WELCOME

to Children’s Minnesota Minneapolis campus

Bienvenidos

Bindigaw

مرحبا به

Tanyan yahipi

Zoo siab txais tos

Soo dhawoow
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 proporcionarle la mejor atención posible, nuestros intérpretes están disponibles, por teléfono y en persona, las 24 horas del día, los 7 días de la semana y sin costo alguno. Hágale saber a su enfermera(o) si usted necesita interpretar. 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 xiran daryeelka ugu fican dhamaan bukaanadiyada, waxaa idin diyaar ah turjubaano bixis ah, 24 saac maalintii, toobada madmooy, hadii uu jirgo qofka ama talefayn lehaya fiiray. Fadlan u neeg ka taleefayso hadii aad u bashantahay turjubaan. Waa lagu ka taleefaynta qoyska Somsaliya 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 mohl thiab leaws cov taxw nowy. Mibav aho cov pab rau kho kom zood hauv pab rau cov neeg mohl, neeg txhais lus sib f'm ntsaj mnog thais hauv taxw toxj mnaj nowy rau 24 taxw li hauv xia hauv thau kib lobb tiam thiab taxw tauj noj. Thau xaw aha rau koi tsa neeg to mohl paas yoi koi xaw tai sia tag 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.

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 12.

TABLE OF CONTENTS

While you are here.......................... 5
• Parking
• Food
• Lodging
• Visitor codes and guidelines

How we care for you.......................15
• Care conferences
• Meet the staff
• Keeping your child safe
• Children’s Comfort Promise
• Access to medical records

Resources.................................27
• Family resource centers
• Family services and amenities
• Entertainment
• How to address concerns
At Children’s Minnesota, we promise to give you our best. Your child’s nurse, doctor, and other members of the health care team will answer any questions or concerns you may have. We welcome your feedback — you are our partners in caring for your child.

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
• Visit us online at childrensMN.org

You are in unit _____________________________________________________________________________________________

Room _____________________________________________________________________________________________________

Phone _____________________________________________________________________________________________________

Our Values

At Children’s Minnesota, our values guide the way we engage with each other, our patients and our communities.

Kids first. We’re inspired by children — we channel their optimism, resiliency, courage and curiosity into everything we do.

Listen, really listen. Each person has a story to tell. We listen with compassion, ask meaningful questions and build relationships with individuals and communities.

Own outcomes. We are 100% accountable for providing extraordinary service. Timeless in our pursuit of excellence, we never stop learning or improving.

Join together. We are all caregivers. And, we are stronger when teamed with our patients, families, community and one another. Super teams trump superheroes.

Be remarkable. We are innovators, reimagining health care and going beyond what’s expected. After all, kids are counting on us.
Cashier
7:30 – 11 a.m., Noon – 4 p.m.,
Monday–Friday
The cashier is located on the second floor. Discount parking is available from the cashier for patients and families who are frequent visitors.

Metro Transit
For information about Metro Transit schedules and rates, visit metrotransit.org or call 612-373-3333.

Security
Children’s Minnesota promotes a safe and welcoming environment for our patients and families. Uniformed security officers regularly patrol the Minneapolis and St. Paul campuses. They are available to escort you between the hospital and parking facilities 24 hours a day. To request a security escort, call 612-813-5416.

In addition to our security team, law enforcement officers are present to help provide a safe and secure environment for healing.

Parking
The entrance to the Children’s Specialty Center (CSC) parking ramp (Green Parking 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 Parking 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.

Parking

WHILE YOU ARE HERE
Food
There are restaurant and food options at Children’s Minnesota and in the area. Please call or visit the Great Clips Family Resource Center or the Welcome Center for more information or questions about shopping, bus lines and other services.

Dining on campus
Starz Café, dine-in or take-out
1st floor, 6:30 a.m. – 7 p.m., daily.
612-813-6213
Deli, salad bar, hot entrees. Gift cards available for purchase at the cashier.

Room service
6:30 a.m. – 6:30 p.m.
4-3663 (4-FOOD)
A menu is available at the nursing stations. Visa, Mastercard and breastfeeding/social service cafe discount coupons are accepted for payment.

Great Clips Family Resource Center
2nd floor (across from the Welcome Center), 612-813-6816
7 a.m. – 5 p.m., Monday–Friday; 10 a.m.– 4 p.m., Saturday
Complimentary breakfast snacks available until 11 a.m. Complimentary Tim Hortons® coffee and other beverages are available throughout the day. When closed, breakfast snacks are available at the 2nd floor Welcome Center, 8 – 11 a.m.

Jazzman’s Café
2nd floor in Marketplace, 612-813-7416
7 a.m. – 5 p.m., Monday–Friday
Specialty coffee, tea, smoothies, pastries, soup, salad and sandwiches. Gift cards available for purchase at Jazzman’s Café or at the cashier.

Abbott Northwestern Hospital cafeteria (Connected to Children’s Minnesota by tunnel)
612-863-4895
Deli, salad bar, hot entrees, dine-in or take-out.

Panera Bread
(Connected to Children’s by tunnel; Abbott Northwestern Hospital, Courage Kenny Building, main level lobby)
Sandwiches, soups, salads and bakery selection, dine-in or take-out

Midtown Global Market
(Connected to Children’s Minnesota via tunnel and skyway through Abbott Northwestern Hospital)
612-872-4041
Internationally themed; public market, shops, fresh produce, specialty groceries, coffee, bread, baked goods and several ethnic restaurants.

Vending machines
First floor, in the hall between the chapel and emergency department, and on the lower level near hospital elevators. Also located in the hallway near the Special Care Nursery, outside The Mother Baby Center on 2nd floor.

Lounges
A lounge is located on each unit, where families are welcome to coffee and tea. Families also may use the refrigerator and microwave in the lounge.
Dining options in the surrounding community

Please note: The listings in this guide are provided for patient, family and visitor reference only. They are not recommendations from Children’s Minnesota.

Curran’s Family Restaurant: 4201 Nicollet Ave. S., 612-822-5327
Chipotle Mexican Grill: 2600 Hennepin Ave., 612-377-6035
French Meadow Bakery & Café (gluten-free, vegan, vegetarian menu options): 2610 Lyndale Ave. S., 612-870-7855
Maria’s Café (North and South American menu): 1113 East Franklin Ave. S., 612-870-9842
Mercado Central: 1515 East Lake St., 612-728-5401
Quang Vietnamese Restaurant: 2719 Nicollet Ave. S., 612-870-4739
Rainbow Chinese Restaurant: 2739 Nicollet Ave. S., 612-870-7084
Subway: 1934 Chicago Ave. S., 612-874-1562
Taco Bell: 1931 Minnehaha, 612-370-0024
Turtle Bread and Pizza Biga: 4762 Chicago Ave. S., 612-823-7333
Uptown Diner: 2548 Hennepin Ave S., 612-874-0481
Wedge Table (natural food store and cafe offering hot/cold meals): 2412 Nicollet Ave. S., 612-465-8844
Wendy’s: 325 Franklin Ave. E., 612-871-8485
World Street Kitchen: 2743 Lyndale Ave. S. #5, 612-424-8855

Meal delivery
Please note: When ordering, please give the restaurant your name and phone number, so you can quickly be contacted to pick up the food at the Welcome Center when it arrives.

Bite Squad: Food delivery service, www.bitesquad.com
Domino’s Pizza: 612-722-8200
Galactic Pizza: 612-824-9100
Hop Wong Chinese Food: 612-721-9951
Pizza Hut: 612-374-4000
Pizza Lucé: 612-332-2535
Jakeeno’s Pizza & Pasta: 612-825-6827
Jimmy John’s: 612-767-3333

Lodging

Patient rooms have a pull-out sofa for overnight accommodations. Families can also stay at any of the nearby hotels listed below. Talk with your social worker about our in-house Ronald McDonald House if your child is in one of our intensive care units.

Note: The hotels listed here offer special medical rates for patient families. To receive a discounted rate, be sure to mention that your child is a patient at Children’s Minnesota when making reservations.

Minneapolis

Days Inn University 2407 University Ave. SE. 612-623-3999
DoubleTree Guest Suites 1101 LaSalle Avenue 612-332-6800
Wedge Table (natural food store and cafe offering hot/cold meals): 2412 Nicollet Ave. S., 612-465-8844
Wendy’s: 325 Franklin Ave. E., 612-871-8485
World Street Kitchen: 2743 Lyndale Ave. S. #5, 612-424-8855

St. Paul

Best Western Capitol Ridge 161 St. Anthony Avenue 651-227-8711
Double Tree by Hilton 411 Minnesota Street 651-225-1515
Hampton Inn & Suites 200 West 7th Street 651-224-7400
Discounted rates may not be available during major events at Xcel Center.
Holiday Inn St. Paul Downtown 175 West 7th Street 651-225-1515

Holiday Inn Express & Suites 6020 Wayzata Blvd, Golden Valley 763-545-8300
Holiday Inn Express & Suites 6020 Wayzata Blvd, Golden Valley 763-545-8300

InterContinental St. Paul Riverfront 11 East Kellogg Boulevard 651-292-1900
LivNN Hotel 285 Century Ave. N., Maplewood 651-738-1600

Discounted rates may not be available during major events at Xcel Center.
Visitors
Parents 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 concierge staff at the Welcome Center 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.

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 22 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 who have a cough are asked to wear a mask while inside or outside of their child’s room.
• Parents who have a contagious illness should talk with their child’s nurse or doctor.
• Anyone who has had a known exposure to an infectious disease (such as 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.
• Visitors who have symptoms of a contagious illness such as a cough, cold, vomiting, diarrhea, cold sore or rash, should not visit patients.

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.

Film and photo policy
Children’s Minnesota requires that verbal permission is received before filming or taking photos of staff or patients. In order to protect the privacy and safety of Children’s patients and staff, filming and photography during procedures is not allowed. For more details, or if you have questions, ask your nurse or unit operations coordinator on your unit.

Social media policy
Children’s Minnesota has a social media policy in place to protect the people we serve — kids and their families — and to ensure compliance with state and federal laws.

The policy states that Children’s workforce cannot post or share photos or videos of patient families, connect with patient families, or like or endorse content published by a patient family on social media. For more details, or if you have questions, ask your nurse or unit operations coordinator.
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.

Meet the staff
All Children’s Minnesota staff members wear an ID badge with their name, department and photo. All families and visitors must wear a visitor pass. If you have any questions or concerns about who a person is, talk with your child’s nurse or any member of the health care team.

You know your child best and are an important member of the care team. You will partner with staff to provide the best care for your child. We encourage you to get involved. You may request a care conference any time during your stay at Children’s Minnesota.

The following information will help you learn about the many people who may take care of your child while you are at Children’s Minnesota. Staff members are listed in alphabetical order. Some staff wear scrubs or a uniform.

Chaplains
Provide spiritual support and guidance to children and their families.

Child life
Help children adjust to medical experiences, based on the child’s development. They also provide support and education to siblings.

Clinical support associates (CSA)
Help nurses care for children, stock supplies, answer call lights and phones and help with unit functions and communication.

Dietitians
Discuss nutritional and dietary needs of children. With referrals from the doctor, they also may provide medical nutrition therapy.

Doctors
Attending physicians
Oversee the medical staff on a child’s care team. They are medical doctors and may be a child’s primary care physician or pediatrician. They will work together with a child’s regular physician.

Fellows
Licensed medical doctor who has been trained in a specific clinical specialty and is training for a particular subspecialty. They work with other care team members to coordinate a child’s daily medical needs with direction from the attending physician.

Medical students
Care for a child under the direct supervision of the attending physician. They are preparing to become licensed medical doctors.

Pediatric hospitalists
Pediatricians and certified pediatric nurse practitioners who focus only on the care of children in the hospital. The hospitalists will direct whatever medical care is needed during a patient’s stay.

Pediatric nurse practitioners (NP)
Diagnose, treat and manage the health needs of children. They order and interpret lab tests, prescribe medicine and often emphasize health promotion and disease prevention. Teaching and counseling also are a major part of their practice. They are independent health care providers.

Physician assistants
Non-physicians licensed to practice medicine under a physician’s supervision.
Residents
Licensed medical doctors being trained in a specific clinical specialty. They work with other care team members to coordinate a child's daily medical needs with direction from the attending physician.

Specialists/consultants
Specialize in specific health needs. For example, this could be a pulmonologist, cardiologist or neurologist. As medical doctors, they may be asked to be part of a child's medical team for consultation.

Surgeons
Specialize in the diagnosis and intervention of surgical care procedures.

Environmental support associates (ESA)
Clean, order and stock supplies in a child's room and throughout Children's Minnesota.

Interpreters
Enable communication between individuals who do not speak or sign the same language.

Laboratory technicians
Collect, process and analyze body fluids (e.g., blood and urine), cells and other substances.

Music therapists
Use clinical applications of music to help patients and families reach their health goals.

Nurses
Advanced practice registered nurses (APRN)
Registered nurses with advanced education, knowledge, skills and scope of practice. At Children's Minnesota, they include certified nurse practitioners (CNP), clinical nurse specialists (CNS), and certified registered nurse anesthetists (CRNA). They can provide primary health care, diagnose conditions and prescribe treatments. They also perform nursing research and teach families and other professionals.

Case managers
Registered nurse who supports discharge planning efforts for inpatients and their families through identifying, facilitating and coordinating home support services needed for care after discharge.

Charge nurses
Supervise the overall nursing care needs for a designated shift.

Patient care managers
Facilitate the performance and operations of the staff and care environment in the unit or department. They are available to address any patient care concerns that occur during your stay.

Patient care supervisors
Facilitate staff on the unit. They are available to address any patient care concerns that occur during your stay.

Registered nurses (RN)
Partner with children and their families, physicians and all other members of the care team. They identify, plan and coordinate care that effectively meets a child's needs. They assess, reassess, educate and bring together the child's plan of care.

Nutrition services staff
Prepare and deliver meals to patients in their rooms.

Occupational therapists
Evaluate and help children with oral motor skills, fine motor skills, sensory skills and provide therapeutic support for daily living activities.

Pharmacists
Prepare medicine ordered by a health care provider. They also monitor potential side effects, allergies and food and drug interactions.
Physical therapists
Evaluate and help children with gross motor range of motion, muscle strength, gait, posture, walking, running, jumping and balance.

Psychologists
Support the emotional and mental health needs of children and their families.

Radiologists
Consult with the health care team and attending physician about a child’s X-rays.

Radiology technicians
Take X-rays, ultrasounds, CAT scans, MRI scans and other tests as directed by the radiologists.

Respiratory therapists (RT)
Take care of a child’s airway, including ventilation, tracheostomy care, suctioning, breathing treatments and oxygen.

Social workers
Help families cope with illness and disease, being in the hospital and other family challenges. They can provide short-term counseling, crisis intervention and can help access and make referrals to resources in the community.

Speech and language pathologists
Evaluate and help children with communication skills. This includes expressive language (words and gestures), receptive language (understanding words and following directions), and speech production (how we say and combine sounds). They also help with feeding skills and oral motor skills.

Unit operations coordinators (UOC)
Greet families, direct phone calls and transcribe orders in patient care areas. They also help patient care managers and charge nurses with unit activities that support the daily care needs of all patients.

Volunteers
Help children and families by providing support to the nursing and child life staff. They also may staff the family waiting rooms and provide many other services within the hospital.

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 22).
• Cover your cough; cover your sneeze.
• 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 22–23).
• 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 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.
• 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.

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 can help answer any questions you may have. Contact them at 612-813-7393.

Children’s Comfort Promise
We’ve made a promise to our patients — we call it Children’s 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.

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. You can complete these forms using your computer or you can print and complete them manually.
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), 612-813-6216. The HIM office is open from 8 a.m. – 4:30 p.m.
  - St. Paul: first floor Garden View Tower between the Red Ramp and Ginkgo Coffee Bar and Deli
  - Minneapolis: basement level of the hospital directly across from the patient elevators

- 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 for more information.
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 concierge staff 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
7 a.m. – 5 p.m., Monday–Friday (Complimentary breakfast snacks available 7–11 a.m.)
10 a.m.– 4 p.m., Saturdays
The Great Clips Family Resource Center provides a quiet, comfortable, soothing environment with business center services (computers, fax, photocopier, phone charging station, notary), consumer health and parenting library services and many amenities including complimentary beverages, reading materials and personal hygiene supplies.

Financial counseling
Inside the Family Resource Center, 2nd floor, Suite 2109
612-813-6432, 612-813-6429 Fax
Financial counseling provides a variety of services for families who need financial support for medical purposes. Appointments are preferable, however, there is also staff available to help with immediate needs.
Families may be eligible for benefits depending on their income level. Services include: Supplemental Security Income (SSI) questions, billing statements, online payments through the Children’s website and assistance applying for other programs.
To meet with a financial counselor, please call 612-813-6432 to make an appointment. Appointments are available Monday–Friday, 9 a.m. – 4 p.m.

CaringBridge
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 library
2nd floor, in Great Clips Sibling Play Area
Books and magazines for patients of all ages are available at Children’s library. Volunteers make bookwagon rounds to inpatient units. Families may also request books by calling the Family Resource Center at 612-813-6816.

Great Clips Sibling Play Area
2nd floor
Brothers and sisters of patients at Children’s Minnesota are invited to spend time at the Great Clips Sibling Play Area, located on the second floor of the hospital. The play area is a fun, safe space that offers supervised child care.
Guidelines:
- Children must be checked-in and checked-out with a parent, guardian or other adult. Photo ID is required at the time of pick-up.
- Children must be at least two years old.
- Diaper changing is not provided or allowed in the Sibling Play Area.
- Children may stay in the Sibling Play Area for 1.5 hours, up to two visits per day.
- Food and drink are not allowed.
- Children with symptoms of any illness may not use the Sibling Play Area.
- Patients who are under precautions, and their siblings and visitors, may not visit the Sibling Play Area.
The Sibling Play Area is designed to give family members a break with the comfort of knowing that siblings are receiving special attention, and enjoying themselves in a creative environment. Hours vary, so please call 612-813-7051 to confirm.

**MN Wild Teen Room**

7th floor
The MN Wild Teen Room is specifically designed for teens. It features a MN Wild versus MN North Stars bubble hockey game, Xbox One and PS4, and a 120” projector screen to watch movies. There are also lots of board games, magazines and spaces for teens to sit and relax.

**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.

**Entertainment**

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.

Live, interactive TV shows
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. 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
Children’s Minnesota Minneapolis campus provides you with an on-site Geek Squad® Precinct offering a full range of technology services and expertise. All services are provided at no cost to patients and guardians.

**Complimentary products and services**

- Patient/family tech support (including WiFi, software repair, virus removal, optimization, troubleshooting and data management)
- Laptops/iPads
- Cell phone chargers
- Video games/DVD movies
- Gaming systems (Nintendo 3DS/PS Vita)
- Digital cameras and daily photo printing (various sizes available)
- In-room support of TV and video game systems
- CaringBridge and Skype support

**Requirements for equipment checkout**

First set up an account with the Geek Squad by stopping by the Geek Squad Precinct. We can check out equipment to:

- Patient/parent/guardian, 18 or older
- Must have photo ID
- Must be a registered patient/family at Children’s Minnesota

**Outpatient pharmacy**

Marketplace, 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 Outpatient Pharmacy offers over-the-counter medications and some medical products for purchase. Knowledgeable and experienced pharmacists are available to cater to the needs of your family.
Home care pharmacy
2nd floor, Children’s 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:
- First floor of the hospital, near the Emergency Department
- First 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.

Gift shop
2nd floor
The Storybook Gift Shop sells toys, balloons, books, gifts and personal items. All profits are donated to programs and services at Children’s Minnesota. The shop is located on the second floor. Call 612-813-6855.

Marketplace
2nd floor, Children’s Specialty Center
Marketplace 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
Facebook: facebook.com/childrensminnesota
Twitter: twitter.com/childrensmn
YouTube: youtube.com/childrensminnesota
Instagram: instagram.com/childrensminnesota

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. To make a donation, visit 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 – Mentors and supports hospitalized patients and families.
- Family Advisors – Represent the family perspective on committees, experience teams, facility design teams and focus groups.
- 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 to learn more. Questions? Please contact Tessa Billman, patient- and family-centered care coordinator, at 612-813-7407 or tessa.billman@childrensMN.org.

RESOURCES
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

- **Office of Health Facilities Complaints**
  P.O. Box 64970
  St. Paul, MN 55164-0970
  651-201-4201 or 800-369-7994
  health.ofhc-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

- **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

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.ofhc-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

- **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

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.ofhc-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

- **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