

# Welcome

**to the Spence and Becky Wilson  
Baptist Children's Hospital**



 **BAPTIST**

SPENCE AND BECKY WILSON  
CHILDREN'S HOSPITAL

Get Better.



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## WELCOME TO BAPTIST

On behalf of the staff and physicians of the Baptist Memorial Hospital for Women and the Spence and Becky Wilson Baptist Children's Hospital, we would like to welcome you and share with you our total commitment in providing exceptional, safe, and compassionate patient care.

The Baptist Children's Hospital is a continuum of care from the birth of your baby up until their 18th birthday. Our philosophy of patient-focused care, family oriented environment, and intimate size allows us the opportunity to be responsive and innovative and to provide very personalized care using a team approach. While we have advanced facilities and technology, it is the dedication and experience of our staff and physicians that is the secret to our success.

We realize that being in the hospital may be an uneasy experience. Therefore, through our values of compassion, respect, quality and family-centered service, we will strive to make your visit as pleasant, comfortable and successful as possible.

We always welcome your comments and questions and your feedback is extremely valuable to us as an essential tool to help us improve our service. After you return home, you may receive a patient satisfaction survey in the mail. If there's something we can do better, please tell us about it. If you had a positive experience, please tell us about that too - so we can keep doing things right! Patient satisfaction is a key component of all staff evaluations, so you can be sure we take your survey responses to heart. You really do have a voice in the quality of your health care - we encourage you to use it!

Thank you for allowing us to care for you or your loved one. We know it is a privilege, and we consider ourselves truly blessed.

*Thank You*

*Allison Bosse*

Allison Bosse

*CEO and Administrator of Baptist Memorial Hospital for Women and the Spence and Becky Wilson Baptist Children's Hospital*



## **Hardin Pediatric Inpatient Unit**

Opened in September 2000, this inpatient unit was created through the generosity of Helen and Jabie Hardin to further enhance the quality of life of those treated by the dedicated physicians and staff at Baptist.

The patient rooms in this unit are specifically designed to meet not only children's medical needs, but to provide a space large enough for families to gather and provide emotional support. While we do encourage visitors, we are committed to patient-centered care and we may ask at any time that the number of patients be limited in the patient's room, the inpatient unit or the hospital altogether. To make children feel more at home, toys and movies are available for all ages.

## **Pediatric Intensive Care Unit (PICU)**

Some children may require more frequent monitoring, per your physician's order. Our nurses have a constant view of these patients through glass windows and doors, and can use heart and oxygen monitors to continuously monitor their vital signs and assess their condition. Vital signs such as heart rate, respiratory rate, and oxygen level are displayed on screens located in the patient's room and at the nursing station, which allows the patient to rest without frequent interruptions. It is important that your child remain connected to these

monitors at all times until the physician determines that the patient's condition has improved enough to be disconnected.

The unit is staffed by a team of registered nurses, all of whom specialize in pediatrics. We understand that visiting a hospital for any reason

can be stressful for children of all ages and their families. Knowing what to expect can help you and your child adjust. Each patient room has a white communication board where we will write information that is important for you to know - such as the nurse's name or medications and tests that have been ordered for the patient. You may also use the board to write down questions for the doctors and/or nurses. We

encourage parents and caregivers to take frequent breaks to recharge and when you leave the room, please write your contact information on the communication board in case we need to reach you.

## What You Might See in the PICU

It is common to see or hear medical devices or equipment in the patient's room. Some of the things you might see include:

- IV - a thin, flexible tube typically inserted in the patient's hand or arm and is used to deliver a continuous regimen of fluids or medications.
- Smart Pump - used to calculate and chart precise medications based on real time scales that continuously and accurately measure a child's exact body weight.
- Monitor - a painless way to monitor a patient's vital signs, like heart rate and breathing rate. Stickers that are attached to wires are placed on the patient and connected to the monitors.
- Ventilator - a machine that supports patients who need help breathing. We use technologically advanced and high-frequency ventilators which are much gentler on tiny airways, and can prevent lung damage in babies or children who will need to be ventilated for extended periods of time.
- Video Intubation System - used for guided access through difficult airways.



## What to Expect While Staying in the Hospital

### Multidisciplinary Rounds:

Every morning at 9:15 am, your care team will meet to discuss every patient's individual care plan updates and progress. Your care team consists of not only nurses and physicians, but case managers, pharmacists, nutritionists, social workers, child life specialists, respiratory therapists, and any sub-specialists. After multidisciplinary rounds, the care team will make morning visits to each patient's room to discuss the discharge process or treatment plans with patients and families.

Hospital staff that may visit your room other than your care team listed above may include our hospital chaplain or a Guest Services representative.

### Vital Signs and Assessments:

- Your child's vital signs (temperature, heart rate, and respiratory rate) will be taken every four hours, at least six times per day (morning, mid-day, afternoon, evening, late evening and early morning). Vital signs may be taken less frequently or more frequently, depending on the patient's needs.
- Blood pressure will be taken on your child once a day unless



ordered otherwise by a physician. We do realize the checks in the middle of the night may wake your child, but monitoring their status at regular intervals is our policy.

- When our nurses change shifts at 7 am and 7 pm, they provide reports to the incoming shift. This allows both the patient and their caregiver/family members to be involved in the plan of care. This report time should only last 3-5 minutes and is a time for nurses to pass on pertinent information regarding the patient's care.

### **Morning Lab Draws:**

If your doctor ordered morning lab work, it will typically be drawn between 4 am and 6 am. This will allow the lab results to be available for the doctor to review before his/her morning rounds. If your child wakes up any time after 3 am and you want us to draw their blood while they are awake, just let us know. Your doctor may also want blood to be drawn at other times, and we will update you of those orders.



### **Intake and Output:**

Please keep your baby's diapers when you change them so they may be weighed. Do NOT put the baby wipes into the diapers or in the toilet. If your child is potty trained, we will have special containers in the toilet and urinals to catch the urine. Please allow the nursing staff to record amounts before discarding. We also ask that you keep up with

how much liquid your child drinks and how much of their meals they eat.

### **Equipment:**

Your child's treatment may require specific medical equipment to be placed in their room. We will explain the purpose and function of the equipment to you. Please do not touch any buttons or try to alter the settings. For your child's safety, please let your nurse know if anything alarms you, or if you have any concerns about the equipment. The IV pumps will run on batteries for a short time so that your child can walk around. Please do not try to disconnect or connect any medical equipment.

### Prevent Spreading Germs:

For your child's health and to prevent the spread of germs, we would like our staff, family, and visitors to wash their hands often. Please use the hand sanitizer, located on the wall in your room, as much as possible. You should wash your hands and your child's hands:

- Before and after eating
- After using the toilet
- After blowing or wiping your nose or your child's nose
- After changing dirty diapers or helping your child in the restroom

### Meals:

Meals are served for each patient and are age appropriate and diagnosis specific. Your nurse will review your child's dietary orders. Meal times are as follows:



Breakfast .....7:15 am to 8:15 am  
Lunch .....11:30 am to 12:30 pm  
Dinner .....5:30 pm to 6:30 pm

A dietary representative will offer your child selections based on their prescribed diet. If your child has a special request, please notify us and we will try to accommodate it as long as it is allowed on their prescribed diet. Our food and nutrition services team always has alternative meal options that can be found on the patient's menu for additional special requests. You can also use the hospital room telephone to call one of our pantry representatives at x79024 for assistance with selecting items that are within the diet regimen. If your child requires blood sugar checks before each meal and/or takes insulin shots, let your nurse know when your meal tray arrives and do not let your child eat until the nurse has okayed it. If you have an infant who drinks formula or eats baby food, we will provide those for you. We have a refrigerator that is used exclusively for storing breast milk and breast pumps are available. A small selection of juices, milk, and snacks are available for your child if they get hungry between meal times. Also, if your child is less than 14



years old, one parent in the room will receive a meal tray (or if twins are in separate rooms, both parents will be served). Parents are welcome to purchase food in the Vines Café, located on the first floor, that includes a hot food line, soup selections and an array of freshly packaged sandwiches to choose from.

### **The Vines Cafe' (Cafeteria):**

#### **Food Service Monday-Friday**

7:00 am to 10:00 am

11:00 am to 2:00 pm

4:00 pm to 6:00 pm

Grab and Go items available all day up until 7pm

#### **Food Service Saturday-Sunday**

7:00 am to 10:00 am

11:00 am to 2:00 pm - Grab and Go items only

4:00 pm to 6:00 pm - Grab and Go items only

The hours of operation may vary from time to time due to unforeseen circumstances or holidays.

The Vines Café accepts cash and Visa or Mastercard.

### **Housekeeping or Environmental Services:**

Please know that your room was sterilized prior to your arrival. Which means, depending on the time you were admitted, you may not see a housekeeping representative the first day. You can expect that your trash and linens will be removed, all touch points will be sanitized, floors will be dusted and mopped every day by our courteous housekeeping team members. A environmental services request can be made by calling 901-453-1411.



## **Safety and Security:**

Patient and family safety is our first priority. Our policy is that a child be accompanied by at least one adult family member. Please make sure your child has an identification bracelet on and that the nurses are aware of any allergies they may have. The nurses should be checking the patient's I.D. bracelet frequently. If the patient is unable to speak, the nurse will ask the parent or guardian to verify the patient's name and date of birth.

We encourage our patients to be active participants in their health care by using "Speak Up:"

- S - Speak up if you have any questions or concerns and if you don't understand, ask again.
- P - Pay attention to the care you are receiving. Ask questions when you don't understand.
- E - Educate yourself about your child's diagnosis, medical tests, and plan of care.
- A - Ask a trusted family member or friend to be with you if you are unable to ask questions for yourself.
- K - Know what medications/vaccines your child has taken.
- U - Use a health care organization that has undergone rigorous on-site evaluations.
- P - Participate in decisions about your child's treatment. You are the center of your child's health care team.

## **P.D.'s Playroom:**

Play is an essential part of healing. Patients not in isolation precautions are allowed to visit the playroom with a staff member or hospital volunteer.

## **Movies and Games:**

Please ask the unit clerk, your nurse or the child life specialist about available DVDs or the gaming units. Due to the limited number of game systems, we ask that families be considerate and cooperate when asked to share these items.

## Visitors

- Four Visitors are allowed at a time. No one under the age of 16.
- Visiting hours are over at 9pm. Two adults are allowed to stay overnight.

The pediatric inpatient unit is a family-friendly, controlled access environment. The Visitation policy is updated regularly to protect our patients. Please call ahead for limitations or updates, look for signage or ask a patient care assistant in the unit.

We ask that you are considerate of other patients, and keep the noise to a minimum while in the unit.

## Shuttle Service:

We provide on-campus shuttle service for patients and guests Monday through Friday from 5 am to 9 pm. If shuttle service is needed after hours, our security team will provide transportation. The number to call for shuttle service is extension 65520 from a hospital phone. This service is free and will transport patients and guests to/from their vehicles on both the Baptist Women's Hospital and Baptist Memphis Hospital campuses. It will also transport to the Hampton Inn near the campus.

## Amenities:

- Free WiFi access is available by selecting BMH-Guest.
- An ATM is located in the Baptist Women's Hospital lobby across from the main elevators.
- A chapel is nestled off the Baptist Women's Hospital lobby where there are comfortable chairs to sit quietly and reflect. There is also an outdoor prayer path just outside of the Vine's Café.
- The Rebecca Webb Wilson Art Gallery is located off the Baptist Women's Hospital Lobby entrance into the Baptist Children's Hospital. Her work captures beautiful photos from all around the world of mothers and their babies, animals with their cubs, and children playing.
- The Women's Foundation for a Greater Memphis (WFGM) Hall of Legends pays tribute to Memphis women who have dedicated their life's work to empowering women and children. (located in the main hallways of Baptist Women's Hospital)
- Vending machines are located in the following areas: across from the main elevators in the Baptist Women's Hospital lobby; and along the back wall of the Vines Cafe dining area.
- Rocking chairs are available upon request.

## **FAQ - Frequently asked questions:**

### ***When will the doctor be here?***

A: Most pediatricians visit patients in the morning, but each doctor has his/her own schedule. Baptist has pediatric hospitalists on staff who provide 24/7 coverage and update your child's primary care physician with the care plan. The hospitalist, intensivist and/or residents will visit after 9:15 multidisciplinary rounds. All test results and paperwork are sent to your child's physician for a seamless continuum of care.

### ***Is there an ATM available?***

A: An ATM is located on the first floor across from the gold elevators in the Baptist Women's Hospital main lobby. Your bank may charge withdrawal fees.

### ***Where are the vending machines?***

A: Vending machines are located in the following areas: across from the main elevators in the Baptist Women's Hospital lobby; and along the back wall of the Vines Cafe dining area.

### ***Do you provide Wifi access?***

A: We have free wireless internet access available by utilizing BMHCC-Guest. Please note the guidelines for usage.

### ***Can I order take out from my room?***

A: Yes, several local restaurants will deliver directly to the hospital. There is a station for delivery drivers to drop off orders by the front door of the Women's Hospital lobby. Please be specific with your order stating your full name and location within the hospital. You will be responsible for collecting your food orders.

### ***How do I call outside of the hospital?***

A: Dial 9 to get an outside line on a hospital room phone. Only local calls are allowed from the rooms.



***Do you have any rocking chairs?***

A: Yes, we have a few available upon request to your nurse.

**Hospital Bills and Insurance:**

Please remember that you are responsible for all deductibles, co-payments and non-covered services. These fees are collected at the time of your visit.

The hospital will submit a bill to your insurance company and is committed to processing your account in a timely and efficient manner. You should remember that your policy is a contract between you and your insurance company, and you have the final responsibility for payment of your bill.



If you have certain tests or treatments in the hospital, you may receive a bill(s) from a doctor(s) outside of Baptist who did not see you in the hospital. These charges are for professional services provided by that doctor(s) who was involved in diagnosing and interpreting your test results. Please contact the physician(s) directly if you have any questions concerning their bills.

Thank you for the confidence you and your family have placed in Baptist. If you have a question concerning hospital charges you may call the patient financial services department at 901-227-5433 or 1-800-411-5433 between the hours of 8 am to 4:30 pm. Mon-Fri. Please have your account number available.

## Going Home:

When your doctor submits orders to be discharged from the hospital, your child's care team may need to review test results, write discharge orders, review post-hospital care instructions and fulfill any requirements from the doctor before you are allowed to leave the hospital. This process could take several hours but while you're waiting, here are some steps you can take to prepare to leave the hospital:



- Make arrangements with a family member or friend to help you when it is time to leave.
- Collect all of your belongings and double check closets and drawers. If you have anything stored in the hospital safe, call the security office at extension 7-9797 from your room or 901-227-9797 from an outside line.
- Your doctor and nurse will give you instructions about your child's post-hospital care. If you have questions about your child's diet, activities, or other matters, please be sure to ask. If your doctor gives you a prescription, please fill it at your local pharmacy.
- Sign up for Baptist OneCare® MyChart at [mychart.baptistonecare.org](http://mychart.baptistonecare.org) to get access to your child's electronic medical records. Your pediatrician/primary care doctor will also receive updates to your child's record.

## **Baptist OneCare® MyChart**

MyChart is an electronic health record that helps patients and their caregivers manage their medical records. Your child's pediatrician or primary care physician will also have detailed records from this visit. Baptist OneCare® MyChart offers convenient features that allow you to:

- Schedule appointments with your Baptist provider and get appointment reminders from your doctor
- Review test results
- Keep records of immunizations, allergies, and medications
- View and pay your bill securely online

To request your personal MyChart account, visit our website at [mychart.baptistonecare.org](http://mychart.baptistonecare.org). Click the "Sign Up Now" button and follow the instructions. Our customer support center can also assist you by calling (888) 838-3777 or emailing [mychart@bmhcc.org](mailto:mychart@bmhcc.org).

In order to view your child's medical records, you will need to register for proxy access which allows a parent (or guardian) to log into their personal MyChart account, and then connect to information regarding their child(ren). Parents (or guardians) have full MyChart access for their minor children up to 14 years old. When your child turns 14, parental access will be limited, based on state law requirements.

## **Press Ganey Survey**

We strive to enhance our patient's experience and to serve our families better. All of our patients will receive a patient satisfaction survey by mail from Press Ganey. Please know that your opinion is very important to us and can help us improve the quality and delivery of patient care. If you take the time to fill out the survey, we will take the time to read it and make changes as appropriate. During your stay, please note any names or memorable experiences that you would like to share on the survey. We really appreciate hearing your responses and value your feedback.

If you have any comments or concerns regarding your visit today, please speak to someone before leaving or contact one of the managers or directors listed below. It has been our pleasure to serve you today. We hope that you have a great experience at Baptist.

Patient Registration/Admissions 901-227-9638  
 Pediatric Manager 901-227-8886

**Other Important Numbers**

Housekeeping ..... 901-453-1411  
 Chaplain ..... 901-227-9880  
 Information Desk ..... 901-227-9800  
 Vines Cafe menu line ..... 901-227-9025

Dial 0 to speak to an operator

Dial 9 to get an outside line. Only local calls are allowed from hospital room phones.

**Other Pediatric Services**

**Child Life Services**

The health care experience can be very frightening and stressful for children and their families. Often children struggle with issues such as separation anxiety, loss, fear of the unknown, anticipation of pain, or loss of control and independence. Our child life specialists offer medical play, free play, pre-operative teaching, procedure education, social interaction and other distractions or



support to help minimize your child’s stress during medical procedures.

Our child life specialists are available in pediatric areas throughout the hospital, Sunday through Friday.

Helping siblings feel comfortable is also important to us. Our social workers and child life specialists are available to help both patients and



their young visitors become familiar with the hospital environment. They use a mix of age-appropriate play and educational materials to help kids adjust to being in the hospital.



### **PD's Perch Outpatient Diagnostic Testing**

Our pediatric outpatient center features a child-friendly environment for patients from birth to age 17. Pediatric nurses, a pediatric anesthesiologist, pediatric radiologist and a certified child life specialist provide specialized care and education.

#### **Outpatient services include:**

- Full-service lab
- Fluoroscopy exams
- Respiratory care
- Nutrition counseling
- Audiology for newborns up to 6 months of age.
- Catheterizations
- Peripherally inserted central venous dressing changes
- Intravenous infusions, such as antibiotics, blood and IV immune globulin
- Intramuscular and subcutaneous injections
- Moderate sedation and general anesthesia, as needed for procedures

## Outpatient Diagnostics

- Diagnostic X-rays
- EKG, pediatric echocardiograms
- Computerized tomography (CT)
- MRI with anesthesia, if needed
- Ultrasounds

## Pediatric Surgeries

Baptist Children's Hospital provides a variety of surgery services for children, including preadmission surgery evaluation (PAE).

Pediatric surgery services include:

- Ear, nose and throat
- Cardiology
- Neurology
- Ophthalmology
- Gynecology
- Orthopedics
- Plastic surgery
- Gastroenterology
- General Pediatric Surgery
- Pediatric anesthesiology
- Urology



## Convenient Sub Specialty Services

Multi disciplinary peds subspecialists, to include the peds surgery team, gastroenterologists, pulmonologists, endocrinologists & urologists are located on campus which gives them quick and easy access to the NICU, inpatient unit, PICU and emergency department. Follow up visits or new patients can schedule appointments with the Baptist Medical Group Pediatric Surgery clinic by calling 901-227-9870.

## Pediatric Emergency Room

Our emergency room is a pediatric general facility with emergency medicine physicians, pediatricians, nurse practitioners, paramedics, experienced pediatric nurses, and subspecialists who provide efficient and quality care. We are open 24 hours, seven days a week. Our team of emergency physicians and nurses strive to provide efficient and quality care.

## Critical Care Transport Teams

The critical care transport team provides specialized emergency transportation to the Baptist Children's Hospital or the Baptist Women's Hospital for newborns, infants, children, adolescents who need emergency care, or need to be admitted and women with high-risk pregnancies from other area hospitals. This service is provided 24 hours a day, seven days a week by ground.

Pediatric critical care teams can transport:\*

- Patients to the ER, Inpatient, PICU, and NICU
- Patients to subspecialty care

Newborn critical care teams can transport:\*

- Micro-preemies
- Surgery patients
- Retinopathy of prematurity

OBGYN critical care teams can transport:\*

- High risk cases
- Patients with chronic conditions such as diabetes, high blood pressure and epilepsy
- Pregnancy complications such as polyhydramnios, oligohydramnios, restricted fetal growth, or Rh (rhesus) sensitization
- Patients with multiple pregnancies

\*not a complete list of capabilities



