

Welcome to Boston Children's Hospital



Whether your visit is planned or unexpected, your first time walking through our doors or your fiftieth, we are grateful that you have chosen to put your trust in us. We are here to help.

On behalf of all of us at Boston Children's, please know that we are here for you. Your safety, health, and well-being is our top priority.

Warmest regards,

A handwritten signature in blue ink, appearing to read "Kevin Churchwell".

Kevin Churchwell, MD
President and CEO

The safety of our patients, families and staff is our priority

Here's how you can help:



Speak up for safety. As our partners for safety, we encourage you to let a team member know any concerns you may have.



Wash your hands with soap and water or use Purell frequently.



Follow hospital masking guidelines and wear a hospital provided mask when and where asked.



Make sure the patient has their identification bracelet with them at all times.



Respect our requests for a Distraction Free Zone to improve safety of our patients during medication administration, procedures, and shift changes.



Parents/guardians/visitors of patients with contagious illnesses (COVID-19, flu, norovirus, etc.) **may be asked to follow special precautions.**



Wear a parent/guardian/visitor identification badge at all times.

After your visit or stay at Boston Children's, you may receive a survey about your experience. Your feedback is important and we hope to hear from you.

Patient, Family and Visitor Code of Conduct



At Boston Children's, our core values of kindness, respect, inclusivity, and teamwork are at the heart of everything we do. We expect all our staff, patients, families, and visitors to follow this code of conduct to support a safe and respectful environment for all:

NO disrespectful, aggressive, abusive, or violent behaviors including:

- Offensive or discriminatory comments about personal traits or identities
- Yelling, swearing, physical, or verbal threats
- Sexual or vulgar words or actions
- Refusing care based on personal traits or identities

NO purposeful disruption or obstruction of a patient's care or experience

NO photos, videos, or recordings without permission from staff

NO weapons or firearms

NO illegal drugs, marijuana, or alcohol

NO smoking, vaping, or use of tobacco products

If you violate these expected behaviors or pose a safety concern, we may:

- Call security and/or law enforcement
- Ask you to leave the patient care area or the facility

If you witness or are the target of any of these behaviors, please tell a staff member immediately.

Español



Português



Kreyòl
ayisyen



عربي



中文



Your Visit to Boston Children's



Planning Your Visit

Please make sure you know which of our Boston Children's locations you are going to for your/your child's care. Visit [bostonchildrens.org/about-us/locations](https://www.bostonchildrens.org/about-us/locations) for helpful information about each of our locations as you plan your visit.



- [Driving directions](#)
- [Public transportation](#)
- [Parking](#)
- [Food](#)
- [Local Accomodations](#)

Interpreter Services

If English isn't your primary language, Interpreter Services are available to help communicate your needs and understand information about your child's medical care.

If you need to contact your health care provider with an interpreter please call 617-355-6000 and indicate your preferred language.

Breastfeeding Parents

Boston Children's Hospital supports breastfeeding/chest-feeding and the use of Human Milk. You are welcome to feed your baby at any of our locations where you feel comfortable. We provide private lactation rooms for feeding and pumping milk as well. Please ask a care team member for assistance as needed.

Documents and Information

- Patient, Family, and Visitor Code of Conduct
- Rights and Responsibilities for Patients, Patient Representatives and Families
- Notice of Privacy Practices
- Caregiver Authorization Affidavit
- Health Care Proxy
- Medical Information Release



You may access forms and information about your visit/stay at [bostonchildrens.org/legal](https://www.bostonchildrens.org/legal), or request a printed copy at any time.

Patient and Family Resources

Tips from Boston Children's patients and families

- If you are parking at a Boston Children's location that requires payment, validate your parking ticket at the front desk to get a reduced daily parking or valet rate.
- Carrying a small notebook to write down questions and take notes in is often helpful.
- As an expert on yourself/your child, you are an important member of the care team. Sharing information and asking questions are welcome.



Visit [bostonchildrens.org/patient-resources](https://www.bostonchildrens.org/patient-resources) for more information to help you prepare for and receive care at Boston Children's:

- [Sign up for MyChildren's patient portal](#)
- [Insurance, billing and financial assistance information](#)
- [Schedule future appointments](#)

