

# WELCOME

to Children's Minnesota Minneapolis campus

Bienvenidos

Tanyan yahipi

BINDIGAW

مرحباً به

Zoo siab txais tos

Soo dhawoow

Children's<sup>®</sup>  
MINNESOTA

[childrensMN.org](http://childrensMN.org)



# WELCOME TO CHILDREN'S MINNESOTA

## Interpreter services

Children's Minnesota offers interpreter services for all languages to assist patients and their families. To provide the best possible care for all our patients, in-person and phone interpreters are available 24 hours a day, seven days a week and are free of charge. Please let your nurse know if you need an interpreter.

## Deaf or hard of hearing

If you are deaf or hard of hearing, please let us know. We provide many free services, including sign language interpreters, video interpreters, note takers, written materials and other services. We also provide these free services to parents and guardians of our patients. Ask us for help or contact the Deaf and Hard of Hearing Communication Coordinator at **612-813-5826** (voice/TTY).

## Spanish

Children's Minnesota ofrece servicios de interpretación en todos los idiomas a sus pacientes y sus familias. Para proporcionarles la mejor atención posible, nuestros intérpretes están disponibles, por teléfono y en persona, las 24 horas del día, los siete días de la semana y sin costo alguno. Hágale saber a su enfermera(o) si usted necesita intérprete. Para recibir ayuda inmediata, marque a nuestra línea directa de intérpretes de español al **612-813-7500**.

## Somali

Isbitaalku wuxuu idiin diyaariyay turjubaano luuqad kasta ah.oo caawinaya bukaanada iyo qoysaskooda. Si aan u siino daryeelka ugu fiican dhamaan bukaanadayada, waxaa idiin diyaar ah turjubaano bilaash ah, 24 saac maalintii, todobada maalmood, haddii uu joogo qofku ama taleefan lagula hadlayo. Fadlan u sheeg kalkaaliyaasha haddii aad u baahantahay turjubaan. Wac laynka taleefanka qoysaska Somaalida oo ah **612-813-2020**, si aad u heshid mucaawino deg deg ah.

## Hmong

Tsev Kho Mob Me Nyuam Yaus muaj neeg txhais lus rau tag nrho txhua yam lus pab rau cov neeg mob thiab lawv cov tsev neeg. Muab qhov kev pab tu kho kom zoo tshaj plaws rau cov neeg mob, neeg txhais lus sib fim ntsej muag thiab hauv xov tooj muaj nyob rau 24 teev ib hnuv xya hnuv ib lub lim tiam thiab tsis tsub nqi li. Thov hais qhia rau koj tus neeg tu mob paub yog koj xav tau ib tug neeg txhais lus.

**Welcome to Children's Minnesota.** Here, children and their families come first. All of our services and programs are designed to address children's medical, physical and emotional needs.

This booklet will help you and your child prepare for your visit and find your way around Children's Minnesota Minneapolis campus. Knowing what to expect, whom you'll meet, and where to find things can reduce the anxiety that sometimes accompanies a hospital stay.

**For additional information about your visit,** dial "0" from any hospital phone, call our staff at the Great Clips Family Resource Center at 612-813-6816, or visit us online at **childrensMN.org**.

### **Masks required**

Masks are still required in health care facilities. Everyone must wear a mask and be screened for symptoms of illness. This includes patients, parents, guardians, staff and contractors.

### **Do you have your ID badge?**

You will need to receive a new visitor badge each day you visit. Please be prepared to bring a photo ID (driver's license, state ID, etc.). If you do not have a badge, please go to the Welcome Center where staff will create one for you.

Please wear your badge above your waist where it is visible. Thank you for your help to keep patients safe.

### **Visitor code**

All inpatient families at Children's Minnesota are asked to create a visitor code that lets us know who is permitted to visit your child. For more details, see page 8.

## TABLE OF CONTENTS

### While you are here..... 5

- Parking
- Visitor codes and guidelines
- Health guidelines

### How we care for you..... 11

- Care conferences
- Keeping your child safe
- Children’s Comfort Promise
- Access to medical records

### Resources..... 19

- Family resource centers
- Family services and amenities
- Entertainment
- How to address concerns

# WHILE YOU ARE HERE

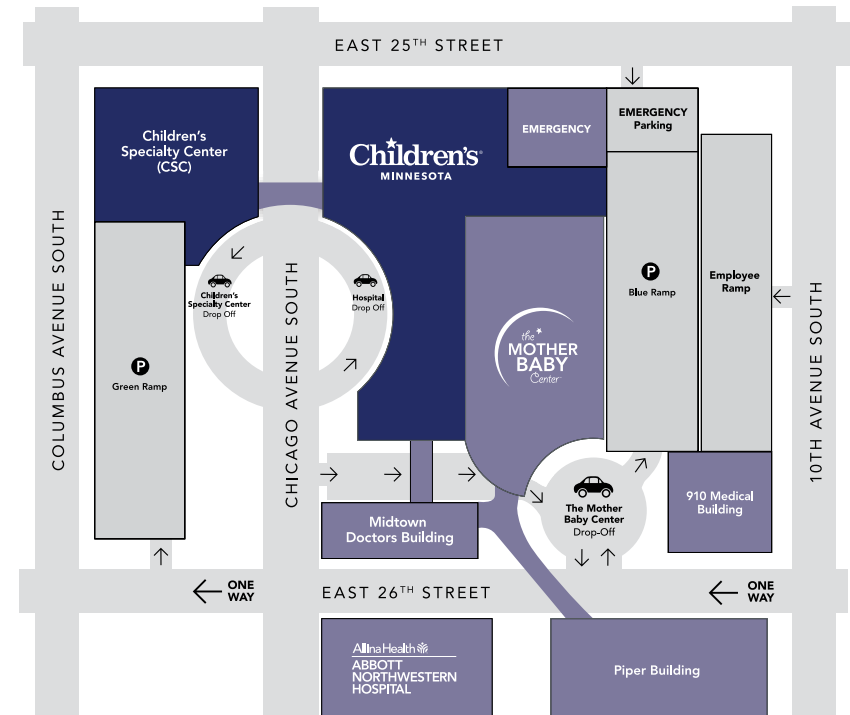


WHILE YOU ARE HERE

## Parking

The entrance to the Children's Specialty Center (CSC) parking ramp (**Green Ramp**) is off E. 26th Street, west of Chicago Avenue. To get to the CSC, take the ramp elevators to the second floor and go right through the double doors to the CSC elevators (across from the Geek Squad). To access the hospital, proceed through the skyway across Chicago Avenue.

The entrance to the **Blue Ramp** is off 26th Street just past 10th Avenue. The skyway to Children's Minnesota is accessible on Level D (north elevators). To access The Mother Baby Center, go to level A (south elevators). Detailed maps and locations of parking ramps are available at the Welcome Center or from the unit operations coordinator.



Prices are posted at the ramp entrance. If the attendant is not present when exiting the ramp, ramp rates apply. The auto-cashier can accept bills up to \$20 and provides change in dollar coins. Credit cards are also accepted.

If you will be visiting for several days, you may wish to purchase discount parking coupons from the hospital cashier: \$40 for 10 ramp exits or \$20 for five ramp exits. For long-term visitors, a two-week pass is also available from the cashier for \$30. (If your car remains in the ramp for 72 hours or more, the maximum charge is \$27.)

## Cashier

**9 a.m. – 2 p.m., Monday–Friday**

The cashier is located on the 2nd floor of the hospital. Discount parking is available from the cashier for patients and families who are frequent visitors.

## Security

Children's Minnesota promotes a safe and welcoming environment for our patients and families. Security is available to escort you between the hospital and parking facilities 24 hours a day. To request a security escort, call **612-813-5416**.

## Food options

Here is a list of the Children's Minnesota food services that are open. Please go to [childrensMN.org](http://childrensMN.org) or ask your care team about the most current services, as things may change due to the COVID-19 pandemic.

### Starz Café

Starz Café is open. Seating is very limited but you can buy food to take with you. Options include a hot food station (including soup and pizza), packaged salads and sandwiches to go, coffee and more.

**Hours:** 6:30 a.m. – 7 p.m. daily

Hot breakfast: 6:30 – 9:30 a.m.

Hot lunch: 11 a.m. – 1:45 p.m.

Hot dinner: 5 – 6:30 p.m.

Closed: 10 – 11 a.m. and 2 – 3 p.m. daily

Grab-and-Go items are available during all other times.

### Vending machines are located:

Hospital, Floor 1 (in the hall between the chapel and emergency department)

Hospital, Lower level (near hospital elevators)

Tower, Floor 2 (near Special Care Nursery, outside The Mother Baby Center)

## Visitors

Parents and legal guardians are welcome to visit at all times. All other family and visitors should visit between the hours of 9 a.m. and 9 p.m. Please ask the Welcome Center staff for current visiting hours and guidelines as they can change. To help create a safe and welcoming environment at Children's Minnesota, all adults (16 and older) must wear a photo ID badge while in the hospital. Visitor ID badges are issued only if the visitor is able to provide the patient's visitor code. The badges expire at the end of each day. Please stop at the Welcome Center to receive a badge for each day you will be visiting. All visiting children under the age of 16 are the responsibility of an adult member of the family and must be accompanied by an adult at all times, including in the playrooms.

Children's Minnesota will not deny visitation privileges based on race, religion, ethnicity, language, culture, size, gender, sexual orientation, gender identity or expression, socioeconomic status, physical or mental ability or disability.

## Visitor code

At Children's Minnesota, your health, safety and protection are important to us. All inpatient families at Children's Minnesota are asked to create a visitor code that lets us know who is permitted to visit your child.

Once you have established the code, it is up to you to share it with family and friends who visit. Everyone will be asked to provide the code when they check in at the Welcome Center to obtain a photo ID badge. Only those who know the code will be allowed to enter the patient care area.

To set up a visitor code, a legal guardian should fill out the visitor code form at the Patient Registration office. You may also ask your child's nurse for the form. Completed forms can be returned to the front desk of your patient care unit, or faxed to Patient Registration at **612-813-6531**.



## Health guidelines

When visiting Children's Minnesota, all guests are screened for illness at the Welcome Center. Everyone is expected to wash their hands or use the alcohol hand sanitizer when visiting patients. See page 13 for more information about how to prevent the spread of germs.

All visitors must follow these preventative guidelines for the health and safety of all patients. If you have questions, please talk with your child's nurse or stop by the nurses' station before visiting.

- Parents or visitors who have symptoms of a contagious illness such as fever, cough, diarrhea or vomiting, or have been diagnosed with a contagious illness should not visit patients.
- Parents and visitors may be required to wear a mask while in the hospital.
- Anyone who has had a known exposure to an infectious disease (such as COVID-19, chickenpox, influenza, whooping cough, etc.) should talk with your nurse or doctor before visiting. A consult with the infection prevention team may be needed prior to visiting.
- If you have received the chicken pox vaccine in the last three weeks, please inform your child's nurse or doctor.

## Confidentiality

Children's Minnesota staff are trained to respect the confidentiality of all patients by not discussing medical and family issues with other patients and families. We ask that you also respect the privacy of other patients and their families by not discussing their medical care with others.

## Balloons

Only Mylar balloons are allowed at Children's Minnesota. Latex balloons are not allowed because of the potential choking danger if balloons are chewed or swallowed by young children. Some children also have latex allergies.

## Flowers

Flowers may be restricted on some units. Please check with the nurse or unit operations coordinator on your child's unit.





# HOW WE CARE FOR YOU



HOW WE CARE FOR YOU

## Care conferences

A care conference is a collaborative meeting that brings together the patient and/or patient's family, nurses, physicians and other medical and non-medical professionals involved in delivering patient care. Any patient or family can request a care conference at any time. If you'd like to schedule a care conference, contact your social worker. To help make the care conference effective, write down questions and discuss them with the social worker ahead of time. Doing so will ensure that the correct people are in attendance to appropriately answer your questions.

## Rapid Response Team

If at any point you have concerns about your child's condition or care, please talk with your nurse or doctor. We are here to help you. If you are still concerned about your child's condition, call the Rapid Response Team at 4-3535 (room phone) or **952-931-3535**. The Rapid Response Team is a medical emergency team that will arrive in about 15 minutes. The goal at Children's Minnesota is to provide the best possible care for your child. You and your family are our partners.

## Keeping your child safe

To help us keep your child safe while at Children's Minnesota, we need you to:

- Wash your hands and be sure all others do so as well (see page 13).
- Cover your cough; cover your sneeze with your arm/elbow, not with your hand.
- Always keep your child's identification (ID) band on. Always wear your ID badge above your waist where it is visible.
- Follow the safe sleep practices (see pages 14–15).
- Do not turn off alarms on your child's IV or any other piece of equipment.
- Keep the area on both sides of your child's crib or bed open to allow quick access for staff to reach your child, equipment and the computer.

- Anytime you lie on something hard, there is a chance you can develop a pressure sore. If your child will be lying in one spot for a while, remove any scalp braids, beads, hair binders, barrettes or extensions to prevent pressure sores.
- Patients must not leave the unit without first checking with the nurse.
- Ask a staff member if you have questions or concerns. If you don't understand, ask again.

### **Prevent the spread of germs — WASH 'EM PROUD**

Everyone carries germs. To prevent germs from spreading, wash your hands with soap and warm water, or use the alcohol hand sanitizer found in each room:

- Before entering and after exiting a patient's room.
- Before and after touching a patient.
- After you or your child use the bathroom or change a diaper.

Please ask others if they have washed their hands each time they enter the room.

Staff at Children's Minnesota follow standard precautions for all patients. Standard precautions are designed to reduce the spread of germs. Occasionally, some patients require additional precautions, such as gowns, gloves or masks to protect your child or others. Your child's nurse will explain what those precautions entail.

### **Why is an ID band needed?**

All patients must wear an ID band at all times. It contains important information, including your child's name, birth date, sex and medical record number. Even if staff knows your child, they will always double-check the ID band to ensure your child receives the correct medicines, tests and treatments. The armband also alerts staff if your child has an allergy or is at risk for falling.



## What are safe sleep practices?

Safe sleep practices are strongly recommended by the American Academy of Pediatrics (AAP). Follow these practices unless the doctor gives other instructions because of your child's medical condition:

- All children should sleep on a firm mattress covered by a fitted sheet.
- All children who fall asleep outside of their bed should be returned to their bed to sleep. Please do this before you get tired and are ready to go to sleep.
- Keep soft materials, large quilts, toys and other objects out of the bed during naps and at night. Limit to one stuffed animal per IPC recommendation.
- Keep side rails up and latched whenever your child is in bed, unless you are providing care.

### For infants younger than one year:

- Put on their back to sleep. Babies who roll over can be allowed to do so. You do not need to roll them back.
- Keep the head of the crib flat.
- If using a blanket, put baby's feet at the foot of the bed to prevent slipping under it. Cover with a light, crib-size blanket only to the armpits, tucking it in at the bottom and sides.
- If you swaddle your baby with a blanket, wrap it no higher than the armpits. Overheating may decrease the breathing rate.
- A pacifier is okay when settling to sleep. When it falls out after your baby is asleep, leave it out.

### Healthy children, birth to two years of age or less than 35 inches (89 cm):

- Need to sleep in cribs, with side rails up.
- In the hospital, if at risk of falling out of the crib, a bubble top cover may be used.

### **Children with special needs**

Some children need more safety precautions from falls. Depending on your child's age, size and special needs, a bubble top crib or mesh bed may be used in the hospital.

### **Bed sharing**

Children younger than two years old should not sleep with anyone else due to the risk of suffocation. This risk is even higher for children in the hospital. If bed sharing does occur while your child is in the hospital:

- side rails must be up.
- a pulse oximeter will be used to monitor your child's breathing.

### **Why do we need to use side rails?**

Chances of falling out of bed increase when children are sick, taking medicine, or are in an unfamiliar place and in an unknown bed. Securely latched side rails play a key role in keeping your child safe. Ask a staff member to show you how the rails and latch work. Keep side rails up and make sure they are latched. No exceptions!

- If your child needs help to go to the bathroom, use the nurse call button.
- If your child can be out of bed, please watch closely and be close by.

### **What should I do if my child's monitor is beeping?**

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

### **Questions?**

If you have any concerns or questions about your child's care, please ask a staff member. Remember, we are partners in your child's care.

## Patient and family rights

Every child and family has rights and responsibilities. The Minnesota Patients' Bill of Rights is posted throughout the hospital, in elevator banks and the 2nd floor Welcome Center, for your review. You may also ask your nurse or the front desk for a copy of any of these brochures: "Notice of Privacy Practices," "Patient Rights and Responsibilities," and "Patients' Bill of Rights." Family liaisons at Children's Minnesota can help answer any questions you may have. Contact them at **612-813-7393**.

## Children's Minnesota Comfort Promise

We've made a promise to our patients — we call it Children's Minnesota Comfort Promise. It means we will do everything possible to help prevent and treat pain. Evidence supports that if we follow four steps children will have less pain with needle procedures.

1. Numb the skin
2. Sugar water or breastfeeding (for babies 12 months or younger)
3. Comfort positioning
4. Distraction

To learn more about what is possible go to [childrensmn.org/comfortpromise](https://childrensmn.org/comfortpromise).

## Journey to Home

At Children's Minnesota, we realize that knowing what to expect makes your hospital stay less stressful. We are here to help you through each step of the way. "Journey to Home" checklists are available for you to track important information that you need to know before going home. Use this checklist with your health team to track your progress. Ask your nurse if you did not receive one.



## Family medical information forms

Family medical information forms, designed by the Family Advisory Council, are available to help you organize and track your child's medical information as well as communicate information and instructions to your child's care providers. The forms are available online at [childrensmn.org/FamilyMedicalInformationForms](https://childrensmn.org/FamilyMedicalInformationForms). You can complete these forms using your computer or you can print and complete them manually.

## Bring it Bedside

Families are a part of the care team. We encourage you to join Bring it Bedside, a nurse to nurse information sharing that occurs in the patient room at shift change times. Common shift change times include: 7 a.m., 3 p.m., 7 p.m., 11 p.m. Ask your nurse for more information.

## Patient/parent legal guardian access to medical records

- While your child is in the hospital, your health care team should be the first source of information about the care being provided. They can help you understand treatment and medications.
- Children's Minnesota nurses can access a view in the electronic medical record called "Family/Patient Quick View." This is an online summary of information documented in the medical record. The Family/Patient Quick View is a good option to use while the nurse is updating you on your child's daily status.
- If your child is expected to be in the hospital for an extended period of time, you may also request your own access to the electronic medical record by contacting Health Information Management (HIM). HIM can help you navigate the electronic medical record and provide paper or electronic copies of any documents you need. Access to the online medical record is usually set up within an hour and is in place for one year.
- You can get copies of medical record documents by contacting Health Information Management (HIM) at **612-813-6216**.
- While your physician or nurse is reviewing information in the medical record with you, please ask any questions if you don't understand words or terms being used. They will be happy to help you understand the care your child is receiving. Interpreters are available to assist with these discussions.

## MyChildren's

MyChildren's is an online resource offered by Children's Minnesota to give you secure access to parts of your medical record on your computer or phone, including immediate access to lab results, immunizations and more.

To enroll in MyChildren's, ask the front desk staff in your clinic or the Patient Registration staff on an inpatient unit. You can also enroll remotely by calling health information management at **612-813-6216**. Patients under 18 must have their parent/legal guardian request a MyChildren's account. Visit [childrensMN.org/MyChildrens](http://childrensMN.org/MyChildrens) for more information.

# RESOURCES



## Welcome Centers

Welcome Centers are located on the first and second floors. You can also dial “0” from any phone in the hospital to reach and operator at any time. **Welcome Center staff can:**

- Answer questions
- Issue photo ID badges
- Provide directions
- Offer information about family amenities
- Accept and deliver flowers and gifts for patients
- Connect you with hospital resources

## Great Clips Family Resource Center

**2nd floor (across from the Welcome Center), 612-813-6816**

**9 a.m.–3 p.m.**

The Family Resource Center is available for business services, access to information about resources and amenities, snacks and beverages, and much more.

## Financial counseling

You may be eligible for financial assistance if you are uninsured or having problems paying your bill.

Children’s Minnesota offers:

- assistance in identifying additional insurance options.
- free care, or care at a substantial discount to uninsured individuals based on family income.

**Phone: 612-813-6432, Fax: 612-813-6429**

**Mailing address:** Children’s Minnesota Financial Counseling  
Mail Stop 17-750  
2545 Chicago Avenue South  
Minneapolis, MN 55404

For in-person financial counseling help, please visit one of the welcome centers on the Minneapolis or St. Paul campus to get directions to the financial counseling office. Learn more at [childrensMN.org/financialmatters](http://childrensMN.org/financialmatters).

## CaringBridge

[caringbridge.org](http://caringbridge.org)

CaringBridge is an internet service that helps parents create a personalized, secure webpage to stay in touch with friends and relatives through an online journal, photo album and guestbook. CaringBridge can also serve as a tool to let family and friends know your needs — from when you want visitors, to coordinating helpful tasks such as bringing a meal, taking care of pets and more.

## Children's Book Nook

Books for patients of all ages are available through Children's Book Nook. Volunteers make book cart rounds to inpatient units. Families may also get books by visiting the Family Resource Center.

## Volunteer Services

Volunteers at Children's Minnesota are available to spend time and play with your child. Volunteers round on units to see where they are needed. You can also ask your nurse if you would like a volunteer to come to your child's room.

## Star Studio

Star Studio is the in-house television studio at Children's Minnesota, offering programming for kids of all ages. From dual studios located at the Minneapolis and St. Paul campuses, a broad range of shows are thoughtfully prepared for viewing 24 hours a day. Patients and their families are invited to tune into Channel 13 on any hospital TV for a unique alternative to mainstream commercial broadcasting.

In addition to pre-recorded programming, Star Studio produces live, interactive TV shows featuring games, music, art, special guests and more. Patients and families can play along and hear themselves on TV by dialing 5-5020 from any hospital phone during a live show. You are also welcome to join the live audience in the studio. Star Studio currently has over ten different live shows offering a variety of fun entertainment. You can find a schedule of our live shows posted throughout the hospital and on the Star Studio website at [childrensMNstarstudio.org](http://childrensMNstarstudio.org). After your stay, you are invited to continue to watch and play along through the Star Studio website.

## Geek Squad®

**2nd floor, Children's Specialty Center (CSC), 612-813-6760**

Geek Squad® precincts at both the Minneapolis and St. Paul campuses provide consulting and service support to patients and families. Expert Geek Squad® agents are available to assist with computers, tablets, DVD players, gaming systems, cameras, cell phones and other consumer technology devices — with all services provided at no cost to patients and their immediate families.

When you stop by the Geek Squad, you'll stand outside of the precinct and the Geek Squad agent will help you from there, and will be wearing masks. There are social distancing stickers to help keep people socially distanced. You can also arrange for a Geek Squad agent to come to your inpatient room for technology assistance.

## Outpatient pharmacy

**Pharmacy, 2nd floor, Children's Specialty Center**

**8 a.m.–8 p.m., Monday – Friday; 8:30 a.m.–4 p.m., Saturday – Sunday**

Children's Minnesota outpatient pharmacy offers over-the-counter medications and some medical products for purchase. Knowledgeable and experienced pharmacists are available to meet the needs of your family.

## Home care pharmacy

**2nd floor, Children's Minnesota Specialty Center across from the Geek Squad, 612-813-7206**

**8 a.m.–5 p.m., Monday – Friday**

## Pumping and breastfeeding pods

Children's Minnesota has private spaces where you can pump or breastfeed. Pumping and breastfeeding pods are located at:

- 1st floor of the hospital, near the Emergency Department
- 1st floor atrium, across from the Tower elevators

## Spiritual Care

Chaplains at Children’s Minnesota support the special spiritual needs of patients and families. Chaplains, who specialize in pediatric hospital ministry, visit persons from all faith traditions. They also can facilitate connections with your home clergy and faith community, or with local religious resources that match your faith and spiritual practice. Chaplains routinely visit patient care areas and can be contacted directly or through hospital staff. To contact an on-call chaplain, dial “0” from a Children’s Minnesota phone and ask for the on-call chaplain.

## Interfaith Chapel

### 1st floor

The Interfaith Chapel is available for any family of any faith and spiritual practice. It is open seven days a week, 24 hours a day.

## Marketplace Pharmacy

### 2nd floor, Children’s Specialty Center

Marketplace Pharmacy offers one-stop convenience for patients, families and staff to get what they need. It includes an outpatient pharmacy and an array of products, from personal and health care items, to safety products and gifts.

## Staying connected with Children’s Minnesota

We want to keep you informed about what’s happening around Children’s Minnesota. There are many ways you can stay connected with us to see our latest photos, videos, blogs and more.

Website: [childrensMN.org](http://childrensMN.org)

Facebook: [facebook.com/childrensminnesota](https://facebook.com/childrensminnesota)

Twitter: [twitter.com/childrensmn](https://twitter.com/childrensmn)

Mighty Blog: [childrensMN.org/mighty](http://childrensMN.org/mighty)

YouTube: [youtube.com/childrensminnesota](https://youtube.com/childrensminnesota)

Instagram: [instagram.com/childrensmn](https://instagram.com/childrensmn)

## Foundation

A representative from the Children’s Minnesota Foundation may stop by your room during your visit. Interactions with Foundation representatives are intended as a way to share information about programs available to Children’s Minnesota patients and families through the Foundation, and ways you can stay connected after your discharge. If you prefer not to be contacted by a Foundation representative or would like information about honoring your experience or caregiver, please call 952-992-5500 or email [giving@childrensMN.org](mailto:giving@childrensMN.org). To make a donation, visit [childrensMN.org/give](https://childrensMN.org/give).

### You can help improve the patient and family care experience.

We need your input to make the Children’s Minnesota experience better for patients and families like you. Your insight is valuable — whether your family has received care in our primary care or specialty clinics, or you’ve spent time in the hospital. There are lots of ways to get involved through the Families as Partners program.

- **Family Advisory Council (FAC)** – Diverse group of families who collaborate with staff to enhance the patient and family experience. FAC represents all Children’s Minnesota families.
- **Family-to-Family Program** – Mentor and support hospitalized patients and families.
- **Family Advisors** – Represent the family perspective on committees, experience teams, facility design teams and focus groups.
- **Family Speakers Bureau** – Share your family’s story at special events and meetings.
- **Families as Faculty** – Participate in sessions that provide patient- and family-centered care education for physicians, nurses and staff.
- **Family Advocates** – Be an advocate for pediatric health policies.
- **Youth Advisory Council** – Patients and siblings provide insight to improve the experience for children and teens.

Visit [childrensMN.org/familiesaspartners](https://childrensMN.org/familiesaspartners) to learn more. Questions? Please contact Tessa Billman, patient- and family-centered care coordinator, at 612-813-7407 or [tessa.billman@childrensMN.org](mailto:tessa.billman@childrensMN.org).



## We appreciate your feedback

Following your time at Children's Minnesota, you may receive a patient/family satisfaction survey. If you receive a survey, we encourage you to fill it out and send it back to us. Your feedback helps us recognize where improvements are needed and what we're already doing well. If you have feedback while you are here, talk with your clinic manager or the patient care manager on your child's unit.

## How to address concerns

At Children's Minnesota, we take great pride in the care we provide to our patients and their families. Whenever you have questions, concerns, comments or something that needs to be addressed immediately, the first person to talk with is your child's physician, nurse or another member of the health care team.

You may also talk with the following people at Children's Minnesota:

- **Manager or director**  
Your child's nurse or unit operations coordinator will help you contact him or her.
- **Family liaison**  
Minneapolis campus: 612-813-7393  
St. Paul campus: 651-220-6888  
familyliaison@childrensMN.org
- **Hospital nursing supervisor**  
*For urgent matters during evening, overnight and weekend hours.*  
Minneapolis campus: 612-813-6833  
St. Paul campus: 651-220-8460
- **Privacy officer**  
*For concerns about your medical information privacy rights.*  
All Children's Minnesota sites: 952-992-5470 or  
1-866-225-3251  
privacy.officer@childrensMN.org
- **Social work department**  
*For information or assistance about protective services for children or vulnerable adults.*  
Minneapolis campus: 612-813-6138  
St. Paul campus: 651-220-6479
- **Office of ethics**  
*For consultation if you are facing difficult health care decisions.*  
All Children's Minnesota sites: 612-813-6169  
ethics@childrensMN.org

## How to address concerns, continued

You may also file a grievance with regulatory agencies:

- **Office of Health Facilities Complaints**

P.O. Box 64970

St. Paul, MN 55164-0970

651-201-4201 or 800-369-7994

[health.ohfc-complaints@state.mn.us](mailto:health.ohfc-complaints@state.mn.us)

- **Board of Medical Practice**

2829 University Avenue SE, Suite 500

Minneapolis, MN 55414-3246

612-617-2130 or 800-657-3709

- **The Joint Commission**

Office of Quality and Patient Safety

The Joint Commission

One Renaissance Boulevard

Oakbrook Terrace, IL 60181

[jointcommission.org](http://jointcommission.org)

- **Ombudsman for State Managed Health Care Programs**

P.O. Box 64249

St. Paul, MN 55164-0249

651-431-2660 or 800-657-3729

[dhs.state.mn.us/managedcareombudsman](http://dhs.state.mn.us/managedcareombudsman)

If you have concerns about your medical information privacy rights, you may contact:

- **Office for Civil Rights**

U.S. Department of Health and Human Services

233 N. Michigan Ave., Suite 240

Chicago, IL 60601

312-886-2359 or 800-368-1019

[hhs.gov/ocr](http://hhs.gov/ocr)



# CHILDREN'S MINNESOTA LOCATIONS

childrensMN.org/locations-all



## KEY

**1. Children's Minnesota – Minneapolis**  
Hospital, specialty and primary care clinics  
2525 Chicago Avenue South  
Minneapolis, MN 55404  
612-813-6000

**2. Children's Minnesota – St. Paul**  
Hospital, specialty and primary care clinics  
345 North Smith Avenue  
St. Paul, MN 55102  
651-220-6000

3. Woodbury Specialty Center

4. Roseville Rehabilitation Clinic

5. Minnetonka Specialty Center

6. Maple Grove Specialty Center

7. Lakeville Specialty Center

8. West St. Paul Clinic

9. Partners in Pediatrics St. Louis Park Clinic

10. Partners in Pediatrics Plymouth Clinic

11. Partners in Pediatrics Maple Grove Clinic

12. Partners in Pediatrics Rogers Clinic

13. Partners in Pediatrics Brooklyn Park Clinic

14. Hugo Clinic

15. The Mother Baby Center at Abbott Northwestern

16. The Mother Baby Center at Mercy

17. The Mother Baby Center at United

18. Michael and Ann Ciresi Midwest Fetal Care Center

● Specialty center    ● Primary care clinic    ● The Mother Baby Center/Midwest Fetal Care Center

## FREQUENT TELEPHONE NUMBERS

### Welcome Center (main)

612-813-6000 (or dial "0"  
from any Children's phone)

### Child Life

612-813-6259

### Children's Book Nook

612-813-6816

### Deaf and Hard of Hearing Communication Coordinator

612-813-5826 (voice/TTY)

### Family Liaison

612-813-7393

### Financial Counseling

612-813-6432

### Geek Squad

612-813-6760

### Great Clips Family Resource Center

612-813-6816

### Great Clips Sibling Play Area

612-813-7051

### Interpreter Services

612-813-7500

### Jazzman's Café

612-813-7416

### Marketplace Pharmacy

612-813-7444

### Outpatient Pharmacy

612-813-7290

### Patient Registration

612-813-7290

### Room Service

4-FOOD (4-3663)  
from a Children's phone

### Security Services

612-813-5416

### Social Work

612-813-6138

### Spiritual Care

612-813-6253

### Starz Café

612-813-6213

### Storybook Gift Shop

612-813-6855

**Children's**  
MINNESOTA

For suggestions and comments,  
email [welcome.booklet@childrensMN.org](mailto:welcome.booklet@childrensMN.org).