

A take-along guide to your

# Hospital Stay

Bring  
this  
Book!



Children's Hospital Boston

# Welcome to Children's Hospital Boston

Thank you for choosing Children's Hospital Boston for your child's care. We know there is never anything routine about being admitted to the hospital, especially when your child is concerned. 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 Boston, the Longwood Medical Area 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.

Sincerely,

A handwritten signature in blue ink that reads "James Mandell MD". The signature is fluid and cursive, with a large initial "J" and "M".

James Mandell, MD  
Chief Executive Officer



# Before your visit

## Preparing your child

A child's hospital stay can affect many areas of your family's daily life. No matter how old your child is, remember these helpful hints:

- Choose a quiet time to talk about the upcoming surgery and/or hospitalization.
- Use a calm and relaxing voice.
- Reassure your child that you feel that the hospitalization, procedure or test is the right thing to do.
- Ask your child what she 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 him or her a "special sleep medicine" if he or she is having anesthesia.
- Try not to make promises you can't keep. For example, don't tell your child that nothing will hurt or that there won't be any blood tests.
- 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 or her talk about them. You can help him or her express feelings through drawing, painting or medical play with stuffed animals at home.

Visit [childrenshospital.org/prepare](http://childrenshospital.org/prepare) for age-specific advice on how to prepare your child. If you have questions/concerns about the hospital experience, please call Child Life Services Monday–Friday, 9 a.m.–5 p.m. at **617-355-6551**.

## Socialize with Children's



Children's Hospital Boston's Facebook fan page is the largest hospital page in the world! Have you become a fan yet? If not, visit [facebook.com/childrenshospitalboston](https://www.facebook.com/childrenshospitalboston).



Thousands of people are already following [@ChildrensBoston](https://twitter.com/ChildrensBoston) and [@ThriveChildrens](https://twitter.com/ThriveChildrens) on Twitter. Are you getting our Tweets?



**Children's Thrive blog was recently named one of the best pediatric health blogs in the country by *Parent and Child* magazine. Stop by every day for the latest in child health at [childrenshospitalblog.org](http://childrenshospitalblog.org).**

# Personal information

Please fill out the items below and bring this with you to the hospital.

## Child/patient's information

**Name** \_\_\_\_\_

**Nickname** \_\_\_\_\_

**Date of birth** \_\_\_\_\_

## Parent/guardian's information

**Name** \_\_\_\_\_

**Address** \_\_\_\_\_

**City** \_\_\_\_\_ **State** \_\_\_\_\_ **Zip** \_\_\_\_\_

**Phone** home \_\_\_\_\_ work \_\_\_\_\_ cell \_\_\_\_\_

## Primary care provider/pediatrician

**Name** \_\_\_\_\_

**Practice** \_\_\_\_\_

**Address** \_\_\_\_\_

**Phone** \_\_\_\_\_

## Insurance

**Health insurance company** \_\_\_\_\_

**Subscriber's name** \_\_\_\_\_

**Member number** \_\_\_\_\_



# What to bring

## Important information

- Names and dosages of medications your child is taking (fill this out on page 5)
- Blood test results (if done at an outside lab)
- Immunization records
- Insurance information
- Copy of court papers designating legal guardianship (if applicable)
- Signed health care proxy/ advance directive (if 18 or over)
- Written list of questions that you or your child may have

## Things to keep in mind when packing

To help your child feel more comfortable, ask what special things he or she 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 and photos
- Schoolwork, if appropriate

Soap, shampoo, toothbrushes, tooth-paste, lotion and patient gowns are available on each unit.

Bring your child's medical electrical appliances, such as a pump or monitoring device. These items must be inspected by the Department of Biomedical Engineering. Ask your nurse for assistance or call **617-355-6166**.

Ask your doctor if you should bring glasses, hearing aids, crutches, braces, corrective shoes or other orthopedic 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 (iPods, 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

## 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 or she has any questions or concerns. If he is anxious about a surgery or procedure, consider visiting the hospital beforehand so he or she knows what to expect.**

### Organize

**If your child has complex health care needs, consider creating a medical history binder with pertinent evaluations from other physicians and/or schools. Partitioning the binder by condition, with the most recent reports on top, is a helpful way to organize it.**

### Arrive early

**Allow at least an hour to account for parking and the admission process. There are things to see and do if you get to the hospital early. For a list of things to do, visit [childrenshospital.org/thingstodo](http://childrenshospital.org/thingstodo).**

# Tips for teens and young adults

Children's Teen Advisory Committee offers the following advice:

## **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 from noon–8 p.m. Try to limit it to three friends at a time. Your parents, grandparents or guardians can visit at any time. They can also send you mail or email you (see page 15).

## **Can I email my friends or use the Internet?**

In addition to the computers available for your use in the Center for Families, some units have computers you can use to email friends and go online. 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, iPod, 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 and a VCR or DVD player. When you arrive, talk to your Child Life specialist about other activities, including movies and games.

## **Can I go outside?**

If your doctors and nurses agree that it's OK, you can go outside to the Prouty Garden.

## **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.

You'll receive more information about life in the hospital in your Welcome Packet when you arrive.



## **Safeguard your stuff**

**Feel free to bring your iPod, laptop and other valuables. However, please be aware that Children's is not responsible for lost or stolen items (see Security on page 18). If you do bring items of value, keep them locked up when unattended. A locked cabinet or safe is available for your use on each unit. Ask your nurse to show you where it is.**

# Transportation and lodging

## Via subway or bus

**Green Line “D” train:** Get off at the Longwood stop. Walk uphill on Chapel Street. At the end of the street, make a left on Longwood Avenue. Children’s is six blocks down on your right.

**Green Line “E” train:** Get off at the Longwood Medical Area stop. Walk toward the Longwood Medical Area on Longwood Avenue. Children’s is two blocks down on your left.

**City buses:** MBTA buses that stop near or at Children’s include: Routes 8, 8A, 39, 47, 60, 65, CT2 and CT3.

*For more information, visit [mbta.com](http://mbta.com).*

## Special needs transportation

THE RIDE provides transportation for individuals with physical or mental disabilities that prevent them from using public transportation.

*For more information, visit [mbta.com](http://mbta.com) or call **617-222-3200**.*

## Rental cars and taxis

You may call taxis from special telephones in the hospital’s main lobby near the Valet Services desk.

*For a list of car rental agencies and limousine services, visit [childrenshospital.org/rentals](http://childrenshospital.org/rentals).*

## Air travel

Logan International Airport in Boston is approximately seven miles from the hospital. Be sure to allow up to an hour of travel time, depending on the time of day and traffic conditions. There is no hospital-designated airport shuttle.

Other airports in the region are Manchester Boston Regional Airport in Manchester, New Hampshire ([flymanchester.com](http://flymanchester.com)), and TF Green International Airport in Warwick, Rhode Island ([pvdairport.com](http://pvdairport.com)). Both are about an hour’s drive from Children’s.

*More information, including medical air transport and free airplane transportation for patients and families with qualifying financial status, is at [childrenshospital.org/air](http://childrenshospital.org/air).*

## Lodging

The hospital provides accommodation for one parent in each patient’s room. See page 13 for more information.

### Hospitality Homes program

The program provides temporary housing in volunteer host homes and other donated accommodations for families and friends of patients.

*For information, call **617-482-4338**, or toll-free at **888-595-4678**.*

### Hotels in Boston

A list of area hotels, inns, bed and breakfasts and short-term housing is at [childrenshospital.org/stay](http://childrenshospital.org/stay), or you can call the hospital’s Accommodations Line at **617-355-2912**.

### Patient family housing

A short walk from the hospital, our patient family housing can accommodate several families. Any family member or support person of a Children’s patient is eligible to stay here. There is a communal kitchen and living room, and there are laundry facilities in the building.

*For more information, including pricing, call **617-355-8457**.*

# Parking

## Children's parking garage

Open 24 hours a day, the garage is located on the corner of Blackfan Circle and Longwood Avenue across the street from the hospital's main entrance.

Patients are eligible for a discounted rate stamp available at the main lobby's Information Desk. Please note that the hospital only validates parking at this garage and not at 333 Longwood Avenue.

The garage cashiers are located in the garage lobby. Please take your ticket with you when you park, as you must pay the cashier before exiting. You can also pay with a major credit card at the exit gate.

Vehicles taller than 6' 8" will not fit in the garage and must be valet parked.

***If you have questions about parking, call Children's Parking and Commuter Services Office at 617-355-6251.***

## Valet parking

You can use valet service at the hospital's main entrance 24 hours a day for an additional fee. When leaving Children's, please bring your ticket to Valet Services in the main lobby, and your car will be brought to the main entrance.

## Handicapped-vehicle parking

Handicapped-vehicle parking is available at the main entrance for patient families and visitors. Cars may be dropped off at the main entrance to be valet parked. The fee is waived for cars with handicapped plates/placards.

*For more information, call 617-355-6251.*

**When driving down Longwood Avenue, look for the Children's parking garage across the street from the main entrance.**



# Driving directions

## From I-93 North or South

- Follow the signs to Storrow Drive.
- After the Copley Square/ Massachusetts Avenue sign, take the left exit off Storrow Drive marked Fenway, Route 1.
- Take the right fork marked Boylston Street, Outbound.
- At the first major intersection, bear left onto Brookline Avenue, past Beth Israel Deaconess Medical Center– East Campus to the Longwood Avenue intersection.
- At the next major intersection, turn left onto Longwood Avenue.
- Children's main entrance is two blocks down on the right.
- Children's parking garage is across the street on the left.

## From south of Boston

### Via Routes 1, 28 and 138

- From Route 1, continue to the Jamaicaway.
- From Routes 28 or 138, proceed via Morton Street and the Arborway to the Jamaicaway.
- Continue on the Jamaicaway as it turns into the Riverway.
- At the Brookline Avenue traffic light, turn right onto Brookline Avenue.
- Continue to the third traffic light and turn right onto Longwood Avenue.
- Children's main entrance is two blocks down on the right.
- Children's parking garage is across the street on the left.





**Customize your driving directions**  
[childrenshospital.org/directions](http://childrenshospital.org/directions)

### From west of Boston

#### Via the Massachusetts Turnpike (I-90)

- Take Exit 22 at Copley Square/ Prudential.
- Follow the left lane, labeled Prudential Center, and take Huntington Avenue west to Longwood Avenue.
- Turn right onto Longwood Avenue and go past Harvard Medical School.
- Children's main entrance is on the left.
- Children's parking garage is across the street on the right.

### Via Route 9

- On Route 9, proceed to Brookline Village.
- After passing the fire station on your right, at the next large intersection (at the Brook House Apartments) take a left onto Brookline Avenue.
- Proceed through four traffic lights to the Longwood Avenue intersection.
- Turn right onto Longwood Avenue.
- Children's main entrance is two blocks down on the right.
- Children's parking garage is across the street on the left.



### From Logan Airport

- Take the Sumner Tunnel to Storrow Drive.
- Follow the "Via I-93" directions on the previous page.

# 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 the first floor of the Farley/Pavilion Building, near the Patient Entertainment Center.

As you enter the hospital through the main entrance, take the stairs on the left or the glass elevator up one flight. Turn right at the top of the stairs (or exit the elevator) and follow signs to Pre-Op Clinic/Admitting on the left.

During the pre-anesthetic evaluation in Pre-Op, anesthesiologists and nurses will do a physical exam, review your child's medical history and create a plan for surgery and post-surgery. The evaluation also provides an opportunity for patients and families to ask questions about the process. The anesthesiologist will talk with you during this visit to decide if one parent can go into the operating room for the start of the anesthesia. Families should be prepared to spend up to two-and-a-half hours at the hospital for the Pre-Op visit.

### **Surgery may have to be rescheduled if your child:**

- Gets sick within three days of the scheduled surgery
- Has a respiratory infection or asthma attack within three days of the scheduled surgery
- Has been exposed to measles, mumps or chicken pox in the 21 days before surgery

**If any of these conditions occur, please call your child's doctor. For more information, call the Pre-Op Clinic at 617-355-3765.**

## 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 or her 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.

*For detailed guidelines based on your child's age, call Pre-Op at 617-355-3765,*

*check with your child's surgeon or go to [childrenshospital.org/preopdiet](http://childrenshospital.org/preopdiet) for specific guidelines.*

## Medications and herbs

Please be sure to fill out the form on page 5 of this brochure and list all medications and herbs that your child is taking (or may have recently taken).

# 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 to.

## Sleeping at the hospital

One parent can stay in your child's room. Chairs in most patient rooms fold out into cots, while some rooms have beds built into the window alcoves. There are showers in each room for parents to use (except in the intensive care units, ICUs), and we provide lockers and safes where you can secure valuables. Towels and bed linens are also provided.

If your child will be staying in an ICU, in addition to the space by the bedside, there are a limited number of dormitory-style rooms available for parents.

*For more information, contact the Center for Families at **617-355-6279** or visit **[childrenshospital.org/families](http://childrenshospital.org/families)**.*

## Eating

Meals will be served to your child in his or her 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 is able to leave the unit, instead of ordering a meal in the room, your nurse can give you a coupon so he or she 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 or at Au Bon Pain in the lobby. You will get information on area amenities, including restaurants, in your Welcome Packet when you arrive.

## Visiting a patient

Parents or guardians are welcome to stay in the hospital with their child 24 hours a day, although there is room for only one parent to sleep. While in the hospital, you are required to wear a yellow photo ID badge, which is issued Monday–Friday, 8 a.m.–9:30 p.m. and Saturday and Sunday, 7 a.m.–9 p.m. at the Information Desk in the main lobby. You must show identification, such as a driver's license, to receive an ID. (In your Welcome Packet, you will get a list of restaurants, shops and area attractions that offer discounts for parents with valid yellow Children's IDs.)

Brothers, sisters, friends and relatives outside of the immediate family may visit every day between noon and 8 p.m. These visitors will be asked a series of questions about current or recent infections and exposure to contagious diseases that could place patients at risk, and will be required to wear a blue badge while in the hospital. In most cases, this screening will take place at the Information Desk in the main lobby.

Visitors with current or recurrent symptoms or exposures should not visit inpatient units, and may be asked to remain in the main lobby. Once cleared, visitors will be given a sticker, valid for one day, that must be worn at all times while they are in the hospital. Only parents or guardians are allowed to visit the hospital after 8 p.m., with some exceptions.

# Amenities

**Automated Teller Machines** ATMs are located at the top of the stairs in the Farley/Pavilion Building.

**Cashier** Located on Farley 1, across the hall from the Center for Families, the cashier sells stamps, provides change and can cash traveler's checks, money orders and personal checks up to \$25. Hours are Monday–Friday, 8 a.m.–4:30 p.m. **857-218-3434**.

**Food** The Café at Children's offers breakfast, lunch and dinner. Au Bon Pain, a bakery-café located in the main lobby, serves soups, sandwiches, salads, coffee and baked goods.

**Laundry facilities** Washers and dryers are located on the first floor of the Farley Building. The machines are coin operated (\$1.25 each, quarters only). Bills can be changed at the cashier. Laundry detergent is also for sale. Laundry facilities are open 24 hours.

**Pharmacy/personal care items** The CVS pharmacy in the hospital's main lobby stocks many personal care items, such as toothpaste, deodorant and shampoo. There are showering facilities located on each inpatient unit except for the ICUs. Ask your unit nurse where the facilities are on your unit.

**Phones** Pay phones are available in the main lobby behind the valet desk. Phones are also available in most patient rooms. The direct-dial number may be shared with friends and family, but parents and patients should request that friends and family members not call after 8 p.m. They may also call Patient Services at **617-355-6201** to be transferred to the room. There is no charge for incoming calls. You will receive information on pay phones and video phones for deaf or hard-of-hearing people in your Welcome Packet.

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**

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 Web sites.

## Guidelines for visitors

**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. Deliveries of latex balloons to the hospital will not be accepted. Mylar balloons for patients are welcome.

*For more information on which floors have restrictions, contact the Information Desk at 617-355-6201.*

# Connecting with patients

## Mail/gifts

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

**Child's full name**  
**Floor number, unit**  
**Children's Hospital Boston**  
**300 Longwood Avenue**  
**Boston, MA 02115**

## How to help

If friends or family members ask how they can help, you can direct them to [childrenshospital.org/howtohelp](http://childrenshospital.org/howtohelp), which has the following information:

### Blood donation

Family and friends can donate blood or platelets at our Blood Donor Center in the Pavilion Lobby. The center is open Monday–Thursday, 9 a.m.–7 p.m., and Friday, 7 a.m.–4 p.m. To schedule an appointment for a blood or platelet donation, call **617-355-6677**. The center also takes walk-in blood donations during hours of operation.

### Gift baskets and gift cards

There are a variety of gift baskets available through the hospital's catering service. Also, vouchers for meals at The Café at Children's are available for purchase.

*For more information or to place an order, visit [childrenshospital.org/giftbaskets](http://childrenshospital.org/giftbaskets) or call **617-355-2278** Monday–Friday, 6:30 a.m.–5:30 p.m.*

### Flowers and gifts

Fresh or dried flowers and plants are not allowed in patient rooms on certain units. Cards, letters, toys, games and Mylar balloons are welcome; however, latex balloons are not allowed anywhere in the hospital.

*For more information on which floors have restrictions, contact the Information Desk at **617-355-6201**.*

## 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.

Visit [childrenshospital.org/giving](http://childrenshospital.org/giving) for more information or call **617-355-6890**.

### 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 at [childrenshospital.org/tribute](http://childrenshospital.org/tribute). Or visit [childrenshospital.org/givethemahand](http://childrenshospital.org/givethemahand) to make a gift that honors a favorite Children's nurse, doctor or other care specialist.

### NSTAR's Walk for Children's Hospital

**Boston** Food, fitness and plenty of families—it's what makes our annual June walk along the Charles River a can't-miss celebration. Hallie's Happy Hearts, Will's Troopers: many families form teams to celebrate their son or daughter, while others volunteer. Join the fun at [childrenshospital.org/walk](http://childrenshospital.org/walk).

### Donate your time to Family Housing

By becoming a Family Housing volunteer, you'll help to make Children's a home-away-from-home experience for our patients and families. Host creative group activities, prepare meals for guests, or plan food drives for one of our family housing facilities. To learn more, visit [childrenshospital.org/housingprogram](http://childrenshospital.org/housingprogram).

### Volunteer

Our trained volunteers devote thousands of hours each year to supporting hospital staff, patients, families and visitors. From playing with children during waiting times to helping families find their way in the halls, becoming a volunteer can make a huge difference in a child's life—learn more at [childrenshospital.org/volunteer](http://childrenshospital.org/volunteer).

# Support services

## Chaplaincy and spiritual support

Chaplains can help meet your unique spiritual needs or contact local clergy of your own tradition. Our chaplains, representing a variety of faiths, including Islam, Judaism, Protestantism and Roman Catholicism, are available 24 hours a day. You may request a chaplain's visit at any time by calling the office directly or asking your nurse to have a chaplain paged.

The Interfaith Chapel, located on Farley 1, is always open.

To email an individual chaplain prior to your arrival, visit [childrenshospital.org/chaplain](http://childrenshospital.org/chaplain) or call **617-355-6664**.

## Center for Families

The Center for Families can help you find the information and resources you need to understand your child's medical condition and take part in her care. All patients, families and professionals are welcome to visit. The center is located in the Farley Building, just up the stairs from the hospital's main lobby, and is open Monday–Friday, 8 a.m.–7 p.m. and Saturday, 9 a.m.–1 p.m.

For more information, call **617-355-6279** or visit [childrenshospital.org/families](http://childrenshospital.org/families).

## Child Life Services

Child Life specialists enhance patients' emotional, social and cognitive growth during a hospital stay by giving 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 their care. Specialists also offer play opportunities and facilitate art and educational activities.

To find out more, call **617-355-6551**, Monday–Friday, 9 a.m.–5 p.m. or visit [childrenshospital.org/childlife](http://childrenshospital.org/childlife).

## Education and tutoring

Children's provides tutoring for eligible students. You should ask your nurse or Child Life specialist for tutoring information.

## The International Center

Representatives from the center help international patients arrange and receive medical care as well as help with financial clearance.

For more information, call **617-355-5209**, Monday–Friday, 9 a.m.–5 p.m. or visit [childrenshospital.org/international](http://childrenshospital.org/international).



**What you'll find  
at the Center for  
Families**

## Interpreter Services

We provide interpreters in nearly 70 languages who are available 24 hours a day.

American Sign Language interpreters may also be requested. TTY machines and Sorenson Video Phones are available.

To request an interpreter, call **617-355-7198** or email **interpreters@childrens.harvard.edu**, Monday–Friday, 8 a.m.–4:30 p.m. After 4:30 p.m. or on weekends and holidays, call the page operator at **617-355-6363** and ask for the interpreter on call. To arrange for an interpreter once you are at the hospital, ask your child's doctor or nurse for assistance.

## 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.

To request a social worker, ask your doctor or nurse or call the department directly at **617-355-7965** Monday–Friday, 8:30 a.m.–5 p.m. Nights, weekends and holidays through the page operator at **617-355-6363**. For more information, visit [childrenshospital.org/socialwork](http://childrenshospital.org/socialwork).

## There's more

When you arrive at Children's, you'll get a Welcome Packet that will include information about:

- Your child's daily routine
- Eating at the hospital
- Visitation tips
- Big Apple Circus Clown Care<sup>SM</sup>
- Integrative therapies
- Trinkets and Treasures gift shop
- Gift baskets
- Restaurants, shops and attractions that offer discounts for families

This information is also available at [childrenshospital.org/pf](http://childrenshospital.org/pf).

- **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, access the Internet and create personal Web pages**
- **Lactation specialists can help you find a lactation room and rent or sell you a breast pump**
- **Patient Relations representatives you can consult with**
- **Car seats or strollers to rent for the day**
- **Books, games, videos and video games**

# Security

## Security

Children's is not responsible for lost or stolen property. Since many people go into and out of the hospital at all hours, theft is a concern. Please try to leave valuables at home, including expensive clothing, large sums of money and jewelry. 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. If you are legally authorized to carry a weapon, please contact Security at **617-355-6121** before coming to the hospital to arrange to have it secured when you arrive.

The Security office is located on the first floor of the Patient and Family Garage.

*For more information call **617-355-7455**.*

*For emergency assistance call **617-355-6121** 24 hours a day.*

## 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

For the health of our patients, families and employees, tobacco use is prohibited on all Children's property—inside and out. If you feel the need to smoke you must leave the Children's campus. Maps helping you identify our property lines are available at the Information Desk in the main lobby.

## Safety first

**Your child's caregiver should ask for your child's name and birth date before doing any test or procedure.**



# 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.

*A copy of this notice may be downloaded at [childrenshospital.org/records](http://childrenshospital.org/records).*

## Authorizing release of or obtaining copies of health information

Our policies require written permission for the release of your child's health information (except releases required for treatment purposes). To do this, please complete, sign and mail or fax the form found at [childrenshospital.org/records](http://childrenshospital.org/records). There is no charge for copies of a clinical abstract of your child's record requested by health care providers or those needed for consultation or continuing care. All other copies requested (for personal records, attorneys, insurers, etc.) are charged according to the number of pages in the record.

*For more information, call **617-355-7546** or fax **617-730-0329**.*

## Patient Financial Services

The telephone numbers for billing inquiries and financial assistance are located below. You will need to enter your account number (12 digits located at the top, right-hand corner of your statement) and your child's date of birth. Frequently asked questions, along with forms for changing your billing and insurance information, are available under the Patient Billing section on our Web site at [childrenshospital.org/billing](http://childrenshospital.org/billing).

You may receive multiple bills for services you receive in a single day since some of the physicians bill for their services separately. Each bill will have a number to call if you have any questions. Both the hospital and the physicians you see here offer financial assistance and discounts to patients. Free care is available for eligible patients and services.

*For more information regarding billing, discounts or free care, call the financial assistance number below or mail your inquiry to the address provided.*

*Billing inquiries **617-355-3397***

*Financial assistance **617-355-7201***

**Children's Hospital Boston**  
**P. O. Box D-3053**  
**Boston, MA 02241-3053**

## 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, he can consent to treatment. If, however, a patient 18 or older is emotionally or men-**

**tally limited, he may not be able to consent to treatment, and parents will need court-ordered guardianship to consent for him. 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 Massachusetts Department of Children's 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.**

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300 Longwood Avenue, Boston, Massachusetts 02115  
[childrenshospital.org](http://childrenshospital.org)



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