Important Phone Numbers

Visteon Activity Center – 5th Floor .......... 313.745.5574
Toys ‘R’ Us Activity Center – 6th Floor ...... 313.745.5366
Admitting ........................................... 313.745.5255
Chaplain ............................................. 313.745.5917
Child Life Services ................................ 313.745.0064
Emergency Department ....................... 313.745.0113
Family Center ..................................... 313.993.0111
Jack’s Tree House .................................. 313.745.5365
Patient and Family Relations ................. 313.966.2991
Family Library .................................. 313.745.0019
Food/Room Service ............................... 313.745.5333
Gift Shop ........................................... 313.745.5425
Hospital Billing .................................. 313.578.2700
Housekeeping Upon Request .................. 313.745.8999
Outpatient Pharmacy ............................ 313.745.0436
Poison Control Center ......................... 313.745.5711
or 800.222.1222
Ronald McDonald House ..................... 313.745.5909
School Teacher .................................. 313.745.5652
Security ........................................... 313.745.5555
Social Work ....................................... 313.745.5281
Volunteer Services .............................. 313.745.5326
4th Floor Patient Care Unit

Rooms 446–484
Pediatric Intensive Care Unit .............. 313.745.0102

Rooms 481–490
Cardiology/Step-down......................313.745.0038

Rooms 401–406
Neonatal Intensive Care Unit............ 313.745.0071

Room 408
Neonatal Acute Care ......................313.745.5644

5th Floor Patient Care Unit

Rooms 501–538
5 East............................................313.745.5678
or 313.745.5678

Rooms 550–588
5 West..........................................313.745.0028
or 313.745.0035

6th Floor Patient Care Unit

Rooms 601–638
6 East............................................313.745.0270
or 313.745.0031

Rooms 650–688
6 West..........................................313.745.5606
or 313.745.0042
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about us

Children need a hospital all their own. They need a place where they come first. They need a hospital where specialists hold their hands and pediatric experts are always ready. At the Children’s Hospital of Michigan, all we know and everything we do is just for them.

We advocate for children.

We dream of a brighter future for all children. We help children have the chance to be all they can be. We treat every child – race, religion or ability to pay doesn’t matter to us.

We are a research center.

Children’s Research Center of Michigan helps every boy and girl have the chance for a happy and healthy life. Our researchers are known around the world. We always look for the best treatments and cures for children’s diseases.
Having a sick child is not easy. You may be worried about your child’s illness. You may have other children at home that need you. Maybe you have responsibilities at work. It’s OK to ask for help! Many parents need a little help when their child is in the hospital. Talk to your nurse or doctor about your concerns. Volunteers, social workers and other resources may be available to help you.

**Plan to get away from time to time.** Taking care of yourself while your child is in the hospital is not easy – but it’s important. Ask another family member to take your place when you are not here. At times, volunteers are available to help you. Please contact your nurse if you need a volunteer to help.

Before you leave the room, tell your child when you will be back. Explain that the nurses, doctors and other people at the hospital are here to take care of children when their parents are away.
We believe in patient and family-centered care.

No one knows a child better than his or her family. We are the experts in child healthcare, but families are the experts on their own children. That’s why it’s important for families to help make decisions about the care of their children. At the Children’s Hospital of Michigan, families are our partners. They help us plan hospital programs and policies. After all, they know what it’s like to receive care here better than anyone else. Families help us do our best for children.

We believe in safe, secure environments for children, families and staff.

The Children’s Hospital of Michigan is a safe place. Verbal abuse and physical violence are never allowed. Guns or any other weapons are never allowed. If you have a gun, take it to the security office. They will hold it for you while you are in the hospital.
Kid Safe Zone

The Children’s Hospital of Michigan is just for kids. That’s why we have some very child-friendly rules. Thank you for following these rules:

- **Use child-friendly language.**
  No cursing or bad language.

- **Use calming and soothing words.**
  No threatening words.

- **Be polite and considerate of others.**
  No threatening behavior.

- **Use a soft voice that won’t frighten or wake up patients and families.**
  No loud voices.

- **Remember that some television channels are not appropriate for younger patients and may be blocked on your TV.**
  No R-rated or adult-rated TV shows or movies.

- **Smoking is never allowed on DMC property.**

- **Please help keep this hospital a safe place.**
  No weapons are allowed. If your job requires you to carry a weapon, please check in at our Security Department.

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advice from families

Children heal best in a quiet environment.
Please speak in a quiet voice.
Children are more comfortable with their own things. But the Children’s Hospital of Michigan is not responsible for lost or stolen items. Please leave your valuable items at home.

Bring your child’s...

- Pajamas
- Robe and slippers
- Favorite blanket or toy
- Pictures of family members and friends
- Schoolwork

Leave at home...

- Valuables (including money)
- Expensive toys or games
- Electronics and electrical appliances
patient care conference

Want to understand how our doctors and nurses are caring for your child? Ask a member of the nursing care team for a “patient care conference.” We will tell you about your child’s plan of care. The meeting also helps to improve communication. It encourages everyone to work together to help your child.

Reasons for having a patient care conference...

- If you have concerns or questions about your child’s care.
- If your child will be in the hospital for a long time. For example, one week in CU/PICU or 10 days on the floor.
- If your child has complex medical needs.
- If your child has been seen by three or more specialists.
- If your child has been in the hospital often (twice in 30 days).
- To develop a discharge and treatment plan.
- If you want to understand how we are caring for your child.
General Visiting

Parents, legal guardians and patients have a right to choose who may and may not visit. Visiting hours are 8 a.m. to 8 p.m. Generally, two visitors at a time are welcome. Please get a visitor’s pass from the Welcome Center. All visitors must wear a visitor’s pass in plain view at all times while at the hospital. You may deny consent for visitation at any time.

When visiting, always speak softly and silence your cell phone and pager.

Hospital quiet time is 2 to 4 p.m. This is a time for rest and healing. Lights will be dimmed during this time to create a restful environment for you and your child.

Visitors younger than 18 must remain with an adult at all times. After 8 p.m., Family Partners and visitors can only exit to the parking garage on the ground floor (elevator button “G”) next to the parking garage.
Critical Care Visiting

**Neonatal Intensive Care Unit (NICU) and Pediatric Intensive Care Unit (PICU)**

Only two people are allowed at the patient’s bedside at a time. This includes visitors and Family Partners. Up to two additional visitors can wait in the Family Center or main lobby. Siblings are permitted in the NICU and PICU. Talk with your child’s nurse to arrange visits.

To visit a child in the PICU:

1. Get a visitor’s pass from the Welcome Center.
2. Go to the Family Center on the 4th floor.
3. Pick up the phone. You will be connected to the nurses’ desk.
4. Identify yourself and your relationship to the child.
5. The clerk will tell you if it’s OK to enter.

Family Partners and visitors may be asked to step out during special circumstances.

**Acute Care 5th and 6th Floors**

Four people at a time are permitted on these floors. This includes visitors and Family Partners.

Jack’s Tree House

Jack’s Tree House is filled with fun, creative activities for brothers and sisters of our patients. Children ages 2–12 can play in Jack’s Tree House for up to two hours. Children must be toilet trained.

**Hours**

Monday through Friday, 8 a.m. to 6 p.m.

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**advice from families**

Children need quiet time and rest to heal. Please ask visitors to keep their visits short. They should return their visitor passes to the Welcome Center when they leave.
Family Partners are welcome 24 hours a day.

When you admit your child to the hospital, you will choose two adult Family Partners. These are special people in your child’s life. Family Partners are not visitors at the Children’s Hospital of Michigan. They are valuable members of the healthcare team.

Family Partners must wear their hospital ID badges at all times. Usually there is space for one Family Partner to sleep at each patient’s bedside. Family Partners may also sleep in the family lounges on the 5th and 6th floors. Child visitors must leave by 8 p.m.; they cannot stay overnight.

If you spend the night, wear casual clothes. No pajamas please. Please turn off TVs from 10 p.m. to 6 a.m. Patients need rest to get well. Staff will try to let you rest, but there is always some noise while we care for patients.

Family Partners may not sleep in the Pediatric Intensive Care Unit (PICU) or Neonatal Intensive Care Unit (NICU). Instead, they can spend the night in the 4th Floor Family Center on a recliner or couch. Sheets and blankets are provided. Coffee is available.

Showers

Family showers are on the 4th floor next to the Family Center. They are also available on the 5th and 6th floors. Ask your nurse for directions. Your nurse can also tell you where to find sheets, blankets, towels and washcloths.
Parking

- Park in the Children’s Hospital covered deck next to the hospital on Beaubien. Valet parking is also available in front of the hospital.
- If you have a handicapped parking permit, you may use valet parking at the same cost as regular deck parking.
- If you plan to leave the hospital and return the same day, be sure to save your receipts to show that you have paid.
- Parents/guardians of patients in the hospital for more than 15 days can park for free in the Children’s Hospital parking deck. Pick up a parking pass from the Social Work office on the 1st floor of the hospital.

Places to Stay

Ronald McDonald House
The Ronald McDonald House is located next to the Emergency Department. Please call 313.745.5909 for more information. Some limitations apply.

- Hotel-style rooms
- Two-family rooms
- Laundry and kitchen facilities
- Exercise equipment

Hotels and Motels
For additional places to stay near the Detroit Medical Center, please ask a hospital staff member.
places for families

When your child is in the hospital, you may need a break. You may need a place to talk with other family members in private. You may also want to watch television later in the evening. Remember to let your nurse know when you are leaving your child’s room.

Here are a few places you may want to explore…

**Healing Garden**
The Healing Garden is a beautiful outdoor space where you can relax and enjoy nature.

**Interfaith Chapel and Prayer Room**
People of all faiths are welcome in the Interfaith Chapel and Prayer Room. Located on the 6th floor, it’s always open. Tell your nurse if your child wants to go to the Interfaith Chapel and Prayer Room.

**Cafeteria**
The Children’s Hospital of Michigan cafeteria is located on the 1st floor behind the main elevators. See page 17 for cafeteria hours.

**Family Center – 4th floor**
Spend the night in the Family Center while your child is in the Pediatric Intensive Care Unit (PICU) or Neonatal Intensive Care Unit (NICU). Showers and lockers are available. Coffee, vending machines, TVs and a family computer are also available.

**Family Lounge – 5th floor**
This room has a TV, an aquarium, comfortable seating and desks.

**Family Lounge – 6th floor**
This room provides families with a quiet place to rest and relax.
Food for Patients

Room Service
Room Service lets you or your child order the food they want. You or your child may dial 5-5599 from 7 a.m. to 7:30 p.m. to order meals that fit your child’s diet. Room service is not available after 7:30 p.m. If your child is admitted after 7:30 p.m., please ask your nurse for your child’s meal. Baby food is also available.

Breastfeeding
• We allow one food tray for each patient. If the doctor orders Breastfeeding Only on your child’s medical chart, the nursing mother may ask her child’s nurse for a food tray.
• If the doctor orders regular food on your child’s chart, the child receives the food tray.
• Nursing mothers can use breastfeeding rooms on 6 East. The Neonatal Intensive Care Unit (NICU) breastfeeding room is for NICU nursing mothers only.
• Please label and store your breast milk on your child’s unit.

Food for Families

Family members can go to the cafeteria to purchase meal vouchers that can be used to order food from the patient menu. Please note: These meal vouchers cannot be used to purchase food in the cafeteria.

Food from Home
Families are welcome to bring food from home and store it in the unit refrigerator. Be sure to label and date your food clearly. Food will be thrown out after three days.

Vending Machines
Vending machines and microwave ovens are located on the 1st floor, next to the cafeteria. Vending machines are available 24 hours a day and accept cash, debit and credit cards.

BIGGBY COFFEE and SUBWAY®
Open 24 hours a day, BIGGBY COFFEE and SUBWAY® are located on the 1st floor behind the main lobby.
things to do

Play and Other Activities

Play is normal for children. It helps them learn and grow. Play is a child’s way of expressing feelings. Play helps children process information and adjust to being in the hospital. It helps them to interact with other children. Playing makes their hospital stay more normal. Ask the nurse if your child can play in one of our activity centers or attend a music therapy group.

Toys ‘R’ Us Activity Center – 6th Floor
313.745.5366
Age 5 and younger: 9:30 a.m. to Noon
All ages: 1 to 4 p.m.
Note: The activity center may close early.

Visteon Activity Center – 5th Floor
313.745.5574
Age 5 and older for group school
Monday through Friday: 10 a.m. to Noon
Age 8 and older: 1 to 4 p.m.; 6 to 8 p.m.
Note: The activity center may close early.

Music Therapy Groups

Children can play music and sing with others. Families are welcome. Music therapy group times are posted outside the activity centers.

Special Events

You can check for special events at the activity centers.
advice from families

Let people help you. When your child is in the hospital, your family and friends may want to help. Make it easy for them. Think about tasks they could do that might help you. Does the dog need to be walked? Can someone baby sit for you, pick your child up from school, or give you a ride home from the hospital? Asking for help may reduce your stress and allow your friends and families to feel good about helping you.

School Teachers

Many children can keep up with their school work while they are in the hospital. Ask your child’s teacher to fax homework to 313.993.7106. Children’s Hospital of Michigan teachers are here to help. Call 313.745.5652 for more information.

The Library and Business Center

The Family Library is on the 5th floor. Some materials are in Spanish and Arabic. You will find:

- Books
- Magazines
- Movies
- Computers with Internet access
- Fax and copy machines

Library staff can help you find information about health conditions. They will even deliver it to your room. Call the library at 313.745.0019 or 313.745.5653. The library is open Monday through Friday from 9:30 a.m. to 4 p.m.
Our goal is to make your child’s hospital stay as comfortable as possible. Although we can’t always take away all of the pain, we work hard to reduce your child’s pain.

Pain changes at different times of day and with activity.

For example, your child may have less pain while playing in bed than while walking. Some signs that your child may be in pain are:

- Crying or moaning
- Sad or unhappy look
- Not talking when he/she usually does
- Fussy or complaining
- Afraid to move
- High heart rate or blood pressure

Being comfortable helps your child recover more quickly. Good pain control helps your child:

- Breathe easier and deeper
- Move around
- Reduce anxiety and stress

If your child is in pain or not getting relief from pain, please tell your child’s doctor or nurse right away.
Afraid of needles?

Many children are afraid of needles. If you know your child becomes upset by needles, ask your nurse about a numbing spray or cream that goes on the skin and helps to lessen the pain. For infants, sugar water by mouth may also help. Ask your child’s doctor or nurse for more information on pain medicines and pain management.
help your child while in the hospital

When answering your child’s questions, keep your comments simple for preschool children. School-age children and teens can handle more complex talk of their illnesses and their care. Be honest and let children know what to expect. Don’t tell them something won’t hurt if you know it will.

**Infants**

Caregivers and babies need time together to form a secure bond. Hold, cuddle, sing, talk, and play with your child. These activities will help your infant cope with the hospitalization.

**Toddlers**

It is hard for toddlers to be away from their parents/families and familiar items. Tell the hospital staff of your child’s daily routine of sleeping, eating, and playing so we can keep the routine as normal as possible.

For more information ask your nurse, child life specialist or social worker.
Preschool Children

Preschool children have a tough time understanding illnesses. Use simple words and explain things so they know what to expect. Tell them what they will see, hear, feel, smell, or taste. Children may believe they are being punished for “being bad.” Make sure they know they have done nothing wrong.

Teens

It is important for teens to have a sense of independence. Allow them to be involved in making decisions. They may worry about how their illness may affect their looks. Privacy is important to this age group. Encourage patients to write, draw and stay connected with friends to make their hospital stay easier.

School-age Children

School-age children often fear harm to their bodies. They may have a difficult time emotionally, as well as difficulties dealing with pain. School work and play activities may help keep their minds off their pain. Allow your child to make choices about their care, so they have a sense of control.

Transitioning into Adult Care

Children are encouraged to take on more responsibility for their health care as they grow. Families and staff can help young adults learn these new skills by offering choices and seeking their input.

advice from families

Spend as much time as you can with your child. A child’s fear of being left alone is normal. It becomes even greater when the child is in a strange place with new people.
ways to communicate

We Speak Many Languages

Interpreters and translation services are available for people who speak languages other than English or who use American Sign Language (ASL). If you would like an interpreter, ask your nurse or social worker or call 313.745.5281.

Create a Web Page

CarePages is a free service. You can:

- Set up a Web page for yourself, your family or friends in the hospital
- Post and receive messages
- Share patient information and updates
- Post photos

Visit www.carepages.com to view a sample and set up your own Web page.
Wireless Internet or WIFI

The hospital provides free, wireless Internet access to patients and families.

• No special login required
• Available 24 hours, seven days a week
• Filtering software blocks inappropriate sites

For more information, contact Library Services at 313.745.5322.

Telephone

In patient rooms, please dial 9 to call someone outside the hospital. Local calls are free. Use a calling card or make a collect call for long-distance calls.

Mail

Children love to receive mail. Cards and letters will reach your child more quickly if your child’s name and room number is on the envelope. Here’s how you should address mail to patients:

Child’s name and room number
c/o Children’s Hospital of Michigan
3901 Beaubien
Detroit, MI 48201-2196

If your child receives mail after going home, we will forward it to your home address.

advice from families

To reach your nurse, dial the phone number written on the white board in the patient’s room.
Something Special Gift Shop

The Something Special Gift Shop is on the 1st floor near the lobby. Mylar balloons, gifts, snacks and newspapers are available.

Hours
Monday – Friday: 8 a.m. to 7 p.m.
Weekends: Noon to 4 p.m.

Outpatient Pharmacy

If your child needs to get a prescription filled, you can take it to the Children’s Hospital Pharmacy located on the 1st floor next to the gift shop. Most insurance is accepted. Please bring your insurance card. You can save time by calling ahead for refills. The number is 313.745.0436.

Hours
Mon., Wed., Fri.: 8:30 a.m. to 7 p.m.
Tuesday, Thursday: 7:30 a.m. to 7 p.m.
Saturday: 9 a.m. to 1 p.m.
Hours are subject to change.

First Fill

First Fill is a quick and convenient service that delivers your child’s prescriptions to you in your child’s room. There is no need to wait in the pharmacy for your child’s prescriptions before going home. Simply call 313.966.3387 and a pharmacy technician will come to your child’s room to enroll you in the program.

ATM

An ATM is located near the cafeteria on the 1st floor.
Television

Free TV service is available 24 hours a day. All TVs are pre-programmed to block shows with adult content. TVs are not available in the NICU. This helps promote a quiet, healing environment.

Health Resource Library

Does your child want to learn more about a health condition or disease? Children’s Hospital of Michigan provides a child-friendly, web-based health library for kids and teens. Go to www.childrensdmc.org/kidshealth.
Families play an important role in keeping kids safe. Here are a few things to keep in mind while your child is in the hospital.

**Be Involved in Your Child’s Care**

You may need to answer questions for your child. To better understand your child’s medical condition, talk to the doctors and nurses.

- Ask questions about your child’s treatment plan.
- Learn what goals should be met before your child can go home.
- When medicine is given, ask what it is and what it’s for.
- When medical equipment is used, ask what it is and what it does.
- Know when your child is scheduled to receive medications and have procedures. If something doesn’t happen as scheduled, find out why.
- If your child is in pain, tell your nurse or doctor.
- Report safety concerns to members of your health care team right away.

**Patient Identification**

We will check your child’s ID band each time before giving medicine or a medical treatment. This is for his or her safety. **NEVER remove your child’s patient ID band.**
Share Information

Bring your child’s important health information with you every time your child visits the doctor or hospital. The list should include:

• Your child’s allergies
• Prescription and over-the-counter medications your child is taking
• Vitamins, herbal supplements and home remedies/holistic therapies your child is taking
• Your child’s immunization records
• Discharge summary

Hand Washing

All healthcare workers must clean their hands in front of you with soap and water or a waterless alcohol hand rub before touching your child. The best way to stop the spread of germs is for everyone (family, parents and visitors) to:

• Wash their hands before and after touching your child.
• Wash their hands before leaving your child’s room.

Stop any member of the health care team who does not clean their hands before touching your child.

Patient Gifts

Balloons

• To prevent allergic reactions, latex balloons are not allowed in the hospital. Only Mylar balloons are allowed.
• Each patient in the Pediatric Intensive Care Unit (PICU) can have only two Mylar balloons at a time.
• Balloons are not allowed in the Neonatal Intensive Care Unit (NICU).
• Please do not tie balloons to beds, cribs or anywhere within the reach of young children.

Other gifts

• Flowers and plants are NOT allowed on 6 West, 5 East, the PICU or NICU.
• Be sure to include your child’s name and room number on all gifts.

for patient safety

Do not touch any medical equipment without talking to a hospital staff member about it first.
**Know Your Child’s Healthcare Team**

All hospital staff must wear an ID badge, introduce themselves to you and explain what they are doing. They should tell you about any tests or procedures that will take place. You have a right to stop any team member not wearing an ID badge and ask who they are and what they are doing.

**Cover That Cough**

- Always cover your mouth with a tissue when you cough or sneeze. Throw the tissue in a wastebasket.
- If you are coughing, staff may ask you to wear a mask to protect others.
- Please wash your hands after coughing or sneezing.

**Safe Sleep**

**Children 3 and Younger**

While in the hospital, children age 3 and younger must sleep in a crib to prevent falls and other risks. Keep crib rails up at all times.

**To avoid the risk of suffocation or death:**

- Always place your child on his or her back to sleep. You should do this during naptime and at night.
- Keep supplies out of the crib.
- Keep sleep areas free of pillows, blankets, comforters, stuffed animals and other soft items.

No one should sleep in a bed or chair with a child age 3 or younger. It is very dangerous. Your child could get trapped, suffocated and/or die.

**All Children**

Never sleep in the bed with a hospital patient of any age. You may interfere with your child’s care. IV lines and oxygen tubes can get tangled.
Isolation

To stop the spread of disease, some patients may need to be isolated. This is for their protection and the protection of others. If your child needs to be isolated:

• An isolation sign may be posted on your child’s door.
• Families, parents and visitors may be required to wear gloves, gowns and masks.
• The number of visitors may be limited.

Protecting Patients and Staff

Healthcare workers may come in contact with blood and other body fluids. They may wear gloves, gowns, masks and eyewear to protect themselves and others.

Preventing Injuries

For your child’s safety, please keep side rails up at all times. A nurse will screen your child for risk of falls or injuries. Children over age 3 may receive a yellow band marked “fall risk.” Your nurse will continue to check for changes in your child that may place them at risk of falls. Some medicines and treatments may cause your child to feel weak or dizzy. If this happens, help your child out of bed or call for help when moving about the room. When possible, stay with your child at all times. If you need to leave the room, tell your nurse.
Rapid Response Team

The Rapid Response Team (RRT) is a special team that includes a doctor, a nurse and a respiratory therapist. The RRT takes care of problems before an emergency develops. If your child seems to be getting worse, tell your nurse or doctor right away and ask them to contact the RRT.

You can call the RRT directly if you cannot contact your nurse or doctor right away.

- Use a hospital phone and dial 115
- Ask the operator to call the Rapid Response Team
- Tell the operator your child’s room and bed number

When the RRT arrives, explain why you are worried and tell them what seems different to you.

If you are not pleased with your child’s care, ask to speak with the manager where care is being provided. You may call to speak with a Patient and Family Relations team member Monday through Friday from 9 a.m. to 7 p.m. at 313.966.2991. You can also call the DMC Hotline at 888.895.9945.

At any point during your child’s care, if you have unresolved concerns about patient safety and quality of care, you may share your concerns with the Joint Commission 24 hours a day, seven days a week. Just call 800.994.6610 or e-mail complaint@jointcommission.org.

You may also file a complaint with the State against any licensed or certified health care facility by:

2. Calling the State’s toll-free Complaint Hotline at 800.882.6006, or
3. Completing and mailing the State of Michigan Complaint form available in our main reception areas or units.
surgery

Before Surgery

• The surgery staff may visit and examine your child, talk with you and answer questions about the surgery plan.
• You may go with your child to the pre-op area.
• The surgeon will come and talk to you in pre-op.
• You may be able to go with your child to the operating room. It depends on many factors. Ask the surgery staff.

During Surgery

• You will be directed to an area to wait during surgery.
• You will be updated on your child’s surgery.
• If you leave the waiting area, please tell the staff. It is important for us to be able to contact you at all times.
going home

Is Your Child Ready?
As soon as your child comes to the hospital, ask your child’s doctor how you will know when it’s time to go home.

Most often, children get well at home in a more familiar place. This is why we discharge children to go home as soon as they are well enough. Children can be discharged from the hospital at any time of the day or night.

Preparing for Home
When your child is ready for discharge, you may need:

• Transportation
• Prescriptions or other medicine
• Training on certain medical equipment or procedures
• Special equipment and supplies
• Follow-up appointments
• Contact information for new healthcare providers

Ask your nurse or doctor as soon as possible to help you get what you need.
Car Seat Safety

All children under age 4 must travel in an approved child safety seat. Children ages 4 to 8 must be in a booster seat. For more information, call 313.745.5255.

Discharge

Normally, a child is released only to a parent or legal guardian. However, if you cannot take your child home, another adult can do so. You must fill out a form during the admitting process with the name of the adult who will be responsible for your child. At discharge, identification is required. You or the responsible adult will be given instruction on how to care for your child.

Your Hospital Bill

Children’s Hospital of Michigan will send a bill to your insurance company. We will send you a bill for charges your insurance does not cover. If you do not have insurance, please contact Admitting at 313.745.5255. The hospital bill will cover your child’s room and meals. Your child’s doctors will send their bills separately. If you have questions about your bill, please call 313.578.2700 (option 2) or 877.273.2080.
giving back

There are many ways you can help us provide the best care to children and their families...

Become a Family or Youth Advisor

Consider becoming a Family or Youth Advisor. You’ll be asked to share your views on the best ways to meet the needs of families. You may serve on hospital committees or help the health care team learn about living with certain medical conditions and illnesses. You could help the hospital make policies and plans for the future. Learn more by calling Patient & Family-Centered Care at 313.966.7424.

Volunteer

Volunteers are an important part of the healthcare team at the Children’s Hospital of Michigan. They work closely with hospital staff to help take care of families. Volunteers often help children through play and other activities. Children need to play to maintain a sense of a normal routine. It helps them heal while they are in the hospital. Volunteers help children by offering their time, kindness and smiles.

Volunteer opportunities are available to fit your busy schedule. You can volunteer in the early morning, during the day, in the late evening or on the weekends. For more information, please call Volunteer Services at 313.745.5326 or go to www.childrensdmc.org/volunteers.
Share Your Story

People love to hear positive stories about kids and the outstanding medical care they receive at the Children’s Hospital of Michigan. If you’d like to share your child’s story, please contact the Public Relations & Marketing Department at 313.966.5009.

advice from families

It’s easy to stay connected with the Children’s Hospital of Michigan. Become a fan or follow the hospital on Facebook, Twitter and YouTube.
who’s who?

Many different people help care for children at the Children’s Hospital of Michigan. All hospital employees wear badges that should be visible at all times.

**Chaplain** – a spiritual advisor who serves people of all religious faiths. Your own clergy are welcome to visit you or your child at any time.

**Child Life Specialist** – helps children prepare for and cope with medical procedures, manage pain and express emotions through play and other activities.

**Dietary Aide** – prepares and delivers patient’s food trays.

**Doctor** (continued)

- **Primary Care Physician** – the doctor your child sees on a regular basis and may have sent your child to the hospital. You may be asked this doctor’s name so that we may communicate with him or her about your child.

- **Resident Physician** – a doctor trained in the care of children.

- **Surgeon** – a doctor trained to perform surgery.

**Doctor**

- **Attending Physician** – the lead doctor in charge who is responsible for attending to patients.

- **Fellow** – a doctor who is gaining additional specialty training and education in a specific area of children’s health care.

**Interpreter** – speaks multiple languages and has experience translating medical terms for people who speak languages other than English.

**Housekeeper** – performs a wide variety of cleaning tasks.
Medical Student – a college graduate who is studying to become a doctor.

Music Therapist – uses music to distract patients from pain or discomfort, and to relax and cope while in the hospital.

Nurse

- **Licensed Practical Nurse (LPN)** – performs and assists with many procedures and provides basic, bedside care. They are supervised by a registered nurse (RN).
- **Nurse Practitioner (NP)** – a registered nurse with special education and training. NPs can do some of the tasks normally performed by doctors.
- **Patient Care Associate (PCA) and Student Nurse Associate (SNA)** – they assist and perform basic procedures, such as taking vital signs. They are also supervised by a registered nurse (RN).
- **Registered Nurse (RN)** – provides much of the direct care your child receives. Nurses help families learn about their child’s illness and help them plan for care at home.
- **Student Nurse** – a student training to become a registered nurse (RN) or licensed practical nurse (LPN). Student nurses have completed classwork in a nursing program and are supervised by an RN.

Patient Management Clerical Associate (PMCA) – collects information about you and your child during the admission process and will make sure your insurance information is correct. They will also ask you who you would like to name as Family Partners, ask for the names of the people you would like to visit your child, and give you your Family Partner passes.

School Teacher – provides school services for inpatients (pre-K through 12th grade). School teachers are available to assist families with homebound teaching and special educational needs.

Social Worker – helps families with social, emotional, family and health-related needs. Social workers can refer families to agencies, support groups and other resources in their communities.

Technologist or Technician – performs tests ordered by the health care team.

Therapist – there are many types of therapists that can help your child heal. These can include respiratory, physical, occupational, recreation, and speech therapists. Your child’s doctor orders all therapy treatments.

Transporter – escorts patients within the hospital by stretcher, wheelchair or bed for treatment, testing, admitting, discharge and transfers.

Unit Clerk – sits at the nurse’s station on the unit and performs many different clerical tasks.