

Family Guide

Information to Help Guide You Through Your Visit



innovation
belongs in every moment

Rady
Children's
Hospital
San Diego





To Ensure an Excellent Experience While at Rady Children's, We Will:

- Provide a safe environment
- Practice family-centered care
- Maintain patient confidentiality
- Offer information and resources

Welcome

Dear Patients and Families,

We are honored that you have trusted us to provide for your child's healthcare needs. Whether your child is coming to us for a routine checkup, a surgical procedure or a lengthy stay, we will work to make you and your child feel safe, comfortable and included as essential members of the Rady Children's Hospital-San Diego healthcare team. This Family Guide provides information about Rady Children's and what to expect while you are here.

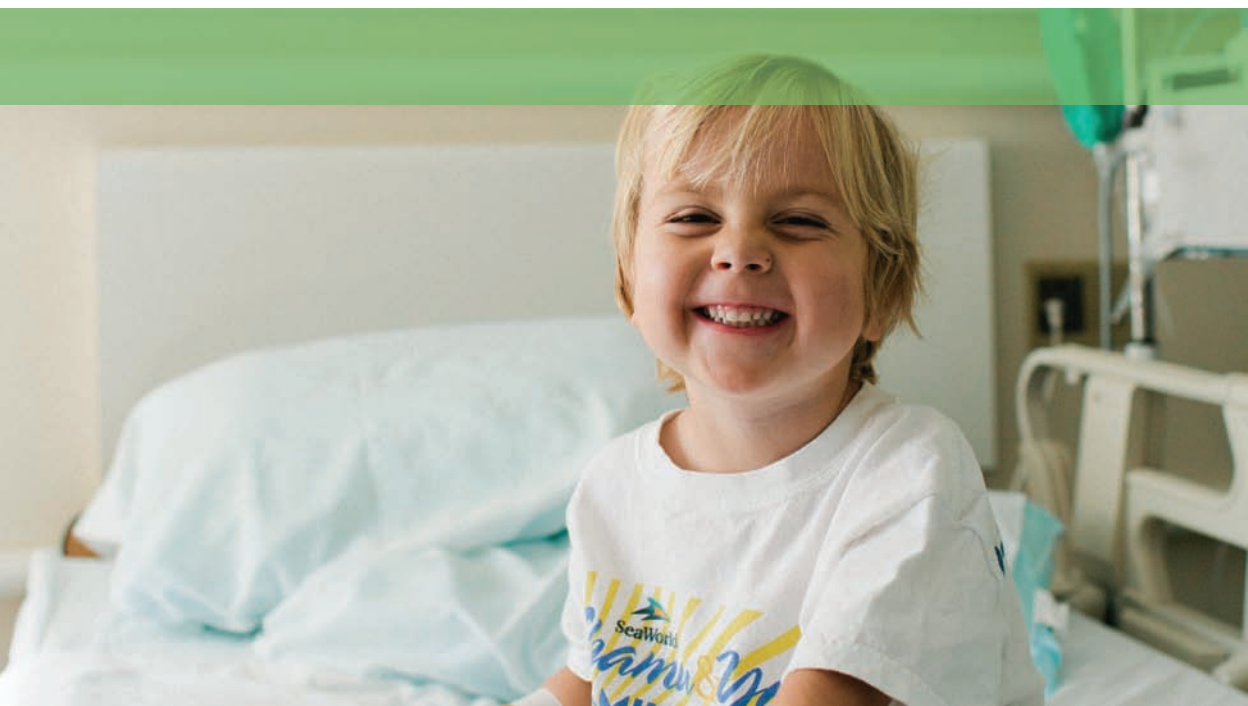
We understand that when your child needs medical care, a visit to the hospital can be difficult and stressful. That's why we want you to know that the health, well-being and safety of your child are always our top priorities. We are here to help you. Please feel free to ask any questions!

Thank you for choosing
Rady Children's. We are
here for you and your child.



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About Rady Children's

Rady Children's Hospital-San Diego is the only hospital in San Diego County dedicated solely to pediatric healthcare and treats children from birth to 18 years old. We're a nonprofit, freestanding hospital that is dedicated to excellence and innovation in pediatric care – the latest technology, the best equipment, the most progressive research and the finest teaching. Our outstanding team includes nearly 700 physicians and more than 1,000 nurses on staff, nearly 3,000 employees, 450 active volunteers, and more than 1,200 Auxiliary members. As San Diego has grown, so has our commitment to offering comprehensive care to our community's children. Parents and children come to our hospital from across the country to see our nationally renowned physicians, and our focus on research and innovation is helping our patients to receive state-of-the-art care every day.

Our Mission:

Since Rady Children's first opened its doors in 1954, our mission has been *"to restore, sustain and enhance the health and developmental potential of children through excellence in care, education, research and advocacy."*

Our Vision:

We will be a leader, recognized nationally and internationally, for excellence in patient care, education, research and advocacy.

When Your Child is Admitted

ADMISSIONS PACKET

You will receive an Admissions Packet when your child is admitted.

This packet includes:

- Patient Bill of Rights and Patient and Guardian Fact Sheets. Please review these documents carefully.
- Your signed copy of Registration, Consent for Treatment and Confidentiality documents.
- Your child will receive an identification wristband. It will be checked frequently to assure that the proper treatments and medications are given.
- Parents/legal guardians may designate up to a total of four “Partners in Care” to receive special green wristbands, which let Hospital staff know who is to be allowed in the Hospital after 9 p.m. See more information below about Partners in Care.

PARTNERS IN CARE

- Partners in Care (PIC) are caregivers chosen by parents/legal guardians based upon their commitment and availability to provide physical and emotional support to the patient. There may be a total of four PICs designated, including the parents/legal guardians.
- PICs usually have unrestricted access to the patient, 24 hours a day. On occasion visitation may be limited or restricted temporarily to protect the patient’s privacy, health and/or safety.
- PICs will be identified by a green armband which must be worn at all times and is not transferable.



A PARTNER IN CARE HAS THE FOLLOWING SPECIAL PRIVILEGES:

- Discounts on extended parking
- Room service from Café
(pay via credit card or EASE card from the child's room; some restrictions may apply; please ask about rules in your unit related to food at the bedside, etc.)
- Free coffee or tea (from carts on patient floors)
- Access to Family Rooms, library, chapel, gardens, playroom, playgrounds

A PARTNER IN CARE HAS ACCESS TO THE RONALD MCDONALD HOUSE, INCLUDING, BUT NOT LIMITED TO:

- | | |
|----------------------------------------------------|----------------------------------|
| • Dining-room service:
two meals prepared daily | • Fitness center |
| • Napping rooms | • Laundry rooms |
| • Kids' playroom | • Kitchenettes |
| • Outdoor courtyard | • Non-denominational chapel |
| • Computer room | • Salon (by appointment only) |
| | • Other activities, as scheduled |

**PARTNERS IN
CARE PROVIDE
PHYSICAL,
PSYCHOLOGICAL
AND EMOTIONAL
SUPPORT.**





**PARENTS AND GUARDIANS
ARE WELCOME TO
VISIT ANY TIME UNLESS
THERE IS A DANGER OF
SPREADING ILLNESS,
SUCH AS DURING A
SEVERE FLU SEASON.**

VISITING GUIDELINES

- Visits from parents, guardians, brothers, sisters, and other close family members play an important role in your child's recovery. Partners in Care are welcome to visit any time unless there is a danger of spreading illness (such as during a severe flu season), while a surgical procedure is in progress in the department, or an emergency is occurring in the area.
- Brothers, sisters and other family and friends may visit between 8 a.m. and 9 p.m.
- All visitors must check in at one of the Information Desks, located in the Nelson Family Pavilion (Entrance 9 located on Frost Street), the Rose Pavilion (Entrance 1 located on Children's Way) or the Acute Care Pavilion (Entrance 2 located on Children's Way). The visitor badge or armband must be worn at all times. Please do not give your badge/armband to anyone else.
- Child visitors are the responsibility of the parent. Children under the age of 13 – including brothers and sisters of the patient – must be accompanied by an adult in all areas, except in activity/playrooms.

THOSE NOT ALLOWED TO VISIT INCLUDE:

- Anyone who has symptoms of a contagious illness, such as the flu, a cough, cold, vomiting, diarrhea or rash.
- Anyone who has not had the chicken pox, measles or other infectious diseases and has had a known exposure in the past three weeks. If you received the chicken pox vaccine in the last three weeks, talk to your child's nurse before visiting.
- During the winter months, when flu and respiratory illnesses are at their highest, we limit visiting in our Neonatal Intensive Care Unit (NICU) and sometimes in other units. To protect our patients, parents are the only ones we allow to visit during these times.

Places in the Hospital

ATM

- An ATM is located in the Café in the Hahn Pavilion. A second ATM is available in the Rose Pavilion, just past the Gift Shop near McDonald's.

CHAPEL

- The Chapel is always open for prayer, meditation or quiet reflection. The Chapel is located on the first floor of the Rose Pavilion on Children's Way, behind the lobby.

FOOD SERVICES

- Rady Children's Food and Nutrition Services Department provides a variety of options throughout the Hospital to obtain a healthy meal or snack. Unless otherwise noted, most locations accept cash, major credit cards and Rady Children's "EASE" cards. Ease cards are pre-paid debit-type cards that can be purchased by contacting the Food and Nutrition Services Department at extension 5621.

- The Café is located in the Hahn Pavilion and offers a variety of healthy food options, along with different food stations, such as Deli, Soup, Salad and Grill. To help identify nutrition facts, Café entrées, deli sandwiches and grill specials provide health-finder nutrition tags, such as "Calorie Counter 500 calories or less," "Sodium Smart 400mg or less," and selections marked as "Good source of Calcium." The Café is open Monday through Friday from 7 a.m. to 6:30 p.m.; weekends and holidays from 8 a.m. to 6 p.m. Hours are subject to change.
- Room service is available for patients and families from 6:30 a.m. to 12:30 a.m. Menus and dietary information are available in your child's room and offers a variety of favorites, such as hot and cold deli sandwiches, pizza, salads and hot entrées. Good nutrition is important to us. To place an order, please call extension 5619. (Please note that cash is not accepted for Room Service orders.)
- Java City Coffee Kiosk is located outside behind/between the Rose Pavilion and the Acute Care Pavilion. The Kiosk offers premium and flavored coffees, as well as specialty coffee drinks. In addition, 100 percent fruit smoothies, freshly brewed teas, and freshly baked pastries are available. The Kiosk is open Monday through Friday from 6:30 a.m. to 2 p.m. Hours are subject to change.
- Grab-and-Go food is located on the 2nd floor of the new Acute Care Pavilion. The store carries items such as salads and sandwiches, hot and cold beverages, gum, candies and mints. Hours of operation for Grab-and-Go vary.

- Vending machines are also available throughout the campus. Staff members can direct you to the nearest location.
- McDonald's is in the Rose Pavilion. It is open from 6:30 a.m. to 11 p.m., Monday through Friday, and 7 a.m. to 11 p.m. on weekends.

GARDENS

- Several gardens are located throughout the Rady Children's campus as places for patients, families and staff to relax. These include Carley's Magical Gardens, located in the Hahn Pavilion, and Leichtag Family Healing Garden, located behind the Rose Pavilion.
- Additionally there are three new gardens in the Acute Care Pavilion. On the ground level is a whimsical landscaped courtyard between the Rose and the Acute Care Pavilions. The 2nd Floor Garden offers clues which are hidden throughout the garden. The clues lead the children to 12 golden eggs of Marisa, the Magical Bird. At the south end of the 3rd floor, there is a terrace that provides beautiful views of downtown San Diego, Point Loma and, on clear days, the Coronado Islands.
- The gardens are open daily from 8 a.m. to 8 p.m. They provide a fun and beautiful distraction for patients, and a place of comfort and peace for families.



GIFT SHOP



- The Rose Gift Shop, located in the Rose Pavilion, is open Monday through Friday from 8:30 a.m. to 8 p.m. and Saturdays from 11 a.m. to 4 p.m. Gift Shop hours are subject to change.
- Choose from a variety of stuffed animals, balloons, activity kits, gift items, snacks and beverages or send a beautiful bouquet of flowers. You can even create a custom gift package, with free delivery anywhere inside the Hospital. Call the Gift Shop at extension 8088 (858-966-8088 from outside the Hospital) during business hours to place an order for delivery or have it ready for pick up.
- The gift shop also offer movie tickets at a discounted rate, stamps, and seasonal items such as San Diego Fair tickets.
- Plants and flowers are only allowed in certain areas. Please ask your child's nurse if flowers are permitted in your child's room.

**CHOOSE FROM A
VARIETY OF STUFFED
ANIMALS, BALLOONS,
ACTIVITY KITS, GIFT
ITEMS, SNACKS AND
BEVERAGES OR SEND A
BEAUTIFUL BOUQUET
OF FLOWERS.**



- Only mylar balloons are allowed at Rady Children's. Latex balloons are not allowed due to the choking hazard and because some children have latex allergies.

LIBRARY



- Rady Children's Library is open to families Monday through Friday from 8 a.m. to 3:15 p.m. The library is located next to the Café (also called Cafeteria or Dining Room) and offers families the use of computers with Internet access, a copy machine, and access to numerous medical

resources. Library hours are subject to change.

OUTPATIENT PHARMACY



- Rady Children's Outpatient Pharmacy is a full-service pharmacy offering prescription services for children and adults. The Outpatient Pharmacy specializes in difficult-to-find formulations for children and can flavor most liquid medications. It is located in the Medical Office Building at 3030 Children's Way on the 1st floor.

It is open Monday through Friday from 9 a.m. to 7 p.m. and on Saturdays from 9 a.m. to 3 p.m. Call 858-966-4060 for more information.

Ronald McDonald House San Diego



Any family with a seriously ill child being treated at a medical facility in San Diego is eligible to stay at the Ronald McDonald House, regardless of ability to pay. Up to six family members can stay at the house.

Please contact the in-house staff at 858-467-4750 for more information.

- Ronald McDonald House is located at 2929 Children's Way across the street from the Acute Care Pavilion.
- Although Ronald McDonald House is open to families 24 hours a day, most of its resources are open Monday through Friday 7 a.m. to 8 p.m. and on weekends from 7 a.m. to 6 p.m.

The new Family Care Center at Ronald McDonald House is one-of-a-kind. It serves as a day resource for any family with a child in the hospital. The staff understands that a bed near the hospital, a warm meal, a hot shower and access to laundry facilities can make all the difference in helping you and your child cope.



**WE WILL TEACH YOU HOW TO CARE
FOR YOUR CHILD IN THE HOSPITAL
AND WHEN YOU GET HOME.**

Keeping Your Child Safe

You know your child best, and it is okay to ask us anything related to the care of your child!

WE PROMISE TO DO OUR BEST TO KEEP YOUR CHILD SAFE

- We will wash our hands before touching your child.
- We will check your child's identification wristband before providing food, medication, or delivering therapy.
- We will respect your child's privacy needs.
- We will talk to you about the medications your child is taking at home, is getting in the Hospital and will be sent home with.
- We will talk to you about medication side effects.
- We will teach you how to care for your child in the Hospital and when you get home.

IF AN ALARM SOUNDS IN YOUR CHILD'S ROOM

- Most medical equipment has an alarm, which helps staff make sure your child is safe. When the alarm sounds, it lets staff know that something needs to be checked. It is important to let the alarm beep; do not turn it off. If your child's nurse does not respond quickly, use the nurse call system and ask for assistance.

**DO NOT LEAVE
YOUR BABY WHILE
HE OR SHE IS LYING
IN A CHAIR OR
BEDSIDE COT, OR
ON AN EXAM TABLE.**



IF YOU NEED TO LEAVE THE HOSPITAL, WE ARE ONLY A PHONE CALL AWAY

- You may call at any time to speak with the nurse caring for your child. To ensure patient confidentiality, you will be asked to provide information found on the wristband given to you when your child was admitted.
- To call a patient's room from outside of the Hospital, please call Rady Children's main line at 858-576-1700 during normal visiting hours. Press 0 to reach an operator. You will be asked to give the patient's first and last name in order to be transferred to his or her room.

MEDICATION

- Tell the doctor about all medications and doses that your child is taking, including over-the-counter medications, herbs, vitamins and home remedies.
- Tell the doctor and nurse about any allergies or adverse drug reactions that your child has experienced.
- Ask for information about your child's medicines in terms you can understand.
- Know that our inpatient pharmacy may use different medication brands, doses or packaging than your home pharmacy.

LOBBY GUIDELINES

- Children should not climb or jump on the furniture or play in the way of automatic doors.
- Do not leave your child unattended.

PATIENT ROOM/EXAM ROOM GUIDELINES

- Keep all side rails up and locked, unless you are standing next to the bed.
- Do not allow children to climb over the side rails.
- Lower the side rails when getting your child in and out of bed.
- Do not allow children to stand on beds, exam tables, or chairs.
- Keep beds at the lowest possible position.
- For “bubble top” cribs, make sure the canopy sides (tops) are pulled down and in the locked position when you step away.
- For cribs, the side rails should be up to a level that is higher than your baby.
- Use a blanket roll to help keep your baby positioned in bed.
- Do not leave your baby while he or she is lying in a chair or bedside cot, or on an exam table.
- Your child should sleep alone in his or her hospital bed. Please do not lie down with your child in bed or allow your child to sleep with you in a sleeper chair.

HALLWAY GUIDELINES

- Walk with your child when in the halls, supporting them under the elbow or arm, to maintain balance. Hold their hands if they have just learned to walk.
- Children should not run in the hallways.
- Shoes, slippers or non-skid soles should be worn to avoid slipping.

INFECTION PREVENTION GUIDELINES

For the health and safety of our patients, we follow infection prevention guidelines. There are several ways that you can help prevent the spread of infection:

- **Hand washing** - All visitors should wash their hands when entering and exiting your child's room, before and after touching your child, and as needed. You can expect all healthcare providers to wash their hands before caring for your child. Ask your healthcare provider to wash their hands if you don't know that it's been done. Alcohol gel or soap and water are both effective ways to clean hands.
- **Preventing the spread of respiratory infections** - Many diseases are spread through sneezes and coughs. To prevent the spread of infection, cover your nose and mouth when you cough or sneeze. Use a tissue, or cough into your elbow. If you use your hands to cover your mouth, wash your hands right away. Encourage others to cover their coughs, as well.
- If you are sick, but feel you still need to be at the Hospital with your child, please talk to your child's nurse about extra precautions that you should take, including wearing a mask to prevent spreading illness.
- **Standard precautions** - As part of standard precautions, all healthcare providers will wear protective equipment (clean gloves, masks and gowns) when providing care and performing certain tasks. Staff members wear these items to prevent the spread of infection.
- **Transmission-based precautions (contact, airborne or droplet)** - Additional precautions may be taken when patients have confirmed or suspected infectious illnesses. A sign will be placed on your child's door indicating the type of precautions in place. Your nurse can provide you with additional information on the type of precautions needed during your child's hospitalization.

YOUR CHILD'S IV

Your child may need intravenous therapy (IV) at the Hospital. Here are some things you should know about IVs and what you should look for.

Things You Should Know About IVs:

- Your child's IV may need to be changed.
- An IV may last from 8 hours to 4 days.
- There are many things that determine how long an IV lasts.
- We are committed to keeping your child safe with IV therapy.

The IV Site Should Be:

- Soft
- Warm
- Pain-free
- Dry to the touch

- Uncovered
- Visible
- Without swelling
- Same size as the other arm/leg

Your Child's Nurse Will:

- Check your child's IV every hour to recognize any problems as soon as possible.
- Check your child's IV even if your child is asleep, day and night.
- Remove the IV as soon as a problem is identified and replace the IV if needed.

Call Your Child's Nurse if the IV Site is:

- Swelling
- Leaking
- Painful
- Red/bruising
- Firm to the touch

**WE ARE COMMITTED TO
KEEPING YOUR CHILD
SAFE WITH IV THERAPY.**



SURGICAL PRECAUTIONS



We take special care to ensure the safety of patients who are about to have a surgical procedure.

- **Patient identification** - Staff will check your child's identification wristband and ask the same questions many times. These questions may include name, date of birth, kind of surgery being performed and where on the body the surgery is to be performed.
- A healthcare professional will mark the spot on the patient's body that is to be operated on. Please make sure the correct spot has been marked and nowhere else. This helps avoid confusion and mistakes.
- Depending on the type of surgery, your child may be given antibiotics before and/or after surgery. Your child's incision will be examined frequently, and the dressing changed as appropriate. You will be provided with instructions about how to care for their incision while it is healing.
- After surgery, ask about the care your child will need at home. Obtain written instructions. Be sure you have the names and phone numbers of people to call if you have questions or in case of an emergency.

CONFIDENTIALITY



- Rady Children's staff members are trained to respect the privacy and confidentiality of our patients by not discussing medical and family issues with other patients and families. We ask that you also respect the privacy of other patients and their families. If families share information with you, please do not discuss that information with others.
- You may take photos of your child in the Hospital. Please respect other patients' privacy and DO NOT take pictures of other patients.

Your Child's Care - Help Us Help You!

As a parent, guardian or family member, we want you to participate in your child's care. If at any time you have concerns about the care or condition of your child, please follow the steps below:

- Contact the bedside nurse.
- If your nurse is not available, please use the nurse call system and ask for assistance.
- If, after speaking with a nurse or doctor, you feel your child still needs more medical attention, you can activate the Rapid Response Team. You can ask your nurse to summon the Rapid Response Team for you.

The Rapid Response Team

The Rapid Response Team (RRT) is a team consisting of a pediatric ICU doctor, nurse and respiratory therapist that will respond within 10 minutes to assess and treat a patient whose medical condition may be getting worse. The Rapid Response Team should be activated with your bedside nurse, or unit charge nurse.

1. From an internal phone, dial extension 5555.
2. Identify yourself as a parent or family member.
3. Ask to activate the Rapid Response Team.
4. Give the patient's name, room number, and floor where patient is located.

The emergency operator will page the Rapid Response Team and give them the information you provided. The Rapid Response Team will respond within 10 minutes.

PAIN MANAGEMENT



- At Rady Children's, we believe that no child should have to suffer pain unnecessarily. We know that untreated pain or poorly treated pain can slow the healing process. It can also create potential lasting problems for our patients. Our pain management service is committed to offering the best pain management possible. Please talk to your

child's physician or nurse for more information.

BIOETHICS TEAM



- The Rady Children's Bioethics Team can help families and medical teams explore the range of ethical treatment choices for a critically ill infant or child. If you think this service could be of help to you, ask a member of your care team (the social worker, nurse, charge nurse or physician) to contact the Bioethics Committee for you.

You are also free to call the chairperson of the Rady Children's Ethics committee. For more information, please call 858-966-8036.



PLEASE ASK IF YOU
DON'T KNOW THE
ROLE OF THOSE WHO
COME TO TAKE CARE
OF YOUR CHILD.

Your Child's Healthcare Team

During your child's stay, various care providers may be involved in your child's care. The list below will help you identify them, as well as their roles and responsibilities.

WHO YOU WILL SEE

Registered Nurse (RN): Providers who closely monitor your child by performing frequent assessments and checking your child's temperature and blood pressure. The nurse gives your child medications and helps to coordinate the care team. You will always have a nurse assigned to your child's care, day and night.

Patient Care Associate (PCA): Providers who serve as an extra set of hands. They can answer call lights and help with baths and feeding. They are also able to perform basic vital signs, such as checking your child's temperature.

Attending (MD): Doctors who supervise or lead a team of doctors. Physicians at this level have finished a residency program and can practice independently. They supervise and teach the residents, interns and medical students.

WHO YOU MAY SEE

Resident/Intern (MD): Doctors who are in a residency program. Residency is a time when a doctor gets extra training in a specialty area, such as pediatrics, before become an attending physician. You may have several different residents with different levels of training check on your child.

Respiratory Therapist (RT or RCP): Providers who specialize in your child's respiratory (breathing) needs by performing frequent assessments, providing treatment and providing education on breathing-related conditions.

Child Life Specialist (CCLS): Providers who work with children and families in the hospital to help them cope with the challenges of hospitalization, illness and disability.

Medical Student: Students learning to become a doctor. The medical students you meet will be in their third or fourth year of school.

Nurse Practitioner (NP): Nurses who have extra training that enables them to diagnose and treat patients and order medications under the supervision of an attending physician.

Social Worker (SW): Professionals who offer assistance and support services for patients and families, including grief counseling, crisis intervention or referrals for community resources.

Occupational Therapist (OT): Providers who help children with activities of daily living. They assist with tasks such as feeding, in both infants and children.

Physical Therapist (PT): Providers who help children with coordination and movement by using exercise and various techniques.

Dietitian: Professionals who specialize in food and nutrition. They advise families and children on making healthy lifestyle choices and how to maintain a balanced diet.

During your stay, you may encounter additional providers not listed above who will introduce themselves and explain their role in your child's care.

SPIRITUAL CARE



- Spiritual care is available for all patients and families at Rady Children's whether you have a particular faith tradition or not. Chaplains are available to provide support and assist you with any spiritual needs that you have while you are in the Hospital. If you would like spiritual support during your time at Rady Children's,

please call extension 7493 from a Hospital phone or ask a member of our staff to contact a chaplain for you.

INTERPRETER SERVICES



- If you need an interpreter to better communicate with your child's healthcare providers, please ask for assistance. Spanish-language interpreters are on site 7 a.m. to midnight Monday through Friday; 8 a.m. to midnight weekends and holidays. Telephone interpretation services for more than 150 different

languages are available at any time. Sign language interpreters may be arranged with advanced notice, and TDD machines for the deaf are available at any time. To request a TDD device, please call the operator at extension 0.

VISITING AMBASSADORS



- Rady Children's has Visiting Ambassadors in the patient care areas to provide support to families and patients. These volunteers have information about our parking, Café hours, library, community resources and Ronald McDonald House. You can expect a Visiting Ambassador to come visit you

and your child within 48 hours of admission.

**YOUR NURSE WILL
GO OVER THE
DISCHARGE
INSTRUCTIONS
FROM YOUR
CHILD'S DOCTOR.**



Going Home

Your doctors and nurses will keep you informed of the plans for discharge from Rady Children's. The expected date of discharge is usually decided a few days before the day of discharge. We encourage you to prepare for the discharge by learning about any new medications your child will need, any new home equipment that will be set up and anything else that will help you care for your child at home. Your child's doctor, nurse and case manager will help you prepare to go home.

ON THE DAY OF DISCHARGE:

- Your child's doctor or nurse will contact you to tell you that your child is ready to go home that day.
- You need to be at your child's bedside for most of the day to speak with your child's doctors and nurses to review important home care needs.
- If your child needs any medications, the orders will be sent to the Rady Children's Outpatient Pharmacy. Your nurse will let you know when the medications are ready to be picked up at the Outpatient Pharmacy. Let your doctor know if you would like the prescriptions filled at another pharmacy, before the day of discharge.
- Make sure you understand how to use any new home care equipment required for your child's care.
- Your nurse will go over the discharge instructions from your child's doctor.

INSTRUCTIONS FROM YOUR CHILD'S DOCTOR WILL INCLUDE:

- Your child's diet
- When to call the doctor and which doctor to call
- Follow-up appointments that have been made or need to be made
- A list of your child's medications and when and how to give them
- Any special instructions that are needed to keep your child healthy

NOTE: If your child is younger than 8 years old and under 4'9" tall, a car seat or booster seat positioned in the back seat is required by law to take your child home. Let your nurse know if you will need assistance to obtain one.

Financial Assistance

WHERE CAN I GET HELP WITH MY BILL?

- Financial counselors are available to help families whose children visit the clinics or who are admitted to the Hospital. The financial counselors can assist with insurance issues, as well as with eligibility for government programs that may help with the cost of medical care.
- Our counselors can also give you information about the Financial Assistance Program if your child does not have insurance and is not eligible for coverage in any plan.
- Call Patient Financial Services at 858-966-4912 for help.

Questions and Concerns

HOW ARE WE DOING? PLEASE SHARE!

Rady Children's is committed to improving the quality of care provided to you and your child. An important part of this process is receiving feedback from our patients and families. Some patient families will be randomly selected to receive a survey at their home. This survey is specific to the department where your child was last seen. We invite you to give honest feedback. We will use that feedback to make changes, ensuring you have an excellent experience at Rady Children's.

WHAT DO I DO IF I NEED MORE INFORMATION OR HAVE A PROBLEM?

If you have quality of care or safety concerns, please talk to your nurse. If your nurse is not available, please ask for the charge nurse or manager in the area of the Hospital where your child is being treated.

If you need additional help or support, call Rady Children's Customer Service Department at extension 4950 from any phone in the Hospital, or call **858-966-4950** from an outside line. The address and fax number for the Customer Service Department are listed below. Information presented will be carefully reviewed and responded to.

Rady Children's Hospital-San Diego
Customer Service and Referral Center
3020 Children's Way, MC 5101
San Diego, CA 92123

Phone: **858-966-4950** | Fax: **858-966-4957**

If you have quality of care or safety issues, but do not feel that these concerns have been addressed by the Hospital, you may also contact The Joint Commission Office of Quality Monitoring by either calling 800-994-6610

or emailing complaint@JointCommission.org. The address and fax number for The Joint Commission are listed below, as an additional option. Information submitted to the Joint Commission can be confidential and anonymous. The Hospital will be asked to formally respond to any complaint filed with the Joint Commission.

Division of Accreditation Operations Office of Quality Monitoring
The Joint Commission
One Renaissance Blvd.
Oakbrook Terrace, IL 60181
Or fax to 630-792-5636

Maps and Parking

Enclosed, as a separate handout, you will find a map that shows the entire Rady Children's campus. Way-finding maps are located throughout the facility, and you'll also find maps and virtual tours available on our website at www.rchsd.org. Please ask any Rady Children's employee for assistance. Parking is available in four main locations:

- Children's Way North Parking Garage
- Children's Way South Parking Garage
- Birmingham Way Parking Lot (for Specialty Clinics in Building 28)
- Frost Street Parking Lot (near Children's Way)

Fees are posted at each entrance. Parking tickets can be validated to reduce the cost. Validation is available at the Information Desks in the Rose Pavilion, Nelson Family Pavilion, Acute Care Pavilion and at the reception desks of our Specialty Clinics. Weekly and monthly visitor parking passes are available at the parking lot booths and can be purchased at a reduced rate.

Valet service is also available for a fee at the Rose Pavilion entrance of the Hospital on Children's Way.

Giving to Rady Children's

Having a child in the hospital is a profound experience for many families – one that may inspire you to help other families or offer thanks to a special caregiver. At Rady Children's, the generous spirit of our community helps us to offer superior care to every child, and the courage of our young patients brings out the very best in each member of our team.

We invite you to share your experience and help others, too. There are so many ways you can make a difference:

- **Thank a Caregiver.** Patient families are encouraged to recognize staff members at Rady Children's who have created a positive experience for them.
- **Share Your Story.** Tell your story, and help others understand how it feels to walk in the shoes of a family with a sick or injured child.
- **Give a Gift.** Your support allows us to be the safety net for our community's children, as well as to offer services not reimbursed by insurance.
- **Get Involved.** Volunteer your time and skills to make a positive difference in the lives of our patients and families.

Learn more at
www.HelpSDKids.org/grateful
or contact us at 858-966-5988
or grateful@rchsd.org.

FREQUENTLY CALLED NUMBERS

Rady Children's Hospital-San Diego (Main)	858-576-1700
Customer Service and Referral Center	800-788-9029
Compliments and Concerns	858-966-4950
Gift Shop	858-966-8088
Outpatient Pharmacy	858-966-4060
Food Services.....	858-576-1700 Extension 5619
Ronald McDonald House	858-467-4750
Patient Financial Services.....	858-966-4912

To call a patient's room, please dial the Hospital's main number during normal visiting hours (8 a.m. to 9 p.m.). Press 0 to speak to an operator.

You will need to provide the operator with the patient's first and last name in order to be transferred.

NOTES



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youtube.com/radychildrens

To find out more about our programs and giving opportunities, please visit RCHSD.org or call 858.966.5804.



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