

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.

Security

Sanford Children's Hospital is a locked and secured unit. All parents, guardians, and visitors must show photo identification at the Guest Services desk on the 1st floor when entering the medical center. The children's unit on the 9th floor requires a security code to enter. Please ask our staff for the code needed to gain access. The HUGS security band system is used to be sure children 17 and under do not leave the unit.

Staff wear name tags and scrub uniforms that help to identify their role.



Nurses



Procedural Staff



Nurse Aide



Therapists



Environmental Services

Your Child's Room

Available in your child's room are a sound machine, TV, and a game system that can play DVDs. Your child's nurse or Child Life staff can help you get a movie or game.

A family room is located on the unit. A quiet area with comfortable seating is available for the family.

Items From Home

You may bring your child's favorite toys from home. Please choose items that are:

- Sturdy and will not break
- Small
- Age appropriate
- Not valuable

Nap Time/Quiet Time

1:00 pm to 2:30 pm each day is set aside for naps and quiet. This gives our patients a time to get the rest they need.

- Lights are dimmed
- We try not to do cares during this time
- Signs are posted in the hallways to remind staff and visitors that it is nap and quiet time.

Food and Room Service

- Your child may order food from the menu. Food choices are based on your child's diet.
- Families may order food from the guest menu. Times and prices are listed on the menu. You can pay using a credit card when ordering or by cash or check when the food is delivered.
- To place a food order, dial 3663 (FOOD) from the room phone. It should arrive within 45 minutes.
- If your child would like something to eat after 8:00 pm, let your child's nurse know. Snacks and drinks are available in the unit's kitchen.

Visiting Guidelines

- Parents and Guardians are encouraged to stay or visit anytime.
- Visitors under the age of 18 must always be supervised by a responsible adult.
- Other visitors will be asked to leave by 9:00 pm or anytime it is medically needed for the patient's condition.
- Friends of the patient are not allowed to share the patient's bed at any time.
- Between the hours of 9:00 pm to 8:00 am visitors will be limited to parents or guardians of the patient.
- Siblings of the patient are encouraged to leave but may stay with a parent depending on need (for example a breast feeding infant).
- No more than 4 visitors are allowed at the bedside in the Pediatric Intensive Care Unit (PICU).

Playroom Guidelines

Our playroom is named Cully's Cabin. It is available for our Children's Hospital patients and their siblings. Cully's Cabin has lots of activities for all ages of children, from toddlers to teens. There is an arts and crafts area, an interactive video screen, and Xboxes in the teen space. We also have a hockey shootout area.

- Medical procedures or examinations are not allowed to be done while your child is in the playroom.
- A parent, guardian, or caregiver must be with any child in the playroom.
- Children must not be left alone in the playroom.

If your child is in isolation, the child and siblings will not be able to use Cully's Cabin. Items from the playroom can be brought to your child's room for their use. These items will need to stay in your child's room until the staff removes them.

Gift Shop

The gift shop is located on the 1st floor next to the cafeteria. Hours of service are:

- Monday through Friday
- 9:00 am to 4:00 pm

Sanford I-94 Pharmacy

The pharmacy is located on the 2nd floor. Hours of service are:

- Open 7 days a week
- 8:00 am to 9:00 pm

Guest Services

Guest Services are free. Before and during your stay, they can:

- Answer questions
- Help with discounted hotel rooms
- Give directions or help you find your way
- Solve problems
- And much more

To call Guest Services:

- Toll-free at (800) 437-4010
- Sanford Medical Center Fargo Guest Services: (701) 417-2000

Lodging

- Hotel discounts are available for parents, family, or friends.
- A Ronald McDonald House is available for families with children admitted to Sanford Health. A Sanford Case Manager or Social Worker will help you with this.
 - Address – 4757 Agassiz Crossing South, Fargo, North Dakota 58104
 - Phone Number – (701) 232-3980

Parking

Sanford Medical Center Fargo has parking for patients and visitors near the main entrance. Signs are posted to help direct you. Valet parking is available for all patients and visitors at the main entrance of the medical center from 6:00 AM to 9:00 PM each day. Guest Services will provide wheelchairs and escorts to any location in the medical center.

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

Phone Service

- All patient rooms have phones.
- Ask your child’s nurse for the phone number your family and friends can use to call your child’s room.
- To make an outside call from a patient’s room, dial 9 + the local phone number.
- You may use your cell phone.

Pediatric Unit:

(701) 417-7337 (PEDS)

Pediatric Intensive Care Unit (PICU):

(701) 417-7428 (PICU)

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