Welcome to WVU Medicine Children's

Thank you for choosing WVU Medicine Children's Hospital for your child's care. We know there is never anything routine about being admitted to the hospital, especially when it involves your child. We've developed this brochure to simplify a few things so you can focus on your child while you're here.

In these pages, you'll find tips on getting to Morgantown, to the WVU Medicine campus, and through the front door of the hospital as easily and quickly as possible. There is also information on a few of the places you're likely to visit while you're here and some of the many support services Children's offers.

On behalf of our entire team, welcome to Children's. Our goal is to provide you with exceptional care and exceptional service.

Mission
Building healthier futures for our children

Vision
Delivering the best possible outcomes for the children who need our care

Magnet designation
WVU Hospitals (including WVU Medicine Children’s) has held the prestigious Magnet® recognition since 2005. Our organization was the first hospital in West Virginia to achieve this recognition and has retained the honor of being West Virginia’s only Magnet facility since the original designation. Magnet recognition is the gold standard for nursing excellence and is a factor when the public judges health care organizations. U.S. News & World Report’s annual showcase of “America’s Best Hospitals” includes Magnet recognition in its ranking criteria for quality of inpatient care. The Magnet Recognition Program — administered by the American Nurses Credentialing Center, the largest and most prominent nurses credentialing organization in the world — identifies healthcare organizations that provide the very best in nursing care and professionalism in nursing practice. The Magnet Recognition Program serves as the gold standard for nursing excellence and provides consumers with the ultimate benchmark for measuring quality of care.

WVU Medicine Children’s Hospital
304-598-1111

Contents

2 | Before your visit
3 | Personal information
4 | What to bring for your visit
5 | Preparation tips from our Family Advisory Committee
6 | Preoperative visits and surgery
8 | Life at the hospital
9-10 | Guidelines for visitors
14 | Patient records
15-16 | Patient rights and responsibilities
17-19 | Patient safety
18 | Four steps to fall prevention
19 | Code H
19 | Human trafficking/child abuse information
20 | Concerns and complaints
21 | Title IX
22 | Cultural truths
22 | Notes
24 | How to help
Preparing your child
A child’s hospital stay can affect many areas of your family’s daily life. These tips can help regardless of your child’s age:
— Choose a quiet time to talk about the upcoming surgery and/or hospitalization.
— Use a calm and reassuring voice.
— Reassure your child that you feel that the hospitalization, procedure, or test is the right thing to do.
— Ask your child what he/she/they knows or thinks about the hospital.
— Try to choose words that are neutral when describing procedures or tests. For example, you may want to tell your child that the doctor will give a “special sleep medicine” if undergoing anesthesia.
— Try not to make promises you can’t keep. For example, don’t tell your child that nothing will hurt.
— Tell your child that friends and family may be able to visit.
— Encourage your child to ask you, doctors, and nurses lots of questions.
— Pay close attention to your child’s feelings and help him/her/they talk about them. You can help him/her/they express feelings at home through drawing, painting, or medical play with stuffed animals.

Before your visit
If you have questions/concerns about the hospital experience, please call Child Life Services. ☏: 304-598-4365

Preparing your child
A child’s hospital stay can affect many areas of your family’s daily life. These tips can help regardless of your child’s age:
— Choose a quiet time to talk about the upcoming surgery and/or hospitalization.
— Use a calm and reassuring voice.
— Reassure your child that you feel that the hospitalization, procedure, or test is the right thing to do.
— Ask your child what he/she/they knows or thinks about the hospital.
— Try to choose words that are neutral when describing procedures or tests. For example, you may want to tell your child that the doctor will give a “special sleep medicine” if undergoing anesthesia.
— Try not to make promises you can’t keep. For example, don’t tell your child that nothing will hurt.
— Tell your child that friends and family may be able to visit.
— Encourage your child to ask you, doctors, and nurses lots of questions.
— Pay close attention to your child’s feelings and help him/her/they talk about them. You can help him/her/they express feelings at home through drawing, painting, or medical play with stuffed animals.

Personal information
Please fill out this page, and bring this with you to the hospital.

Child’s/patient’s information
Name: __________________________
Nickname: __________________________
Date of birth: ___ ___ ___

Parent’s/guardian’s information
Name: __________________________
Address: __________________________
City: __________________________ State: __________________________
Zip: __________________________
Home: __________________________ Work: __________________________
Cell: __________________________

Primary care provider/pediatrician
Name: __________________________
Practice: __________________________
Address: __________________________

Insurance
Health insurance company: __________________________
Subscriber’s name: __________________________
Member number: __________________________

Medication
Please list your child’s current medications and dosages below, and bring the medications in their original containers to the hospital. Doctors and nurses need to know the exact doses, how often your child takes the medications, and when the last dose was given. Include drugs purchased without a prescription, as well as herbs and vitamins. Don’t forget to include implantable pumps, eye drops, ear drops, nasal sprays, suppositories, creams, ointments, and patches.

Is your child currently taking any medication?
☐ Yes, I have listed them below.
☐ No, my child is not taking any medication.

Does your child have any allergies?
☐ Yes, I have listed them below.
☐ No, my child does not have any allergies.
Important information
— Names and dosages of medications your child is taking (fill this out on page 3)
— Blood test results (if done at an outside lab)
— Immunization records
— Insurance information
— Copy of court papers designating legal guardianship (if applicable)
— Signed healthcare proxy/advance directive (if 18 or over)
— Written list of questions that you or your child may have
— Arrive early
— Allow at least an hour to account for parking and the admission process

What to bring for your visit

Things to keep in mind when packing
To help your child feel more comfortable, ask what special things he/she/they would like to bring to the hospital. Some favorite things might include:
— A favorite stuffed animal or blanket
— Pillow, bathrobe, and slippers
— Toys, games, books, cell phone chargers, and photos
— Schoolwork, if appropriate

Soap, shampoo, toothbrushes, toothpaste, lotion, and patient gowns are available on each unit.
Ask your doctor if you should bring glasses, hearing aids, crutches, braces, corrective shoes, or other orthopaedic devices.
We encourage you not to bring cord-operated personal devices (hair dryers, heating pads, radios) from home. If you do bring them, please talk to staff on your unit, who will contact our Safety Department, before using your cord-operated device. Battery-operated devices (iPads, cell phones, laptops) are allowed.

Personal cellular phones, smart phones, and other wireless devices are not allowed within three feet (one arm-length) of electrical medical equipment, such as:
— Electric wheelchairs
— Incubators
— IV pumps
— Patient monitors
— Ventilators

Write down questions
Before your child's inpatient stay, think about and write down any questions you have, and ask your child or teen if he/she/they has any questions or concerns. If they are anxious about a surgery or procedure, consider visiting the hospital beforehand so they know what to expect.

Tips for teens and young adults

Can my friends visit?
Unless your medical condition prohibits visitation or you are in an intensive care unit, your friends and siblings can visit you in your room based on the current visitation policy. Try to limit it to one friend at a time. Your parents, grandparents, or guardians can visit at any time. They can also send you mail or email you.

Can I email my friends or use the Internet?
There are computers available for your use in the Family Resource Center. If you have a laptop or mobile device, feel free to use it in your room, which has free Wi-Fi.

Can I bring my clothes and other belongings from home?
We encourage you to bring your favorite things — photos, clothes, iPad, laptop, etc. — to make you more comfortable. Remember to lock any special/expensive items in the safe in your room or on your unit.

Preparation tips from our Family Advisory Committee

Will I have access to a TV or video games?
Your room will have a TV. When you arrive, talk to your Child Life specialist about other activities, including movies and games.

Do you provide tutoring?
Children’s provides tutoring for eligible students. Please ask your nurse or Child Life specialist for tutoring information.

Am I allowed to bring in food?
You may have food restrictions while you’re in the hospital, so please talk to your nurse before eating food from outside the hospital.

Who can answer my medical questions?
Your nurses and doctors are happy to answer all your questions. Remember, you’re part of the team and will be involved in decision-making about your care.

Children's Hospital

WVU Medicine Children's Hospital
Preoperative visits and surgery

Before surgery
If your child is having surgery, you will also be scheduled for a visit to the Preoperative Clinic (Pre-Op) before the procedure. Here, parents and families receive information about the upcoming surgery, including when your child should stop eating, when to arrive at the hospital, what will happen during surgery, and how long the hospital stay will be.

Pre-Op is located on Level 3. As you enter the hospital through the main entrance, take the main elevators to Level 3, and follow signs to Pre-Op. Pre-Op is located on Level 3. As you enter the hospital through the main entrance, take the main elevators to Level 3, and follow signs to Pre-Op. Here, parents and families receive information about the upcoming surgery, including when your child should stop eating, when to arrive at the hospital, what will happen during surgery, and how long the hospital stay will be.

Parents in the operating room (OR)
Children and parents can be understandably anxious before going into the operating room (OR). Your child may be given some medication in the Pre-Op holding area to help him/her/them relax. There is no guarantee that a parent can go into the OR. The final decision is made by the anesthesiologist responsible for your child in the operating room.

Dietary guidelines
Eating and drinking are not allowed for specified periods of time before anesthesia. Guidelines vary, depending on your child’s age. It is important to follow these directions carefully. If your child eats or drinks after the indicated time, the surgery may have to be rescheduled for another day.

Once you have settled in your child’s room, the doctors and nurses will examine your child and ask you some questions. Feel free to ask as many questions as you need.

Sleeping at the hospital
One parent can stay in your child’s room. Chairs in most patient rooms fold up into beds, and some rooms have beds built into the window alcoves. There are showers in each room for parents to use (except in the Neonatal Intensive Care Unit, NICU). Towels and bed linens are also provided.

Eating
Meals will be served to your child in their room. You should order your child’s meals from the menu provided to you each day. A limited selection of kosher and Halal meals are available for patients. Please ask your nurse for help when ordering these meals.

If your child has left the unit, instead of ordering a meal in the room, your nurse can give you a coupon so they can eat in the café at Children’s. Please check with your child’s nurse before giving your child food from outside the hospital. Families may buy their meals in the café.

Gift shop
The gift shop is located on the main level near the front entrance of Children’s. It offers breakfast, lunch, and dinner. Additionally, Starbucks, located in the back of the Health Sciences Center and can be accessed by exiting the back of J.W. Ruby Memorial Hospital.

Life at the hospital

Automated Teller Machines
ATMs are located on the main level near the main entrance.

Food
The café located on the main level at Children’s offers breakfast, lunch, and dinner. Additionally, Starbucks is located in the back of the Health Sciences Center and can be accessed by exiting the back of J.W. Ruby Memorial Hospital.

Gift shop
The gift shop is located on the main level near the front entrance of Children’s. It offers breakfast, lunch, and dinner. Additionally, Starbucks is located in the back of the Health Sciences Center and can be accessed by exiting the back of J.W. Ruby Memorial Hospital.

Non-discrimination and Accessibility Notice
WVU Medicine hospitals and each of its affiliates comply with applicable federal civil rights laws and do not discriminate with regard to patient admission, room assignment, patient services, or employment on the basis of race, color, national origin, gender, gender identity or expression, sexual orientation, religion, disability, age, or any other characteristic protected by law.

Wireless internet access (Friends Connect)
Free wireless access is available throughout the hospital. Wi-Fi hotspots include a content filter with a blocking profile that prevents access to offensive and illegal websites.

_Life at the hospital_

Parents in the operating room (OR)
Children and parents can be understandably anxious before going into the operating room (OR). Your child may be given some medication in the Pre-Op holding area to help him/her/them relax. There is no guarantee that a parent can go into the OR. The final decision is made by the anesthesiologist responsible for your child in the operating room.

Dietary guidelines
Eating and drinking are not allowed for specified periods of time before anesthesia. Guidelines vary, depending on your child’s age. It is important to follow these directions carefully. If your child eats or drinks after the indicated time, the surgery may have to be rescheduled for another day.

Automated Teller Machines
ATMs are located on the main level near the main entrance.

Food
The café located on the main level at Children’s offers breakfast, lunch, and dinner. Additionally, Starbucks is located in the back of the Health Sciences Center and can be accessed by exiting the back of J.W. Ruby Memorial Hospital.

Gift shop
The gift shop is located on the main level near the front entrance of Children’s. It offers breakfast, lunch, and dinner. Additionally, Starbucks is located in the back of the Health Sciences Center and can be accessed by exiting the back of J.W. Ruby Memorial Hospital.

Non-discrimination and Accessibility Notice
WVU Medicine hospitals and each of its affiliates comply with applicable federal civil rights laws and do not discriminate with regard to patient admission, room assignment, patient services, or employment on the basis of race, color, national origin, gender, gender identity or expression, sexual orientation, religion, disability, age, or any other characteristic protected by law.

Wireless internet access (Friends Connect)
Free wireless access is available throughout the hospital. Wi-Fi hotspots include a content filter with a blocking profile that prevents access to offensive and illegal websites.

_Life at the hospital_

Parents in the operating room (OR)
Children and parents can be understandably anxious before going into the operating room (OR). Your child may be given some medication in the Pre-Op holding area to help him/her/them relax. There is no guarantee that a parent can go into the OR. The final decision is made by the anesthesiologist responsible for your child in the operating room.

Dietary guidelines
Eating and drinking are not allowed for specified periods of time before anesthesia. Guidelines vary, depending on your child’s age. It is important to follow these directions carefully. If your child eats or drinks after the indicated time, the surgery may have to be rescheduled for another day.

Automated Teller Machines
ATMs are located on the main level near the main entrance.

Food
The café located on the main level at Children’s offers breakfast, lunch, and dinner. Additionally, Starbucks is located in the back of the Health Sciences Center and can be accessed by exiting the back of J.W. Ruby Memorial Hospital.

Gift shop
The gift shop is located on the main level near the front entrance of Children’s. It offers breakfast, lunch, and dinner. Additionally, Starbucks is located in the back of the Health Sciences Center and can be accessed by exiting the back of J.W. Ruby Memorial Hospital.

Non-discrimination and Accessibility Notice
WVU Medicine hospitals and each of its affiliates comply with applicable federal civil rights laws and do not discriminate with regard to patient admission, room assignment, patient services, or employment on the basis of race, color, national origin, gender, gender identity or expression, sexual orientation, religion, disability, age, or any other characteristic protected by law.

Wireless internet access (Friends Connect)
Free wireless access is available throughout the hospital. Wi-Fi hotspots include a content filter with a blocking profile that prevents access to offensive and illegal websites.
Guidelines for visitors

Visitation guidelines are subject to change at any time. Please consult with staff, or call the Welcome Center at 304-554-8505 to obtain current visitation policies.

Individual floors may have additional rules, so please check with your child’s nurse.

- Siblings are welcome, but please try to limit the number of visitors.
- Please do not bring anyone who has evidence of current or recent infection or exposure to contagious diseases to visit.
- Please make sure visitors are considerate of other patients and staff, especially in regard to noise. Parents are responsible for their other children during visiting hours.
- Please notify staff on your child’s unit in advance when arranging for entertainers or special guests.
- Please note that space for personal items is limited in the ICUs.
- Food, fresh or dried flowers, and plants are not allowed in patient rooms on certain units, such as the ICUs. Silk flowers, pictures, and cards are welcome. Latex balloons are not allowed anywhere in the hospital. Delivery of latex balloons to the hospital will not be accepted. Mylar balloons are not allowed in patient rooms on certain units, such as the ICUs.
- Please make sure visitors are considerate of other patients and staff, especially in regard to noise. Parents are responsible for their other children during visiting hours.

Connecting with patients

Patients may receive letters, cards, and gifts through the mail. Mail should be addressed to:

Child’s full name
Floor number, unit
1 Medical Center Drive
Morgantown, WV 26505

- Books, games, videos, and video games
- Computers to email family and friends
- Hospital and community resources, including family-to-family support
- Information on illnesses, treatments, child development, parenting, and sibling issues
- Leaflets, brochures, and access the Internet
- Interpretation services for patients who do not speak English (or who speak limited English) are provided. In addition, auxiliary aids and services are provided for patients with communication disabilities.

Support services

Spiritual support

WVU Medicine Children’s offers a full range of spiritual care support services for patients and their family members, regardless of faith group or belief. Chaplains are available 24 hours a day, 7 days a week. Chaplains can also help by contacting faith leaders in the community for patients and family members. In addition, the Interfaith Chapel is located on level 2 near the Welcome Center. If you or a family member wishes to access spiritual services, contact a member of your healthcare team.

Child Life Services

Child Life specialists enhance patients’ emotional, social, and cognitive growth during a hospital stay. They may provide special consideration to each child’s family, culture, and stage of development. Child Life supports patients and families through medical tests, prepares children for procedures, and develops ways for children to cope with fear and anxiety related to care. Specialists also offer play opportunities and facilitate art and educational activities.

To find out more, contact a Child Life Specialist or visit WVUKids.org/Patients-Visitors.

Social work

At Children’s, we understand that your child’s hospitalization, illness, or injury is a stressful experience. Clinical social workers are available in every area of the hospital to help patients and their families cope with the broad range of psychosocial issues and stresses related to coping with illness and maintaining health.

Supportive care

If your child faces a critical, life-threatening illness, our caring providers are here to provide care and support – not just for your child but for your entire family.

Education and tutoring

Children’s provides tutoring and educational assistance for eligible students. You should ask your nurse. Child Life specialist, or the education specialist located on level 10 for more information.

Interpretation and TDD services

Interpretation services for patients who do not speak English (or who speak limited English) are provided. In addition, auxiliary aids and services are provided for patients with communication disabilities.

TDD services

Telecommunications Device for the Deaf (TDD) is available free of charge to patients who need this service. To make arrangements for TDD equipment, contact a member of your healthcare team.

Family Resource Center

The Family Resource Center can help you find the information and resources you need to understand your child’s medical condition and take part in their care. All patients, families, and professionals are welcome to visit. The center is located on level 10 and is open Monday–Friday, 9 am–5 pm. Weekend and after-hours use is determined on a case-by-case basis.

To find out more, contact a Child Life Specialist or visit WVUKids.org/Patients-Visitors.

What you’ll find in the Family Resource Center

- Information on illnesses, treatments, child development, parenting, and sibling issues
- Hospital and community resources, including family-to-family support
- Computers to email family and friends and access the Internet
- Books, games, videos, and video games
- leaflets, brochures, and access the Internet
- Interpretation services for patients who do not speak English (or who speak limited English) are provided. In addition, auxiliary aids and services are provided for patients with communication disabilities.

Additional resources

- WVU Medicine Children’s offers a full range of spiritual care support services for patients and their family members, regardless of faith group or belief. Chaplains are available 24 hours a day, 7 days a week. Chaplains can also help by contacting faith leaders in the community for patients and family members. In addition, the Interfaith Chapel is located on level 2 near the Welcome Center. If you or a family member wishes to access spiritual services, contact a member of your healthcare team.

- Child Life specialists enhance patients’ emotional, social, and cognitive growth during a hospital stay. They may provide special consideration to each child’s family, culture, and stage of development. Child Life supports patients and families through medical tests, prepares children for procedures, and develops ways for children to cope with fear and anxiety related to care. Specialists also offer play opportunities and facilitate art and educational activities.

- To find out more, contact a Child Life Specialist or visit WVUKids.org/Patients-Visitors.

- At Children’s, we understand that your child’s hospitalization, illness, or injury is a stressful experience. Clinical social workers are available in every area of the hospital to help patients and their families cope with the broad range of psychosocial issues and stresses related to coping with illness and maintaining health.

- If your child faces a critical, life-threatening illness, our caring providers are here to provide care and support – not just for your child but for your entire family.

- Children’s provides tutoring and educational assistance for eligible students. You should ask your nurse. Child Life specialist, or the education specialist located on level 10 for more information.

- Interpretation services for patients who do not speak English (or who speak limited English) are provided. In addition, auxiliary aids and services are provided for patients with communication disabilities.

- Telecommunications Device for the Deaf (TDD) is available free of charge to patients who need this service. To make arrangements for TDD equipment, contact a member of your healthcare team.

- The Family Resource Center can help you find the information and resources you need to understand your child’s medical condition and take part in their care. All patients, families, and professionals are welcome to visit. The center is located on level 10 and is open Monday–Friday, 9 am–5 pm. Weekend and after-hours use is determined on a case-by-case basis.

- To find out more, contact a Child Life Specialist or visit WVUKids.org/Patients-Visitors.

- In addition, auxiliary aids and services are provided for patients with communication disabilities.

- Telecommunications Device for the Deaf (TDD) is available free of charge to patients who need this service. To make arrangements for TDD equipment, contact a member of your healthcare team.
Support services and campus policies

Security
Children’s is not responsible for lost or stolen property. Please try to leave valuables, including expensive clothing, large sums of money, and jewelry, at home.

For safety reasons, Children’s recommends that you do not walk alone outdoors at night. Please call Security if you need an escort. Weapons, including firearms and knives, are not allowed on hospital grounds.

24-hour emergency assistance 1 : 304-598-4444

Smoking
Smoking is the number one cause of preventable death and disability. As a healthcare organization, we have an obligation to provide a healthy, tobacco-free environment for our patients, visitors, faculty, staff, and students.

Our campus, including all buildings and grounds, is tobacco and smoke-free, including the use of electronic smoking devices, vapor products, and chewing tobacco. This policy also applies to all sidewalks, buildings, and parking lots.

If you want to quit smoking and need help, contact one of the following organizations. They can provide you with current information, advice, and suggestions for beginning the end of your tobacco use.

American Cancer Society 1 : Cancer.org 2 : 800-227-2345

American Heart Association 1 : AmericanHeart.org 2 : 800-242-8721

National Cancer Institute 1 : Cancer.gov 2 : 800-422-6237

At WVU Medicine Children’s, we are committed to providing patients with appropriate pain management strategies to help restore your child to their highest level of function and independence while working to relieve pain symptoms and improve quality of life. Pain is complex and involves more than just the physical aspects. The experience of pain differs from the whole person and identifies underlying causes of pain in order to develop an integrative and individualized treatment plan.

There are two major types of pain: acute pain and chronic pain. Acute pain occurs suddenly, usually as a result of a common illness or injury or a surgical procedure. It generally subsides as you heal. Chronic pain lasts three or more months and is usually related to an underlying condition.

Evaluating Your Pain
In order to evaluate your child’s pain, we will ask you/them to look at the WVU Medicine Pain Rating Scale. This scale is a little different than the standard 0-10 scale because it combines the nurse scale with visual aids, descriptors, and supplemental questions related to activity, sleep, mood, and stress. It is important to think about how pain impacts your child’s daily activities, as shown across the bottom of the scale, and report that to your healthcare team.

Pain Management

Ambassadors
Ambassadors are available 24 hours a day for assistance. We encourage you to reach out to one of them for services, such as directions, general information, discharge assistance, and any other questions you may have during your stay.

Alcohol and drugs
Alcohol and illegal drugs are prohibited in the hospital and on the grounds. Patients, parents, or other visitors who would like professional help for problems with alcohol or drug use may speak to a nurse, physician, or social worker.

At WVU Medicine Children’s, we are committed to providing patients with appropriate pain management strategies to help restore your child to their highest level of function and independence while working to relieve pain symptoms and improve quality of life. Pain is complex and involves more than just the physical aspects. The experience of pain differs from the whole person and identifies underlying causes of pain in order to develop an integrative and individualized treatment plan.

There are two major types of pain: acute pain and chronic pain. Acute pain occurs suddenly, usually as a result of a common illness or injury or a surgical procedure. It generally subsides as you heal. Chronic pain lasts three or more months and is usually related to an underlying condition.

Evaluating Your Pain
In order to evaluate your child’s pain, we will ask you/them to look at the WVU Medicine Pain Rating Scale. This scale is a little different than the standard 0-10 scale because it combines the nurse scale with visual aids, descriptors, and supplemental questions related to activity, sleep, mood, and stress. It is important to think about how pain impacts your child’s daily activities, as shown across the bottom of the scale, and report that to your healthcare team.

Pain Management

At WVU Medicine Children’s, we are committed to providing patients with appropriate pain management strategies to help restore your child to their highest level of function and independence while working to relieve pain symptoms and improve quality of life. Pain is complex and involves more than just the physical aspects. The experience of pain differs from the whole person and identifies underlying causes of pain in order to develop an integrative and individualized treatment plan.

There are two major types of pain: acute pain and chronic pain. Acute pain occurs suddenly, usually as a result of a common illness or injury or a surgical procedure. It generally subsides as you heal. Chronic pain lasts three or more months and is usually related to an underlying condition.

Evaluating Your Pain
In order to evaluate your child’s pain, we will ask you/them to look at the WVU Medicine Pain Rating Scale. This scale is a little different than the standard 0-10 scale because it combines the nurse scale with visual aids, descriptors, and supplemental questions related to activity, sleep, mood, and stress. It is important to think about how pain impacts your child’s daily activities, as shown across the bottom of the scale, and report that to your healthcare team.

Support services and campus policies

Security
Children’s is not responsible for lost or stolen property. Please try to leave valuables, including expensive clothing, large sums of money, and jewelry, at home.

For safety reasons, Children’s recommends that you do not walk alone outdoors at night. Please call Security if you need an escort. Weapons, including firearms and knives, are not allowed on hospital grounds.

24-hour emergency assistance 1 : 304-598-4444

Smoking
Smoking is the number one cause of preventable death and disability. As a healthcare organization, we have an obligation to provide a healthy, tobacco-free environment for our patients, visitors, faculty, staff, and students.

Our campus, including all buildings and grounds, is tobacco and smoke-free, including the use of electronic smoking devices, vapor products, and chewing tobacco. This policy also applies to all sidewalks, buildings, and parking lots.

If you want to quit smoking and need help, contact one of the following organizations. They can provide you with current information, advice, and suggestions for beginning the end of your tobacco use.

American Cancer Society 1 : Cancer.org 2 : 800-227-2345

American Heart Association 1 : AmericanHeart.org 2 : 800-242-8721

National Cancer Institute 1 : Cancer.gov 2 : 800-422-6237

At WVU Medicine Children’s, we are committed to providing patients with appropriate pain management strategies to help restore your child to their highest level of function and independence while working to relieve pain symptoms and improve quality of life. Pain is complex and involves more than just the physical aspects. The experience of pain differs from the whole person and identifies underlying causes of pain in order to develop an integrative and individualized treatment plan.

There are two major types of pain: acute pain and chronic pain. Acute pain occurs suddenly, usually as a result of a common illness or injury or a surgical procedure. It generally subsides as you heal. Chronic pain lasts three or more months and is usually related to an underlying condition.

Evaluating Your Pain
In order to evaluate your child’s pain, we will ask you/them to look at the WVU Medicine Pain Rating Scale. This scale is a little different than the standard 0-10 scale because it combines the nurse scale with visual aids, descriptors, and supplemental questions related to activity, sleep, mood, and stress. It is important to think about how pain impacts your child’s daily activities, as shown across the bottom of the scale, and report that to your healthcare team.
Our approach to Pain Management

We approach pain management with the goal of improving your child’s level of function and getting back to being able to do things your child enjoy. We use multidisciplinary methods and combine various treatment options to design the best plan for your child. Some of these options can include non-pharmacologic treatment, non-opioid medications, and opioids when necessary.

Examples of these options include:
- Non-pharmacologic treatment
  - Heat-cold therapy
  - Physical therapy
  - Pet therapy
  - Behavioral therapy
- Non-opioid medications
  - Acetaminophen (Tylenol®)
  - Ibuprofen
  - Ketorolac (Toradol®)
  - Lidocaine patches
- Opioid medications
  - Oxycodone (component of Percocet®)
  - Hydrocodone (component of Vicodin®)
  - Morphine

In an effort to reduce accidental overdoses when your child is discharged from the hospital with an opioid medication prescription, you may be given a prescription for naloxone, a medication used to treat opioid overdose.

Signs of opioid overdose include:
- Breathing less than normal or gasping for breath
- Cold or clammy skin
- Bluish skin, especially around the fingernails
- Pin-point pupils

Taking medication as prescribed should not cause your child to have an overdose, but taking more than prescribed or mixing it with alcohol, prescription medications, or heroin will increase the risk. Your child will also need to take medications to reduce the chance of constipation caused by the opioids.

Things to consider when taking narcotics

Opioids should only be used when necessary and for only as long as necessary. While they do help relieve pain, they also come with very serious risks, including addiction and overdose. Your child should never take these medications in higher amounts or more often than you have been prescribed. Your child should never take medications that were prescribed to another patient.

Some common side effects of taking narcotic medications include:
- Increased sensitivity to pain
- Constipation
- Nausea and vomiting
- Dry mouth
- Sleepiness
- Confusion
- Depression
- Itching
- Dizziness

The risk of being addicted to pain medication are very real. According to the Centers for Disease Control (CDC), after taking opioids for just 5 days in a row, a person is more likely to take them long-term. Opioids can be addictive even if only taken for a short time. The risk of addiction increases if opioids are combined with alcohol or other medications, such as sedatives (Xanax®, Ativan®), other opioids, or illicit drugs (heroin). If you or someone in your family has a history of addiction, that can also increase your child’s risk of addiction. If you or your child believe you are struggling with addiction, call the National Hotline, or talk to your healthcare team for help.

If you or your child believe you are struggling with addiction, call the National Hotline, or talk to your healthcare team for help. 1-800-662-HELP

Some common side effects of taking narcotic medications include:
- Increased sensitivity to pain
- Constipation
- Nausea and vomiting
- Dry mouth
- Sleepiness
- Confusion
- Depression
- Itching
- Dizziness

The risk of being addicted to pain medication are very real. According to the Centers for Disease Control (CDC), after taking opioids for just 5 days in a row, a person is more likely to take them long-term. Opioids can be addictive even if only taken for a short time. The risk of addiction increases if opioids are combined with alcohol or other medications, such as sedatives (Xanax®, Ativan®), other opioids, or illicit drugs (heroin). If you or someone in your family has a history of addiction, that can also increase your child’s risk of addiction. If you or your child believe you are struggling with addiction, call the National Hotline, or talk to your healthcare team for help. 1-800-662-HELP

Store your opioid medication in a secure place out of reach of children, family, friends, visitors, and pets. Never sell or share prescription opioids with anyone.

Going home

Discharge instructions

You will receive written instructions concerning medications, activities, return appointments, etc. If you don’t understand the instructions, ask your nurse to explain them.

The Care Management Department can help arrange for home health or other services you may need after leaving the hospital. Call the Care Management Department for any discharge needs. After business hours, please contact the medical social worker on call.

Care Management Department
4 am - 4:40 pm
1-304-598-4183
Medical Social Worker
(after business hours)
1-304-987-5040

Children’s Pharmacy

The Children’s pharmacy, located on the main floor (near the Welcome Center), is a full-service pharmacy available for all your outpatient prescription needs. The pharmacy provides prescription services and accepts most insurance prescription plans. The pharmacy also carries a selection of over-the-counter medications and supplies.
Informed consent

A parent or legal guardian must accompany children under age 18 to the Preoperative Clinic or the Admission Office to provide consent for medical treatments and procedures during hospitalization. In general, the hospital cannot provide treatment without consent from a parent or legal guardian.

If your child is 18 or older and is able, they can consent to treatment. You are the main component of your child’s health. If your child is 18 or older and is emotionally or mentally limited, they may not be able to consent to treatment, and parents will need court-ordered guardianship to consent for them.

In such cases, please bring the legal papers documenting your guardianship or authority to inform the healthcare team. If the West Virginia Department of Children and Families is involved with your hospital experience. In such cases, please bring the legal papers documenting your guardianship or authority to inform the healthcare team. If the West Virginia Department of Children and Families is involved with your hospital experience.

MyWVUCart

More than 350,000 WVU Medicine patients manage their health needs with our secure, online patient portal, MyWVUCart. All you need is internet access and an email address. You can even download the MyWVUCart app on Apple and Android devices.

With MyWVUCart, you can:
- Manage and schedule appointments.
- Request appointments and look up information on previous visits.
- Online scheduling is available for our primary care providers.
- Refill prescriptions: Request medication prescribed by your doctor.
- View test results. You can see most lab results within days (excluding sensitive lab).
- Communicate with your care team: Send secure messages and photos to your provider relating to your care. You will generally receive an answer in one to two business days. If you’re dealing with an urgent matter, contact your provider’s office by phone, or dial 311.
- Pay your bills: View your statements, and make payments online for hospital and physician services.

For patients or caregivers who need proxy access to a patient’s MyWVUCart account (including children up to age 18), please inquire at your primary care provider’s office or make the request via your MyWVUCart account by clicking “Request Family Access” under “Messaging.”

Patient Rights and Responsibilities

SPEAK UP

In March 2002, The Joint Commission, together with the Centers for Medicaid and Medicare Services, launched a national campaign to urge patients to take a role in preventing healthcare errors by becoming active, involved, and informed participants on the healthcare team. The Speak Up Program encourages the public to:

- Speak up if you have questions or concerns, and if you are uncomfortable, ask again. It’s your child’s body, and you have the right to know.
- Pay attention to the care your child is receiving. Make sure you’re getting the correct treatments and medications by the appropriate healthcare professionals. Don’t assume anything.
- Educate yourself about your child’s diagnosis, the medical tests they are undergoing, and their treatment plan.
- Ask a trusted family member or friend to be your advocate.
- Know what medications your child takes and why they take them. Medication errors are the most common healthcare issues.
- Use a hospital, clinic, surgery center, or other type of healthcare organization that has achieved accreditation or credentials from a major certification organization, such as The Joint Commission.
- Participate in all decisions about your child’s treatment. You are the main component of your healthcare team.

You and your child have the right to:
- Be cared for with consideration and respect in a safe environment.
- Be well informed about your child’s illness, possible treatments, and likely outcomes — and have the opportunity to discuss this information with your provider.
- Have a family member and/or your personal physician notified of your child’s admission to the hospital.
- Know the names and roles of the people treating your child.
- Receive information about pain management measures and have staff respond quickly to your child’s reports of pain.
- Expect that the hospital will give your child necessary health services to the best of its ability. However, should treatment referral or transfer be recommended, you have the right to be informed of risks, benefits, and alternatives.
- Know if the hospital has relationships with outside parties that may influence your child’s treatment and care.
- Consent or decline to take part in research affecting your child’s care.
- Be told of realistic care alternatives when hospital care is no longer appropriate.
- Know about hospital rules that affect your child’s treatment and about charges and payment methods.
- Know about hospital resources, such as patient representatives and ethics committees, who can help you resolve problems and get answers to questions about your child’s hospital stay and care.
- Be as free as possible of pain or other distressing symptoms.

It is your responsibility to:
- Provide information about your child’s health, including illnesses, hospital stays, and use of medications.
- Ask questions when you do not understand information or instructions, and accept consequences or personal choices.
- Tell your provider if you cannot follow through with a prescribed treatment.
- Be considerate of the needs of other patients, staff, and the hospital.
- Provide insurance information, and work with the hospital to arrange payment, when needed.
- Recognize the effect of lifestyle on your child’s health.
Patient Rights and Responsibilities

Role of the hospital ethics committee

- WVU Medicine hospitals have ethics committees to help you with difficult decisions and to help resolve conflicts, should they occur, between you and your child's provider or members of your family.
- Ethics committees usually include doctors, nurses, social workers, ethicists, a hospital administrator, and a hospital chaplain. These professionals have expertise in helping to make healthcare decisions and to resolve conflict.
- If you would like to speak with the ethics committee, you can ask a member of your healthcare team to contact them.

The living will and medical power of attorney

- WVU Medicine Children’s recognizes a patient’s right to complete a living will and a medical power of attorney. If you have not completed these documents by hospital personnel, a physician who cannot in good conscience follow these documents be respected by hospital personnel.
- Physicians who cannot in good conscience follow a patient’s directive may ask to be excused from the patient’s care. These physicians should inform another physician to assume the patient’s care.
- Completion of advance directives is voluntary and is not a condition for admission to the hospital or for continued stay in the hospital. If you choose not to complete an advance directive and become too sick to make decisions for yourself, the hospital will follow the West Virginia Health Care Decisions Act of 2000 in selecting a surrogate to assist in making medical decisions for you. By law, the surrogate is usually a close family member or a friend. If you want a specific individual to make decisions for you when you become too sick to make them yourself, please inform your healthcare team.

A medical power of attorney is someone 18 years of age or older who was appointed by another person to make healthcare decisions according to the provisions of West Virginia law (or similar laws in other states).

To prevent adverse events during your child’s surgery, staff will:

- Use two individual identifiers (i.e. birthdate and name)
- Mark the surgical site and do a “time out” prior to the start of the right surgery on the right body part on the right person.
- Take measures to prevent infections (hand hygiene, preoperative antibiotics, and a special preoperative shower; if ordered by your child’s physician).

Infection control measures during your child’s stay

- The hospital will ensure that your child will be given the right medications back.
- A nurse will contact Pharmacy staff to verify your child’s condition and information will be discussed with your child and the family by the healthcare provider.
- Hand hygiene is practiced by all healthcare providers before and after your care. (You are encouraged to SPEAK UP if the healthcare provider does not demonstrate hand hygiene.)

Patient safety

Mountain ZERO
WVU Medicine Children’s is committed to excellence in patient safety and has launched a zero-harm program called Mountain ZERO. A zero-harm program is a journey to creating a culture that is focused on eliminating preventable harm and incorporating the patient and the family in their care.

In your child’s room, you will notice a sign for what your child is at risk for today. This is designed to not only communicate between staff members, but to you as well. Your child’s nurse can speak to what your child is at risk for and what is being done to prevent it.

Medications

- Understanding your child’s medications is vital to their health. If everyone takes an active role in safe medication delivery, fewer errors will result, and you will be more informed healthcare consumers.
- Staff carefully dispense medications and follow safety guidelines. But, it is very important that patients, family members, and caregivers, as well as the patient, take responsibility for safe medication use.
- Teamwork is essential. Please provide your caregivers with a list of all the medications your child has been using at home (better yet, have the medications in their containers with you). This includes over-the-counter medications, dietary supplements, vitamins, and herbs. If your child has allergies, let us know so drastic reactions to any newly prescribed medications can be avoided.

Home medications

For safety of all patients, all medications must be brought home with a family member or caregiver, preferably, with the exception of those that are unavailable from the inpatient pharmacy and the patient’s home. Some examples are birth control and medications from specialty pharmacies.

Patient’s medications that cannot be sent home, must be stored in the Inpatient Pharmacy.

A nurse will create a list of all medications and medications from home which will then be sent to the pharmacy for identification and the discharge paperwork. You will be asked to sign a copy of this form.

Medications stored in the Pharmacy will be returned at the time of discharge. A nurse will contact Pharmacy staff to tell them about the discharge. You will be asked to sign a copy saying you received your medications back.
We assess all patients for fall risk. If you or the patient is at risk of a fall, we provide the following:
— Fall risk bracelet
— Non-skid slipper socks

Share information with your nurse.
— If you or the patient have a history of falling at home, let your nurse know.
— If you or the patient are dizzy, weak, or unsteady on your feet, do not get up without help.
— If you or the patient use a walker or cane at home, you should also use it in the hospital.

Follow these tips during your hospital stay.
— Make sure the nurse call button is within reach of you and the patient and you know how to use it.
— If you or the patient have an IV line, ask for help moving the IV machine.
— Keep the room clutter-free.
— Keep the crib or bed rails up if the parent or guardian is not directly next to crib or bed.
— Make sure lighting is adequate in the room so you and the patient can see, especially at night.

Ask for help.
— Ask a nurse or clinical assistant to assist the patient whenever getting out of bed.
— Call for help before the need to get up to the bathroom becomes urgent.
— Most pediatric falls occur when patients get up to use the restroom, even with a parent present to assist. If multiple attempts are made to get out of bed without asking for assistance, the patient may be placed on a bed alarm to prevent exiting the bed without assistance.

Four steps to fall prevention

1. We assess all patients for fall risk.
2. If you or the patient is at risk of a fall, we provide the following:
   — Fall risk bracelet
   — Non-skid slipper socks
3. Share information with your nurse.
   — If you or the patient have a history of falling at home, let your nurse know.
   — If you or the patient are dizzy, weak, or unsteady on your feet, do not get up without help.
   — If you or the patient use a walker or cane at home, you should also use it in the hospital.
4. Follow these tips during your hospital stay.
   — Make sure the nurse call button is within reach of you and the patient and you know how to use it.
   — If you or the patient have an IV line, ask for help moving the IV machine.
   — Keep the room clutter-free.
   — Keep the crib or bed rails up if the parent or guardian is not directly next to crib or bed.
   — Make sure lighting is adequate in the room so you and the patient can see, especially at night.
5. Ask for help.
   — Ask a nurse or clinical assistant to assist the patient whenever getting out of bed.
   — Call for help before the need to get up to the bathroom becomes urgent.
   — Most pediatric falls occur when patients get up to use the restroom, even with a parent present to assist. If multiple attempts are made to get out of bed without asking for assistance, the patient may be placed on a bed alarm to prevent exiting the bed without assistance.

Code H

Code H (“H” stands for HELP) was created to ensure that each patient is cared for safely and effectively and that patients’ concerns are dealt with promptly. When Code H is called, a specialized team will respond and listen to your needs and concerns. Anyone can call a Code H and activate the team.

When should a patient or family member call a Code H?
— A medical emergency
   — When a patient/family member/legal guardian/healthcare surrogate notices a significant change in the patient’s medical condition that the healthcare team does not immediately recognize
   — When a patient/family member/legal guardian/healthcare surrogate does not feel their concerns are being met

How to call
— Dial “77777” on any hospital telephone, and identify the call as a Code H
— Provide your name, location, and reason for the Code H request

Family members/legal guardians often know a great deal about their loved one’s situation and needs. Their concerns assist the healthcare team in upholding our goal of delivering the best possible care to each and every patient.

Human trafficking/child abuse information

If you are a victim of or suspect someone else is a victim of human trafficking and/or child abuse, notify a member of your healthcare team or contact one of the resources below.

National Human Trafficking Hotline
1-888-373-7888
Text “help” to 237333 (BEFREE)

WV Child Abuse Hotline
1-800-352-6513

West Virginia State Police Crimes Against Children
304-293-6400

18
19
We are committed to providing the highest quality of care and would like the opportunity to speak with you about concerns or complaints to address them in a timely fashion. If you have an unsatisfactory experience, please bring it to our attention. You may call the Patient and Professional Advocate, the Nurse Leader on your unit, or the hospital administrator.

If the Hospital does not respond to your complaint to your satisfaction or if you are unhappy for another reason, you may contact:

Office of Health Facility Licensure and Certification (to report the violation and to request an inspection of the facility)
408 Lean Sullivan Way
Charleston, WV 25301
304-598-0050

Medicaid Fraud Control Unit
West Virginia Department of Health and Human Resources
350 Capitol Street, Room 730
Charleston, WV 25301
304-558-3049

Medicare Quality Improvement Organization (for concerns about the quality of care received under the Medicare program)
West Virginia Medical Institute
3201 Chesterfield Avenue
Charleston, WV 25304
304-346-9864

State Ombudsman c/o
WV Commission on Aging
1900 Kanawha Blvd., Suite 200
Charleston, WV 25305
304-558-3317

Ombudsman c/o Legal Aid of WV
922 Quaker Street, 4th Floor
Charleston, WV 25301
304-343-4481

Also, complaints can be made to
The Joint Commission:
Office of Quality and Patient Safety
One Peranassou Boulevard
Oakbrook Terrace, Illinois 60181
630-792-5636

For an online list of resources, visit WVUMedicine.org/PatientRights.

Concerns and complaints

Title IX
The WVU Health System (WVUHS) is committed to fostering a diverse and inclusive culture by promoting diversity, inclusion, equality, and intercultural and intercommunity outreach. WVUHS does not discriminate on the basis of race, color, national origin, ancestry, age, physical or mental disability, marital or family status, pregnancy, veteran status, service in the uniformed services (as defined in state and federal law), religion, creed, sex, sexual orientation, genetic information, gender identity, or gender expression in the administration of any of its federally-funded educational programs and activities, or with respect to admission or employment in those programs and activities.

What is Title IX?
Title IX of the Education Amendments of 1972, a federal civil rights law, states:
“No person in the United States shall, on the basis of sex, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any educational program or activity receiving federal financial assistance.”

What does Title IX prohibit?
It prohibits discrimination on the basis of sex in all federally-funded education programs and activities. Sex discrimination includes:

— Sexual harassment
— Sexual violence

What is Title IX?

Why are some WVUHS hospitals covered by Title IX?
Certain WVUHS subsidiary hospitals have federally-funded educational programs and are, therefore, covered by Title IX.

Title IX covers “all of the operations” of a healthcare corporation having an “educational program or activity receiving federal financial assistance.” All employees and students who are participating in or attempting to participate in a covered hospital’s federally-funded educational program or activity are protected against sex discrimination by Title IX.

Complaints regarding discrimination on the basis of sex (including sexual harassment and sexual violence) can be filed with the Title IX coordinator at:

Crystal Bennew
304-285-3049

For an online list of resources, visit WVUMedicine.org/PatientRights.

WVU Medicine Children’s Hospital
21

WVU Medicine Children’s Hospital
20
We care big by showing empathy for our team, our patients, and their families.

We lift each other up by empowering and supporting every individual voice and role.

We build bridges by closely collaborating across departments and disciplines to provide superior care.

We walk in each other’s work shoes by having empathy for our fellow co-workers and always having their back.

We build trust throughout our organization by being honest, open, and transparent.

We do what we love and it shows by promoting a positive environment of caring, inclusion, and happiness.
How to help

If friends or family members ask how they can help, you can direct them to our “Giving” page, which has the following information:

Volunteering
WVU Medicine Children’s volunteers are a critical part of our team. They work side by side with our Child Life assistants in the Activity Center and the patients’ bedsides. They provide a much-needed distraction, play opportunities for patients, and breaks for parents.

All volunteers are processed through Volunteer Services. Visit the Volunteer Opportunities webpage to learn more.

Charitable gifts
There are many ways to give back to Children’s: make a donation, participate in one of our fundraising events, or even host your own event to benefit the hospital.

Honor a loved one with a gift
How do you honor someone special on their big day—a birthday, wedding, graduation, or other occasion? Consider making a donation in their name or one that honors their favorite Children’s nurse, doctor, or other care specialist.