



HASSENFELD  
**CHILDREN'S  
HOSPITAL**  
AT NYU LANGONE

# Welcome





At Hassenfeld Children's Hospital at NYU Langone, we are committed to personalizing the healthcare experience for your child and family.

Sala Institute for Child and Family Centered Care leads this mission by providing support services, resilience programs, family partnership programs, and safety and quality initiatives that advance the health and well-being of children and families.



# Your Child, Our Promise

**We strive to provide your family with the most advanced child and family-centered medical care available at Hassenfeld Children's Hospital at NYU Langone.**

As parents and family caregivers, you are our most important partners in your child's care. We value and respect your unique perspective and deep understanding of your child.

We believe in the importance of caring for your entire family, so each and every day the health care team, supported by Sala Institute for Child and Family Centered Care, is here to partner with you and your child, to share information, and provide comfort and hope.

On your child's road to healing, we want your family to feel heard and supported every step of the way. If you need anything, please reach out to any member of the team.

With best regards,

A large, stylized illustration on the right side of the page. It shows a hand in a teal sleeve holding a small child. A small orange duck is perched on the child's head. The child has a white crown-like shape on their head. The background is white with teal and orange accents.

*Catherine S. Manno*

**Catherine S. Manno, MD**  
Pat and John Rosenwald Professor and  
Chair, Department of Pediatrics

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*Michele Lloyd*

**Michele Lloyd**  
Vice President of Children's Services and Sala Institute

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# We speak your language

**When you and your child arrive for a hospital stay, we want to welcome and support you in every way.**

We offer translation and interpreter services in a variety of languages. If you or your child speaks a language other than English, please let your care team know so we can arrange for translated materials or interpreter services. We also offer services and resources for the hearing and visually impaired. For more information, please speak with a member of your child's care team.

**Arun Chopra, MD**  
 Pediatrics Chief of Service



# About this book

When your child is in the hospital, you may want practical information and answers to your questions, like:

- “How can I support my child?”
- “What questions are important to ask the doctor?”
- “Where can I get something to eat?”

Staff and families created this book to help you find the things you need and introduce you to your child's care team. Most important, this book shares ways we can partner with you to help your child get better.

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# 1 Welcome

## Your voice matters

Family-centered care recognizes that as a parent or family caregiver you are central to the care, treatment, and well-being of your child. You know your child best and we deeply respect your knowledge.

To ensure the best care for your family, we practice these principles of partnership:

## Our Principles of Partnership

- We respect and value your knowledge, perspectives and experience.
- We talk with you about your child's condition, plan of care and how to keep your child safe.
- We use clear, helpful language and communicate with you in the way you prefer.
- We welcome you as a decision maker in your child's care to the degree that you choose.
- We support you to speak up and tell a member of the care team when you have a concern.
- Members of the care team work together with openness and respect to give your child the very best care.
- We make sure to follow up with you and explain next steps.

### Ralph Mosca, MD, MBA

Chair, Department of Cardiothoracic Surgery &  
Chief, Division of Pediatric and Adult Congenital Cardiac Surgery



## Family Presence and Visitor Access

*Family and visitor access is subject to change based on current health and safety guidance.*

We welcome you to be with your child 24 hours a day, seven days a week. In areas of the hospital with single-bedded rooms, up to two parents or other adults can be present at once and are welcome to stay overnight on the fold out bed or recliner in your child's room. An additional two family members or friends (12 years and up) that you approve and include on your visitor list can come see your child too.

Visitors under age 12 are not permitted, unless otherwise indicated.

The unit where your child receives care will have specific guidance for you regarding Family Presence and Visitor Access, also available on our website at: [nyulangone.org/hchvisitinghours](https://nyulangone.org/hchvisitinghours)

For the health of your child and other patients, please make sure that anyone coming to see your child is healthy and well.

## Your security is our priority

If you have any security concerns, please bring them to the attention of a staff member or the security staff on your child's floor.

It is best to keep your valuables at home. In single bedded rooms you may place valuables in the room safe.



"The nurses showed us how to care for our babies in small but important ways. Their compassion showed us that our girls would be in good hands when we couldn't be there ourselves."

**Samara, mother of twins Tilly and Ivy, age 2**  
Sala Family Advisory Council Member



## Helpful things to pack for a hospital stay

Our Sala Family and Youth Advisors created this list of things to pack, based on their personal experience.



### Food

- For infants: bottles, formula, breast milk
- Snacks, drinks, sippy cup

### Medical

- Photocopies of medical history
- Vaccine record
- Health insurance forms
- Parent's photo I.D.
- List of child's medications, dosages
- Adaptive equipment built for your child (e.g. walker, wheelchair, hearing aids)

### Clothing

- Masks
- Comfy clothes (sweatshirt, sweatpants, socks)
- Zip-up hoodie for your teen
- Change of clothes for your child and you
- Treaded shoes for your child
- Bathrobe and slippers or heavy socks for parents

### Sleep support

- Eye mask for parents
- Your child's favorite pajamas (two piece with front buttons is best)

### Toiletries

- Toothbrush, floss, toothpaste
- Deodorant
- Hand towel
- Baby wipes
- Favorite hair products, hair brush
- Flip flops for showers
- Mints

### Things NOT to bring:

Electric appliances (such as hair dryers or electric razors)

**For the health and well-being of our patients, NYU Langone is a smoke-free campus. Smoking, including e-cigarettes, is not permitted.**

**TIP:** Before you come to the hospital, take photos of your child's medicine bottles to show the team.

### Entertainment

- Your child's favorite books (and yours!)
- Music

### Comfort items

- Favorite toy or stuffed animal
- Photos of family, friends, pets
- Favorite blanket and/or pillow

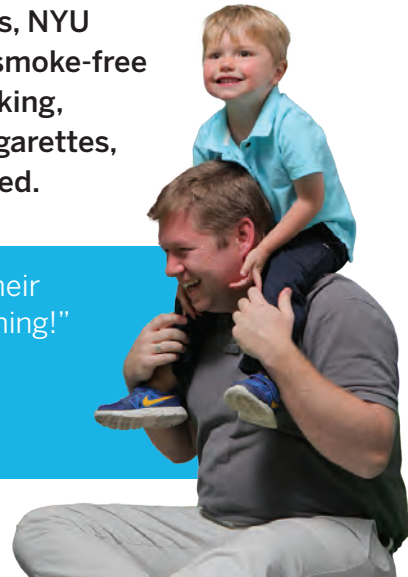
### Electronics

- Cell phone and charger
- iPad or tablet
- Headphones



"Ziplock bags deserve a category of their own. You will just need them for everything!"

**Jeremy, father of William, age 3**  
Sala Family Advisor



Our **Peace of Mind Program** provides information to help children and families understand what to expect before a hospital visit or surgery. Hospital tours are offered virtually or during a pre-op visit. To schedule a hospital tour or to speak with a Child Life Specialist about preparing your child, email [peaceofmind@nyulangone.org](mailto:peaceofmind@nyulangone.org) or call 1-212-263-1100.

## MyWall

MyWall is a 75-inch electronic screen with a tablet in each single-bedded room in Hassenfeld Children's Hospital. It offers you education about your child's care and treatment, names of care team members, options for ordering meals, relaxation videos, movies for your child and family, and Skype.

On MyWall, you can watch Skyline TV, hosted here at Hassenfeld Children's Hospital. It includes interactive programs such as BINGO, music and art-making shows, storytime and more. Tune into channel 1 on your MyWall TV to play along. You can even order meals on MyWall, including vegan, gluten free, low sodium, and kosher.



### Single Bedded Rooms

At Hassenfeld Children's Hospital we offer single bedded rooms in most patient areas. Single rooms give your family more privacy, as well as a sleeping space for up to two parents or other adults that you approve.



## MyChart Bedside Mobile

MyChart Bedside Mobile is available on the NYU Langone Health app, which you can download on your phone. It shows you information from your child's medical record during their hospital stay, including:

- Health issues
- Medications
- Test results
- Education about your baby's condition and care
- Messages from the care team

When your child leaves the hospital, MyChart will remain a useful tool for your family. Through the app, you can:

- Communicate with your child's doctor and care team
- Request prescription refills
- Access test results
- Schedule or view upcoming appointments
- View medical notes from outpatient visits

### Sign up for MyChart today!

For more information, ask a member of your care team how to sign up or visit [mychart.nyulmc.org/mychart](http://mychart.nyulmc.org/mychart)

## Getting to NYU Langone

Here are many of the locations where children receive care at NYU Langone Health. For detailed directions, enter the address into Google maps on your cell phone.

### Hassenfeld Children's Hospital—34th Street

424 E 34th Street (at 1st Ave.)  
1-212-263-7300

### Tisch Hospital

550 First Avenue  
1-212-263-7300

### NYU Langone Orthopedic Hospital

301 East 17th Street  
1-212-598-6000

### Hansjörg Wyss Department of Plastic Surgery

222 East 41st Street  
1-212-263-3030

### Laurence D. and Lori Weider Fink Children's Ambulatory Care Center

150 and 160 East 32nd Street  
1-212-263-5940



### Stephen D. Hassenfeld Children's Center for Cancer & Blood Disorders

160 East 32nd Street, 3rd Floor  
1-212-263-8400

### Ambulatory Care Center (ACC)

240 East 38th Street  
1-212-263-6037

### NYU Langone Orthopedic Center

333 East 38th Street  
1-646-501-7070

### The Comprehensive Epilepsy Center

223 East 34th Street  
1-646-558-0800

## A cup of coffee and...

If you want to get a cup of coffee or a bite to eat in the hospital, there are a number of options. In many areas of the hospital, your child can order a meal (and one for a parent or guest) through MyWall.

### Hassenfeld Children's Hospital and Kimmel Pavilion

- **Kimmel Café: 7th floor of Kimmel Pavilion**  
Open Monday through Friday 6:00 a.m. to 3:00 p.m.
- **Kimmel Coffee Shop: Kimmel Pavilion Lobby**  
Open every day, 7:00 a.m. to 7:00 p.m.
- **Tisch Cafe: Tisch Hospital, 1st Floor**  
Open every day 6:00 a.m. to 12:00 a.m.
- **Schwartz Center Lobby: Argo Tea**  
Open Monday through Friday, 6:00 a.m. to 7:30 p.m.

### In the neighborhood

New York City is filled with places to eat, shop, and visit. It also has hotels, pharmacies, laundromats, banks, and nearby tourist sights, theaters, and museums.

### Jeanmarie Pontieri, BSN, RN, CPN (left)

Nurse Manager, Fink Children's Ambulatory Care Center and Stephen D. Hassenfeld Children's Center for Cancer and Blood Disorders

### Jackie Fuller, MSN, RN, IIVCC-NYU (right)

Nurse Manager, Pediatric Intensive Care and Congenital Cardiovascular Care Units



## Sala Institute: Your family is on our team

We believe that the best healthcare for infants, children, and teens brings together outstanding medical care with a strong family-centered approach. That means welcoming you, the parent or family caregiver, as a partner in your child's care, treatment, and well-being. It also means working closely with you to address your child's unique physical and emotional needs in the most effective ways.

At Hassenfeld Children's Hospital, our family-centered culture is fostered by Sala Institute for Child and Family Centered Care, a unique partnership between children, families, and health professionals.

### We are partners in advancing family-centered care

We work with families to enhance excellent medical care by focusing on children's emotional well-being, resilience, and safety—as well as the well-being of their families. Sala Institute funds and designs many of the programs and practices described in these pages.

Your child's care team is made up of remarkable health professionals at Hassenfeld Children's Hospital, part of a world-class academic medical center. Sala Institute contributes to that excellence by advancing the practice of family-centered care within the hospital and beyond.

Most important, we will always put you and your child—your family—at the center of everything we do.

# 2 Partnering With You

## Getting to know you

We want to get to know your child and family. Here are some questions we may have:

- Does your child have a nickname?
- What does your child like to do for fun?
- Is there something you do to relieve stress?
- What else would you like us to know about your child and family?

## Your Child's Team

Taking care of your child is our top priority. One of the benefits of receiving care in a world-class academic medical center is the number of specially trained healthcare professionals working together in collaboration with Sala Institute to care for your child. The following pages provide information about the clinicians and staff here to care for your child and family.

### Everyone on your child's care team wears an ID badge

To help you know who is who, each staff member wears an identification badge that includes the person's name, job title, photo, and the name of our hospital.

### Jason Fisher, MD

Director, Division of Pediatric Surgery &  
Director, Children's Surgical Services







**Ashley Kydes, MD**  
Director, Pediatric Pain Management

## Doctors on Your Child's Team

- **Attending Physician/Consulting Physician:** The most senior and experienced doctor. Supervises or consults on your child's treatment and care.
- **Hospitalist:** Attending physician who is an expert in caring for hospitalized children.
- **Fellow:** Attending physician who completed training in pediatrics and is specializing in one area of medical care.
- **Resident/Intern/House Staff:** Doctor who is in training to be a pediatrician.
- **Medical Student:** Student in medical school, training to become a doctor.

## Nurses on Your Child's Team

- **Registered Nurse:** Licensed professional who provides nursing care at your child's bedside.
- **Nurse Manager/Assistant Nurse Manager:** Registered nurse who provides leadership for your child's unit.
- **Care Manager:** Registered nurse who works with you and a social worker to make sure your child is ready to go home from the hospital.
- **Nurse Practitioner:** Registered nurse who has advanced training and education to be able to provide and coordinate a broad range of health care services. Works with the doctor to care for your child.

## Sala Child & Family Support Team

- **Social Worker:** Talks with children and their families about the social, emotional, and financial issues that come up when a family member has a medical condition. Connects children and their families to community resources and assists with discharge planning.
- **Child Life Specialist:** Provides emotional support for patients and families. Helps your child cope through play. Offers age-appropriate medical information.
- **Psychologist and Psychiatrist:** Behavioral health experts who can help your child and family cope with illness, anxiety, and emotional pain.
- **Chaplain:** Offers support while helping you and your child find meaning, hope, and connection.
- **Pediatric Advanced Care Team:** Nurses, social workers, physicians and other professionals who work together to help children with serious illness. They offer added support for the best quality of life possible.



"When my daughter was admitted to the hospital, the first two questions I was asked were, 'How can we make sure your daughter is comfortable?' and 'What are your biggest concerns right now?' Knowing my opinion mattered meant the world to me."

**Kim, mother of Maeve, age 7**  
Sala Family Advisor





## Other Important Members of the Team

- **Physical Therapist:** Helps children with their independence and participation at home, school and in their community.
- **Occupational Therapist:** Helps patients with daily activities (i.e. eating, bathing, dressing) and with infant/child development through feeding support, play and family education.
- **Speech Language Pathologist:** Helps infants and children with communication, play, feeding, and swallowing skills.
- **Physician Assistant (PA):** Medical professional with advanced training who works with a doctor to care for your child.
- **Respiratory Therapist:** Provides care for children with lung or heart conditions and others who have trouble breathing.
- **Pharmacist:** Works to ensure that we give your child their medications safely and accurately.
- **Pharmacy Technician:** Helps prepare and deliver medications to your child.
- **Dietitian/Nutritionist:** Provides expertise in infant and child nutrition and works with the care team to ensure good nutritional plans are in place to support healing.
- **Patient Care Technician (PCT):** Helps nurses by doing things like taking vital signs or bringing your child a cup of water.
- **Patient Unit Associate (PUA):** Works at the unit desk, providing administrative support for your child's nursing unit.
- **Lactation Consultant:** Supports breastfeeding mothers whose infant is in the hospital. At home, mothers can call the breastfeeding Warm Line for tips and support: 1-212-263-BABY (2229).
- **Hospital Schoolteacher:** Provides education to help your child keep up on schoolwork while in the hospital.
- **Interpreter:** Translates information to families who prefer information in a language other than English.
- **Patient Relations Representative:** Addresses any concerns you may have about your child's hospital stay. For more information, call 1-212-263-6906. Monday to Friday from 8am-8pm, and from 9am-5pm on Saturdays and Sundays.

## Caring for your child's love of play and discovery

At Hassenfeld Children's Hospital, we care for the whole child – mind, body, and spirit.

Being in the hospital can be challenging. Through our Child Life and Creative Arts program, provided by Sala Institute, we offer many ways for young patients and their brothers and sisters to have fun and learn through play, art, and music.

We help children and families understand what to expect and how to deal with stress and worry. We even have ways to help young patients cope with needles, take their medicines, and understand their illness and treatment.

Child Life and Creative Arts programs include:

- Play and recreational activities
- Art therapy and music therapy
- Special events, including holiday celebrations and visiting artists or celebrities

**The Children's Center** on the 7th floor includes space for special events as well as an outdoor terrace, a family lounge, and laundry facilities for pediatric families and visitors.

**Skyline Studio**, home to Skyline TV, airs a variety of interactive programs such as BINGO, music and art-making shows, storytime and more. Tune into channel 1 on your hospital TV to play along.

**Patients are welcome to use the playroom on their unit based on their medical condition and infection control guidelines. Speak with your child's nurse or child life specialist about using the playroom.**



"Child Life Specialists were an integral part of my son's treatment plan. They put Quinton at ease and distracted him during procedures. Don't know what we would have done without them."

**Erik**, Sala Family Advisor  
**Quinton**, Sala Youth Advisor



**Sujata Chakravarti, MD**  
Medical Director, Congenital  
Cardiovascular Care Unit & Pediatric  
Cardiology Inpatient Services



## Family-centered rounds

Rounds are daily meetings led by your child's doctors to discuss the best plan of care, talk about your concerns, and teach doctors in training. We welcome you and your child to join us for rounds as often as you wish. We know you have important information to share.

Here are some things you can do:

- **Participate** in discussions with nurses and doctors during rounds each day and when nurses change shifts.
- **Ask** questions if you want more information or something is not clear about your child's care.
- **Share** information, observations, or concerns.

Every member of your child's health care team is here to help. If you have a question, please ask any member of the team.

**TIP:** Patient and family engagement in care makes a difference. Research shows that health care improves when patients and families are involved.

## Partnering with you when nurses change their shifts

Bedside shift report is a time when the nurse who is ending one's shift shares information about your child's care with the nurse coming onto the next shift.

It is also a time when we welcome your child and you to participate in the discussion, ask questions, and share any important information or concerns you have.

# 3 Your Child's Safety



## Safety, First

At Hassenfeld Children's Hospital, our priority is to provide the safest, highest-quality care, a mission supported by Sala Institute. To do this, we follow many safety practices. We will:

- Confirm your child's identity (ID) before every test, medication, and treatment.
- Give your child the right medication in the right amount at the right time.
- Partner with you to keep your child safe from harm that we can prevent, such as a fall, infection, or a pressure injury.

Based on your child's diagnosis, there may be additional safety practices we follow.



Family Safety Cards are handouts that explain what the care team does to keep your child safe and what you can do as a family. Handouts include *Preventing Falls*, *Preventing Pressure Injuries*, and others.

Ask the nurse or other member of the care team what your child is at risk for and if you can have Family Safety Cards for each risk. You can read them on MyWall, MyChart Bedside or on printed paper.



## Partnering with You for Safe Care

There are many members of the health care team caring for your child. Because you know your child best, you may observe things the team does not. If you notice something that isn't right, we want you to feel comfortable and empowered to speak up and tell a member of the team.

**Trust your instincts.** If something doesn't look or seem right, speak up right away. The health care team will pay attention and listen to you.

## Safety practices to follow

Here are some safety practices for you to know while your child is in the hospital. You can review this list with your child's health care team and discuss any concerns.

- ✓ Staff members, my family and friends and I wash hands or use alcohol-based sanitizer before touching my child.
- ✓ I inform my child's health care team about any allergies.
- ✓ Staff members check my child's ID band before every test, medication, or treatment.
- ✓ I regularly review my child's medication list with the team.
- ✓ A nurse on the unit stops by hourly to be sure my child is okay.
- ✓ My child's health care team and I discuss whether there are other safety concerns for my child such as a risk of:
  - Pressure injuries
  - Falling
  - Infection
  - Other

If any of these practices do not happen, speak up and let us know.

## Need urgent medical attention for your child?

If you have any immediate concerns about your child's medical condition, please tell any staff member right away. Most of the time, telling staff will get you the help you need. If it doesn't, call the Pediatric Response Team (PRT). The PRT is trained to respond to medical emergencies in the hospital.

1. If you are worried about a change in your child's condition, call a nurse right away.
2. If you are still worried and you feel it is urgent, use a hospital phone to call: "33911" at Hassenfeld Children's Hospital or Tisch Hospital. To use your cell phone, call (212) 263-3911.
3. Give your child's name and room number and tell the operator that you need the **Pediatric Response Team**.

A PRT will bring a team including a physician, nurse, and respiratory therapist to your child's bedside. They will assess your child and give immediate treatment if needed. The team leader will discuss the plan with you and also contact your child's physician.

## Nursing Hourly Rounds

A member of the nursing staff will check on your child at least once an hour, day and night. While we don't want to disturb your child's sleep and comfort, we need to do this hourly check for your child's safety, health, and well-being.



"As a mom, I learned to trust my instincts and that I am my child's best advocate... Having a nurse who listened and valued my concern when I spoke up made all the difference in my daughter's care."

**Alex, mother to Zoe, age 3**  
Sala Family Advisor



## Preventing falls

Certain medical conditions, medications, and being in an unfamiliar place can put your child at risk for falls. If the nurse identifies that your child is at risk of falling, your child will be given a yellow falls bracelet.

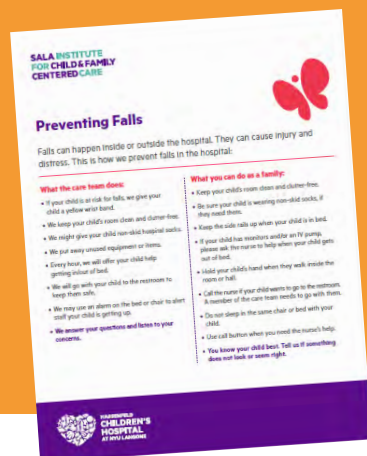
### You can help prevent your child from falling in the hospital:

- Keep your child's room clean and clutter-free.
- Be sure your child is wearing non-skid socks, if they need them.
- Keep the side rails up when your child is in bed.
- If your child has monitors and/or an IV pump, please ask the nurse to help when your child gets out of bed.
- Hold your child's hand when they walk inside the room or hall.
- Call the nurse if your child wants to go to the restroom. A member of the care team needs to go with them.
- Do not sleep in the same chair or bed with your child.
- Use call button when you need the nurse's help.

### You can help prevent your baby from falling in the hospital:

- Always ask for help to move your baby in/out of an incubator, warmer or crib.
- If you leave your baby's bedside (even for a moment), make sure the incubator doors and portholes are closed. Make sure warmer sides and/or crib rails are raised.
- Stay alert when holding your baby. If you feel sleepy, tell your baby's nurse.
- Sit in a stable chair with locked wheels when holding your baby.
- Keep bags, coats and personal items in the family locker. This keeps the area around your baby's bed free of clutter and prevents tripping.
- Make sure your baby is strapped in when using a bouncy seat, stroller, car seat or other equipment.

### Tell us if something does not look or seem right.



Ask your child's nurse for a *Family Safety Card on Preventing Falls*. There are two versions: one for children and one for newborns. It will explain what the care team does to keep your child or newborn safe from falls and what you can do.

## Medication Safety. Every Dose, Every Time.

One of the first steps in safe care is knowing what medications your child takes at home. We want to make sure we continue any medications your child needs while in the hospital. Please tell the team about all of your child's medications (prescription, over-the-counter, vitamins, supplements, and homeopathic products), including:

- Medication name
- How often and when your child takes it
- Dosage (how much)
- How your child takes it (pill, liquid, etc.)

Please also share specific information about any allergies your child may have. Learning this information from you about your child is called Medication Reconciliation.

## Tracking Your Child's Medications

We encourage you to participate in conversations with the team about your child's medications and to ask any questions.

Before giving your child any medication, your doctors, nurses, and other health care providers will:

- Check your child's ID band.
- Ask your child's name and date of birth.
- Tell you and your child the medication name and the dose they are giving.

**TIP:** A Child Life Specialist can provide suggestions that make taking medicine less stressful for your child.



## You can help prevent infections

Preventing infections is important to everyone. Here are 5 basic things that you can do in the hospital and at home to keep your child, family, and others healthy and safe from infection:

- 1. When in doubt, clean your hands!** Clean them before and after touching or eating food, after you use the restroom, after you change a diaper, after you visit someone who is sick (either in or out of the hospital), after you play with a pet, or touch public surfaces.  
**TIP:** Using soap and warm water, rub your hands well for at least 20 seconds. Alcohol-based hand sanitizers can be used if your hands are not visibly dirty.
- 2. Be germ free.** Doctors, nurses, and other health care providers come into contact with lots of bacteria and viruses, so before they examine your child, you are welcome to ask them if they've cleaned their hands.  
  
Health care providers should wear clean gloves when they take blood, touch wounds or body fluids, and examine a patient's mouth or private parts. Please don't be afraid to ask them to wear gloves.
- 3. Cover your mouth, please.** You should cover your mouth and nose when you cough or sneeze to stop the spread of germs that can make you and others sick! Be sure to throw away used tissues and clean your hands. If you don't have a tissue, cough or sneeze into your elbow, not your hands.
- 4. If you are sick...** Please do not shake hands or touch others.
- 5. Keep your child's and family's vaccines up to date!**  
We offer vaccinations to children who need them before they go home from a hospital stay. Did you know that you need to keep your vaccinations current even as an adult? Discuss with your health care provider which vaccinations you need to prevent disease.

### Get the COVID Vaccine

We strongly encourage you and your child (if eligible) to be up to date on all the CDC\* recommended vaccinations. They can protect you and your child from the most serious effects of the virus. We offer the vaccine to eligible patients at Hassenfeld Children's Hospital. Speak to your child's care team to find out more.

Continue to follow New York State Department of Health guidelines regarding masking and social distancing to keep your child and family safe.

\*CDC.gov

# 4 Your Child's Comfort



## A big comfort: You

Your child's comfort matters. Research says that your presence, voice, touch, and calm manner can help decrease pain and stress.

### How much does it hurt?

If your child is in pain, let's work together to ease it. The care team has several different scales to help your child rate their pain. Together, we will find the best way to decrease pain and offer comfort and relief.

**TIP:** Tell us right away if your child's pain is not improving. Use the call button to alert your child's nurse.

## Managing your child's pain

Your child's care team will partner with you to check and manage your child's pain and comfort throughout your child's hospital stay.

## Comfort 5: Supporting Your Child Through Painful Procedures

Our **Comfort 5 plan**, created by **Sala Institute**, shows how we can partner to lessen your child's pain and worry around procedures in five simple ways.

**Partnership:** You know what comforts and calms your child. Tell your child's care team.



**Positions:** These images show comforting "hugs" and other positions to help children feel more in control.



**Numbing Options:** Numbing cream and other options can help reduce pain.



**Distraction:** Use music/singing, pinwheels, bubbles and toys for your child to focus on.



**Sucrose:** Breastfeeding or sugar water helps comfort babies under 12 months.



## How are you doing?

When your child is in the hospital, it can be stressful.

Your child's care team will help you check and manage stress using the **Family Stress Thermometer** created by **Sala Institute** (pictured right). We want to help you cope with your stress.

Below are common stressors that families might have.

### Your Child's Hospital Stay:

- Comfort level
- Medical condition
- Medical care
- Communication with the team
- Care coordination
- Language/cultural issues

### Your Feelings:

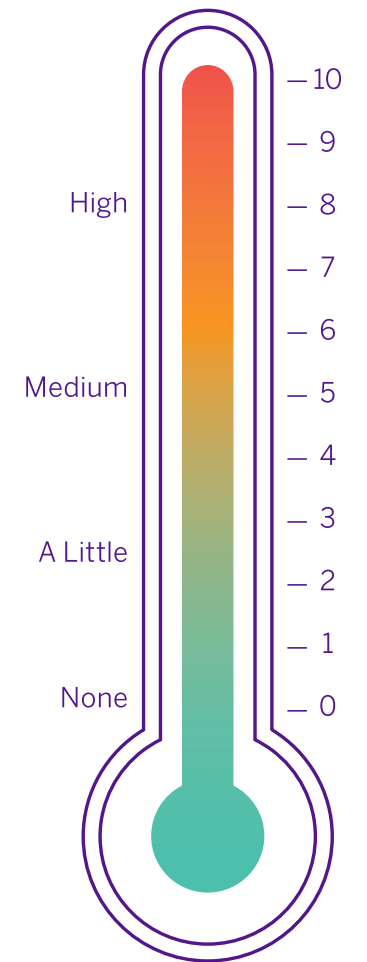
- Worry
- Sadness
- Loneliness
- Anger
- Uncertainty
- Guilt
- Spiritual concerns

### Your Health:

- Pain/discomfort
- Nausea/loss of appetite
- Headaches
- Sleep problems
- Fatigue

### Day to Day Living:

- Finances
- Work/school
- Child care
- Transportation
- Housing



### Family and Relationships:

- Partner/spouse
- Children
- Family/friends

### Discharge Planning/Transition:

- Transfer between units
- Transition to other facility
- Discharge/going home
- Going home with services or equipment
- Follow-up appointments

Sala Child & Family Support team members listed on page 13 can help you cope with stress. Turn the page for some other ways to cope with stress. Ask a member of the care team for more information.





## Taking care of your body, mind, and spirit

Below are some ways that may help you cope with stress.

### The Sala Knowledge Library

Short video clips that feature patients, families and healthcare professionals from Hassenfeld Children's Hospital sharing wisdom and tips that may help, support or inspire you and your child. Available on MyWall and YouTube: [youtube.com/the-sala-knowledge-library](https://youtube.com/the-sala-knowledge-library)

### Meditation Space

Meditation Room, off the Tisch Lobby. Take time to reflect, meditate, connect with yourself.

### Quiet Reflection Spaces

- The Meditation Room in the Tisch Lobby
- Changing art exhibits in the Smilow Lobby at the Main Medical Center
- The beautiful Alexandria Center at 450 East 29th Street

### Salons (Manicure/Pedicure)

Treat yourself to something special for your hands or feet at a salon in the neighborhood.

### Fitness Clubs/Gym

Exercise relieves stress. Several fitness clubs in the neighborhood provide daily or short-term passes.

### Take a Walk

De-stress along the East River Walkway near the water and boats.

### Visit our Gift Shops

Stop by our gift shops located in Hassenfeld Children's Hospital Lobby and Tisch Lobby.



"When my daughter was in the hospital, I was stressed. The nurses encouraged me to take daily walks outdoors. That helped clear my head, so I could be my best for my child."

**Tugce, mother of Celine, age 8**  
Sala Family Advisor



# 5 Going Home

Whether you have been in the hospital with your child for a few days, a few weeks, or several months, it's natural to have questions when it's time for discharge. It's natural to feel nervous and other feelings, too. Please tell a member of the care team if you or child have questions or concerns.

**Jack G**, Sala Youth Advisor, works with child life specialist Slobhan Greene in Skyline Studio



"I had a long hospital stay. I felt sad saying goodbye to some of the staff at discharge. It helped to let them know what they meant to me. I also loved my daily plan of the day on my whiteboard...so my parents got me one at home, so I could keep that same helpful routine."

**Jack G**, Sala Youth Advisor, age 16



"When my son was ready to be discharged, there was a lot to do. I took everything one step at a time. And I smiled and smiled, because finally, we were going home."

**Jennifer, mother to Nate**  
Sala Family Advisor



**Achiau Ludomirsky, MD**  
Pediatric Cardiologist  
& Associate Chair for  
Outreach, Department of  
Pediatrics



## Going to Another Facility

If your child is being discharged to another facility, speak to your child's nurse about making this transition a smooth one. To know what to bring with you, check out page 6 of this book for some items to consider.

## Things to know before going home

You will receive an After Visit Summary (AVS) that will list the things to do when you take your child home. It will include information on your child's:

- Follow-up plan
- Medications
- Physician
- Hospital contact information

Make sure to review your child's AVS with a member of the care team before leaving the hospital.

### If you need to bring medicine home for your child:

The pharmacy on the first floor of the Schwartz Health Care Center can fill some prescriptions at discharge. Monday through Friday, 8:30 a.m. to 9:00 p.m. and Saturday/Sunday, 9:00 a.m. to 5:00 p.m. (closed 1-2 p.m. on weekends). We can also send refills to your home. The pharmacy number is: 1-212-263-7319. For medications that are not filled by this pharmacy, your care team will let you know which pharmacy can.



## Have concerns about your child's discharge?

We want you and your child to feel confident and ready to go home. If you are worried that you are not ready to go home with your child, please let us know right away.

Just prior to leaving the hospital your nurse will ask you to sign a Discharge Notice. If you think you are being asked to leave the hospital too soon, discuss this with the medical team. If you are not in agreement, you can appeal the decision.

### Don't forget your valuables!

Before leaving your room, make sure you have all your things. Pick up any valuables you left in the room safe, with Security or the Cashier's Office. To pick up your valuables when the Cashier is closed, call Security. 1-212-263-5038



## Website resources

There is a lot of information on the internet about children's health and medical conditions. It can be difficult to know which health resources to trust.

Your child's doctor or nurse can provide you with websites specific to your child's medical condition. Here are some websites we trust and recommend:

### Health and safety for children and adults

- **healthychildren.org** American Academy of Pediatrics website with health and safety information on the care of infants and children.
- **CDC.gov** Centers for Disease Control website with information on vaccines, public health, preventing infections and illnesses.
- **kidshealth.org** Trusted information on common medical conditions in children with specific information for parents, for kids, and for teens.

### Pediatric health conditions, injuries and emotional well-being

- **nyulangone.org/hassenfeld** On the Hassenfeld Children's Hospital website you can find a pediatrician, make an appointment, and learn more about our programs and services. For more information about medical topics, follow us on Facebook and Instagram.
- **nyulangone.org/locations/pediatric-rehabilitation-services** Information from NYU Langone Health health care providers on the injuries that we treat, patient stories, and information about treatments, team members, and support services.
- **nyulangone.org/csc** Hassenfeld Children's Hospital's Child Study Center website shares information on child well-being, emotional disorders and treatments, workshops, and parenting tips.

### Children and families with disabilities

- **nycgovparks.org/accessibility** Find out about facilities in NYC parks designed specifically for people with disabilities. Website also lists adaptive events and programs all year round.
- **advocatesforchildren.org** Advocates for the educational rights of children.

### Benefits and programs for children with medical conditions

- **socialsecurity.gov** Information about government programs like Social Security Income (SSI) for children with chronic medical conditions.
- **hhs.gov** US Department of Health & Human Services. Leads federal programs involving health. HHS has community-based offices that provide information on health-related issues and local services, including Early Intervention.
- **health.ny.gov/publications/0532** Early Intervention is a free support service for children at risk for developmental delays between birth and three years old. Information about Medicaid and other programs covering medical care are also provided on this website.



## Billing and finances

We want to make sure that paying your child's medical bills is simple and smooth, so you can focus your attention on your child's comfort and healing. In the Financial Services Department, we are here to answer any questions you have about your child's medical bills.

## Useful Terms

**Copay:** This is the amount of money your insurance requires that you pay for each medical visit. It usually ranges between \$20 and \$250.

**Out-of-Pocket Expenses:** The charges that you yourself pay for medical care. These are the charges that your insurance does not pay.

**Deductible:** The money you pay for medical care before your insurance begins paying. So, if your insurance deductible is \$250, you would have to pay \$250 out-of-pocket for your care before your insurance begins to pay.

**Coinsurance:** Coinsurance starts after your deductible has been met. It's usually a percentage of the bill. For example, let's say your coinsurance is 10%. That means that your insurance pays 90% of the bill and you pay the remaining 10%. So, if your hospital bill is \$250, your insurance will pay 90% or \$225, and you will pay 10% or \$25.

**Out-of-pocket maximum:** The maximum amount of money you owe in medical costs per year. When you reach your out-of-pocket maximum, your plan will then pay 100% of all allowable medical expenses.

## Common questions...

### Before your child's hospital visit or stay

- **What if the hospital does not participate with my insurance plan?**  
If the hospital stay is not on your insurance plan, contact your insurance company to find out about other options.
- **Does my insurance cover all services at the hospital?**  
Some services may not be covered by your insurance. If you are unsure if a service is covered by insurance, please ask.
- **What if I cannot afford the medical services my child needs or receives?**  
You may be eligible for financial assistance or payment plans to help with your hospital bills. Find information about financial assistance at [www.nyulangone.org/insurance-billing](http://www.nyulangone.org/insurance-billing). Or you can call our billing office at 1-866-486-9847 to speak with a financial counselor. You are also welcome to visit us in the Skirball Institute lobby at 560 First Avenue, Monday through Friday, from 8:00 a.m. to 5:00 p.m.
- **Do I have to pay in person at a hospital visit?**  
If your child's hospital visit is elective and scheduled, we ask that you pay at the time of service.

### After your child's hospital visit or stay

- **Will the hospital bill the insurance company for my child's hospital stay?**  
Yes, the hospital will bill your insurance. If you have multiple insurance plans, the hospital will bill each of them.
- **Why did I receive multiple bills?**  
We know this can be confusing. The hospital bills you only for hospital services, so you will also get bills from your child's doctors.
- **What if my bill is more money than I was told it would be?**  
At Hassenfeld Children's Hospital, we do our best to provide families with an estimated cost of services prior to their child's visit. Please keep in mind that this is only an estimate and final charges may vary depending on the services provided.
- **How long does the billing process take? When will I receive a bill/statement?**  
Most insurance companies take 30 to 45 days to process claims. They will send you an EOB (Explanation of Benefits) that lists the services, what has been paid, and any out-of-pocket expenses that are your responsibility. Our hospital will send you an itemized bill that lists the services rendered, charges, insurance payments, and any costs your insurance company requires that you pay.

If you have other questions about payment after you go home, please call our customer service team at 1-800-237-6977, Monday through Friday, 8:00 a.m. to 7:00 p.m. If you are still in the hospital, call 212-263-5003.



## Contact Us

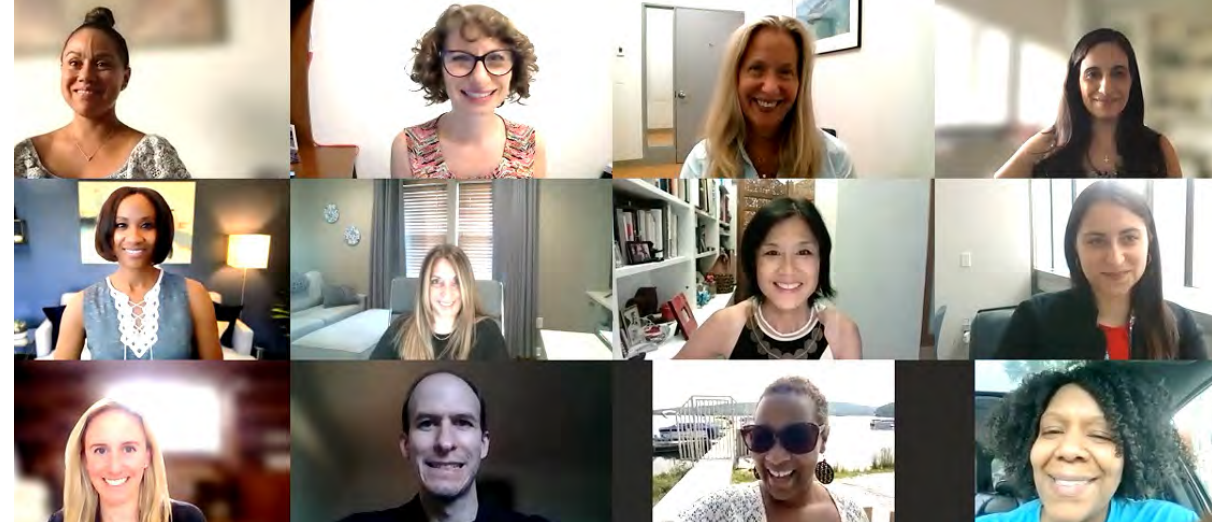
Main hospital number: 1-212-263-7300

### Helpful Contacts

- Questions or concerns about your child's hospital stay? 1-212-263-6906
- Need copies of your child's tests? 1-212-263-5497
- Need copies of your child's medical records? 1-212-263-5490
- Questions about your hospital bill? 1-800-237-6977  
(Monday through Friday, 8:00 a.m. to 7:00 p.m.)
- Questions about your physician bill? 1-877-648-2964
- Need a referral for a Hassenfeld Children's Hospital physician? 1-888-7 NYUMED  
(1-888-769-8633)  
(Monday through Friday, 8:30 a.m. to 9:00 p.m.),  
or visit our website at [nyulangone.org](http://nyulangone.org).

If you have questions about your child's medical condition, call your child's doctor. If your child is experiencing a medical emergency, call 911 right away.

**TIP:** To use a medical center phone to call an outside number, dial "91" and then the area code plus seven digit phone number you are calling.



*Sala Family Advisors gather by Zoom for a monthly Council meeting*

## Ways to get involved

### Sala Family and Youth Advisors

In addition to the many ways we partner with you and your child throughout a hospital stay, we also partner more formally with patients and families through our Sala Family and Youth Advisor programs.

Side-by-side, Sala Family and Youth Advisors work with hospital leaders, doctors, nurses, and other staff on our Sala Family and Youth Advisory Councils to improve care.

### Sala Patient and Family Faculty Program

At Hassenfeld Children's Hospital, Sala Family and Youth Advisors are teachers too. By using their own unique stories and health care experiences, Sala Patient and Family Faculty partner with clinicians to co-teach medical students, doctors, and nurses about the best ways to provide family-centered care.

### With passion and dedication, the Councils:

- Develop tips and tools to support communication between families and the care team.
- Partner to improve safe, quality care.
- Contribute ideas to new programs, research, and educational resources for families.
- Helped create this Welcome Book for you.
- Helped design Hassenfeld Children's Hospital—34th Street.

## Learn more about being a Sala advisor

- Email [familyadvisor@nyulangone.org](mailto:familyadvisor@nyulangone.org) for information about our Sala Family Advisor program.
- Email [youthadvisor@nyulangone.org](mailto:youthadvisor@nyulangone.org) for information about our Sala Youth Advisor program.



**Jeremiah Levine, MD**  
Director, Division of Pediatric Gastroenterology & Medical Director, Fink Children's Ambulatory Care Center





### Notes

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Thank you for choosing Hassenfeld Children’s Hospital at NYU Langone, and for partnering with us in your child’s care. We greatly value patient and family feedback and would love to hear about your experience here. You may receive a survey in the near future; please consider taking a few moments to let us know about your visit. If you have an immediate concern, please let your care team know, or call Patient Relations at 1-212-263-6906.

It is the policy of NYU Langone Hospitals not to exclude from participation, deny benefits to or engage in discrimination against any person employed or seeking employment or patient care on the basis of race, color, national origin, age, disability, sex, sexual orientation, gender identity or expression, ancestry, citizenship status, marital or parental status, pregnancy, military or veteran status, religion, socioeconomic status, or any other category protected by law.

The Nondiscrimination policy is available in Spanish, Chinese and Russian and will be made available through interpreting or translation services for other languages and deaf and hard of hearing individuals.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística.

注意：如果您使用中文，您可以免費獲得語言援助服務。

If you believe that NYU Langone Hospitals and the Family Health Centers at NYU Langone have failed to provide these services or discriminated against you in another way, you can file a grievance by contacting the following:

NYU Langone Hospitals (Tisch, Hassenfeld Children’s Hospital, and Ambulatory Sites) Patient Relations Director  
Phone: 212-263-6906  
Fax: 212-263-7085545  
First Avenue, New York, NY 10016  
patientrelations@nyumc.org

