Crisis to prevent abuse, neglect or victimization, **203-624-2600**
- Hole in the Wall Gang Camp for families of children with disabilities, **203-772-0522**
- Make-A-Wish Foundation, **203-261-9044**
- Muscular Dystrophy Association (MDA), **203-248-6500**
- Parents Available to Help (PATH), for parents of newborns and children with specific healthcare needs, **800-399-PATH**
- Patients and Families Coping with Cancer, for adult patients with cancer and their children, **203-688-4183**
- Pediatric Oncology Parents Support and Education, **203-688-7519**
- Pediatric Oncology Bereavement Group, for parents who have lost a child to cancer, **203-688-7519**

### **Tommy Fund for Childhood Cancer**

The Tommy Fund for Childhood Cancer acts as a helping hand to the pediatric oncology section of the department of pediatrics at YNHCH and the Yale Cancer Center, working alongside the dedicated professionals in the field. For information about making a donation to the Tommy Fund, please contact the Tommy Fund at **1-800-974-5559** or via email at [TommyFund@ynhh.org](mailto:TommyFund@ynhh.org) or visit [www.tommyfund.org](http://www.tommyfund.org).

### **Toy closets**

The Yale-New Haven Hospital Auxiliary's Toy Closet program provides a new toy to all pediatric patients before they are discharged from YNHCH. This program involves a year-round effort to help keep the Toy Closets well-stocked. For more information, please contact the Auxiliary at **203-688-5717** or via email at [auxiliary@ynhh.org](mailto:auxiliary@ynhh.org).

## Food services



With Yale-New Haven's room service dining, your child's meals can be ordered from the room service menu any time between 7 a.m. and 7 p.m. daily. All menu items listed are available throughout the day. Your child's meal will be delivered within 45 minutes of placing your order, or at your requested time.

*We suggest the following meal order times:*

**Breakfast:** 7:30 a.m.–9:30 a.m.

**Lunch:** 11:30 a.m.–1:30 p.m.

**Dinner:** 4 p.m.–6 p.m.

Our room service menus are designed to appeal to children and teens alike, with a wide range of choices. The doctor may have ordered a special diet requiring some changes to your child's normal diet. We are ready to work with you to select foods that fit both the doctor's orders and your child's appetite. Please remember that if your child is on a special diet, some foods listed on the menu may not be allowed.

### Guest room service

The hospital offers a "room service" meal program designed specifically for parents or family members who wish to dine with their child during meal time. The service is available from 7 a.m.–7 p.m. daily and family members can order from the patient room service menu. The cost is \$5 (one meal card) for breakfast and \$10 (two meal cards) for lunch or dinner. Please ask a member of our unit staff to provide you with a brochure if your admission packet did not include this guest room service information.

### HOW TO PLACE YOUR ORDER

You can purchase meal cards from the cash value machine in the SP 7-203 parent's room (around the corner from the Children's Hospital elevators) or at the Ideal Dining Kiosk in the entrances of both the East Pavilion and the New Haven Pavilion cafeterias.

This Cashless Meal Card can be used by family members or visitors who would like to order guest room service dining in the patient's room. It also gives you a 15 percent discount at all five cafeterias.

To order your meal between 7 a.m. and 7 p.m. daily, call **203-688-6325** (688-MEAL from an internal phone). Your meal will be delivered within 45 minutes of your order or at your requested time. We will collect your meal card(s) upon delivery.

### Other dining options

**East Pavilion Cafeteria**, first floor, Atrium lobby  
Weekdays and weekends: 7 a.m.-8 p.m.

**Atrium Café - Brioche Dorée**, first floor, Atrium Lobby  
Monday-Friday, 6:30 a.m.-4 p.m.

#### SMILOW CANCER HOSPITAL

**Park Street Café**, first floor  
Monday-Friday, 6:30 a.m.-4 p.m.

**Overlook Café**, second floor  
Monday-Friday, 11 a.m.-6 p.m.

**New Haven Pavilion Cafeteria and Jazzman's Café**  
Second floor, New Haven Pavilion  
Monday-Friday, 7:30 a.m.-2 p.m.

For pre-recorded information about what is being served in the cafeterias each day, call **203-688-MENU** (6368).



### Vending machines

Vending machines are available 24 hours a day with hot and cold beverages, snacks and light food offerings. There are vending banks located at the exit of the East Pavilion Cafeteria and on the fourth floor of the Smilow Cancer Hospital.

### Special requests

Our goal is to meet your child's personal needs. The dietetic technician can work with you to address food allergies or intolerances, and kosher or vegetarian meals. For special infant formulas, please ask your nurse to contact the dietitian.

### Snacks

Snacks are available on the units for patients. Please ask a member of our unit staff for assistance.

### Coffee

Family rooms on most units have a microwave and coffeemaker available for use by patients and families.

## Hospital Services



### **Atrium gift shop**

**203-688-4265**

The Atrium Gift Shop, located at the hospital's 20 York Street entrance, is overseen by the Yale-New Haven Hospital Auxiliary. It offers an interesting array of giftware, exciting children's toys and accessories, beautiful floral arrangements, skin-care

products, leather goods, varied reading materials, candy, and much, much more. It serves all at YNH, YNHCH and Smilow Cancer Center and is open seven days a week. The Auxiliary donates all proceeds back to the Hospital for its various projects.

#### **Hours:**

Monday–Friday, 7 a.m.–8:30 p.m.

Saturday, 8 a.m.–8:30 p.m.

Sunday, 8 a.m.–8 p.m.

### **The Boutique at Smilow 203-200-CARE (2273)**

Smilow Cancer Hospital has a special boutique to help patients feel better and look better, despite their illness. The Boutique is located right off the Smilow lobby on Park Street.

#### **Hours:**

Monday–Friday, 9 a.m.–5 p.m.;

Saturdays by appointment

### **Banking**

A full-service Bank of America branch is located on the first floor of the hospital's Clinic Building (new Haven Pavilion). There are two ATMs; one outside the bank in the Clinic Building and the other by the cashier's office behind the East Pavilion cafeteria.

### **Physician referrals**

If you need the name of a pediatrician or a pediatric specialist after your child is discharged, call the Yale-New Haven Children's Hospital Physician Referral Service at **877-611-KIDS**.

### **Laundry facilities**

A washer and dryer are available on both SP 7 and WP 7.

### **Interpreter and translation services**

Yale-New Haven Children's Hospital provides free interpreters for patients and family members with limited English proficiency or for those who are deaf or hard of hearing. Please let your doctor and the admitting office patient account representative know in advance about your language or hearing needs. If you need an interpreter while in the hospital, please contact your nurse or doctor.

YNHCH provides special equipment and services to patients (and their companions) who are deaf or hard of hearing. American Sign Language interpreters, TTYs and assistive listening devices are available. For information about these services, please ask the hospital staff or send an email to [deaf/hh@ynhh.org](mailto:deaf/hh@ynhh.org).

**MARTTI** (My Accessible Real-Time Trusted Interpreter) cart – This video remote interpreting technology is designed to augment the hospital's in person interpreting services. It offers Spanish and American sign language around-the-clock plus 10 other languages, as available. Please talk to your child's nurse or other care provider about the need for communication assistance.

### **Public Courtesy Phones**

There are numerous courtesy phones around the hospital, as well as TTY/TTD phones for the deaf and hard of hearing. Ask a member of the staff for the location of the closest one.

### Lost & found

Items lost in public areas around the hospital are often brought to the security and protective services office in the East Pavilion annex behind the East Pavilion cafeteria. Call **203-688-2500** to inquire about a missing item or to get directions to the office.

- For items lost in patient care areas, please speak to a staff member in the department or unit in which the item was lost.
- Patients and family members are reminded not to leave personal items unattended in the hospital.

### Mail, email and Internet access

**Mail:** To send cards, letters or flowers, use:

Patient's Name  
 Floor and/or room number  
 Yale-New Haven Children's Hospital  
 20 York Street  
 New Haven, CT 06510-3202

**Email:** If someone one wants to send you an email greeting, they can go to [www.ynhh.org/patients/mail/ptemail.html](http://www.ynhh.org/patients/mail/ptemail.html). Email greetings are printed out and delivered to your room by a volunteer once a day.

**Internet:** Wireless access to the Internet is available on all patient units, in the cafeterias and the atrium.

### CarePages

CarePages allows patients to relate their stories, post photos and update family members and friends. Visit [www.carepages.com/ynhch](http://www.carepages.com/ynhch).

### Notary public

The services of a notary are available for hospital business. Call patient relations at **203-688-3430** for information.

### Religious ministries 203-688-2151

If you would like a visit with a chaplain for spiritual support and prayer or would like sacramental support



(communion, anointing or sacrament of reconciliation), you or your child's nurse can contact religious ministries during regular business hours or the on-call chaplain via the page operator at **203-688-3111** at any time. Our chaplains come from a variety of Christian and Jewish faith traditions and all are trained in interfaith pastoral care. There is usually a Catholic priest available Sunday through Thursday during the day for Roman Catholic sacramental care, and Eucharistic ministers visit daily if you wish to receive communion.

A multi-faith chapel on the first floor of the South Pavilion is open at all times for meditation and prayer. On Sundays, there is a Roman Catholic Mass at 9:30 a.m. and an ecumenical Christian Service at 10:30 a.m. Please call for information about services on religious holidays.

### Patient information 203-688-4177

Friends or relatives may call the hospital's patient information line at any time to find out a patient's room number and phone number. If you do not want this information released, please call the admitting office at **203-688-3331** or ask the patient service manager on the floor to make those arrangements.

### Patient relations

**203-688-3430**

Patients and family members who have questions, concerns, unmet needs, or who require additional assistance beyond what is available on the unit, may

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contact YNHH patient relations during normal business hours at **203-688-3430**. After hours and on weekends and holidays, please call the patient assistance line at **203-688-2333**. YNHH also has a formal grievance process that you can ask patient relations about.



After you go home, if you wish to discuss an issue related to your hospital experience, you may call patient relations at **203-688-3430** or email [patientrelations@ynhh.org](mailto:patientrelations@ynhh.org).

#### **Security and protective services 203-688-2500**

YNHH protective services department is a group of highly trained officers who meet the same training requirements as New Haven police officers and officers throughout Connecticut. They maintain a safe, secure environment for patients, visitors and staff and help keep buildings, garages, parking lots and hospital property secure.

- Feel free to ask for assistance from any YNHH protective services officer.
- For extra protection, many YNHH patient care units have limited access, which means that people cannot enter the unit until they are buzzed in. Elevators are closed to the public after 9 p.m. Visitors who stay past 9 p.m. must ask staff for an elevator access code.
- In case of a medical emergency within the hospital, the emergency telephone number is 911.

#### **Social work/support groups**

Social workers are available for emotional support and to help with resources that will ensure a smooth transition to return home or to a continuing care facility. They also facilitate support groups for patients and/or family members.

#### **Vision-impaired/blind**

Service dogs for people who are blind or disabled are permitted in the hospital. If you need Braille or alternate format information, please call Interpreter Services at **203-688-7523**.

#### **Volunteer services 203-688-2297**

Often parents and former patients like to “give back” to the hospital or to other patients by becoming volunteers. There are dozens of different volunteer opportunities



available to people who are 14 years of age or older. Volunteers may work directly with patients or choose work behind the scenes, with different volunteer roles to fit individual time schedules, abilities and interests.

#### **Wheelchairs**

If you need a wheelchair for your child, yourself or a family member, ask your nurse, who will call the hospital’s service response center for one.

## The Hospital Environment



### Buildings at Yale-New Haven Hospital

Although YNHH includes many buildings, the four main inpatient buildings are attached to the main 20 York Street entrance and the central Atrium. They are:

- **East Pavilion (EP)** [to the right of the Atrium if you enter from 20 York Street]
- **South Pavilion (SP)** [to the left of the Atrium if you enter from 20 York Street]
- **West Pavilion (WP)** or Children's Hospital (CH) [at the left rear of the Atrium if you enter from 20 York Street]
- **North Pavilion (NP)** – Smilow Cancer Hospital [at the north side of the Atrium]

Each of the patient care units are referred to with a building name, a floor number and often a wing number. (For example: WP-10 or EP 6-5)

### Fire information

The hospital has emergency contingency plans to deal with the possibility of a fire; conducts regular fire drills; and has mandatory annual training for every staff member on actions to take in case of a fire. The overhead page system will alert staff, patient and families by saying “Order Number 1” and state the location of the fire (building and floor). Fire exits are clearly marked. Elevators should not be used.

### Housekeeping/service response center 203-688-9000

The hospital's service response center (SRC) operates 24 hours a day, seven days a week, to respond to issues related to housekeeping, cleanliness, patient equipment,

general maintenance, patient transport and more. If you have needs that relate to these areas, ask a staff member to call the Service Response Center for you.

Patient rooms are scheduled to be cleaned once a day between 7:30 a.m. and 4 p.m. However, there is cleaning staff available around-the-clock, so please ask a staff member to contact the service response center for you, if a need arises. Bed linens are not changed every day, so if you need fresh linens or cleaning in your child's room, ask a staff member to call the service response center for you.

### Quiet please, hospital zone

YNHH is working to make the hospital a quieter place so that patients can experience a more peaceful, healing environment. If staff members, visitors or other patients are being too noisy, please ask a member of your patient care team to speak to them. We encourage staff members, patients and visitors to be aware of the noise level at the hospital, to speak in low conversational levels, set beepers and cell phones on vibrate mode and refrain from loud cell phone conversations. We recommend low television volume, encourage use of earphones and we are working to improve the noise levels of our utility carts.

We also have eye coverings, ear plugs and headphones for patients. In addition, there is a “Quiet Corner” in the Atrium Gift Shop, featuring relaxation therapy and healing arts items.

### Security and safety

As part of its overall security system, Yale-New Haven Children's Hospital limits access to all inpatient pediatric units. The doors to the pediatric units are closed and locked so that no one may enter a unit until they are buzzed in by a staff member. Although this means parents and visitors must buzz to enter, people understand and

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appreciate this extra precaution. Elevators are closed to the public after 9 p.m. If you decide to stay in the evening past 9 p.m., please ask a staff member for an access code to the elevators. You can reach security and protective services by calling **203-688-2500**.



### **Valuables and personal belongings**

Yale-New Haven Hospital is not responsible for patients' belongings. Please send your jewelry, excessive

amounts of money, credit cards, radios, CD players, iPods and other valuables home with a family member. Please bring only the items you will need during your stay and label them with your name. Many inpatient units have a safe that can be used to secure valuables (jewelry, wallets, etc.) when you are away from the room.

### **Showers**

Parents may use the shower in their child's room, but please be considerate of your child's roommate. If there is not a shower in the room, ask a staff member.

### **Telephones**

Yale-New Haven is located in the 203 area code.

To dial a local number from within the hospital, dial 9 first, then the area code.

- To dial a toll-free number, dial 9+1+area code+ phone number.
- To dial an internal YNHH phone number (688 or 200), dial all seven digits of the phone number. You do not need to dial 9 or the area code.
- To make a long-distance IN or OUT OF STATE call

from a hospital phone, you must dial 123 + 0 + area code + phone number. You will be asked for billing information. All calls must be charged to a credit card, collect or billed to a third party.-

- To make a long-distance OVERSEAS from a hospital phone, you must dial 123 + 01 + country code + city code + phone number. You will be asked for billing information. All calls must be charged to a credit card, collect or billed to a third party.

### ***Cell phones***

Cell phones may be used in many areas of the hospital, but please look for posted signs in areas where they are not allowed (they can interfere with medical equipment).

### ***Public Courtesy phones***

There are numerous courtesy phones around the hospital, as well as TTY/TTD phones for the hearing impaired or deaf. Ask a member of the staff for the location of the closest one.

### ***Phone policy and courtesy***

So that you can sleep through the night, incoming calls to your child's room will not go through between 10 p.m. and 7 a.m. If it is important that someone reach you between those hours, please have that person call the main number at the nurses' station in your unit. You can make outgoing phone calls at any time. When using a phone, please help us keep the noise level at the hospital under control by keeping your voice low and asking your visitors to do the same. If other patients, visitors or staff are talking too loudly on the phone, speak to a staff person.

## Television and Radio

TV is free in each room and is controlled on your call-button panel. On some floors, TVs are also available in the lounge. If you share a semi-private room, we kindly ask you to turn off your TV at 11 p.m. Headsets are available for patient use; please ask a staff person. If you have a TV problem, ask a staff member for help or call the YNHHS service response center directly at **203-688-9000**.

### TELEVISION STATIONS

3 = Bloomberg TV	31 = ESPN Classics
4 = WVIT Ch 30: Local NBC	32 = Swank Movie Channel
5 = WCXT Ch 59: Local My TV	33 = Swank Movie Channel (Children oriented)
6 = WTCH Ch 8: Local ABC	34 = Nickelodeon
7 = Lifetime Network	35 = Disney Channel
9 = WTIC Ch 61: Local Fox	36 = The Food Network
10 = UNIVISION (Spanish/18 Local)	37 = SyFy
11 = A&E	38 = The Newborn Channel (Spanish)
12 = WFSB Ch 3: Local CBS	39 = TIP TV-1
13 = HGTV Home & Garden Network	40 = TIP TV-2
14 = CNN	41 = TLC: The Learning Channel
15 = TBS	42 = Animal Planet
16 = The Discovery Channel	43 = AMC: American Movie Classics
17 = Fox News Network	44 = The History Channel
21 = Newborn Channel (English)	45 = Galavision
22 = ABC Family	46 = Cartoon Network
23 = WTXN Ch 20: Local CW	47 = Comedy Central
24 = USA Network	48 = Travel Channel
25 = TNT	49 = Marquee Channel
26 = The Weather Channel	50 = TIGR education
27 = WEDH Ch 24: Local PBS	51 = TIGR education
28 = ESPN	52 = TIGR education
29 = ESPN-2	53 = TIGR education
30 = ESPN News	

### XM RADIO STATIONS

54 = CARE Continuous Ambient Relaxation Environment	60 = XM Radio (827) Spirit - Gospel
55 = BET: Black Entertainment	61 = XM Radio (821) Today's rock The Blend - 70s
56 = XM Radio (870) Fuego - Reggae	62 = XM Radio (813) The Village - Folk Music
57 = XM Radio (875) Caricia - Romance	63 = XM Radio (851) Water Colors - Contemporary Jazz
58 = XM Radio (814) Country	
59 = XM Radio (878) Easy Listening	

## Information about the area

### Cultural, recreational, educational

Greater New Haven is a great place to live, work, go to school or just explore. Call the Greater New Haven Chamber of Commerce at **203-787-6735** for information.

### Accommodations

We encourage you to spend as much time with your child as possible. Cots, and in some cases sleeping sofas, are available for your use. Because of limited space, we ask that only one parent spend the night. If you have special needs, please talk with your child's nurse.

New Haven offers a number of hotels and other accommodations, many within walking distance of the hospital or a few minutes by car. Please contact the patient relations office, **203-688-3430**, or the Greater New Haven Chamber of Commerce, **203-787-6735**, to find out your best option. Many local hotels offer discounts or transportation to the family of a hospitalized patient.

### Ronald McDonald House of Connecticut 203-777-LOVE

Located at 501 George Street in New Haven, the Ronald McDonald House is a place where families can stay while their child is being treated at the hospital. A referral from a hospital staff member is required before a family can register as a guest at the House. A modest fee is charged per night. Transportation from the hospital to the Ronald McDonald House may be arranged by calling YNHH protective services. Please call **203-688-2500** in advance of the time you would like to leave.

### Restaurants

New Haven has an extremely wide range of excellent restaurants. Call the Greater New Haven Chamber of Commerce at **203-787-6735** for options.

### Travel agency 203-688-6538

YNHH has an on-site travel agency, Medical Center Travel, to help you with any travel arrangements Monday-Friday, 8:30 a.m.-4:30 p.m.

### Transportation / Travel

#### AIRPLANE

Tweed New Haven Airport is just five minutes from downtown New Haven and Yale-New Haven Hospital. Bradley International Airport is north of Hartford and is about an hour's drive from New Haven.

- **Tweed New Haven Airport: 203-466-8833**
- **Bradley International Airport: 1-888-624-1533** (toll-free) Airport shuttle services.
- **Connecticut Limousine** provides shuttle service to/from Bradley, Kennedy, LaGuardia and Newark airports: **(800) 472-5466**.
- **Metro-North** also provides shuttle services from the airports to Grand Central Station and to/from New Haven: **(800) 638-7646**.

#### BUS

Call CT Transit Telephone Information Center for local bus stops, routes and schedules, **203-624-0151**. TTY/TDD, 203-785-8930.

- **Route O:** Sylvan Ave./Route 1, Milford to Yale-New Haven Hospital
- **Route B:** West Haven to Yale-New Haven Hospital
- **Greyhound Bus Lines: 203-772-2470**

#### CAR RENTALS

A number of car rental agencies are located in downtown New Haven and at Tweed New Haven Airport. Ask a staff person for a phone book to find a current listing.

#### TAXI

**Metro Taxi: 203-777-7777**

**New Haven Taxi Cab Company: 203-877-0000**

**Easy-One Taxi: 203-933-3333**

#### TRAIN

- **Amtrak: 800-872-7245**
- **Metro North: 800-638-7646**; TTY/TDD 800-724-3322
- **Shore Line East: 203-777-7433** (There is a shuttle from Union Station to York & Cedar Streets.)

## Insurance, billing, financial services and financial counseling



Once your child is scheduled for services to Yale-New Haven Children's Hospital, you will be assigned a patient account representative (PAR) who can answer any financial questions you may have before, during and after your hospital stay.

Your PAR will make every effort to meet with you in the hospital. If at any time you would like to speak with your PAR, you may come to the West Pavilion Admitting office or contact him or her at **203-688-3331**. After discharge, the number to call is **203-688-2030**.

### Verifying health insurance coverage

A patient account representative from the hospital's admitting office will contact you before your child's medical procedure. You will be asked for insurance information, such as the name of your insurance company, the billing address and telephone number(s), subscriber name, certificate and/or policy number and effective date of the plan. This information allows us to verify insurance coverage prior to admission. Most of this information can be found on your insurance I.D. card. Please remember to bring your card with you when you bring your child to the hospital.

### Self-pays and co-pays

It is Yale-New Haven Hospital's policy to collect any estimated self-pay balances or co-pays on admission. Your patient account representative will let you know how much you will be expected to pre-pay. Please call Admitting, **203-688-3331**, if you have any questions. The hospital accepts cash, check or credit card.

### Patients without insurance

If you don't have medical insurance, your patient account representative will help you calculate an estimated payment. The estimated payment is due upon admission. Because the payment is estimated, you may receive a credit or further charges after your child's hospital stay. If you are unable to make an estimated payment, your patient account representative or financial representative can advise you of available options, including free care and sliding scale programs, and help you through this process.

### Financial counseling

Programs are available to help families in need of financial assistance. Yale-New Haven Hospital can often help you find out if you qualify for federal and state funds to cover your hospital costs. Financial assistance can be requested at **203-688-2030**. Those without health insurance, or whose income is at or below four times the poverty level, may be eligible for financial assistance.

### Free care and sliding scale discount program

Yale-New Haven Hospital provides some services free or at a reduced charge to individuals who cannot afford to pay for medical care. Patients whose family income level does not exceed four times the poverty level, based on the size of the family, will be considered eligible for full or partial free care. Please speak with your patient account representative to see if you are eligible.

### Managed care insurance pre-certification

If you belong to a managed care plan, you may need a second opinion, prior approval or pre-certification before your child is admitted to the hospital. In some cases, managed care plans will not pay for hospital costs if patients do not pre-certify that the service is covered

*continued*

before coming to the hospital. Please check with your managed care company to see what is required. Make sure you keep a record of the date, time and person you spoke with at your managed care company.

### Your hospital bill

During your child's visit to the hospital, he or she may experience a variety of tests, procedures and services. Many of these services are performed by healthcare providers who work in the hospital, but bill for their services separately. After your child's visit, you can expect to receive bills from several different healthcare providers, including:

- ***Yale-New Haven Hospital: 203-688-2030***
- ***Yale Medical Group: 203-785-4216*** or toll-free ***800-826-9922***
- ***Your physician***
- ***Yale Diagnostic Radiology: 203-785-4216*** or toll free ***800-826-9922***
- ***Yale-New Haven Emergency Physicians: 800-373-3055***

### Your hospital statement

If you receive something that looks like a bill, but the word "statement" appears on it, this is not a bill and you do not have to send payment. Statements are sent to let you know

that your hospital charges have been forwarded to your insurance company for review and reimbursement.

### Requesting a Yale-New Haven Hospital bill

To obtain a copy of your Yale-New Haven Hospital bill, please call **203-688-2030**. Make sure to have patient name, date of service, account number and/or the patient's Social Security number available.

### If you have questions about your bill

If you have questions about your Yale-New Haven Hospital bill, or feel that it is incorrect, call **203-688-2030**, Monday–Friday, 8 a.m.–4:30 p.m. Please have the patient's name, account number listed on the bill or the patient's Social Security number ready when you call. You can also e-mail your billing questions to [patientinquiries@ynhh.org](mailto:patientinquiries@ynhh.org).

The hospital also offers one-on-one appointments (including one evening a month) to discuss billing problems. Spanish-speaking counselors are available. Call **203-688-2046** to make an appointment. If you have questions about any of the other bills listed above, please call the number listed on those bills.

## Discharge and Going Home



### Discharge

We try to discharge patients before 11 a.m., although there are sometimes unavoidable delays. We make every attempt to let you know the day before discharge, so you can arrange transportation. Your physician or nurse will

inform you of your child's discharge time. Please be patient with the discharge process. The staff wants to ensure that all care is completed before your child is discharged. If your child requires home care or has special care needs after his or her stay at the hospital, the care coordinator will help you set up appropriate services.

### Discharge instructions

Your child's doctor and nurse will give you instructions about post-hospital care. If you have questions about your child's diet, medication, activities or other matters, please be sure to ask. If you have questions after you get home, you can call the nursing station on your unit and speak with a staff member.

- Please check your room and surrounding area carefully for all of your child's belongings. Double-check closets and drawers.
- Children cannot be discharged without an appropriate car seat.

### Follow-up phone calls after discharge

You may receive a follow-up phone call a few days after discharge to see how your child is doing, if you are clear about your discharge instructions, and if you have any suggestions about what YNHH could have done better while your child was in the hospital. If you do not receive a call and have questions or suggestions, you may contact patient relations directly during business hours at **203-688-3430**.

### Going home

Returning home can be an adjustment. Your child may be eager to get back to the usual routine, but a little uncertain of how to proceed. Some simple steps may help make the adjustment to home as easy as possible.

- Return the child to his or her regular home routine and give your child responsibilities that match his or her abilities.
- Give him or her some choices over what to eat or do.
- Permit the child to express anger, frustration or sadness and offer reassurance and support.
- Avoid leaving your child for long periods of time or overnight until he or she has settled in again.

### Home care and follow-up care

Your child may be eligible for a skilled nursing visit, home health aide services or physical or occupational therapy. Social workers are also available through home care agencies. Your nurse and/or care coordinator can help you obtain the necessary medical equipment you might need at home, such as wheelchairs, walkers, home oxygen or hospital beds. You will be notified when supplies are ordered if there is any cost to you. Equipment can be delivered to your hospital room prior to discharge if necessary. Staff at the hospital can help you take care of the necessary paperwork and phone calls.

Inform your nurse if you have received services in the past from a home care agency or if you wish to select a particular agency. You have the right to choose agencies or facilities. Your nurse, care coordinator or discharge planning representative can help you with this choice.

### Pharmacy 203-688-7064

If your child needs a prescription filled after discharge, you may qualify for a discount through the YNHH Prescription Assistance Program. This program is

*continued*

available to all patients being discharged from YNHH, its emergency department or hospital clinic – regardless of whether or not you have health insurance or pharmacy benefits. To receive the discount, the prescription must be written by a YNHH provider and filled at the Medical Center Pharmacy at 50 York Street. The discount varies for each prescription.

### Medical records

If you need a copy of your child’s medical record, you must complete an “Authorization for Access/Release of Information” form. To obtain the form, call the medical information unit at **203-688-2231** during business hours. Return the completed form to Yale-New Haven Hospital, Clinical Information Services, Medical Information Unit, 20 York Street, New Haven, CT 06510-3202; or by fax: 203-688-4645. If copies are sent directly to you, there is a per-page copying fee. If copies are sent directly to a physician or hospital, there is no charge.

### Patient satisfaction surveys

After you are discharged, you may receive a Press Ganey patient satisfaction survey in the mail. Please take the time to complete and return the survey. Your answers and comments are very important to us and will help us make improvements. If you have questions about the survey, please call patient relations at **203-688-3430**.

### Philanthropy/Donations 203-688-9644

Grateful patients and family members often ask about making a donation to Yale-New Haven Children’s Hospital. While individual caregivers are not able to accept financial gifts, donations to the hospital are always welcome. You can make a gift to the Children’s Hospital, to a specific program or area of interest, a gift in memory or honor of someone or a planned gift. You can make a donation by mail (Office of Development,

Yale-New Haven Hospital, P.O. Box 1849, New Haven, CT 06508-1849) or online at [www.ynhh.org/develop/online\\_form.html](http://www.ynhh.org/develop/online_form.html).

For information about making a monetary donation to YNHCH, please visit [www.ynhh.org/develop](http://www.ynhh.org/develop). You can also contact the Office of Development at and via email at [giving@ynhh.org](mailto:giving@ynhh.org).

### Other donations

YNHCH gladly accepts donation items for infant, toddler, pre-school and adolescent patients. The office of development can provide you with a complete listing of age-appropriate items.

For more information about donating to YNHCH or for a complete listing of guidelines please contact the office of development at **203-688-9644** or via email at [giving@ynhh.org](mailto:giving@ynhh.org).

**PLEASE NOTE:** *Following infection control guidelines is critical in a hospital setting. To protect the patients at YNHCH, we can only accept new items (i.e., stuffed animals).*

### To donate new items to Yale-New Haven Children’s Hospital, please contact:

- **Child life** (new toys, games, play equipment, computer games, software, CDs): **203-688-2334**
- **Reach Out and Read** (new and gently used books): **203-688-6880**
- **Toy Closets** program (new toys): **203-688-5717**

### Physician referrals

If you need the name of a pediatrician or a pediatric specialist after your child is discharged, call the Yale-New Haven Children’s Hospital Physician Referral Service at **877-611-KIDS**.

## PATIENT AND FAMILY RIGHTS AND RESPONSIBILITIES

### Patient Rights

**As a patient at Yale-New Haven Hospital, you have the right to expect:**

**CARE** that is safe, high quality, respectful and considerate of your personal beliefs and values

**INFORMATION** that is understandable and complete, including health status, treatment and care options

**PARTICIPATION** in the development and implementation of your child's plan of care

**RESPECT** for your wishes as outlined in an advance directive

**CONFIDENTIALITY** and privacy in all matters

**COMMITMENT** to your child's safety and security

**ASSESSMENT** and management of pain

**PROMPT RESPONSE** to requests for assistance, concerns and complaints

If you have a complaint that has not been addressed to your satisfaction by patient relations, **203-688-3430**, through the hospital patient complaint process, you may contact the Connecticut State Department of Health, **860-509-8000**, or the accrediting agency for the hospital, the Joint Commission, **630-792-5000**.

### PATIENT RESPONSIBILITIES

**As the parent of a patient, you have a responsibility to:**

**INFORM** caregiver staff of your child's past and current medical history, including changes in condition

**ASK** questions about your child's care and treatment, particularly if instructions are not clear

**PARTICIPATE** in your child's plan of care by cooperating with care and participating in discharge planning

**RESPECT** others by adhering to hospital policies

**NOTIFY** hospital staff if you are unable to keep a scheduled appointment

**PROVIDE INFORMATION** regarding insurance coverage and payment plans

**TELL US** how we can provide better care or service to you and your family.

For a brochure or a detailed explanation about patient rights and responsibilities, please call patient relations at **203-688-3430**.

## Your child's caregivers

Please use this form to write down the names of members of your patient care team. Please use the next page to jot down any notes or questions you might want to ask your caregivers.

### Medical staff

**Attending physician** \_\_\_\_\_

(A licensed MD who admits you to YNHCH, coordinates your child's overall care and communicates with your child's pediatrician or family physician)

**Hospitalist** \_\_\_\_\_

(A hospitalist is an attending physician who provides onsite, 24-hour care for your child in the hospital)

**Fellow** \_\_\_\_\_

(A licensed MD who has completed residency training and is receiving advanced specialty training in a particular area)

**Resident** \_\_\_\_\_

(A licensed MD who is receiving additional training at a teaching hospital, under the supervision of the attending physician)

**Intern** \_\_\_\_\_

(A licensed MD who has recently graduated from medical school and is in the first year of his/her residency)

**Physician assistant (PA)** \_\_\_\_\_

(A physician assistant is a healthcare professional licensed to practice medicine with supervision of a licensed physician.)

### Nurses

**Registered nurse** \_\_\_\_\_

(A registered nurse [RN] has overall responsibility for overseeing your child's care when he/she is scheduled to work. All registered nurses wear blue scrubs. Associate nurses will care for your child when the regular nurse is not at work.)

**Patient service manager (PSM)** \_\_\_\_\_

(Nurse responsible for the overall management of the patient care unit)

**Charge nurse** \_\_\_\_\_

(Nurse in charge of each shift [whether the patient service manager or clinical manager is on the unit or not])

**Advanced practice registered nurse (APRN)** \_\_\_\_\_

(A registered nurse with an advanced degree who can assess, diagnose, prescribe tests and treatment for certain patients [includes nurse practitioners, clinical nurse specialists and nurse midwives])

**Other caregivers****Care coordinator** \_\_\_\_\_

(A nurse who works with both patient and staff to oversee your child's care and discharge)

**Child life specialist** \_\_\_\_\_

(A certified child life specialist provides emotional and developmental support, procedural preparation and therapeutic play activities.)

**Patient care associate (PCA)** \_\_\_\_\_

(Works under the direction of a nurse and assists with some of your child's care)

**Environmental service associate (EA)** \_\_\_\_\_

(Responsible for cleaning your child's room, bathroom, floors and other areas)

**Business associate (BA)** \_\_\_\_\_

(Responsible for coordinating unit activities, answering phones/intercoms and communicating between patients and staff)

**Unit support associate (USA)** \_\_\_\_\_

(Transports you to and from the units for various services; obtains equipment; moves beds; helps your child in or out of bed)

**Rehabilitation therapist** \_\_\_\_\_

(Physical and occupational therapists help patients recovering from illness or injury regain as much function and independence as possible.)

**Respiratory therapist** \_\_\_\_\_

(Works with the patient care team to evaluate, treat and care for patients with breathing disorders)

**Social worker** \_\_\_\_\_

(Provides emotional support and helps your child obtain resources and referrals to community services or support groups)

**Patient representative (203-688-3430)** \_\_\_\_\_

(Helps you resolve an issue that you have not been able to resolve with your child's nurse or the patient service manager.)

**Dietitian** \_\_\_\_\_

(Provides nutrition assessment, counseling and questions about your child's nutritional needs, if needed)

**Chaplain** \_\_\_\_\_

(Clergy of various denominations who are available to provide spiritual support and prayer at any time. Can also connect you with a clergy person of your faith at your request)

**Volunteer** \_\_\_\_\_

(Provides additional help or support in a variety of hospital locations. Hospital volunteers wear red jackets.)



## Yale-New Haven Hospital History

Yale-New Haven Hospital (YNHH) was established in 1826 as the first hospital in Connecticut and the fourth in the United States. Originally called the General Hospital Society of Connecticut, it was founded as a hospital to care



for the poor, as well as sailors, soldiers and merchants far from their homes. Since it was the only hospital in Connecticut for many years, it was often referred to

as the State Hospital. In 1884, the hospital's name was changed to New Haven Hospital.

Since it was founded, the hospital has been affiliated with Yale School of Medicine. In 1945, a merger with Grace Hospital led to a name change: Grace-New Haven Hospital. In 1965, a more formal agreement with Yale University officially created Yale-New Haven Hospital.

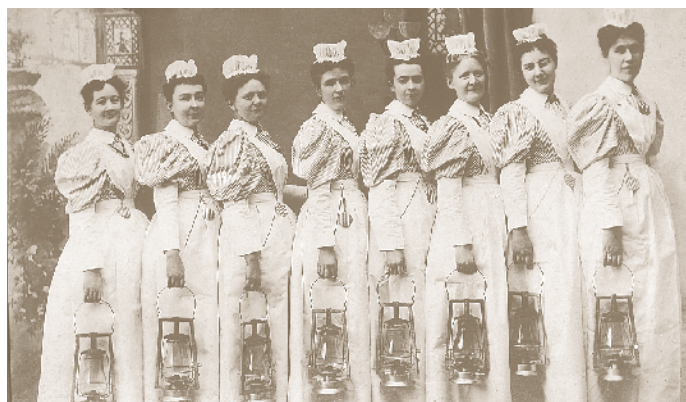
The physical facilities, too, grew – from a single 15-bed building to a huge medical center complex.

Today, YNHH is a 966-bed, private, nonprofit facility that

ranks among the premier medical centers in the nation. From the highly complicated to the relatively routine, Yale-New Haven is ideally qualified to diagnose and treat Connecticut's three million residents.



A referral center for patients from other states and countries, YNHH is a primary care provider for the city of New Haven and the greater New Haven region. In addition, YNHH reaches into the community with programs and services to improve the health and well-being of the community and its residents.



YNHH is the flagship hospital of the Yale New Haven Health System (YNHHS), founded in 1995. Bridgeport and Greenwich hospitals are affiliate members.

### Yale-New Haven's history is filled with medical achievements of national, state and local significance, including:

- 1896** – First X-ray in the U.S. produced at Yale
- 1942** – First successful clinical use of penicillin in U.S.; first use of chemotherapy for cancer
- 1946** – First U.S. hospital to allow newborns to stay in rooms with mothers
- 1949** – First artificial heart pump developed
- 1952** – First cornea transplant in Connecticut
- 1956** – First in state to perform open heart surgery
- 1957** – Developed first fetal heart monitor
- 1959** – Discovered and named melatonin
- 1960** – Opened first intensive care unit for newborns
- 1966** – Developed phrenic nerve pacemaker
- 1972** – Started first U.S. hospital sickle cell anemia screening program for newborns
- 1975** – Identified and named Lyme disease
- 1979** – First insulin infusion pump for diabetics
- 1987** – First hospital in Connecticut with photopheresis
- 1998** – Discharged the first patient in New England with a left ventricular assist device
- 2009** – Named to *U.S. News & World Report's* Best Children's Hospitals list in two subspecialties

## Important Telephone Numbers

Patient information (room and phone number) . . . . .	<b>203-688-4177</b>	Patient assistance line . . . . .	<b>203-688-2333</b>
General hospital information . . . . .	<b>203-688-4242</b>	Patient relations . . . . .	<b>203-688-3430</b>
Hospital telephone operator . . . . .	<b>203-688-3111</b>	Pediatric specialty center . . . . .	<b>203-785-4081</b>
Accommodations (Patient Relations) . . . . .	<b>203-688-3430</b>	Pediatric surgery center . . . . .	<b>203-688-7996</b>
(Greater New Haven Chamber of Commerce) . . . . .	<b>203-787-6735</b>	Pediatric inpatient units	
Admitting, Children's Hospital (West Pavilion) . . . . .	<b>203-688-3331</b>	Infant/toddler unit (SP 7-3) . . . . .	<b>203-688-2330</b>
Admitting, children's psychiatric inpatient service . . . . .	<b>203-688-6017</b>	School-age/adolescent unit (SP 7-2) . . . . .	<b>203-688-2328</b>
Atrium gift shop (flowers and gifts) . . . . .	<b>203-688-4265</b>	Oncology and respiratory care unit (WP 7) . . . . .	<b>203-688-7997</b>
Billing questions . . . . .	<b>203-688-2030</b>	Oncology and pediatric research unit (SP 7-4) . . . . .	<b>203-688-2332</b>
Boutique at Smilow . . . . .	<b>203-200-CARE</b> (2273)	Pediatric intensive care unit (PICU, WP 7) . . . . .	<b>203-688-2323</b>
Cafeteria hours and daily menu . . . . .	<b>203-688-MENU</b> (6368)	Child psychiatric inpatient unit . . . . .	<b>203-688-5900</b>
Child life program . . . . .	<b>203-688-2334</b>	Pharmacy (Medical Center Pharmacy) . . . . .	<b>203-688-7064</b>
Children's hospital physician referral service . . . . .	<b>877-611-KIDS</b>	Pre-admission testing center . . . . .	<b>203-688-6539</b>
Children's psychiatric inpatient service . . . . .	<b>203-688-5900</b>	Privacy and confidentiality (HIPAA compliance office) . . . . .	<b>203-688-8416</b>
Deaf or hard of hearing assistance . . . . .	<b>203-688-8159</b> TTY	Religious ministries / Chaplain services . . . . .	<b>203-688-2151</b>
Directions to YNHH . . . . .	<b>203-688-1234</b>	Room service dining (to order patient meals) . . . . .	<b>203-688-MEAL</b> (6325)
Emergency department (pediatric) . . . . .	<b>203-688-3333</b>	Security and protective services . . . . .	<b>203-688-2500</b>
Family advisory council (pediatric) . . . . .	<b>203-688-3844</b>	Service response center (housekeeping) . . . . .	<b>203-688-9000</b>
Housekeeping (service response center) . . . . .	<b>203-688-9000</b>	Social work . . . . .	<b>203-688-2195</b>
Newborn special care unit . . . . .	<b>203-688-2318</b>	Television or telephone repair . . . . .	<b>203-688-9000</b>
One-day surgery . . . . .	<b>203-688-1532</b>	Volunteer services . . . . .	<b>203-688-2297</b>
ParentCare email (free) . . . . .	<b>203-688-WELL</b> (9355)	Well-baby nurseries . . . . .	<b>203-688-7317</b>
Parking office . . . . .	<b>203-688-2623</b>	WELL/A Mother's Place . . . . .	<b>203-688-WELL</b> (9355)

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