

## Directory of floors



**Family Resource Center**



**Neonatal Intensive Care Unit**



**Advanced Pediatric Imaging, Heart Center, Blood Disorder and Cancer Center**



**Pediatric Acute Care, Inpatient Cancer Unit**



**Pediatric Intensive Care Unit, Epilepsy Monitoring Unit, Cardiac Intensive Care Unit**



**Maternal-Fetal Medicine Clinic, Surgical and Procedural Services**



**Birthing Center**



**Building Support**



**Kids Emergency Department, Gift Shop, Cafe, Chapel, Pharmacy**

# Children's

take-along guide



WVUKids.com



# 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 judge's healthcare 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**



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## Cultural Truths



### **We care big**

by showing empathy for our team, our patients, and their families.



### **We build bridges**

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



### **We build trust**

throughout our organization by being honest, open, and transparent.



### **We lift each other up**

by empowering and supporting every individual voice and role.



### **We walk in each other's work shoes**

by having empathy for our fellow co-workers and always having their back.



### **We do what we love**

and it shows by promoting a positive environment of caring, inclusion, and happiness.

# 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 Clinic/Admitting.

## 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.

# Life at the hospital

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

Two guardians can stay in your child's room. Chairs or sofas in most patient rooms fold out into cots. 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.

Please check with your child's nurse before giving your child food from outside the hospital. Families may buy their meals in the cafe.

## Gift shop

The gift shop is located on the main level near the front entrance of Children's and offers small gifts, clothing, refreshments, and toys. All proceeds go back to Children's Hospital for the comfort and care of our patients.

## Automated Teller Machines

ATMs are located on the main level near the main entrance.

## Food

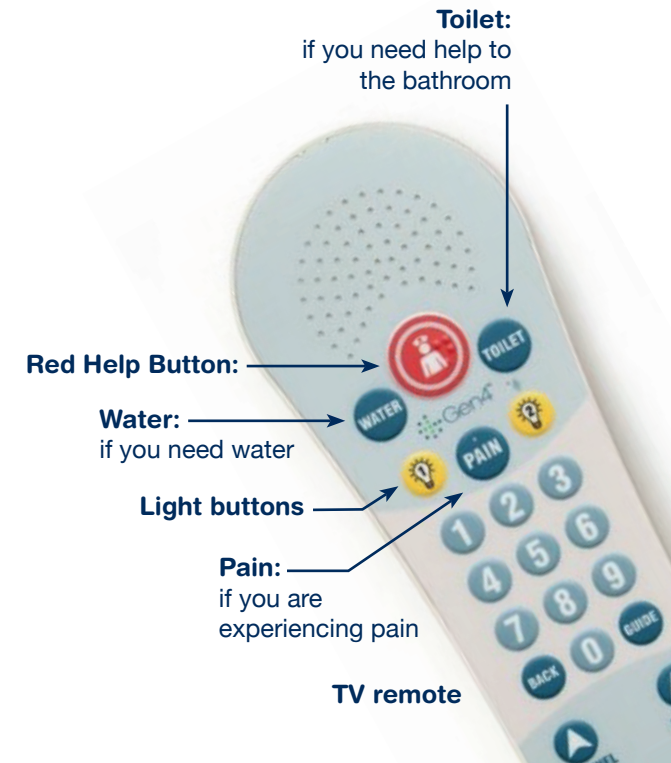
The cafe (located on the main level) at Children's offers breakfast, lunch, and dinner. Additionally, Starbucks® is located in the front lobby of J.W. Ruby Memorial Hospital.

## Laundry facilities

Washers and dryers are located on level 10 in the Hostetler Family Resource Center. Ask your healthcare team or the Family Resource Center Coordinator about scheduling an appointment.

## Pharmacy

The pharmacy is on the main level of the hospital near the Welcome Center.



## Phones

Phones are available in most patient rooms. Please note that personal cellular phones, smart phones, and other wireless devices are not allowed within one meter (one arm-length) of electrical medical equipment, such as incubators, ventilators, IV pumps, patient monitors, and electric wheelchairs.

## 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.

## Non-discrimination and Accessibility Notice

WVU Medicine hospitals and each of their 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.

### We provide:

- Free aids and services to people with disabilities so that they can communicate effectively with us:
  - ▶ Qualified sign language interpreting service
  - ▶ Written information in other formats (e.g., large print, audio, accessible electronic formats)
- Free language services to people whose primary language is not English, such as:
  - ▶ Qualified language interpreting service
  - ▶ Information written in other languages

If you need these services, notify any staff member for assistance.

# Guidelines for visitors

***Visitation guidelines are subject to change at any time. Please consult with staff to obtain current visitation policies.***

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

- Siblings are welcome during specified hours, but please consult with staff.
- 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 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. Deliveries of latex balloons to the hospital will not be accepted. Mylar balloons for patients are welcome.

## Visiting a patient

**While in the hospital, you are required to wear a photo ID badge, which is issued at the Welcome Desk in the main lobby. You must show identification, such as a driver's license, to receive an ID.**

Parents or guardians are welcome to stay in the hospital with their child 24 hours a day.

## 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 26506

# 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 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 supports patients and families through medical tests, prepares children for procedures, and develops ways for children to cope with fear and anxiety related to their care and hospital stay. The Child Life team also offers play opportunities, art activities, therapy dog visits, and educational activities to let kids be kids.

To find out more, contact the Child Life team or visit [WVUKids.org/Patients-Visitors](http://WVUKids.org/Patients-Visitors).

## Education and tutoring

Children's School Intervention Specialist helps with completing schoolwork and tutoring for eligible students. There is a Classroom in the Family Resource Center and Library to serve as "normal" safe spaces. Ask your nurse 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. 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.

## 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 deal 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.

## Hostetler Family Resource Center

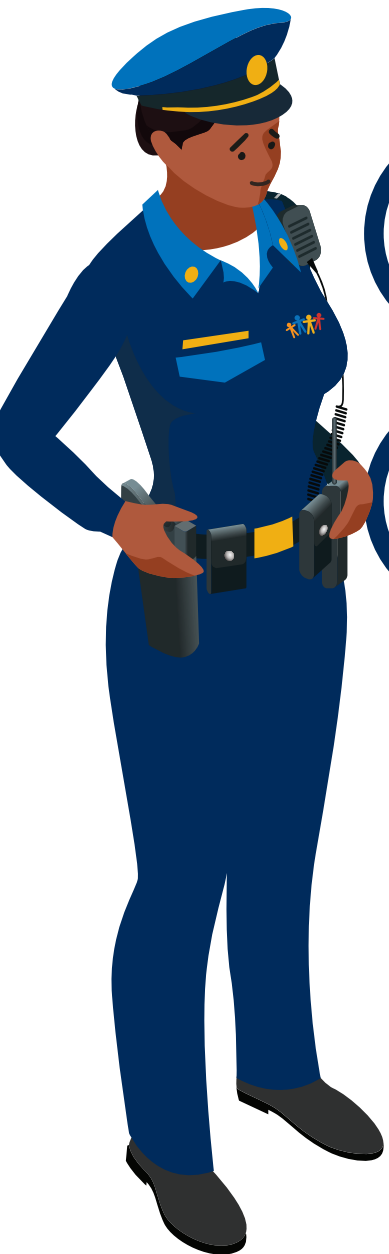
The Hostetler Family Resource Center can help you find the information and resources you need to understand your child's medical condition and take part in their care. All patients, families, and professionals are welcome to visit. The center is located on level 10 and is open Monday–Friday, 9 am–5 pm.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

### What you'll find in the Family Resource Center

- Help with MyChart
- 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

## Hayhurst Family Playground

The Hayhurst Family Playground was designed to give WVU Medicine Children's patients and their families a place outside of the hospital to enjoy some fresh air. It is open from dawn to dusk each day, weather permitting. Hospitalized patients must have medical clearance to enjoy the playground. Ask your care team for more information.



# 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. Talk to your nurse about securing your items.

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

☎ : 304-598-4444

## 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.

## 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

🌐 : [Cancer.org](https://www.cancer.org)

☎ : 800-227-2345

### American Heart Association

🌐 : [AmericanHeart.org](https://www.AmericanHeart.org)

☎ : 800-242-8721

### National Cancer Institute

🌐 : [Cancer.gov](https://www.Cancer.gov)

☎ : 800-422-6237

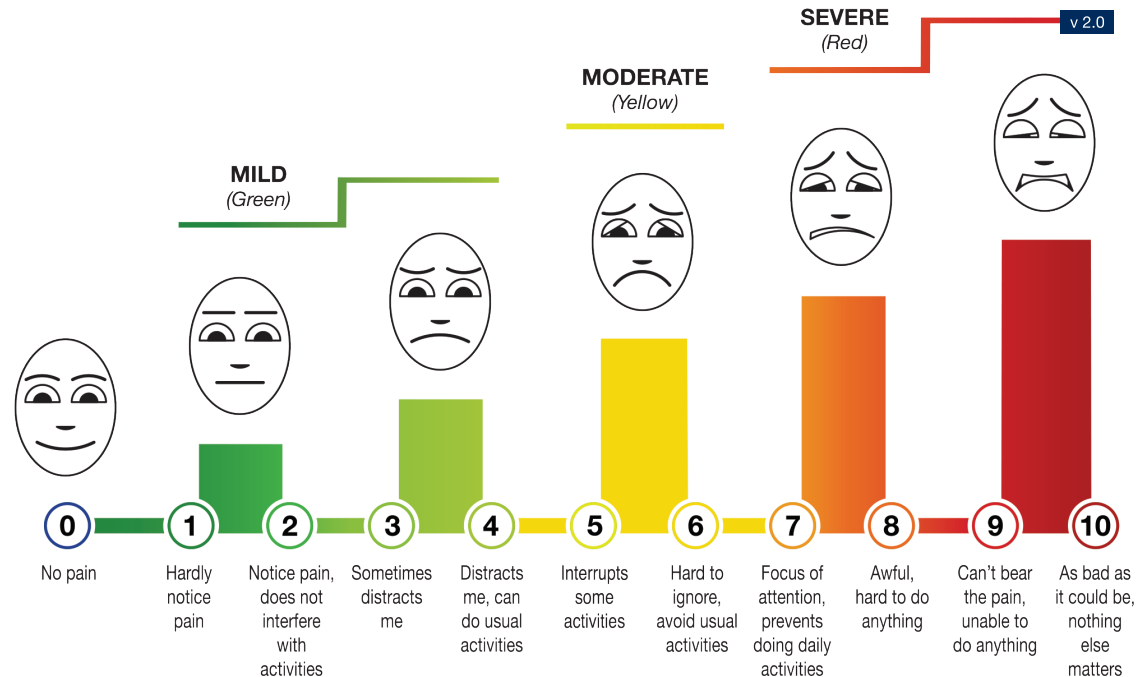
# Pain Management

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 for everyone. We strive to treat the whole person and identify 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.



1. Circle the one number that describes how, during the past 24 hours, pain has interfered with your usual **ACTIVITY**:



2. Circle the one number that describes how, during the past 24 hours, pain has interfered with your **SLEEP**:



3. Circle the one number that describes how, during the past 24 hours, pain has affected your **MOOD**:



4. Circle the one number that describes how, during the past 24 hours, pain has contributed to your **STRESS**:



\*Reference for pain interference: Cleeland CS, Ryan KM. Pain assessment: global use of the Brief Pain Inventory. Ann Acad Med Singapore 23(2): 129-138, 1994.

# 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 risks 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

8 am – 4:40 pm

 : 304-598-4183

### Medical Social Worker

(after business hours)

 : 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.

# Patient records

## Medical records

The privacy of your child's health information is important to us, and we make every effort to ensure that it's kept confidential. Protected Health Information (PHI) is information that can identify your child or is related to your child's health, the care received here, or payment for care. The Children's Notice of Privacy Practices describes how we may use or disclose your child's PHI and your rights to access and/or change that information.

## Informed consent

A parent or legal guardian must accompany children under age 18 to the Preoperative Clinic or the Admitting 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. If, however, a patient 18 or older 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 consent to a child's care with you to the hospital. If the West Virginia Department of Children and Families is involved with your child, contact your case worker to ask about the role of DCF in any decisions regarding the hospital experience.

## MyWVUChart

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

### With MyWVUChart, 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 labs).
- 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 911.
- Pay your bill: View your statements, and make payments online for hospital and physician services.

For parents or caregivers who need proxy access to a patient's MyWVUChart account (including children up to age 18), please inquire at your primary care provider's office or make the request via your MyWVUChart 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 Medicare and Medicaid 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:**

- **S**peak up if you have questions or concerns, and if you don't understand, ask again. It's your child's body, and you have the right to know.
- **P**ay 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.
- **E**ducate yourself about your child's diagnosis, the medical tests they are undergoing, and their treatment plan.
- **A**sk a trusted family member or friend to be your advocate.
- **K**now what medications your child takes and why they take them. Medication errors are the most common healthcare issues.
- **U**se 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.
- **P**articipate 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 committee, who can help you to 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 past illnesses, hospital stays, and use of medication.
- 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

- Safeguard all of your personal belongings and/or valuables, as the hospital cannot be responsible for these items. Belongings and/or valuables are possessions defined as clothing, shoes, money, credit cards, forms of identification, keys, jewelry, electronics (i.e. computer, cell phone, tablet, etc.), and any other item deemed valuable by the patient and/or representative.
- Understand that if rules and regulations for the continuation of care in a safe and respectful environment for all persons is not followed, action steps will be enforced.
- WVU Medicine is dedicated to providing a healing and safe environment. There will be ZERO TOLERANCE for the use of threatening or aggressive behavior, abusive language, and threats of physical harm or violence. WVU Medicine takes these offenses seriously and will not hesitate to address any individual displaying such behavior. For any concerns, please contact a member of your healthcare team or Security. **IF YOU SEE SOMETHING, SAY SOMETHING.**

## 24-hour emergency assistance

 : 304-598-4444

## 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

As a patient, you also have the right to give directions to your family and physicians about the healthcare you would want in the future should you become unable to make decisions for yourself. These directions are best given in written documents called advance directives.

West Virginia has two forms of written advance directives that are recognized by state law: the living will and the medical power of attorney. A living will must be written with at least one witness present. This determines the withholding or withdrawing of life-prolonging intervention. It is completed voluntarily.

A medical power of attorney representative 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).

If you have not completed a living will or medical power of attorney document, the hospital encourages you to consider doing so before or shortly after your admission. If you would like help, please let a member of your healthcare team know, and they can arrange for you to receive copies of these forms and the information needed to help complete them.

WVU Medicine Children's recognizes a patient's right to complete a living will and a medical power of attorney, and it is hospital policy that 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. Transfer of the patient's care to another physician will be arranged.

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 if you become too sick to make them yourself, please inform your healthcare team.

# Patient safety

## 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” to ensure that the surgeon does 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 need for isolation precautions will be determined upon admission according to your child's condition, and information will be discussed with you and your 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.)

## 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 parents, 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 brought into the hospital should be sent home with a family member or caregiver, if possible, with the exception of those that are unavailable from the inpatient pharmacy and are needed during the patient's hospital stay. 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 on a Medications from Home Form, which will then be sent to the pharmacy for identification, storage, and/or dispensing. 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 members to tell them about the discharge. You will be asked to sign a copy saying you received your medications back.

1

## Four steps to fall prevention

### 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

2

### 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.

3

### Follow these tips during your hospital stay.

- Make sure the nurse call button is within reach of you or 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.

4

### 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 233733(BEFREE)

## WV Child Abuse Hotline

☎ : 1-800-352-6513

## West Virginia State Police Crimes Against Children

☎ : 304-293-6400



# Concerns and complaints

We are committed to providing the highest quality of care and would like the opportunity to speak with you about and 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**.

☎ : 304-598-4200

**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)

1 Players Club Drive  
Charleston, WV 25311

☎ : 304-558-0050

**Medicaid Fraud Control Unit  
WV Department of Health and Human Resources**

408 Sullivan Way  
Charleston, WV 25301

☎ : 304-558-1858

**Protective Services  
(Child and Adult)  
WV Department of Health and Human Resources**

350 Capitol Street,  
Room 730  
Charleston, WV 25301

☎ : 304-558-7980

**West Virginia Advocate**

1207 Quarrier Street, Suite 400  
Charleston, WV 25301

☎ : 304-346-0847

**WV Legal Services Plan**

165 Scott Avenue, Suite 209  
Morgantown, WV 26508

☎ : 304-296-0001

**Medicare Quality Improvement Organization**  
(for concerns about the quality of care received under the Medicare program)

West Virginia Medical Institute  
3001 Chesterfield Avenue  
Charleston, WV 25304

☎ : 304-346-9864

**State Ombudsman c/o  
WV Commission on Aging**  
Charleston Towne Center Mall  
1900 Kanawha Boulevard East  
Charleston, WV 25305

☎ : 304-558-3317

**Ombudsman c/o  
Legal Aid of WV**  
922 Quarrier Street, 4th Floor  
Charleston, WV 25301

☎ : 304-343-4481

**Also, complaints can be made to The Joint Commission:**

Office of Quality and Patient Safety  
The Joint Commission  
One Renaissance Boulevard  
Oakbrook Terrace, Illinois 60181

🌐 : [JointCommission.org](http://JointCommission.org)

☎ : 630-792-5636

**For an online list of resources, visit  
[WVUMedicine.org/PatientRights](http://WVUMedicine.org/PatientRights).**

# Patient and Visitor Code of Conduct

WVU Medicine has a strong commitment to providing a safe, healing, inclusive environment at all our locations. WVU Medicine has zero tolerance for the use of threatening or aggressive behavior, abusive language, and threats of physical harm or violence. Words or actions that are disrespectful, racist, discriminatory, hostile, or harassing will not be tolerated.

To maintain a therapeutic environment in the healthcare facility, patients and visitors are expected to refrain from behaviors that are disruptive or pose a threat to the rights or safety of other patients, visitors, staff, or faculty. We pledge to treat patients with respect, honesty, dignity, and compassion. We expect patients and visitors to behave in the same manner. We do not allow behavior by any patient or visitor that mistreats or discriminates against our staff, providers, other patients, or other visitors. This includes in-person encounters, messages in MyWVUChart, emails or letters, phone calls, or any other setting.

## Examples of behaviors that will not be tolerated include, but are not limited to:

**Racism** – such as, offensive or bigoted comments about someone’s race or ethnicity, or sarcastic insults about a person based on their background.

**Discrimination** – such as, judging, singling out, or treating someone unfairly based on their race, ethnicity, national origin or skin color; sex, sexual orientation, gender, gender identity, or gender expression; age; disability; religion; immigration status; genetic information; veteran or active military status; or any other legally protected status.

**Verbal abuse** – such as, harassing, name calling, yelling, cursing, belittling, or ranting.

**Emotional abuse** – such as, bullying, stalking, or any acts or words that make our staff or faculty feel unsafe or uncomfortable.

**Sexual abuse** – such as, unwanted touching or use of sexual or vulgar words, gestures, or other actions.

**Threats** – such as, any words or actions meant to threaten or intimidate others.

**Physical abuse** – such as, any violent actions or physical abuse such as throwing things, blocking, hitting, kicking, or spitting.

**Disrupting another patient’s care or experience**

Individuals who we believe violate the Patient and Visitor Code of Conduct will be given the opportunity to explain their point of view except in severe circumstances requiring immediate action. A facility representative will carefully consider the response before making any decisions about future non-emergent care at that facility. Actions that may be taken subsequent to Code of Conduct violations include, but are not limited to:

- Discussion of Patient’s Rights and Responsibilities
- Belongings and room search
- Documentation of behavior in medical record
- Visitation restriction
- Revocation of MyWVUChart privileges
- Premises restriction
- Dismissal from non-emergent care
- Notify law enforcement or other legal action

If these behaviors are witnessed, they should be immediately reported to the care team and, as applicable, Security.

# 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

## ***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:**

✉ : [TitleIX@wvumedicine.org](mailto:TitleIX@wvumedicine.org)



# Preparation tips from our Family Advisory Committee

## 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, feel free to use it in your room, which has free wireless access.

### *Will I have a roommate while I'm in the hospital?*

You might have a roommate. Staff members will do everything possible to give you as much privacy as they can. We also ask that you are respectful of others' privacy.

### *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.

### *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.





## 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.

**WVU Medicine Children’s Development Office • Suncrest Center**  
**One Medical Center Drive • Box 8200 (Suite 350, Van Voorhis)**  
**Morgantown, WV 26506**

 : [WVUKids.com/Giving](https://www.wvukids.com/Giving)     : 304-598-4346