YOUR CHILD IS IN GOOD HANDS

At St. Louis Children’s Hospital, your child’s care is our top priority, and we value the trust you place in us. Our goal is to deliver excellent, compassionate care to your child in a family-centered atmosphere.

St. Louis Children’s Hospital was founded in 1879 by a group of local women who felt the city needed a refuge for poor, sick children stricken by the infectious diseases that were claiming so many young lives. The first hospital was established with 15 beds in a small, rented Victorian home.

Since those humble beginnings over 130 years ago, St. Louis Children’s Hospital has been at the forefront of pediatric medicine, developing new therapies and increasing understanding about child health. We provide compassionate care for children from newborns to adolescents, and have seen young patients from all 50 states and 80 countries, including Mexico, Russia, Saudi Arabia, the United Kingdom and Israel.

St. Louis Children’s Hospital is affiliated with Washington University School of Medicine, ranked one of the best medical schools in the country by U.S. News & World Report. The School of Medicine is one of the country’s top recipients of pediatric research grants, and is a consistent leader in the National Institutes of Health’s (NIH) research funding.
Whether your child is coming to St. Louis Children’s Hospital for a radiology procedure, same day surgery, a late-night emergency or an extended hospital stay, you can count on your child receiving excellent care that is among America’s best.

AN EXPERT HEALTH CARE TEAM
The health care professionals at St. Louis Children’s Hospital specialize in caring for kids. Many of our nurses have advanced degrees or are certified in their specialty, a distinction that recognizes their skill and dedication to pediatric nursing. In many areas, hospital staff members wear brightly colored uniforms or casual clothes to make your child feel more comfortable. All staff members can be identified by hospital photo identification badges.

Your child’s health care team may consist of physicians, nurses, physical, speech and occupational therapists, dietitians and other professionals from the hospital. This team is coordinated to provide the most appropriate care for your child.

St. Louis Children’s Hospital is recognized as one of America’s top pediatric hospitals by U.S. News & World Report.

The hospital has also received the nation’s highest honor for nursing excellence, the Magnet designation from the American Nurses Credentialing Center.
WHAT IS FAMILY-CENTERED CARE?
At Children’s Hospital, we believe that family-centered care is an essential part of each family’s experience. Family-centered care is an approach to health care where patients, families and health-care professionals form a partnership that benefits everyone involved. A “family” is recognized as anyone whom patients regard as significant in their lives. Families are not considered “visitors” but essential nurturers, caregivers and participants in decisions that affect the total healing of the child. A parent, grandparent or legal guardian is strongly encouraged to stay at the child’s bedside. Health-care providers communicate and share all relevant information with patients and families in ways that are affirming and useful. Family-centered care focuses on the child and family’s strengths instead of limitations, and appreciates diversity across ethnic, geographic, age and economic lines. It allows for, and supports, patients and families to be connected with others dealing with similar health issues for emotional, spiritual and practical support.

We want to be sensitive and responsive to the unique needs of all our families. If you have any questions on how family-centered care relates to you, or ideas on how we could better serve your family during your stay please call the family-centered care coordinator at 314.454.2153.
1. Ask us questions!
2. Take an active part in your child’s care.
3. Bring us a list of your child’s medicines or bring in the medicines.
4. Tell us about your child’s food or medicine allergies.
5. Ask us questions!

We want to help you take the very best care of your child when you go home. Please ask questions about your child’s care and condition. Also, please share with us your knowledge of your child. If you need more details or want to learn more...just ask us!

Our top priority is to bring you safe care, effective care and exceptional service.

ANSWERS WHEN YOU NEED THEM
If you need help while visiting St. Louis Children’s Hospital, our Guest Services Information Desk is the place to turn. Located on the first and second floors of the hospital in the lobby area, our friendly staff can direct you, provide lodging and restaurant information or answer other questions you may have. Visitor badges and patient information can also be obtained at the Information Desk.

The second-floor desk is open 24 hours a day and can be reached by phone at 314.454.2615.

VISITING INFORMATION
To help ensure the safety of all of our family members, visitors and staff, a visitor photo badge must be issued each day from either the first or second floor information desks. The badges are to be worn and visible (worn above the waist) at all times while visiting our patients.

Parking is available, for a fee, in the St. Louis Children’s Hospital visitor garage located directly across the street. A covered walkway on the second floor connects the visitor garage to the main hospital.

Parking is free for parents, grandparents and clergy who are visiting in-patients.
Family participation guidelines protect the health and safety of patients and their families:

- Please do not visit if you are sick with cold or flu symptoms.
- Parents, legal guardians and grandparents are welcome 24 hours a day.
- Siblings are welcome 9 a.m.-9 p.m. daily and are to be screened for exposure to infectious diseases and recent immunizations.
- Visitors, age 15 and older, may visit 9 a.m.-9 p.m. daily at the discretion of the family.
- A maximum of four badges per patient will be issued at any one time. For the comfort and safety of our patients, up to four family members or visitors may be in a patient’s room (including Same Day Surgery) at any given time.
- Overnight stays are encouraged for parents, legal guardians and grandparents; children may not stay overnight.
- Use of cellular phones is permitted in most areas of the hospital. Certain areas may post signs restricting cell phone usage due to equipment interference. Please observe all signage.
- For the infection control of our patients, no live plants or flowers are permitted in patient rooms or treatment areas. Friends and family are welcome to send cards, mylar (foil) balloons and age-appropriate toys to patients.
- St. Louis Children’s Hospital is a tobacco-free campus. That means that smoking and tobacco products are not permitted anywhere on the grounds of the hospital with the exception of the guest smoking shelter across the street from the hospital’s front entrance.
- So our patients can rest, no inbound phone calls are sent to patient rooms after 10 p.m.

If you have questions, please ask one of our staff members.
ACCOMMODATIONS
At St. Louis Children’s Hospital, we strive to make children and their families as comfortable as possible.

Patient rooms are equipped with bathrooms, telephones, safes, televisions and VCR/DVDs. Each room is designed to accommodate one parent per patient for overnight stays (intensive care units are an exception) with built-in window bay beds and chairs that extend into single beds. For your convenience, the hospital provides shower and laundry facilities for parents (please check with your child’s nurse). Towels, linens and pillows are available from your child’s nurse or the unit secretary. A laundromat is provided free of charge on the hospital’s lower level, room LN19, near the Edison Cafe. Laundry detergent costs 25 cents.

Wireless Internet access is available throughout the hospital.

MAIL
Mail is delivered to your child’s room Monday through Friday. Outgoing mail can be given to the unit secretary, dropped off at the Guest Services Information Desks or placed in the U.S. Postal boxes outside on Children’s Place. Postage stamps are available for purchase from our first floor Gift Shop. Gift Shop hours are Mon.-Fri. 8 a.m.-7 p.m. and weekends noon-4 p.m. If mail arrives after your child has been discharged, it will be forwarded to your home address.

You may also send a patient greeting by visiting our StLouisChildrens.org. If you need a computer to do this, one can be found in the Ronald McDonald Family Room on the fifth floor or in the Family Resource Center on the third floor.
LODGING ACCOMMODATIONS
Additional accommodations are available for parents at several nearby motels/hotels that offer reduced rates to families with children at St. Louis Children's Hospital. For a complete listing visit StLouisChildrens.org or call the Guest Services Information Desk at 314.454.2615.

For families of children undergoing medical procedures, testing or treatment for a serious illness, accommodations may also be available at Ronald McDonald House, a home away from home. The only requirement for staying at Ronald McDonald House is that families live outside a 50-mile radius from the hospital; reservations are dependent on room availability. To arrange a stay, call Social Services at 314.454.6101 no sooner than three days prior to your child’s admission or appointment. Social Services office hours are Mon.- Fri., 8 a.m.-4:30 p.m.

MEALS
Dining On Call is a room service meal program. Meals may be ordered from 7 a.m. until 8 p.m. Make your selections from the menu provided in the room or ask your nurse. You may order your child’s meals by calling 4-2752 (inside the hospital) or 314.454.2752 (from home or outside the hospital). A call center operator will take the order, working to ensure the selections meet the prescribed diet, and deliver the meal within 45 minutes.

Parent guest meal trays are ordered from the patient room though the same ordering process for patient meals. Payment is made at the time of parent meal delivery, and debit or credit cards are accepted. Additionally, parents may pay in advance for a guest meal tray in the cafeteria and issue that receipt as payment when the meal is delivered to the patient room.
EDISON CAFE
For a change of scenery (and if your child’s condition permits), you and your child may want to visit the Edison Cafe. The cafe is open nearly 24 hours a day, 6 a.m.-2 a.m., and offers a wide variety of choices including Pizza Hut® pizza and deli, grill and salad selections.

To move in and out quickly, try OutTakes grab-n-go selections. Hot entrees are available in the cafe from 6-10:30 a.m., 11 a.m.-2 p.m. and 4 p.m.-2 a.m. Frozen treats also available from available from 11 a.m.-6 p.m.

CHILD LIFE SERVICES
Child Life Specialists direct therapeutic activities such as medical play, medical preparation for procedures and procedural support for hospital inpatients. Daily supervised activities for patients are offered the Child Life Center Playroom and Teen Lounge located on the eighth floor. All activities are tailored to patients’ ages, educational levels, recreational interests and developmental needs to stimulate their growth and development.
If your child is anxious about a procedure, surgery or hospitalization, call 314.454.2144 to request assistance from a Child Life Specialist.
The Play Program
In the play program, children are given a variety of opportunities for play and self-expression. They are encouraged to participate in individual and small group activities. Children can also check out toys, games, books, and crafts for use in their rooms.

The Child Life Services playroom is open Mon.-Fri. 9 a.m.-noon, 1-4 p.m. and 6-8 p.m.; Sat. 9 a.m.-12 p.m. and 1-4 p.m.; Sun. 1-4 p.m.

The Teen Lounge
The teen lounge is available for adolescents 12 and older. They can participate in planned activities, express themselves through arts/crafts or just take a break from the hospital routine.

The lounge is equipped with computers, DVDs, electronic gaming systems, and a stereo system.

Teen lounge hours are Monday through Friday 1-4 p.m., 6-9 p.m., 9 a.m.-noon Saturday 1-4 p.m. and 9 a.m.-noon and 1-4 p.m.

The School Room
Hospital school teachers are available to assist patients currently enrolled in grades K-12. Teachers will provide educational services in in a hospital classroom or at the bedside, so students can keep up with their schoolwork throughout their hospitalizations. Teachers are available for bedside tutoring or classroom instruction during these hours: Monday through Friday 8 a.m.-4:30 p.m. The teachers will initiate school services after the fifth day of admission. You can also contact the teachers by calling 314.454.2612.
OLSON FAMILY GARDEN
Located on the hospital’s eighth floor next to the Child Life Services playroom, the Olson Family Garden is a private rooftop terrace for inpatients and their families. The purpose of the garden is to enhance the healing environment by providing a place for children and their families to escape from the hospital routines and reflect in solitude.

Features of the Olson Garden include a wandering path, a goldfish pond and waterfall, a celestial plaza with sundial, an outlook arbor with telescopes and a swing. The garden is open seven days a week 9 a.m.-9 p.m. and is made possible through the generosity of donors to the St. Louis Children’s Hospital Foundation.
WEB SITE
When parents need hospital information or answers to child health questions, they can visit StLouisChildrens.org. The site is an online resource for:
• finding a pediatrician or pediatric specialist
• health and wellness advice
• information on diseases and conditions
• detailed descriptions of hospital specialties and services
• sending a gift to a patient from our online gift shop
• paying your bill online
• signing up for the hospital’s health and wellness newsletter
• virtual tours

Follow St. Louis Children’s Hospital on Facebook, Twitter and YouTube, and download KID CARE, the hospital’s free mobile app for iPhone and Android. KID CARE offers a symptom checker for your child’s symptoms, illness or injury; and parent advice for behavior, eating or wellness.

ANSWER LINE
After you leave, the hospital is still just a phone call away. If you have general questions about your child’s health and development, call the pediatric nurses on the St. Louis Children’s Hospital Answer Line at 314.454.KIDS (5437). Outside of St. Louis, call 800.678.KIDS (5437).
FAMILY SERVICES
St. Louis Children’s Hospital offers services designed to meet the unique and personal needs of children and families.

Sibling Playroom
The Sibling Playroom is located on the lower level (LL) behind the dining area of the cafeteria and is available for siblings of inpatients ages 2-11. Call 314.454.2269 to check availability. Hours are Monday through Friday 9 a.m.-noon, 1-4 p.m., 5-8 p.m.; Saturday 9-noon, 1-4 p.m.; and Sunday: 1-4 p.m. Parents, grandparents or legal guardians (18 years or older) must bring the sibling and present a photo ID in order to check the child into the Sibling Playroom. You must remain at the hospital while your child is in the playroom. The playroom is made possible through generous donations to the St. Louis Children’s Hospital Foundation by employees and other donors.

Ronald McDonald Family Room
The Family Room serves as a respite for parents and family members of inpatients who spend countless hours at the hospital. The Family Room provides the “comforts of home” free of charge, including laundry facilities, bathrooms with showers, a living room with TV and games, computer access and a kitchen. The Family Room, staffed by hospital volunteers, is open seven days a week, 9 a.m.-9 p.m. and can be reached at 314-454-5321.
**GUEST SERVICES INFORMATION DESK**

Our Guest Services Information Desk, on the hospital’s first and second floors, helps families and visitors by providing information and access to hospital services including:

- **Lodging and restaurant information.** We can direct you to motels/hotels or other lodging that often offer discounted rates for St. Louis Children’s Hospital patient families. We can also recommend and provide directions to area restaurants.

- **Nearby Amenities.** Guest Services staff can provide information and directions to nearby areas of interest such as Forest Park. The park is located just across the street from St. Louis Children’s Hospital and features walking paths, lakes, a golf course, the Saint Louis Zoo, the Science Center and the Saint Louis Art Museum. The hospital is also within walking distance of the Central West End, known for its eclectic shops, restaurants, galleries and historic homes. The Guest Services Information Desk can be reached by calling **314.454.2615**.

**FAMILY RESOURCE CENTER**

The Family Resource Center is a service offered free of charge for the community that offers:

- Personalized health information
- Books and videos about child health
- Online resources
- In-room entertainment
- A business center where you can send and receive emails and faxes, make photocopies and find a phone line for your laptop computer. Notary services are also available.
- Tablet computers for inpatient education and entertainment

Pediatric nurses and a librarian are ready to help answer your questions. If you can’t stop by, call **314.454.2350**. Information to help answer your questions can be assembled and delivered to your child’s room, mailed to your home or delivered electronically.
FAMILY RESOURCE CENTER

3 South 12, third floor
Monday through Thursday, 8:30 a.m.-7 p.m.
Friday, 8:30 a.m.-4:30 p.m.
Saturday, 10 a.m.-2 p.m.

phone: 314.454.2350
fax: 314.454.2323

INTERPRETERS
Interpreter services are available 24 hours a day free of charge, for patients who need linguistic and sign language assistance or who have special cultural needs, at no charge. Simply inform your health care provider that you require interpreter support for your visit or procedure, and it will be arranged. The department’s employees can provide interpretation in more than 33 languages. If your English is limited or you are speech or hearing impaired, please contact 314.747.5682 to arrange for an interpreter to assist you throughout your stay.

BANKING
A US Bank and Bank of America ATM are available on the lower level by the cafeteria. A full-service US Bank branch is located on the first floor of the Barnes-Jewish north campus. The bank is open 7 a.m.-4 p.m. Monday through Friday. For more information, call 314.361.3580.

TDD (TELECOMMUNICATION DEVICE FOR THE HEARING IMPAIRED)
Devices for hearing-impaired or speech-impaired patients and families, including videophones, are available in the Family Resource Center.
WELLWARE CENTER
Family members are invited to work out at the WellAware Fitness Center for a nominal daily fee. The WellAware center is located at 600 South Taylor Ave (two blocks east of the hospital) and is open Monday through Thursday 5:30 a.m.-9 p.m.; Friday 5:30 a.m.-7 p.m.; Saturday and Sunday 9 a.m.-4 p.m. For more information, call the WellAware Center at 314.286.0525.

SPIRITUAL CARE
Hospital chaplains minister to all faiths, serving the religious and spiritual needs of patients and their families. The hospital’s chapel, located on the first floor near the gift shop, is always open for prayer and meditation. Protestant worship services and Catholic masses are held at various locations in the Medical Center. Contact the chaplain for this schedule. Your family's clergy are welcome as well. Information on chaplains’ services can be obtained by calling 314.454.6000 and asking for the chaplain on-call, or your nurse can page a chaplain at your request.

SOCIAL SERVICES
Social workers can help you and your child with the stress, emotional and practical problems associated with illness and hospitalization. They can also connect you with helpful community resources. Social Work can reached at 314.454.6101, Monday through Friday, 8 a.m.-4:30 p.m. A social worker is available evenings and weekends at 314.454.6000. Be sure to ask for the social worker on call.

GIFT SHOP
The Small World Gift Shop is located on the first floor/street level of the hospital. Offerings include a variety of gifts, games, toys, clothing, greeting cards, postage stamps, balloons, movie passes, gift certificates, and sundry items. Gift cards are also available for purchase in the Edison Cafe. Proceeds
from the gift shop benefit the Friends of St. Louis Children’s Hospital, a group that promotes the hospital’s health and wellness programs throughout the community.

**Gift Shop hours are:**
Monday through Friday from 8 a.m.-7 p.m.
Saturday and Sunday from noon-4 p.m.

Visit the Small World Gift Shop online at StLouisChildrens.org or call 314.454.6149.

**PUBLIC SAFETY**
To ensure a safe, secure environment for your child and your family, safety officers are a valuable resource and are available to escort you to your car upon request. We appreciate your cooperation in keeping non-essential valuables at home. Individual safes are located in each patient room.
Please report any security concern to your child’s nurse or the Public Safety department, 24 hours a day, by dialing 2-0750 from any phone in the hospital.

**SAFETY STOP**
Safety Stop offers free car seat safety checks for patients and families in the community. A certified child passenger safety technician will inspect your child’s car seat, check it for a correct fit to your child and show you how to install it properly. Car seats are available at discounted prices as part of your Safety Stop appointment.

To schedule an appointment:
• Call several days prior to your need for the appointment.
• Dial 314.454.KIDS (5437) or 800.678.KIDS (5437), then press option 3.
• You can dial extension 4-5437 from your child’s inpatient room.
• Identify yourself as an inpatient parent.
• Do not bring your child with you to this appointment.
• Bring your car at the time of your appointment, if possible.
At St. Louis Children’s Hospital, we strive to give you and your child excellent overall quality of care and service that you expect from a top-rated children’s hospital. If you have questions, please call Guest Services at 314.454.2615.

To learn more about how you can help support the hospital’s numerous programs and community activities, contact the St. Louis Children’s Hospital Foundation at 314.286.0988.

Volunteers provide comfort and joy to children and families. For information on volunteer opportunities at St. Louis Children’s Hospital, visit StLouisChildrens.org and choose the “Ways to Give” tab.
WE ARE READY FOR YOUR CALL

If you’re interested in learning more about child health and development, or for assistance in choosing a pediatrician, our pediatric nurses can help.

Call the St. Louis Children’s Hospital Answer Line at 314.454.KIDS (5437) or 800.678.KIDS (5437).

StLouisChildrens.org