



# Welcome to Sanford Children's Hospital

You are your child's best support system. We hope the information below will help you while your child is in our care. Please let us know if there is anything we can do to make you and your child's stay more comfortable.

## Daily Schedule

Most of the time, children will be allowed to sleep in the morning until they wake up. Sometimes, a child may need to be woken up for tests or therapies. Below is a general guide to daily activities. Ask the care team if you would like to know your child's schedule for the day. An emergency may cause rescheduling or delays.

**7:00 am** – nursing staff changes

**8:15 am** (or when your child wakes up) – breakfast

**8:00 am to 12:00 noon** – therapies, baths, lab tests, X-rays, or special procedures, if ordered.

**12:00 noon** – lunch. If your child is in therapy, their tray will be served when they return. Your child's tray may be held and served later if your child is sleeping.

**1:00 pm to 3:00 pm** – quiet time

**1:00 pm to 5:00 pm** – therapies, lab tests, X-rays, or special procedures, if ordered.

**5:30 pm** – evening meal. Your child's tray may be held and served later if your child is sleeping.

**7:00 pm** – nursing staff changes

**7:00 pm to 9:00 pm** – bath, if desired.

**10:00 pm to 12:00 midnight** – bedtime. Lights, TV, and electronics off. Time depends on your child's age. Your child will be checked at least one time each hour during the night. If your child's provider has ordered medication to be given at night, your child will be woken up.

# Vital Signs

## (Temperature, Heart Rate, Respiratory Rate, and Blood Pressure)

4:00 am, 8:00 am, 12:00 noon, 4:00 pm, 8:00 pm, and 12:00 midnight. How often vital signs are checked will depend on your child's condition and the provider's orders. Your child may be weighed daily. The exact time will depend on the provider's orders.

# Quiet Time

Quiet time is from 1:00 pm to 3:00 pm. No children are allowed to play in the hallway or playroom during this time. All cars and wagons will be parked. Children are encouraged to rest, but they may play in bed if allowed by the nurse. All children must follow these rules.

# Items From Home

You may bring your child's favorite toy, stuffed animal, blanket, and/or pajamas from home. If you bring games, books, or movies, please put your name on them. The nurse will tell you if there are problems with your child wearing their own clothes.

# Family Activated Rapid Response Team

Call the Rapid Response Team if your child needs help.

- Concern about a patient: "Something is wrong, and the staff is not present."
- Change in a patient's condition: "Something just isn't right."
- Communication breakdown: "You aren't listening to me" or "I don't understand what is happening."
- Anyone may call the Rapid Response Team. Dial 9-911 from any hospital phone and tell the Operator the following things:
  - Your name
  - Your child's name
  - Your location or room number
  - Your concerns

# Food

## Diet

Your child may be on a special diet. They may be restricted or may not be able to have anything to eat or drink. Please check with your child's nurse before giving them anything to eat or drink. All fluids need to be recorded. It is important to remember what you have given your child even if there are no restrictions. All stool and vomit need to be seen and recorded by the nurse.

## Meals for Parents

A light breakfast is available for parents staying overnight with their child. The family lounge is available outside the unit on the 6th floor. A family refrigerator and microwave is also available for your use.

Other options are:

- Coffee and ice machines are available in the kitchen area 24 hours each day.
- The Coffee Corner located on the first floor, and the cafeteria located on the lower level, are options for meals.
- Vending machines are available in the cafeteria 24 hours a day.
- Food from restaurants or home may be brought in or delivered to the unit.

Guest trays are available to be ordered and delivered from Room Service to the patient's room.

Payment for guest trays is **cash only**. Cost for a meal tray:

- Breakfast – \$5.00
- Lunch – \$7.00
- Supper – \$7.00

### **Coffee Corner hours:** (1st floor)

6:00 am to 5:00 pm, Monday through Friday

8:30 am to 4:30 pm, Weekends

### **Cafeteria hours:** (lower level)

6:30 am to 7:00 pm Monday through Friday

6:30 am to 2:00 pm Saturday and Sunday

# Visiting Guidelines

## Visiting Hours

Parents are welcome to visit their child any time, day, or night. You may stay in your child's room overnight if desired. Children may visit and play in the playroom, but they must always be supervised by family members who are responsible adults. No one under the age of 18, including siblings, is allowed to stay overnight.

Friends and relatives may visit from 8:00 am to 8:00 pm.

## Locked Security Door

The unit is locked for the safety of your child. Parents and visitors can access the unit by stating the first and last name of the child they want to visit. If you would like to restrict who is allowed to visit your child, please talk with the nursing staff.

# Playroom Guidelines

The playroom is open from 8:00 am to 8:00 pm to children who are non-infectious. If your child is in isolation, they and all child visitors will not be allowed in the playroom. We appreciate your help in keeping the playroom clean. You may take toys from the playroom into your child's room and leave them there if your child cannot go to the playroom. A DVD player, movies, and games are available for your child.

Medical procedures or examinations are not allowed to be done on your child while in the playroom.

# Telephone

You may call and ask about your child at any time. Our number is (701) 323-6699 or (701) 323-6698. You can make outgoing calls from your child's room at any time. The staff will give information about your child **only to you**.

## Toll-free Number

The Children's Hospital toll-free number is (800) 216-0668. Parents can use this number to get updates on their child while in the hospital and to call with questions after their child leaves the hospital. Calls cannot be transferred from this phone to other phones. This line cannot be used for personal calls.

Thank you for allowing us the privilege of caring for your child and your family.