Welcome to the NICU

(Neonatal Intensive Care Unit)



HASSENFELD
CHILDREN'S
HOSPITAL
AT NYU LANGONE

Tisch Hospital, Floor 9
212-263-5790

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 wellbeing of children and families.

Your Baby, Our Promise

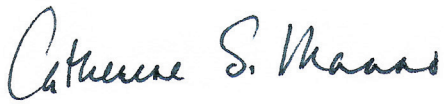
We strive to provide your family with the most advanced child and family-centered medical care available at Hassenfeld Children's Hospital at NYU Langone.

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

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 your family, to share information, and provide support.

If you need anything, please reach out to any member of the team.

With best regards,



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



Michele Lloyd
Vice President, Hassenfeld Children's Hospital
Operations and Sala Institute

Table of Contents

Welcome to the NICU Pages 4-9

- About Our NICU

The NICU Care Team Pages 10-13

Partnering with You Pages 14-19

- Sala Institute for Child and Family Centered Care
- Communicating with You
- Family-Centered Rounds
- Nursing Change of Shift

Safety, First Pages 20-22

- General Safety
- Your Baby's Well-Being

Education about Your Baby's Condition and Care Pages 23-24

- Handouts and Videos
- The Sala Knowledge Library
- Welcome and Discharge Classes

Your Baby's Feeding and Nutrition Pages 25-30

- Pumping Breastmilk and Feeding
- Lactation Support
- Breastmilk Safety
- Donor Breastmilk
- Formula
- NICU Feeding Team

Your Baby's Comfort and Care Pages 31-36

- The Developmental Care Team
- Kangaroo Care
- Other Types of Newborn Care

Supporting You –
Resources for Parents and Family Caregivers Pages 37-40

- Emotions in the NICU
- Support for You
- Resources to Get More Information

Taking Your Baby Home Pages 41-48

- Preparing for Discharge
- Knowing Your Baby is Ready
- Finding a Pediatrician
- Billing and finances





Concierge staff greet and welcome parents and families to the NICU

Welcome to the NICU

Congratulations on the birth of your baby! Welcome to the Neonatal Intensive Care Unit (NICU) at Hassenfeld Children's Hospital.

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

"How can I comfort and support my baby in the NICU?"

"What supports are available for me?"

"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 the NICU, including members of your baby's care team. Most importantly, this book shares ways we can partner with you to help your baby heal, grow, and go home.

The NICU care team is here to support you every step of the way, and we are committed to giving your baby the best care possible. We encourage you to read through the information in this guide and tell a member of the care team whenever you have questions or concerns.

We are honored to partner with you in your newborn's care and to support your entire family.

~The NICU Care Team ~

boas-vindas 환영 chào đón
Exspectata accueil SUGENG RAWUH
καλωσόρισμα 歓迎 willkommen
bienve ida Welcome dialu-alukan
ยินดีต้อนรับ добро пожаловать
välkommen tervetuloa benvinguda
maligayang pagdating
歡迎

We speak your language

When your baby has a hospital stay,
we want to welcome and support your family in every way.

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

The VOYCE Global App

If you speak a language other than English, please download the VOYCE app on your phone, so that team members can have an interpreter join calls when you are at home.

> We had amazing relationships with NICU care team members and were able to talk to them about our feelings during this unexpected chapter in our family's journey.
>
> *E.J. mother of Isaac, age 6, born at 28 weeks + 4 days*
> *Sala Family Advisor*

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 baby.

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

Our Partnership Behaviors

- We respect and value your knowledge, perspectives and experience.
- We welcome you as our most important partner in your baby's care.
- We talk with you about your baby's condition, plan of care and how to keep your baby safe.
- We use clear, helpful language and communicate with you in the way you prefer.
- We welcome you as a decision maker in your baby'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 baby the very best care.
- We make sure to follow up with you and explain next steps.





About Our NICU

Whether your baby's NICU admission was expected or not, it's natural to have many questions. We hope this booklet offers helpful information during your baby's hospital stay. If you have any questions, please ask a member of your baby's care team. We are here for you.

Where is our NICU?

- Our NICU is on the 9th Floor of Tisch Hospital.
- After you exit the elevator, go straight, and turn left at the security desk.
- For the safety of your baby, security staff will check your ID band or badge before you enter the NICU.

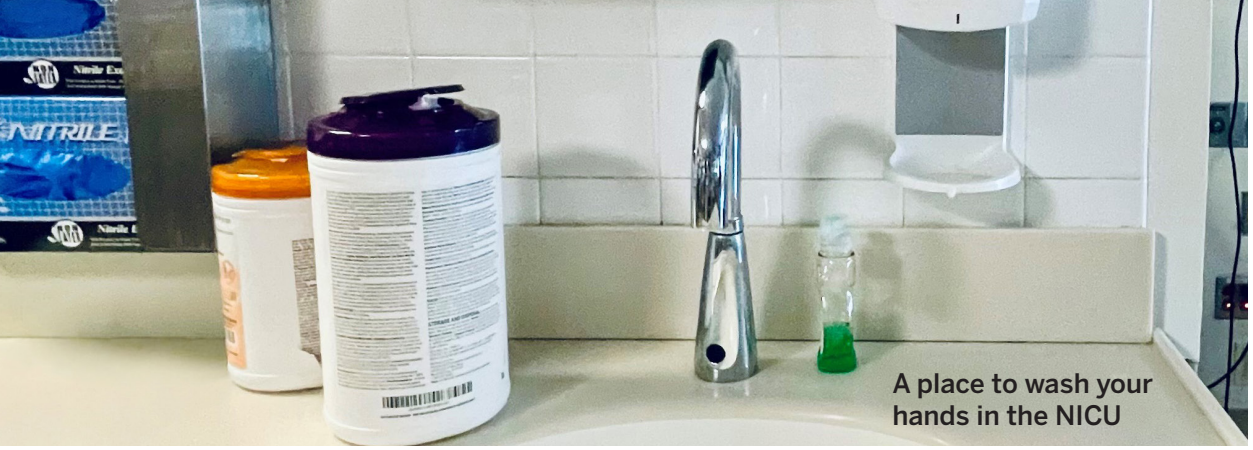
How do you contact the NICU?

- If you want to speak to your baby's nurse or another team member, call the NICU at any time: 212-263-5790
- When you call, please tell the staff your baby's name and the last four numbers (Care Code) of your baby's Medical Record Number (MRN) from your ID band.

Family Presence and Visitor Guidelines

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

Up to two parents and four visitors 12 and over are welcome to be with your baby in the NICU. For your baby's health and well-being, no more than two parents or visitors can be at your baby's bedside at one time.



A place to wash your hands in the NICU

Coming to the NICU:

The health of newborns in the NICU is our top priority. Flu, colds, and other viruses can be dangerous to high-risk infants, who are premature or have other health conditions.

Here are important ways you can help:

1. Please come to the hospital to visit your baby only when you feel healthy and well. Make sure any visitors to your baby only come if they are healthy and well.

2. Do not enter the hospital with:
   - fever
   - sore throat
   - runny nose
   - cough
   - shortness of breath
   - muscle aches
   - cold or respiratory symptoms
   - rash
   - diarrhea

   If you have any of these symptoms, please call your child's nurse.

3. Make sure you have your annual flu shot and COVID booster.

4. Handwashing protects your baby. Wash your hands:
   - when entering the unit
   - after using your cell phone and
   - always before touching your baby

5. Cell phones carry germs that can make your baby sick. Please wipe down your cell phone with cleaning wipes that get rid of germs.

6. Please stop at the front desk when you arrive, before going to see your baby.

7. Please do not take photos or videos of team members doing patient care. To protect the privacy of all newborns and families in the NICU, we ask that you avoid taking photos or videos in the unit.

If your baby has an exposure to someone with RSV (a cold virus), flu, or COVID, or your baby shows symptoms, we will test your baby for these viruses.

We also may need to move your baby into a different room or bay. This is very common! Treatments and bed location will depend on the results of the test.

NICU Locations

Our NICU is an open bay NICU, which means that the unit has shared spaces with groups of newborns in each area.

There are four main spaces in our NICU
- 9 West (2 areas)
- 9 East
- Newborn Monitored Unit (NMU) on the 12th and 13th floor of Tisch Hospital

Depending on your baby's medical condition and care needs, we may move your baby from one area to another.

Changing Bed Spaces

At times we need to move babies to different locations within the NICU. If we need to move your baby, we will do our best to let you know beforehand. If you are not sure of your baby's new bed location, please stop by the main entrance and ask a staff member.

Your security is our priority

If you have any security concerns, please bring them to the attention of a staff member.

It is best to keep your valuables at home, but we welcome you to use the lockers in the family lounge.



The NICU Care Team

Taking care of your baby 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 baby.

The following pages provide information about the members of the care team in the NICU.

Medical Care Team Members

- **Attending Physician/Neonatologist:** The most senior and experienced doctor with expertise in caring for premature and sick newborns. Supervises your baby's treatment and care in the NICU.
- **Consulting Physician:** The doctor who joins the NICU team to provide treatment or recommendations for a patient from a specific specialty (such as neurology or surgery).
- **NICU Fellow:** Doctor trained and board certified or board eligible in pediatrics and specializing in the care of sick and premature newborns.
- **Nurse Practitioner:** Registered nurse who has advanced training and education to provide and coordinate a broad range of health care services. Works with the doctor to care for your baby.

Purnahamsi V. Desai, MD, FAAP
Medical Director, Neonatal Intensive Care Unit
Assistant Professor of Pediatrics, Division of Neonatology



Carla Basile, MSN, RN, CBC
Nurse Manager



> "The nurses were our biggest cheerleaders, celebrating even the smallest wins..and supporting me to mourn during setbacks. They felt like my co-parents most days.
>
> *Lwam, mother of Sloane, age 4, born at 25 weeks*
> *Sala Family Advisor*

- **Physician's Assistant:** Medical professional with advanced training who works with a doctor to care for your baby.
- **Resident/Intern/House Staff:** Doctor who is in training to be a pediatrician (doctor for newborns, children and teens).
- **Medical Student:** Student in medical school, training to become a doctor.

Nursing Care Team Members

- **Registered Nurse:** Licensed registered nurse with specialized training who provides nursing care for your baby, including giving nutrition and medications. Partners with you and the care team to plan your baby's care. Monitors your baby in 12 hour shifts.
- **Nurse Manager /Assistant Nurse Manager:** Licensed and registered nurse who provides nursing and operational leadership for the NICU. Answers questions and helps with any concerns during your baby's NICU stay.
- **Neonatal Nurse Discharge Coordinator:** Licensed registered nurse who partners with the NICU care team to prepare families to care for their baby at home. Offers education and coordinates care to support a smooth transition to home.
- **Clinical Resource Nurse (NICU):** Licensed registered nurse with NICU expertise who supports nursing education and practice at the bedside.
- **Clinical Nurse Specialist (NICU):** Advanced Practice Registered Nurse and leader who provides expertise and support to nurses, helps lead practice changes throughout the organization, encourages professional development of staff and promotes use of evidence-based practice to improve health care quality and patient outcomes.

> Child Life helped my husband and I connect with our son. From the cloth hearts we slept with that had William's scent to the footprint key chains and milestone cards - it all meant so much.
>
> *Nicole, mother of William Henry, age 3.5 years, born at 29 weeks + 5 days*
> *Sala Family Advisor*

Sala Family Support Team

- **NICU Social Worker:** Meets with every family in the NICU to offer support for the social and emotional issues that may come up during a NICU stay. Provides counseling, help with discharge planning, and if needed, connects you to community resources to ease your transition from hospital to home.
- **NICU Child Life Specialist:** Provides emotional support for families in the NICU and supports your baby's comfort. Offers bonding and keepsake-making at the bedside and when you are away from the unit. Helps prepare and explain the NICU to other children (siblings) at home. Supports developmental care - care that is appropriate for your baby's age and level of development.
- **NICU Music Therapist:** Provides live music to support your baby's sleep patterns, comfort, feeding, growth and development. Offers different ways to bond and heartbeat or voice recordings to play when you are away from the unit.
- **NICU Psychologist:** Licensed behavioral health expert who provides psychological care to support your newborn and family. Offers virtual or in-person support to cope with the NICU stay, anxiety, stress, depression, and other concerns.
- **Chaplain:** Offers spiritual support while helping you find meaning, hope, and connection.
- **Pediatric Advanced Care Team:** Nurses, social workers, physicians and other professionals who work together to help newborns and children with serious illness. They offer added support for the best quality of life possible.

Other Members of the Team

- **Rehabilitation Therapists:** Physical, Occupational, and Speech Therapists support feeding and developmental care that support your baby at their age and level of development.
- **Registered Dietitian Nutritionist:** Provides expertise in infant and child nutrition and works with you and the care team to ensure good nutritional plans are in place to support growth and healing.
- **Lactation Consultant:** Supports breast pumping and breastfeeding mothers with an infant in the hospital. After discharge, parents can call or schedule a virtual lactation consultation through mychart or by emailing: nyubaby@nyulangone.org.
- **Respiratory Therapist:** Provides care for newborns with lung or heart conditions or who need support with breathing.
- **Pharmacist:** Works to ensure that we give your baby their medications safely and accurately.
- **Pharmacy Technician:** Helps prepare and deliver medications to your baby.
- **Child Passenger Safety Technician:** Offers teaching on proper car seat fit and safety.
- **Patient Care Technician (PCT) /Patient Support Associate (PSA):** Supports bedside nurses.
- **Hospital Concierge:** Works at the unit desk, providing administrative support for the NICU.
- **Interpreter:** Translates information to families who prefer information in a language other than English.

If you would like any additional information about the roles of our team members, please speak with your child's nurse.

> We partnered with a feeding therapist who was very supportive and comforting. I could tell she cared deeply about our baby and wanted to make sure she did everything to figure out his needs. She once called into a NICU family meeting on her day off!
>
> *Joanna, mom to Emre, age 5.5 years*
> *Sala Family Advisor*

Partnering with You

Sala Institute: Your family is on our team

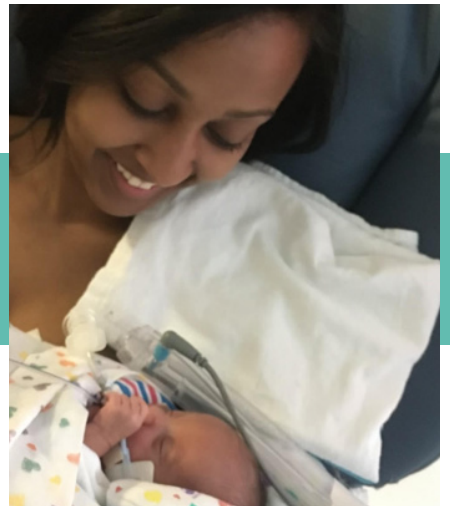
We believe that the best healthcare for infants, children, and teens brings together outstanding medical care with a strong family-centered approach. That means welcoming you, the parent or family caregiver, as a partner in your baby's care, treatment, and well-being.

At Hassenfeld Children's Hospital, our family-centered culture is fostered by Sala Institute, 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 the emotional well-being, resilience, and safety of patients and their families. We fund and design many of the programs and practices described in these pages.

Your baby'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.



Lwam, doing kangaroo care with Sloane, born at 25 weeks
Sala Family Advisor

> "It's so important to ask questions. We asked questions about our son's care, about the resources available, even about the best way to ask questions!"
>
> *E.J. mother of Isaac, age 6, born at 28 weeks + 4 days*
> *Sala Family Advisor*

Communicating with You

The NICU Care Team wants to communicate with you about your baby's care and treatment plan:

- in the way that you prefer
- in your preferred language
- as often as you wish

Here are some of the ways we do this:

- If you have a question or concern, please tell your baby's nurse or another member of the care team.
- Call the NICU any time at 212-263-5790. If you don't get an answer, try again after a few minutes. The concierge may have stepped away from the desk to assist a family.
- Join us for Family Centered Rounds between 9am and 1pm each day (details on page 17). If you are not able to be in the NICU during Rounds, we are happy to call you by phone or on FaceTime when we round on your baby.
- Download the NYU Langone Health app (see below for details) to access information from your baby's medical record, including test results, educational handouts and doctor's notes.
- Tell us how you like to get information about your baby and how often. We know this may change over time.
- If you have a preferred language other than English, please download the VOYCE Global app on your phone. This will let staff call you with an interpreter on the phone.

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

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 baby's medical record during their hospital stay, including:

- Health issues
- Medications
- Educational information about your baby's condition and care
- Test results

> While our baby was in the NICU, my partner needed to exercise and keep active, while I needed to retreat a bit more. Getting to know other parents was a game changer for both of us. We supported each other to do what each of us needed.
>
> *Lisa, mother of Josie, age 5 years*
> *Sala Family Advisor*

If you delivered your baby at NYU Langone, then your baby's MyChart will link to your MyChart.

If your baby was born at another hospital and transported to our NICU, you can request proxy access to your baby's MyChart if you have your own MyChart account. If you do not have an account, call 866-262-6458 to set one up.

When your baby goes home from the NICU, MyChart will remain a useful tool for your family.

Test Results on MyChart

You may see test results (or other information) before a member of the care team discusses them with you. We don't want this to cause you added stress.

Test result numbers (reference values) may show as *highlighted* or as *not normal*. This does not mean that your baby has an abnormal test result!

Many of the test result numbers (reference values) that define a *normal* range may not apply to babies. What is abnormal for an adult or child may be normal for a baby. Please reach out to a member of your baby's care team if you have questions.

Sign up for MyChart Bedside Mobile today!

For more information, ask a member of your care team how to sign up, use the QR code here or visit mychart.nyulmc.org

Family-Centered Rounds

Family-Centered Rounds are daily meetings of your baby's care team to:

- discuss the best plan of care
- talk about your questions or concerns
- teach doctors in training
- review lab values
- talk about any overnight changes with your baby
- discuss the plan for the day

Please join us on Rounds

We know you have important information to share and you are central to decisions about your baby's care.

- Each day the rounding team will invite you to join Rounds. If you are unable to be at bedside or prefer not to attend Rounds, tell your baby's nurse.
- If you are unable to be in the NICU during Rounds, but would like to participate, tell your baby's nurse. The care team can call you by phone or FaceTime.
- If you are not able to participate in Rounds, the care team will update you on your baby's plan of care when Rounds are complete.

What time are Rounds?

Rounds in the NICU begin around 9am and end around 1pm, but times may vary. Evening rounds confirm that care plans made in the morning are on track. Parents are welcome to join; times vary.

Where are Rounds?

The rounding team goes through the unit from baby to baby. Rounds happen at or near your baby's bedside, or in the hall outside your baby's bay.

> Rounds made me feel that I was contributing to solutions and decisions about my son's care, I also learned about the care team's thinking and approach.
>
> One time I could not be at bedside, so the nurse FaceTimed me, because she knew how important it was for me to be a part of the discussion.
>
> *Nicole, mother of William Henry, age 3.5 years, born at 29 weeks + 5 days*
> *Sala Family Advisor*


Rounds in the NICU

Who is on the rounding team?

The team can include up to 10 people. It can feel like many people are in the room. Rounds includes:

- Doctor (attending) in charge
- Nurses
- Doctors in training (fellows and/or residents)
- Pharmacist
- Nurse Practitioner
- Medical Students
- Physician's Assistant
- Other team members (respiratory therapist, consulting physicians, rehabilitation therapists, registered dietitian nutritionists)

What kind of teaching happens during Rounds?

- Because we are a teaching hospital, the attending physician will teach medical residents and students during Rounds.
- Teaching usually happens after we discuss your baby's plan of care.
- We may use technical language or discuss information that does not apply to your baby.
- You are welcome to listen in during the teaching, but you do not need to.
- Tell us if you have any questions about what we discuss.

Before Rounds, it is helpful to:

- Tell your baby's nurse if you would like to join Rounds (or not).
- Write down your questions as well as anything you want to share.
- Ask for an interpreter if you prefer a language other than English.

The rounding team always:

- introduces themselves
- welcomes your questions and observations
- reviews the plan for your baby in detail

We ask and support you to speak up and tell us if:

- you believe any information you hear on Rounds is wrong
- you have questions or concerns about your baby or the treatment plan

Virtual Rounds

If you would like to participate in rounds, but won't be able to be in the NICU at that time, we are happy to call you by phone or FaceTime. This way you can hear and/or see different members of the care team.

You can join rounds remotely and share any questions or concerns you may have.

Nursing Change of Shift (handoff)

Nursing handoff is a time when the nurse who is ending their shift shares information about your baby's care with the nurse coming onto the next shift. It happens at 7am and 7pm each day.

We do change of shift at the bedside and welcome you to join us.

Because of the important safety practices we do during change of shift, we ask that you save questions and observations - unless urgent - until the end of change of shift. At that time, we encourage you to share questions and information.


Nursing Change of Shift

> There were times when I'd point out something I noticed about my baby, and I knew it was additive to his care. I always spoke up if I had a concern or question.
>
> *E.J. mother of Isaac, age 6, born at 28 weeks + 4 days*
> *Sala Family Advisor*

Safety, First

General Safety

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

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

You may hear the term: *A's, B's and D's*. These letters stand for apneas, bradycardias and desats. These can be common with premature newborns.

- "A" - Apnea is a pause in breathing that lasts for longer than 20 seconds.
- "B" - Bradycardia or "brady" is a decrease in heart rate.
- "D" - Desaturation or "desat" is a drop in oxygen levels.

We monitor your baby's breathing and heart rates with special wires and machines while they are in the NICU. If your baby has an A, B or D the nurse will know right away and can check to make sure they are okay.

If this happens while you are with your baby in the NICU, you may feel startled. An A, B, or D may look like a sudden change in your baby's skin tone or alertness. The monitor may alarm. While this may feel stressful, try to stay calm. The nurse will come over, check your baby and make sure your baby's heart and breathing return to their normal rate. A's, B's, and D's can happen with premature or sick babies. Typically, they grow out of having these. **We will check to make sure your baby is okay every time!**

Your Baby's Well-Being

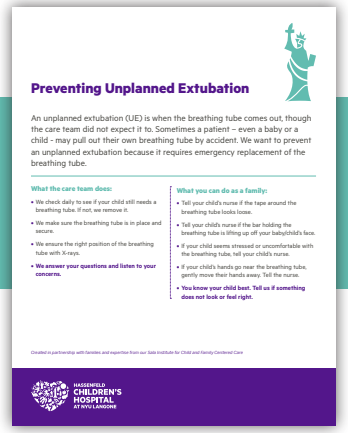
We want to partner with you to protect your baby from germs, harmful light, sounds and smells. It's important to your baby's health and development. Here are some ways we can partner to keep your baby safe:
- Stay home if you are sick (colds, coughs, fever, diarrhea, rash). Make sure your visitors (family and friends) do the same.
- Wash hands often. Wash your hands before touching your baby. Staff promises to do the same. Make sure visitors wash hands, too.
- Text as much as you wish. Please keep your phone on vibrate and save phone conversations for outside the NICU when possible.
- Clean your phone with the purple top wipes. Cell phones carry germs, which can make your baby sick. Always wash your hands after touching your phone.
- Avoid perfumes, strong scents or smoking before coming to the NICU.
- Drink water at your baby's bedside, but please enjoy your meals and snacks before entering the NICU (or in the family lounge or kitchen).

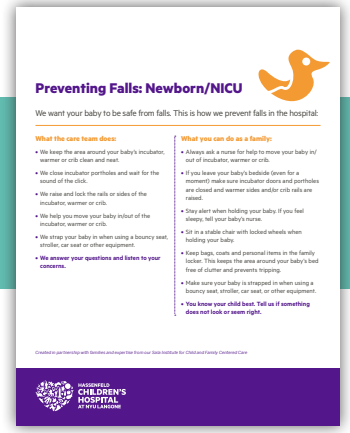
Family Safety Cards

Family Safety Cards are handouts that explain what the care team does to keep your baby safe and what you can do as a family.

Family Safety Cards include:
- *Preventing Newborn Falls*
- *Preventing Pressure Injuries*
- *Preventing Unplanned Extubation* and others

> Safety in the NICU is so important. I appreciated when newer families were reminded about hand washing. We could see that every single person in the NICU - staff, parents, visitors - played a part in keeping our babies safe and well.
>
> *Lisa, parent of Josie, 5 years old*
> *Sala Family Advisor*





Family Safety Cards
Ask your baby's nurse for more information.

Ask your baby's nurse or other member of the care team which Family Safety Cards would be important for your baby. You can read them on MyChart Bedside or your baby's nurse can print them for you.

Preventing Falls

We always want to keep your baby safe from falls in the NICU. There are also things you can do to keep your baby safe from falls. You can help prevent your baby from falling in the hospital:

- Always ask for help moving 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 (wait for the click sound).
- Make sure the side rails for your baby's crib or warmer are up and locked (wait for the click).
- 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.
- Do not put car seats or bouncers on top of chairs, window sills, warmers, or cribs/cribettes. Put car seats and bouncers on the floor.

Together, we can partner to help prevent falls.

Tracking Your Baby's Medications

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

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

- Check your baby's ID band.
- Tell you the medication name and the dose they are giving.

Please tell us right away if you have a question or concern about your baby's medication or anything about their safe care.

Education about Your Baby 's Condition & Care

Handouts and Videos

We know that information about your baby's medical condition, treatment and coping with a hospital stay can help you:

- support your baby
- partner with the care team
- understand how your baby is doing



The NICU has many handouts and videos about your baby's medical conditions and treatments. If you would like information about specific conditions or treatments, speak to your baby's nurse.

Your nurse can print handouts and video QR codes for you and send you educational handouts and videos through MyChart. In MyChart, handouts and videos may appear in two areas of the app. Each area may hold different, but helpful information. Please check both areas in MyChart:
1. Education
2. Information and Instructions About My Care

The Sala Knowledge Library

The Sala Knowledge Library is a set of short video clips featuring patients and families from Hassenfeld Children's Hospital, who are offering tips and wisdom on coping with a hospital stay or a sick child.

A number of the videos feature NICU families and NICU-related topics. Point your phone camera at the QR code below to find videos about the NICU:

Welcome and Discharge Classes

The NICU offers small group classes for parents to introduce the unit to them (what to expect, ways to partner) and then how to prepare to take your baby home when your baby is ready for discharge. To find out how to sign up, speak to your baby's nurse or the Nurse Discharge Coordinator.

> "Bonding with other NICU parents was so beneficial and made me feel less alone. I felt like we were all in the trenches together and understood one another deeply."
>
> *Nicole, mother of William Henry, age 3.5 years, born at 29 weeks + 5 days*
> *Sala Family Advisor*



Your Baby's Feeding and Nutrition

To grow, heal and thrive, your baby needs good nutrition.

Pumping Breast Milk and Feeding

Let your baby's care team know if you have a breastfeeding goal. Lactation will support you with both pumping and breastfeeding as medically appropriate throughout your baby's NICU stay.

If you are able to breastfeed, we encourage you to do so. Breast milk is designed for your baby. You may need to pump to support your milk supply before your baby is able to breastfeed directly.

- Breast milk has antibodies that protect your baby from illness and nutrients that help your baby grow.
- For the first few days after your baby's birth, a mother's breasts make a thick breast milk called colostrum. It is filled with nutrients and antibodies. Even a few drops of colostrum can be fed to your baby.
- Transitional breast milk comes in 3-5 days after birth for about two weeks. Then full breast milk comes in.
- Some babies are not ready to take breast milk from the breast, but you can pump breast milk for your baby.



Infant Nutrition Associates safely prepare and transport breast milk and formula for newborns in the NICU.

All breastfeeding mothers in the NICU can receive one standard tray per meal by request. Please speak to your baby's nurse or the NICU social worker if you have any questions.

- If you need help with breast pumping or breastfeeding, talk to your baby's nurse, feeding therapist or lactation consultant.

- To build up your supply these things can help:
  - Get rest. Nap during the day to catch up on sleep. Pump closer together during the day, so you can sleep for four hours in a row at night.
  - Pump 8-12 times per day for a healthy milk supply.
  - The lactation team can help make a pumping plan just for you that supports more sleep.
  - Your body needs extra nutrients when making milk for your baby (lactation), so drink fluids (hydration) and don't skip meals.
  - If you can, take some time to do something that relaxes you or that you enjoy (see pages 37-39 for ideas).

Lactation Support

As you start pumping breast milk, your milk supply will increase. When your baby is ready to eat by mouth, you may be able to breastfeed.

Your baby's nurses can help you pump while in the NICU and increase your breastmilk supply. Please ask your baby's nurse to set up a breast pump at your baby's bedside or use one of our NICU pumping rooms.

Your baby's NICU team and the NYU Langone lactation consultants are here to give you the support you need to reach your breast pumping and breastfeeding goals.

Breast Milk Safety

We prepare your baby's milk based on their nutritional needs and the care team's recommendations. If needed, trained staff (Infant Nutrition Associates) add extra nutrition (fortifiers) to your baby's milk.

Just as we do safety checks to make sure your baby gets the right medicine, we also do checks to make sure your baby gets the right breast milk. Safety checks may take a few minutes.

Here is how we can partner together for breast milk safety:

1. Use the breast milk pump the nurse gives you for your baby's hospital stay. After using, wipe down with a purple top wipe (wear gloves).
2. Use bottles the nurse gives you for your breast milk. Please don't put your breast milk in bags.
3. Ask your baby's nurse how many filled bottles we can store at the hospital. Please keep the rest at home until we ask you to bring in more bottles.
4. After you pump, write the date, time, and amount of breast milk on the label for each bottle (use mLs). Stick labels to the bottles and store in the fridge, cooler, or freezer.

> "Having another young child at home was very hard. It felt like I had to choose between which kid I was dedicating myself to. The NICU psychologist, child life specialist and social worker all helped me bridge the NICU to home with FaceTime, arts and crafts, and special books for my son about his baby sister."
>
> *Lwam, mother of Sloane, age 4, born at 25 weeks*
> *Sala Family Advisor*

5. When it's time to bring in more breast milk, please try to take it to the unit before breast milk prep times.
6. If you see breast milk in the warmer, please leave it there. Your baby's nurse still needs to check and scan the label.
7. Ask your baby's nurse if they scanned your breast milk right before your baby starts a feed.
8. Ask your baby's nurse about cleaning, sterilizing, and storing your pump parts safely.

Ask your baby's nurse about how to clean and get rid of germs (sterilize) on your pumping equipment and parts.

Donor Breast Milk

Donor breast milk is human breast milk that a parent donates when her body makes extra that she does not need. At Hassenfeld Children's Hospital, we make sure the donor milk is cleaned (pasteurized) and screened (tested for infections) so that you know it's safe for your baby.

We recommend donor breast milk when a parent's milk is not available or in low supply. There are many reasons a parent is not making milk, including certain medications.

If your baby is premature, sick or loses weight after birth, your baby's doctor might recommend donor breast milk.

Benefits of Donor Breast Milk
Breast milk contains nutrients that are important for your baby's health. Breast milk, including donor breast milk, supports your baby's growth, helps fight infection and is easy for your baby to digest.



Nicole, doing kangaroo care with William Henry, born at 29 weeks + 5 days
Sala Family Advisor

> My breast milk took time to come in and I never felt I made enough for my son. It really upset me. The lactation consultant was a great help and gave me some tips and tricks.
>
> *Nicole, mother of William Henry, age 3.5 years, born at 29 weeks + 5 days*
> *Sala Family Advisor*

Donor Breast Milk Safety
Hassenfeld Children's Hospital uses donated milk from a certified human milk bank. The milk bank makes sure the milk is safe in the following ways:

- **The milk bank screens all milk donors.**
  Donor milk is a human product. Donors must be healthy non-smokers with no history of drug or alcohol abuse. Their blood tests must be free of certain diseases. Donors must follow detailed instructions for the safe handling of their milk. Donors share their milk to help babies and families. They do not receive money for their milk.

- **The milk bank pasteurizes and tests all donated milk.**
  Pasteurizing is a heating process that gets rid of bacteria or viruses that may be in the milk. The heating process keeps in many of the milk's nutrients and immune factors (cells that protect babies from disease). After pasteurizing the milk, the milk bank tests the donated milk to make sure that it's safe to feed to your baby.

Length of Time
Some babies get donor breast milk for only a week or so, while others need it for a longer time. Talk to your baby's care team about how long your baby would benefit from donor breast milk.

Other Information about Donor Breast Milk
If you have any questions about the donor breast milk your baby receives, please contact the New York Milk Bank directly at (212) 956-MILK (6455). Their website is www.nymilkbank.org

To learn more about donor breast milk, visit the Human Milk Banking Association of North America website at www.hmbana.org

If you have extra breast milk, please think about donating some of it. You can learn about donating milk through the phone number and websites above.

> My partner and I did not experience things the same way, so being mindful of that difference and respectful of each other's coping styles was really helpful. After all, we were in it together.
>
> *David, father of Laila , age 3*
> *Sala Family Advisor*

Breastfeeding Your Baby
If you want to breastfeed your baby in the future, let your baby's care team know. Your baby's nurse will connect you with a lactation consultant - a health professional who can help you build your milk supply, breastfeed or pump your own milk.

If you have questions about feeding your baby or any other aspect of your baby's care, please speak with your baby's nurse, lactation consultant, or feeding therapist.

Formula

- If you're not breastfeeding, you can feed your baby formula or donor breast milk.
- Sometimes a baby might take both (combination) breast milk and formula.
- There are many different kinds of formula. Your baby's nurse and the NICU dietician will find the right formula for your baby.

NICU Feeding Team

The NICU feeding team includes:
- speech language pathologists
- occupational therapists

They will partner with you when it is time for your baby to feed by mouth. They will:
- make sure your baby is comfortable and safe during feeding.
- support your baby with sucking and swallowing skills.
- suggest feeding strategies, positions or equipment.

The therapists on the feeding team partner with you as well as with the NICU doctors, nurses, registered dietitian nutritionists, and lactation consultants to help your baby get the nutrition they need to grow and go home.

Your Baby's Comfort and Care

It is important that your baby feels comfortable throughout their hospital stay. The NICU care team will partner with you to support your baby's comfort.

The Developmental Care Team

Physical and occupational therapists, doctors, nurses, and the child life specialist partner with you to support your baby. They are the members of the developmental care team. The Developmental Care team:
- offers activities and ways of holding/handling so that your baby has support reaching developmental milestones (eye contact, gripping your hand, etc.).
- gives you activities to do during routine care and play.
- rounds in the NICU (developmental care rounds) to talk about ways to support your baby's position when they rest and sleep or when the nurse puts your baby on your chest.
- refers parents to community resources for continued support at home.

Kangaroo Care

Kangaroo Care (also called Skin-to-Skin) is skin against skin contact between a newborn and their parent or family caregiver. During Kangaroo Care, your infant lays on your bare chest with a thin blanket over their back.



Kangaroo Care

Kangaroo Care is different from holding your baby. While holding is also comforting for your baby and you, there is clothing or a blanket between you. With Kangaroo Care, your bare skin is against your baby's bare skin.

The Benefits of Kangaroo Care

Kangaroo Care has many important benefits. It:

- supports vital bonding between newborns and their parents/ family caregivers
- helps babies keep their temperature, heart rate and blood pressure stable
- supports brain growth
- helps babies sleep better and gain weight
- increases breast milk supply in breastfeeding mothers
- decreases post-partum depression in mothers

Your Baby's Readiness

- Each baby is ready for Kangaroo Care at their own pace and timing. The care team will partner with you to make this decision based on your baby's medical condition and the equipment your baby is using.
- On Rounds each day, the care team will talk about your baby's readiness for Kangaroo Care. When the care team says your baby is ready, it is time to prepare* for Kangaroo Care.
- Sometimes your baby's readiness for Kangaroo Care may change from day to day; one day they are able to have it, the next day they may need a rest.

* Some parents may decline Kangaroo Care due to concerns about privacy. We are happy to put up several privacy screens to support your Kangaroo Care experience. Please speak with your baby's nurse if you have concerns about privacy.

> "Kangaroo Care felt essential. It helped me bond with my baby and gave me a sense of purpose, something I could do to help her. I encourage new NICU parents to do it if they are able to, and not be shy about asking."
>
> *Lisa, mother of Josie, age 5*

> "Any physical contact with my daughter was powerful. She had a breathing tube for three months, and I could not do Kangaroo Care for a long time. Holding her feet was something we did a lot of and still do to this day."
>
> *Lwam, mother of Sloane, age 4, born at 25 weeks*
> *Sala Family Advisor*

Timing of Kangaroo Care

When the care team says your baby is ready for their first Kangaroo Care experience, you can partner with your baby's nurse to schedule a good time for your baby and you.

Best times are often before or after a feeding. It is also best when you are able to stay at your baby's bedside for at least an hour.

Length of Time (Duration)

Kangaroo Care should last between one and three hours. If your baby does well with Kangaroo Care, they can do it several times a day.

Waiting to Kangaroo Care

It can be frustrating seeing other babies doing Kangaroo Care when your baby is not yet ready. There are a number of reasons your baby may not be ready. Sometimes it is due to the equipment your baby is using. The NICU care team welcomes your questions about your baby's readiness.

Other Ways to Bond

If your baby is not ready for Kangaroo Care, there are many other things you can do to connect with your baby. This includes:

- Hand holds (place your hands in a cupping shape around your baby's feet and legs)
- Softly reading/singing to your baby
- Recording your voice to play for your baby
- Bonding Hearts scent exchange

Ask your baby's nurse, rehab therapists, child life specialist, social worker, music therapist, or psychologist for more ideas about other ways to bond with your baby.

> Kangaroo Care was a great way to bond with my daughter. At one point, the care team also supported me to play guitar for her, which was so special.
>
> *David, father of Laila , age 3*

Preparing for Kangaroo Care

1. Make sure you have at least one and up to three hours to sit at bedside while you Kangaroo your baby.
2. Use the restroom before you start, so that you don't need to interrupt Kangaroo Care.
3. Wear a loose-fitting or button down top that you can take off or unbutton with ease. A care team member can also give you a patient gown to wear.
4. Avoid smoking or using any scented perfumes or lotions the morning of Kangaroo Care.
5. Our child life specialist or another member of the care team can offer more details and answer any questions you may have.

Safety and Comfort During Kangaroo Care

You and your baby's nurse and the entire care team wants to make sure that your baby is safe and comfortable during Kangaroo Care. One way we do this is by monitoring your baby's heart and breathing rate (vital signs). Vital signs tell us how your baby is responding to Kangaroo Care.

You may notice your baby moving around a lot during Kangaroo Care. If it takes more than 15 minutes for your baby to settle in, let your baby's nurse know. Your baby may need help getting into a different position. The NICU child life specialist can give you a mirror so you can see your baby's face and know if they are settled in for Kangaroo Care.

At any time (including during Kangaroo Care), babies may have a change in their heart or breathing rates (apnea or bradycardia). This may look like a sudden change in your baby's skin tone or alertness. The monitor may alarm. While this might feel stressful, try to stay calm. The nurse will come over, check your baby and make sure your baby's heart and breathing return to their normal rate.

Supporting your baby to stabilize their vital signs might include changing your baby's position or moving equipment while you are doing Kangaroo Care. It could also mean returning your baby to their incubator and doing Kangaroo Care another time. You and your baby's nurse will talk about and decide what is best.

If you do need to stop Kangaroo Care at this time, remember it is no one's fault. It is not your fault or your baby's fault. This can happen sometimes and we will support you to do Kangaroo Care another time.

We know you are eager to do Kangaroo Care with your baby.

We are here to ensure that you are able to do Kangaroo Care safely.

Other Types of Newborn Care

There are many ways you can take care of your baby in the NICU. It's wonderful for you and for your baby and the skills will help you when you bring your baby home. Here are some important ways to care for your baby:

- Changing your baby's diaper
- Bottle feeding
- Burping your baby
- Giving your baby a sponge bath or wipe down
- Swaddling
- Dressing your baby
- Taking your baby's temperature
- Supporting your baby with touch or pacifier during blood pressure checks
- Using a bulb syringe
- G-Tube feeding/care (if needed)
- Ask your baby's nurse or child life about the Bonding Hearts Scent Exchange

If you want your baby to have a circumcision before going home, talk to the care team early in and throughout the NICU stay.

> With Kangaroo Care, there's a feeling of warmth all over, a natural high. It was beautiful and healing. Sometimes we'd sit quietly. Other times I'd read or sing to Miles. It got me through the months in the NICU."
>
> *Kiki, mother of Miles, age 6, born at 24 weeks + 6 days*
> *Sala Family Advisor*

Supporting Your Baby during Painful Procedures

There are some procedures, such as putting in an IV and doing an eye test that may cause pain and discomfort. We want your baby to be as comfortable as possible with as little medication as is needed.

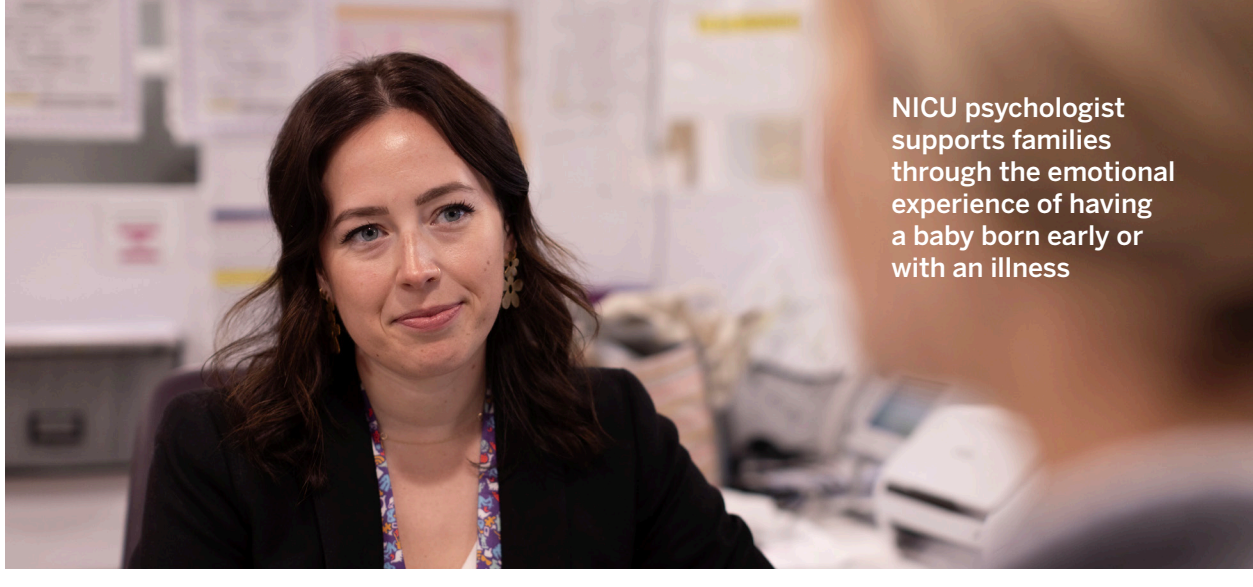
We can do this together with you. If you are not able to be in the NICU or if you find being present during a procedure too stressful, we will make sure your baby is comfortable during any procedure. Here are some of the ways the care team can partner with you to lessen pain and discomfort.

- Holding your baby in certain positions
- Giving your baby breast milk or Sweeties (from the care team)
- Giving your baby a pacifier which can calm them
- Music therapy (depending on baby's age and medical condition) or other soothing stimulation

We welcome you to hold, talk to, read to, Kangaroo Care or offer Sweeties to your baby during procedures that may cause pain and discomfort. The child life specialist can support you and your baby with other ways to soothe and comfort your baby.



> "I had twins in the NICU and learned not to compare them! Each of my babies had a different course and came home weeks apart. It is common."
>
> *Caroline, mother of twins Artie and Lilly, age 3.5 years, born at 26 weeks, and Teddy, age 7 months, born at 34 weeks*



NICU psychologist supports families through the emotional experience of having a baby born early or with an illness

Supporting You

Resources for Parents and Family Caregivers

Emotions in the NICU

Being a parent or family caregiver in the NICU can be an emotional experience. It is normal to feel a wide range of emotions during this time. Many parents and family caregivers feel anxious, sad and might have feelings of guilt about their baby's health.

It's important to remember that these emotions are common and that you are not alone. It can be very helpful to talk to a member of the care team about feelings of sadness, guilt, or other difficult feelings.

Support for You

There are various ways to cope with the feelings that may come with a NICU stay, and many options for support.

Our NICU has a team of professionals, including:

- NICU social workers
- NICU psychologist
- Child life specialist
- Chaplain



The NICU Support professionals are here to help you get through this challenging time. They can provide emotional support, help you understand medical information, and offer guidance on coping strategies.

Ask your **NICU social worker** about our **NICU parent group** where you can connect with other parents who are going through similar experiences and may have similar feelings. This group can be a valuable source of comfort and understanding as you talk to others who truly understand what you are going through.

The **NICU psychologist** offers both in person and remote sessions to support parents around feelings of sadness, worry or other aspects of coping with the NICU and the experience of having a baby who needs extra care.

The **NICU child life specialist** is available to help your baby and other children at home adjust to the new baby's birth and offer age-appropriate activities to promote development and well-being. Child life can also offer you ways to create memories, keepsakes and to celebrate milestones.

There is also a chaplain that supports families throughout Hassenfeld Children's Hospital. The **chaplain** offers spiritual support and ways to find meaning and connection during your baby's hospital stay.

We hope you will ask for help if you need it and lean on the supports available to you. Our team is here for you.

Other Supports

Our Preemie Parent NICU Orientation/Welcome Group is a place to learn about the NICU and meet other new parents. Speak with the child life specialist for more information.

Quiet Spaces in the NICU

There are a number of spaces in the NICU for you to rest, get a bite to eat, have a view of the water, or pump breast milk, including:

- Family Lounge between 9East and 9West
- Pantry/kitchenette between 9East and 9West
- Pumping Room on 9East
- Waiting area by the 9th floor elevators with views of the East River

The Sala Knowledge Library

The Sala Knowledge Library includes 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. A number of videos feature NICU parents offering ways they coped during a NICU stay.

To visit The Sala Knowledge Library, point your phone camera at the QR code:

HCH-7 (7th floor of Kimmel Pavilion)

- Take a walk around the beautiful, unique and child-friendly floor.
- Step outside on the outdoor deck with views of the city.
- Use laundry or computers for families.

> My husband and I would walk to a different place to eat lunch each day. It was vital for us to have time outside the hospital to talk, including about other things than the NICU - like our older son and plans we looked forward to.
>
> *Joanna, mother of Emre, age 5.5 years*
> *Sala Family Advisor*

Reflection Spaces
Take a moment of self-care by visiting:
- the Meditation Room in the Tisch Lobby
- changing art exhibits in the Smilow Lobby at the Main Medical Center

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

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:
- Tisch Cafe: Tisch Hospital, 1st Floor
- Kimmel Café: 7th Floor of Kimmel Pavilion
- Kimmel Coffee Shop: Kimmel Pavilion Lobby

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.

Resources to Get More Information
You may have questions about some of the common medical conditions, procedures or equipment that you and your baby encounter in the NICU. You are welcome to ask a care team member your questions at any time. Your baby's nurse can print handouts or share handouts and videos on a range of topics to your baby's MyChart.

While not affiliated with Hassenfeld Children's Hospital, these websites offer information about what you may see and hear in the NICU:
- March of Dimes; marchofdimes.org; information on the NICU, prematurity, and newborns.
- NICU Connections; nicuconnections.com
- Nemours Kids Health; kidshealth.org
- Centers for Disease Control and Prevention; CDC.org
- American Academy of Pediatrics; AAP.org

> "I encourage all families to get support from the NICU psychologist, but especially single parents."
>
> *Kiki, mother of Miles, age 6, born at 24 weeks + 6 days*
> *Sala Family Advisor*

> "Going home was one of the best days of my life. I felt such joy beyond words and gratitude. We felt so prepared and ready."
>
> *Lisa, mom of Josie, age 5*
> *Sala Family Advisor*

Taking Your Baby Home

Preparing for Discharge

Throughout your baby's NICU stay, the care team wants you to learn about caring for your baby. Then, when it's time for your newborn to come home, you will feel confident and ready (even if you feel nervous too!).

When the care team starts talking to you about discharge being a few weeks away, ask them for the *Family Discharge Readiness Guide*, which will explain the important steps you and the care team will do to prepare for a safe and comfortable discharge from the NICU.

As you prepare to take your baby home, it's natural to have many questions. Our NICU care team wants to make sure your baby is ready to leave the hospital and that you feel confident taking your baby home.

Knowing Your Baby is Ready
Every baby is unique. Readiness for discharge is specific to each baby, To be ready for discharge, most infants need to be:
- At least 1800g
- 35 weeks corrected age (corrected age = number of weeks since birth + birth gestational age)
- Breathing without support
- Taking the full amount of feeds by mouth and weight gain or stability over a period of a few days
- No big changes in breathing, heart or oxygen rates (apneas, bradys, and desats)
- Maintaining normal temperature
- Cleared regarding specific medical issues that affect discharge

Ask your baby's nurse about our *Taking Your Baby Home* and CPR classes (both in person and virtual). We recommend our CPR class for parents of babies born before 32 weeks.

> Leaving the NICU at the end of my son's hospital stay felt emotional. When we were home, we sometimes missed all the support from the NICU staff.
>
> *Joanna, mother of Emre, age 5.5 years*
> *Sala Family Advisor*

Finding a Pediatrician

Finding a pediatrician for your baby is an important step as you prepare to leave the NICU. A pediatrician is a doctor who specializes in caring for children. They will be important to your child and family in your baby's ongoing healthcare and development.

When choosing a pediatrician, find someone you trust and feel comfortable with. Start by asking for recommendations from your NICU care team or other parents who had a baby in the NICU.

If you can, it's a good idea to schedule a phone call or Zoom meeting with pediatricians you are considering for your baby. You can ask questions and discuss your baby's unique needs. Things to think about when you select the right doctor for your baby is their experience level with babies that stayed in a NICU, location, office hours, and communication style.

Finding the right pediatrician is an important decision. Choose someone who will provide the best care for your baby.

Getting a Car Seat

When your baby is almost ready to go home, it's important to get a car seat to ensure their safety during the journey home. A car seat protects your baby in case of a car accident or sudden stops. It also is a secure and comfortable seat for your baby when traveling.

To choose the right car seat, scan the QR code to visit the U.S. Department of Transportation online for recommendations.

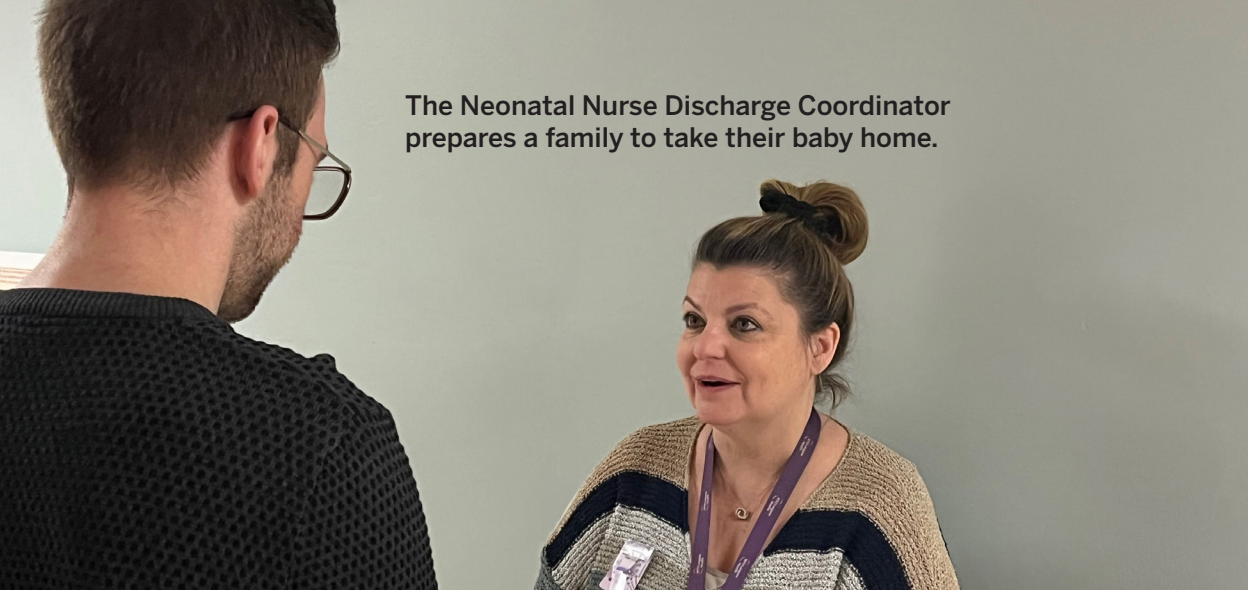
The NICU care team can't recommend car seats, but when you get one:

1. Make sure the car seat is NOT expired or recalled.
2. Make sure the car seat is clean.
3. Practice installing the car seat with the paper manual or on-line video. Police and fire departments may be able to help you install your car seat. Go to: https://trafficsafety.ny.gov/child-safety-seat-inspection-stations
4. Practice using the straps. You may need to raise or lower the straps for your baby.
5. Ask the NICU Discharge Coordinator for information about Zoom car seat safety classes.

Don't wait until discharge day to discuss car seat safety. If you are unsure about your car seat, please ask your nurse to call a Child Passenger Safety Technician.



Parents prepare to take their baby home from the NICU.



The Neonatal Nurse Discharge Coordinator prepares a family to take their baby home.

If your baby is a specific size, age, weight, or has one of a number of medical conditions, the care team might require your baby to have a *Car Seat Safety Test*. The care team will put your baby in your car seat for a short time and check their breathing and heart rate.

Discharge before Noon

Discharge day from the NICU is a big milestone for you and your baby. Our goal is to ensure a smooth transition as you prepare to leave the NICU. In most cases, we try to discharge your baby before noon. This lets you have a lot of time to settle into your new routine at home. Discharge times may vary depending on your baby's needs and medical condition.

Our care team will make sure you have all the needed instructions, medications, and follow-up appointments to ensure a successful transition home. We are here to support you as you go home with your baby.

NICU Follow up Clinic

Babies born early or with complex medical conditions almost always need special care in the NICU. At home, they may continue to need extra support. Your baby's care team may recommend that your baby get follow up care at the Neonatal Comprehensive Care Program (NCCP). This is an evaluation and early intervention program for some graduates of the NICU. At the NCCP, your baby can get any needed tracking and support to meet their milestones.

Your baby's care team may recommend that your baby see the registered dietitian nutritionist at the NICU Follow Up Clinic soon after discharge.

A registered dietitian nutritionist will partner with you to make sure your baby is on track with growth and feeding. They can also refer you if needed to specialty doctors in an outpatient setting at Fink Children's Ambulatory Care Center.

We are Here for Your Family

We hope that this NICU Welcome book provides you with valuable information and support during your time in the NICU.

While we know this can be a challenging and emotional time, please don't hesitate to ask questions and seek support from our care team members and fellow NICU parents who understand what you're going through.

Remember, you are not alone. There is a whole team to care for your baby and support you every step of the way, and there are other families you may connect with you during your NICU stay.

Billing and Finances

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

- **What is important to do right after your baby is born?**
  - Call your health insurance company and add your baby to your health plan. Tell them your baby is in the NICU.
  - Also call or email the birth registry to inform them of your baby's birth: 212-263-5894 or birth.registry@nyulangone.org.
- **What if the hospital does not participate with your insurance plan?**
  If the hospital stay is not on your insurance plan, contact your insurance company to find out about other options.
- **Does your 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 you cannot afford the medical services your baby needs or receives?**
  If your baby is in the hospital for more than 30 days and you live in one of the five NYC boroughs, the social worker will help you apply for Medicaid, which your baby will be eligible for. 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. 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.

After your baby's hospital visit or stay

- **Will the hospital bill the insurance company for your baby'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 you 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 baby's doctors.
- **How long does the billing process take? When will you 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 your baby goes 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 your baby is still in the hospital, call 212-263-5003.



Contact Us

Main hospital number: 1-212-263-7300

Helpful Contacts

- **Questions or concerns about your baby's hospital stay?** 1-212-263-6906
  Contact the Patient Relations Department.

- **Questions about breast pumping or breastfeeding?** 1-212-263-2229
  Call the Breastfeeding Warmline.

- **Need copies of your baby's tests?** 1-212-263-5497
  Contact the Health Information Management Department.

- **Need copies of your baby's medical records?** 1-212-263-5490
  Contact the Health Information Management Department.

- **Questions about your hospital bill?** 1-800-237-6977
  Contact the Patient Account Access System. (Monday through Friday, 8:00 a.m. to 7:00 p.m.)

- **Questions about your physician bill?** 1-877-648-2964
  Contact the NYU Langone Faculty Practice Billing Office.

- **Need a referral for a Hassenfeld Children's Hospital physician?** 1-888-7 NYUMED (1-888-769-8633)
  Contact NYU Langone Referral Services. (Monday through Friday, 8:30 a.m. to 9:00 p.m.), or visit our website at nyulangone.org.

If you have questions about your baby's medical condition, call your baby's doctor. If your child is experiencing a medical emergency at home, 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.

Ways to Get Involved

Sala Family and Youth Advisors
In addition to the many ways we partner with you 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 NICU Welcome Book for you.

Learn more about being a Sala Family Advisor

- Email liza.cooper@nyulangone.org for information about our Sala Family Advisor program.
- Email liza.cooper@nyulangone.org for information about our Sala Youth Advisor program.

Notes

Notes

Thank you for choosing Hassenfeld Children's Hospital at NYU Langone, and for partnering with us in your baby'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

HASSENFELD
CHILDREN'S
HOSPITAL
AT NYU LANGONE

9th Floor of Tisch Hospital
212-263-5790