

Neonatal Intensive Care Unit Patient & Family Resource Packet

Joe DiMaggio  Children's Hospital



Table of Content

	Page No.
Welcome	3
Parents as Care Partners.....	4
Family and Visitors.....	5
Who Is Who in the Hospital	6
Nourishment	8
Safety, Tests & Treatments	9, 10
Help Alert (88)	9
Infection Control & Guidelines.....	11
Sleeping Arrangements.....	12
Lactation Services	13
Support Programs	14
Caring for Caregivers.....	15
Parent Mentors	14
Wi-Fi.....	14
Patient and Family Areas	14
Spiritual Care	16
Special Needs.....	16
Language Services.....	16
Volunteering & Advisory Council	17
Gift Shops.....	17
FAQ	18
Going Home!.....	19
Important Phone Numbers	20

Dear Family,

Welcome to Joe DiMaggio Children's Hospital Wasie Neonatal Intensive Care Unit (NICU). Congratulations on the birth of your baby!

We know this can be a stressful time — but we want to make your stay here as reassuring and comfortable as possible for you and your family.

When can parents visit? Anytime — parents are welcome in the NICU 24 hours a day. Other family / visitors are welcome when you are here, but we limit two people at the bedside on the West side of our unit and four people at the bedside on the East side 2nd and 3rd floor.

Your baby's health is a team effort. We value you as an important member of the team and encourage you to be present as much as possible. When you cannot be here, please call the NICU directly at 954-265-4270, give the unit secretary your baby's name and she will connect you directly to your baby's nurse.

We want to help parents who are new to the NICU world to understand how it works. Here are a few helpful suggestions to get started::

- Ask questions! There are NO stupid questions in the NICU. It's also okay if you need to ask the same questions again — we know there's a lot to learn.
- Parents (or the mom and one designated support person) will be given a pink ID wristband (bracelet) by the unit secretary for identification at the security desk upon entering the NICU. You must keep your pink band on for the duration of your baby's stay in the NICU.
- Anyone entering the NICU must wash their hands with soap and water before visiting. We recommend a "one- minute scrub," which includes rolling up your sleeves to the elbow, removing any jewelry from the elbows down and washing your arms, hands and fingernails well. Dry thoroughly.
- We list each baby under their mother's last name during the hospital stay. Only parents may call and receive information over the phone. We will ask for your predetermined password prior to giving any information over the phone. Please do not share this password with anyone.

Here's some additional important information that we want to share with you:

- Be respectful of the NICU infection control policies. If you are not well, you must stay home. Babies need healthy parents and are very vulnerable to infections. Everyone in the NICU must follow strict hand hygiene guidelines to help keep everyone safe.
- Please be respectful of other NICU families and staff. If you encounter a personality problem with an individual, take it to the charge nurse for an immediate response.
- Violence by anyone in our workspace is not tolerated. Security personnel and/or police will be called if these situations occur.
- PLEASE DO NOT BRING FOOD OR DRINK INTO THE NICU. You may utilize the NICU waiting area as a place to eat.

**Welcome
to Our NICU
family.**

The JDCH NICU Care Team

Parents as Care Partners

- Parents are considered primary care partners and are welcome to be with and care for their baby in the NICU. Our unit is open 24 hours a day, 7 days a week. At times, for the safety of your baby and those around him/her, the NICU room may be inaccessible during sterile procedures or other special circumstances that require a hat and mask.
- Parents (or the child's legal guardian) will be given a **pink ID wristband** by the unit secretary on your first visit and must be used as identification for entry into the NICU. This ID wristband also **identifies you as the legal caregiver, responsible for all medical decisions** to the medical staff. For babies delivered at Memorial Regional Hospital, the mother and infant are also matched with a **white ID wristband** at the time of delivery. This white ID wristband is used at the time of discharge for identification.
- You may designate four additional family members/support persons to visit without parents being present. Please identify those four people to the unit secretary who will issue them a **purple ID wristband**. A family member with a purple band **may not** bring a guest without the parent being present.
- Change of shift is 6:45 am to 7:30 am and 6:45 pm to 7:30 pm The staff uses this time to pass on information regarding your baby's care. Parents are welcome to be present at this time. However, it is difficult to take phone calls during those times, so please wait until after 8 am or 8 pm to call for an update. We're happy to speak with you once we've finished.
- Please make sure that the NICU has your current phone number(s), address, email address and emergency phone numbers. Parents may call the unit directly at 954-265-4270.



Family vs. Visitors

Joe DiMaggio Children's Hospital (JDCH) promotes and supports a patient- and family-centered approach to care. JDCH recognizes that the term "family" has many meanings, and includes not only bonds created by marriage and common ancestry, but also bonds created by close friendships, commitments, shared households, shared child rearing responsibilities and romantic attachments. All are honored without discrimination on the basis of gender identity, gender expression or sexual orientation.

- Visitors are extended family and friends. They are welcome to visit at all times except during the change of shift between 6:45 am - 7:30 am and 6:45 pm - 7:30 pm This is to protect the health information of you and your baby.
- Parents/caregivers need to complete their Visitor List, which needs to be given to the NICU security desk. This tells us who you want to visit.
- **Visitors must be at least 16 years old** or older to visit unless they're a sibling of a NICU patient. Siblings 2 years of age or older (unless a recent NICU twin or multiple) are welcome after bringing a copy of their up-to-date immunization record from the pediatrician's office. Children must be accompanied by an adult.
- For your infant's protection, visitors with respiratory conditions, signs and symptoms of illness or known to have exposure to infectious diseases should not visit or may be asked to leave. We ask all visitors to complete a Health Screening Questionnaire upon arriving at the NICU.
- Please use the waiting area for visitors of the NICU. For the safety of your baby, we request only two people be at the bedside at a time in the open bay areas of the West side of the unit and four people at a time in our private patient rooms on the East side.
- Nursing staff may request visitors (extended family and friends) to leave the room during direct care or to promote sleep or rest. Please be respectful of other NICU families and staff. Violence at any time by anyone is not tolerated; security and/or police will be called if needed.
- During flu season, Joe DiMaggio Children's Hospital must be cautious of the care of our patients and families. From November to March, we have temporary visitation guidelines, taking guidance from the federal and state health authorities to protect our patients, families and staff.

Who Is Who?

- **Nurse** – Licensed Registered Nurse who cares for your baby.

The nursing staff works 12-hour shifts (7 am to 7 pm and 7 pm to 7 am). Your baby is assigned a nurse for each shift. If you have any concerns regarding your baby's care, please contact the charge nurse.

Bedside Shift Report is given by the off-going nurse to the on-coming nurse following each shift at your child's bedside. Please feel free to ask questions or express any concerns at this time, as we partner together in caring for your child.

- **PCA (patient care associate)** – An assistive personnel who provides additional support to staff and families.
- **Charge Nurse/Clinical Manager** – Registered nurse who oversees the NICU floors during their 12-hour shift.
- **Nurse Manager West** – Has the overall responsibility for the West side unit 24/7.
- **Nurse Manager East** – Has the overall responsibility for the East side, 2nd and 3rd floor units 24/7.
- **NICU Nursing Director** – Has the overall responsibility for the entire unit 24/7.
- **Respiratory Therapist** – Assists with respiratory needs of your child.
- **Neonatologist** – Licensed medical doctor who specializes in the care of ill newborns and is responsible for the overall medical care of your child.
- **NICU Nurse Practitioner** – Advanced practice nurse with specialized training in the care of ill newborns.
- **Unit Secretary** – Provides additional support to staff and families. When you are unsure who to ask or where to go, the secretary can find the answer for you.



Additional Support



- **Social Worker** – Provides support during your hospital stay and also assists you with preparation for your baby's discharge needs.
- **NICU Nurse Discharge Navigator** – Provides support during your hospital stay from admission to discharge and assists you in navigating the NICU journey.
- **Lactation Consultant** – Trained breastfeeding specialist to assist and support mothers with any breastfeeding questions or concerns.
- **Child Life Specialist** – Provides support and guidance on how to address the developmental needs of your baby while in the hospital.
- **Registered Dietician** – Ensures your baby's nutritional needs are monitored, which contributes to his/her growth and development.
- **Early Intervention Therapist** – Occupational, physical and speech therapists provide various therapies to assist with and monitor your baby's growth and development.
- **Family Advocate & Parent Mentor** – Available as an emotional support and informational lifelines. The Family Advocate can help you navigate your hospital stay through a parent's perspective. Please call 954-265-0196 to meet with an Advocate or a Parent Mentor.
- **Volunteers** – Our trained volunteers are here to assist in providing comfort to your baby. Volunteers can hold and cuddle your baby if you need to step away from the bedside.

Nourishment on Campus



Purple Orchid 954-744-4260

Location:
Memorial Regional Hospital
1st Floor

Monday-Friday
7 am – 5 pm

Saturday/Sunday
9 am – 3 pm

Free Delivery to:
Memorial Regional Hospital
Joe DiMaggio Children's Hospital

*May be subject to change

Can order online at:
PurpleOrchidMiami.com

Starbucks Coffee

Location:
Memorial Regional Hospital
Main Entrance

Open Everyday
6 am – 10 pm

*Full menu available including
food and merchandise

Memorial Regional Hospital Cafeteria

Location:
Memorial Regional Hospital
1st Floor

BREAKFAST
Monday-Sunday
6 am – 10 pm

LUNCH
Hot Food
Monday-Sunday
11 am – 2:30 pm

Salad Bar & Deli
Monday-Sunday
11 am – 4 pm

DINNER
Hot Food, Salad Bar & Deli
Monday-Sunday
4:30 pm – 7 pm

Clipper Café 954-265-0139

Location:
Joe DiMaggio Children's Hospital
1st Floor

Monday-Friday
6 am – 12 am

Saturday
10 am – 4 pm

Sunday
11 am – 4 pm

Free Delivery to:
Joe DiMaggio Children's Hospital
Memorial Regional Hospital

Free Parent Lunch

Hosted by JDCH Family Advisory Council
*Must wear pink parent wristband

Location:
Joe DiMaggio Children's Hospital
at Memorial Regional Hospital
4th Floor, Love Jen Room

From time to time, we offer a
complimentary lunch from one of
our neighboring restaurant partners.

*May be subject to change

Important Information

Safety

- Crib rails and isolette doors should be up at all times. Please let your baby's nurse know when you are entering and leaving the unit.
- Please do not leave any unattended valuables in the room. (This includes purses, jewelry, cell phones, computers, etc.).
- **HELP ALERT (dial 88)**. You know your child best. Talk to your nurse or charge nurse if you see changes in your child that you feel need attention. If you or any family member ever feels that you are **NOT being listened to** and the result could lead to harm, please dial 88 from the hospital room phone. A Help Alert Team member will come as soon as possible. Remember: you are a partner in the care of your child. We can all work together with the hospital staff to provide high-quality medical care.

Participation

- Spend as much time in the NICU as you can. We really encourage you to participate as much as possible in the care of your baby.
- As your baby progresses with treatment, your baby may be transferred to a different level of care in a private room setting. We will do our best to notify you ahead of time when this change may take place. However, sometimes we need to move babies quickly in order to make room for a new admission.
- We encourage you to participate fully in the care of your baby and spend the night.

Communication

- Please attend and participate in the **regular multidisciplinary rounds** with your baby's care team. Your baby's nurse will be able to tell you when rounds will begin each day. If you are unable to attend in person, please let your nurse know so we can make arrangements to include you via phone.
- Your baby's camera might occasionally be turned off to reboot. If their camera does not restart momentarily, please call the NICU and ask a team member to reset it.
- The neonatologist/nurse practitioner is available to update you daily on the care of your baby.



Tests and Treatments

IVs

Your baby may need to have intravenous access (commonly referred to as an IV) during his/her hospitalization. An IV may be used to administer medication for treatment of infection, pain, intravenous fluids or blood products. If your baby needs long-term IV access, a peripherally inserted central catheter (PICC) line may be necessary.

One of our NICU nurses will start your baby's IV. You are encouraged to stay at your baby's bedside.

Lab Tests

Upon admission to the neonatal intensive care unit and during your baby's hospitalization, one of our physicians may order laboratory tests to diagnose or evaluate your baby's condition. These laboratory tests may be obtained by taking a blood sample from the vein (venipuncture) or by a heel stick. The specific test and the sample amount will indicate which method is used.

Morning laboratory tests may be obtained between 5 a.m. and 7 a.m. in an effort to have the results available for your physician in a timely manner. These test results can help your baby's physician effectively communicate your baby's plan of care for the day. **Please let your nurse know if you would like to be woken up when they draw the labs.**

X-Rays

Your baby may need X-rays, ultrasounds and other diagnostic testing.

We encourage you to stay with your baby during these procedures. Some procedures may require you to wear a hat and mask to help maintain a sterile environment.

For the safety of your baby and those around him/her, during special procedures that require a hat, mask and a sterile environment, the NICU room may be temporarily inaccessible. Your understanding is appreciated during this time and we will notify security when the room is open.



Infection Control



Hand washing is the best way to prevent the spread of germs to your baby.

- Anyone entering the NICU must wash their hands with soap and water before visiting. This is a **“one- minute scrub,”** which includes rolling up the sleeves to the elbow, removing any jewelry from the elbows down and washing your arms, hands and fingernails well. Arms and hands are to be dried thoroughly.
- Anyone that touches your baby is expected to wash their hands and use hand sanitizer often. This includes yourself and all visitors. Feel free to gently remind someone who may have forgotten.
- Anyone who is ill should not visit until they are totally free of any symptoms.
- Please remember to wash your hands thoroughly with soap and water after changing your baby's diaper.
- **Nail care** is important to protect your baby. Artificial nails and chipped nail polish should be removed while your baby is in the NICU.
- To further prevent the spread of any infections, we also ask that you do not visit between patient rooms. There are many common family areas where you can meet and speak to other families.
- Stuffed animals and plushes of any kind should be kept at home. This helps minimize the germs and dust that can harm your baby.

Technology Devices

- **Please clean your cell phone and devices upon entry to the NICU.** We provide wipes to ensure that devices are disinfected to keep your baby safe from germs.
- If you use your device to take pictures or videos, please wash your hands or use hand sanitizer after you are finished using your device and have put it safely away.
- To promote a safe and clean environment, please refrain from using technology devices while holding your baby.

Comfort

Sleeping Arrangements

A sleeper chair or sleeper sofa is provided for parents to sleep in the room with their baby on the East side and 3rd floor. Only one sleeper chair is provided at bedside to give medical staff access to your child and provide room for necessary equipment.

One adult family member is welcome to sleep in the room with the child. Please ask for assistance, if needed, with the sleeper chair or sleeper sofa. For the safety of the staff and the children who are visiting, we cannot permit siblings to spend the night.

Showers

There are family showers located in the NICU family waiting area restroom and on the 4th floor in the Love Jen Family Center for parents. Please ask the unit secretary or your nurse for the shower area closest to you.

Conine Clubhouse

Our Conine Clubhouse offers families a home away from home while their child is undergoing treatment. The Conine Clubhouse is located on N. 35th Avenue, adjacent to the hospital. There are a limited number of rooms. The healthcare team must refer families that meet the criteria and requests are granted after the family's needs are evaluated. Please speak to your Social Worker for more information.



Lactation Services

We understand that breastfeeding can be challenging at first. If you have any questions or concerns about breastfeeding, please contact your baby's NICU nurse and she can connect you with a lactation consultant.

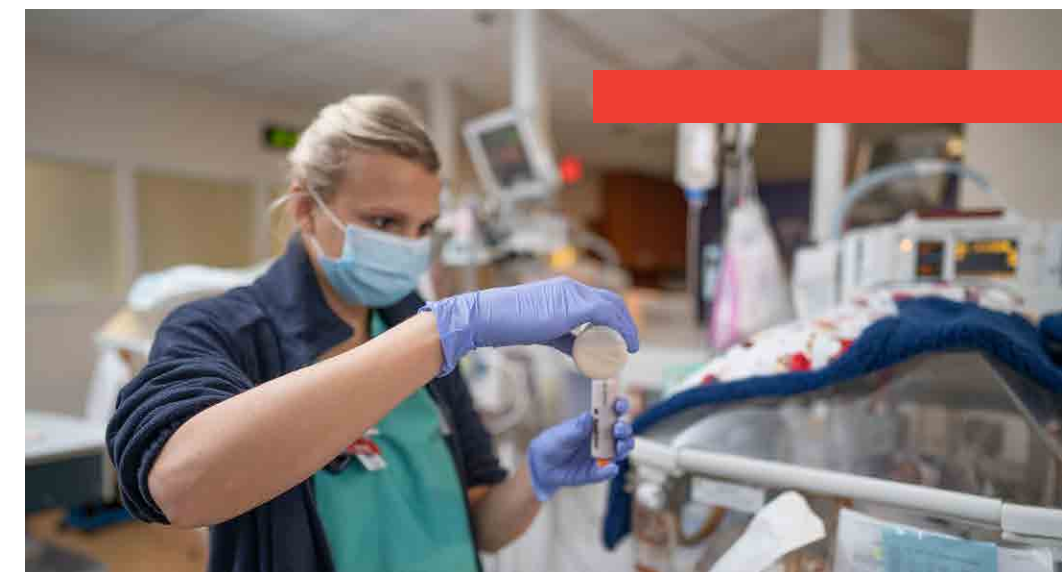
Lactation Consultants – We have specially trained lactation consultants available seven days a week to support your important decision to breastfeed.

Breast Pump Rooms – We encourage you to pump at the bedside or in your baby's room. However, the NICU has a breast pump room available in the NICU waiting area if you'd prefer. Please ask your baby's nurse for assistance.

Breast Pump Rentals – Breast milk provides many benefits for your baby, especially if your baby is born premature or ill. Pumping breast milk provides a way for you to contribute to your baby's care. You will need to pump at least eight times per day. If you need assistance in renting a breast pump for use at home, please ask our lactation consultants or your baby's nurse.

To support you in providing breast milk for your baby, we encourage mothers to order a complimentary breastfeeding tray at mealtimes. Please order meals via the room service main number at 954-265-0140 between the hours of 7 am and 10 pm Food trays will be delivered to the NICU Family Waiting Area.

To order breastfeeding meal trays, please call 954-265-0140.



It's All About Your Baby

Reading To Your Baby

Reading to your baby is one of the most important things you can do to support your baby's growth and development. When babies hear language and words, hundreds of their brain cells connect. Reading helps set up your baby's brain pathways for future learning. The American Academy of Pediatrics recommends 15-20 minutes of daily reading for all babies.

- We will provide you with your first book and parent information packet to get you started.
- Feel free to bring in your own books to read to your baby. Recommended books include: The Very Hungry Caterpillar, Chicka Chicka Boom Boom, One Big Heart by L. Davis, The Gift That I Can Give by K.L. Gifford, Barnyard Boogie by T McCanna and Dr. Seuss books.
- You are welcome to visit the Family Resource Center, where books are available for you to read to your baby.

Family Support And Education Programs

Please note that support groups may be held virtually through WebEx.

**All programs are subject to change*

- To help answer your questions about parent resources, what to expect and feeding your newborn while they're in the NICU, please visit our NICU website at jdch.com/services/nicu. We also encourage you to register for our free Joe DiMaggio Children's Hospital NICU App, which offers NICU-specific educational resources. Ask your nurse for details.
- **NICU Family Support Meeting** – Meets on Wednesdays from 6 pm to 7 pm in the NICU Family Center conference room. Due to the sensitive nature of feelings discussed, we ask that children over the age of 3 not attend the meeting. For additional information, please contact your NICU social worker at 954-265-2295.
- **NICU Breastfeeding Support Meetings** – The NICU offers a breastfeeding support group on the 2nd and 4th Wednesday of each month at 10 am For additional information or to RSVP, please call 954-265-7867.
- **Breastfeeding Support Group** – Held virtually on the 2nd and 4th Mondays of the month. To register, please visit [eventbrite.com](https://www.eventbrite.com) by scanning this QR code with your phone camera.
- **Reach Out and Read** – The NICU participates in this national reading program that encourages parents to read to their children. A member of our NICU team will speak with you about this program and provide you with a book for you to read to your baby.
- **NICU Parent Welcome and Leadership Forum** – Join us on Fridays at 12:30 pm for an informal meeting with the members of our NICU Leadership team. This is an opportunity to ask general questions about the NICU, neonatal conditions and unit-specific strategies and philosophies. Please ask your baby's nurse manager for additional information.



Caring For Our Care Partners

Family Advocates

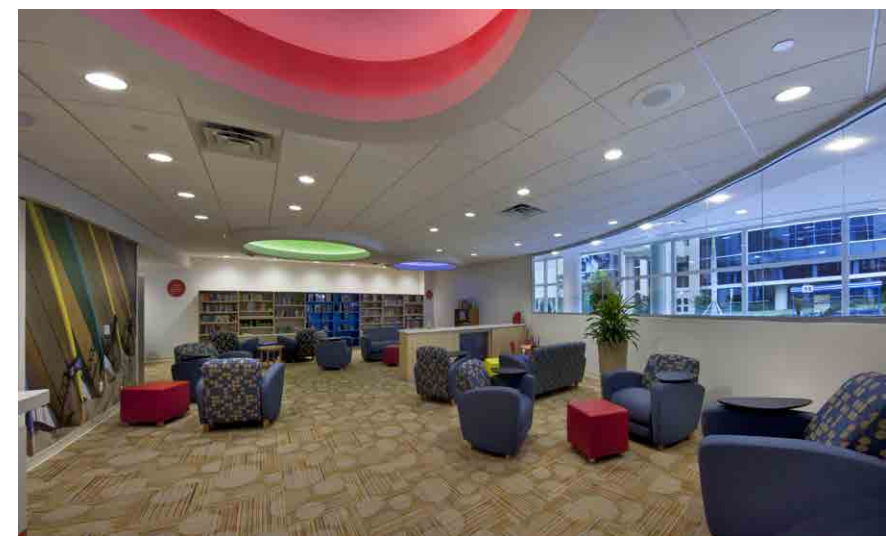
Joe DiMaggio Children's Hospital provides a unique service for our patients and families via our Family Advocate program. Our Family Advocates are there to help you navigate the healthcare system, communicate with your baby's healthcare team and to enhance your experience of care. To contact a Family Advocate, please call 954-265-0196.

The Family Resource Center*

The center is located in the lobby on the 1st floor of Joe DiMaggio Children's Hospital next to the gift shop. This comfortable room is the living room of the hospital.

There is a business center complete with computers, printer, and fax and copy machines. For your entertainment, there are televisions, a large library filled with books for all ages, coffee and light snacks.

*Trained volunteers help keep this center open as much as possible, but please call before visiting to confirm hours. Call JDCH 1st floor at 954-265-0192 or Memorial 5th floor at 954-265-1006



Love Jen Family Support Center

This spacious center on the 4th floor of JDCH at Memorial Regional is an area where families and patients can get together in a homelike environment. There is a large TV, comfortable seating area and a kitchen area. There are also laundry and shower facilities.

Wi-Fi

For your convenience, the entire hospital has free Wi-Fi Internet access. If you have trouble connecting to the Wi-Fi, please call the Family Advocate program at 954-265-0196.

Caring For Our Care Partners (Cont.)

Chapels & Spiritual Care

Sometimes you need a few quiet moments in the chapel. We offer two, both located on the 1st floors. One chapel is in the main hallway of Memorial and the Conine Clubhouse, and the other is in the main lobby of JDCH. For additional information regarding spiritual services, please call 954-265-5153.

Special Needs Support

We want your child's stay, and your experience, to be as pleasant as possible. If you or a family member requires accommodations for special needs, such as — but not limited to — special call systems, telephones, closed captioning and/or an American Sign Language interpreter, please speak with your baby's nurse. If you have questions or would like to know about available special needs services, please call the Special Needs Services System Coordinator at 954-276-5293.

Language Services

Joe DiMaggio Children's Hospital and Memorial Healthcare System serve a vibrant, diverse community in South Florida. We strive to provide an interpreter to our patients with limited English-speaking skills regarding their medical care. The NICU uses interpreter services, both over the phone and in person, for families that need to communicate in a language other than English.

Every Memorial facility has signs in English and Spanish, and many educational materials and brochures are available in Spanish. For more information about our language services, please call 954-276-5293.

Joe DiMaggio Children's Hospital maintains a list of employees who speak a wide range of foreign languages, so that we can communicate with patients in their own language. Please ask your nurse or caregiver about arranging for an interpreter.

Volunteer Opportunities

Patient and Family Advisory Council

If you are interested in giving back by meeting families in similar situations and supporting other parents, please call the Patient and Family Centered Care Department at 954-265-0196. We have many opportunities for you to get involved, at any level. Whatever time you can give is a gift.

Hospital Volunteers

We always need extra help and would love to work with you. To learn more about the volunteer opportunities and apply, please visit www.jdch.com or call 954-265-0196.

On-Site Amenities

Gift Shops

The Dugout Gift Shop (Joe DiMaggio Children's Hospital Lobby) Hours: 9 am – 8 pm

Memorial Regional Hospital Gift Shop (Main entrance) Hours: 9 am – 8 pm | 954-265-5237

Our gift shops have a variety of candy, sugar-free treats, cards, books, magazines, a wide variety of gifts, chocolates, children's clothing, toys and baby items.

As an added convenience, you may **call in gift orders** by phone for patients in the hospital.

The gift shops accept American Express, Discover, MasterCard and Visa credit cards. Please call our gift shops to speak with one of our friendly volunteer/staff members for more information or to place an order by phone.

Frequently Asked Questions

Where do I park?

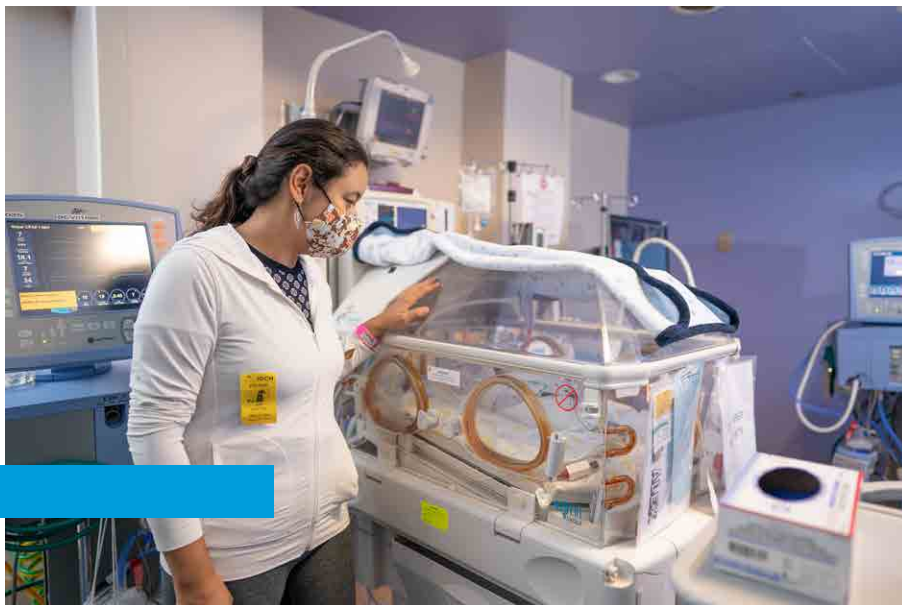
For your convenience, all Joe DiMaggio Children's Hospital families and visitors can access the hospital via the complimentary valet parking provided at the front entrance of the hospital. Valet is available 24/7. Parents can also park at JDCH and walk across the bridge to the NICU.

What can I bring from home?

Infant stimulation is important for your baby's growth and development. Toys or gifts you can bring for your baby include:

- Books
- Small rattles (cloth and plastic)
- Pictures of family members and those colored by brothers and sisters
- Crib mobiles
- Other developmental toys based on discussions with your occupational therapist
- Clothes that have been washed

Remember, the isolette is small and we recommend you label each item with your baby's name.



From Your Discharge Navigators

Within the first few days of your stay in the NICU, you will meet one of our Discharge Navigators. Your navigator will assist you through your baby's NICU journey. They will also help prepare you for your baby's discharge, ensuring that you have the knowledge and tools to care for your baby at home. They will also assist with any of the specialist follow-up visits that might be necessary for your baby once they

leave the NICU. It is important to remember that each baby is different, and so is the amount of time each baby will spend in the NICU.

What should we expect when we are ready to be discharged?

Teaching – Throughout your baby's stay, you have been our partner in the care of your baby. By the time your baby is ready to go home, you should be confident in providing all of your baby's care. The teaching has been on ongoing, however, if there is specific equipment or treatments that your baby needs, the nurses and your discharge navigator will provide you with specific information and instructions.

Paperwork – You'll receive an after-visit summary from your discharge nurse. This will include important details about the follow up care needed for your baby. You will also receive a discharge summary from the physician detailing the treatments your baby has received throughout their entire length of stay.

Medical Equipment – If your baby requires any home monitoring equipment, our team will help ensure you have everything you need for your transition to home. Your discharge team consists of a social worker, case manager, discharge coordinator and your navigator. We will work with you on any equipment needs for your baby at home prior to your discharge.

Prescriptions – If your baby requires any ongoing medications after discharge, we will work with you to have the prescription filled and dispensed by our outpatient pharmacy. Your baby's nurse will make sure you understand the need for your baby's medication and how to administer it. All parents/caregivers are required to provide a return demonstration.

Important NICU Phone Numbers

Main Number 954-265-4270 or 954-265-5831

Nurse Discharge Navigators 954-265-6217, 954-265-8712

Lactation Consultant 954-265-7867 (PUMP)

Social Workers 954-265-2295, 954-265-2028

Insurance 954-265-2154

Nurse Manager West Side 954-265-4275

Nurse Manager East Side 954-265-8718

Nurse Director 954-265-4278

We wish you
good health and
a safe journey
home!



Hands That Heal.
Hearts That Care.



**Joe DiMaggio
Children's Hospital**

1005 Joe DiMaggio Drive, Hollywood, Florida 33021

Phone: 954-265-4278 | Fax 954-983-7055

JDCH.com