

Inpatient unit information

Thank you for choosing CHoR for your child's medical care. We understand that a hospital stay can be stressful for the whole family. Our goal is to provide high quality, family-centered care always.

General inpatient care is provided on three units dedicated exclusively to children:

Acute Care Pediatrics

East & Central

Pediatric Intensive Care Unit

Room assignments

The pediatric units include both semi-private and private rooms that are assigned based on medical need. While we wish every room could be private, the availability of private rooms is limited so a child needing a private room for medical reasons will be given top priority.

Spending the night

Being in the hospital can be frightening for your child and we encourage a parent/guardian to be here as much as possible. One parent or legal guardian is permitted to stay overnight. The following guidelines are designed for your child's safety and your comfort.

- Use hand sanitizer or wash your hands with soap and water when entering and leaving your child's room.
- We have a flexible visitation policy, but for safety reasons, no one under age 18 may stay in your child's room overnight.
- A sleep chair or recliner will be provided, along with sheets and a blanket for you to make up your sleeping space. Sleep chairs must be in the chair (not sleep) position during the day.
- When you are at the bedside we encourage you to help care for your child. This may involve things like calming your child and assisting with diaper changes and baths. Our goal is to help normalize the hospital experience for you and your child.
- Visitors should wear appropriate clothing and shoes when visiting patients.

- For safety, privacy and infection control reasons, do not visit other patients' rooms during your child's stay.
- Visit chrichmond.org for special lodging information including Ronald McDonald House and The Doorways. Please ask your child's nurse for a referral to one of these special lodging options.

Visitors

Our inpatient units have an open visitation policy that is based on the medical condition of the patient. Please keep the following guidelines in mind.

- Only two visitors may be at the bedside at one time.
- Visitors must be 18 years old or older.
- Please wear a face covering when team members are in the patient room.
- Visitors will not be allowed if they have a cold, fever or any recent exposure to an infectious disease like flu or chicken pox.
- Please be mindful of other patients' rights to privacy and a quiet environment.
- While having family and friends visit is essential, allowing quiet time for a sick child to rest is an important part of the recovery process. The medical team may request that you limit visitation based on your child's medical condition.

Security

The pediatric floor is always secured to ensure that patients are in a protected and caring environment.

- A photo ID is required for admittance to the 7th floor.
- The security guard will sign all parents and visitors **in and out** each time you arrive and leave the 7th floor. Please remember to take your ID with you if going downstairs.
- If someone does not have a photo ID, they will not be allowed to come onto the floor. Parents will not be permitted to visually identify visitors without a photo ID.

Support services

We believe in treating the whole child, not just the illness. Our team provides an array of support services to ease your child's hospital stay. Please speak to your child's nurse for more information on:

- Art therapy
- Child life
- Hospital education
- Music therapy
- Pastoral care
- Pet therapy
- Social work

Meals/snacks

Patient meals are served at approximately 8 a.m., noon and 5 p.m. Snacks are provided only for the patient. Food may be brought from home if allowed on your child's diet. Food may be stored in the patient refrigerator labeled with your child's name, date and time.

The following food options are available for family members on the first floor of Main Hospital:

- Main Cafeteria
- Chick-Fil-A
- Subway
- Panera
- Marketplace (grab & go options)
- Snack machines

PICU visitors may not eat in patient rooms.

Security

- A picture ID is required to visit and discharge patients.
- Please inform your child's nurse if your child is leaving the room.
- Children may only go to the rooftop Children's Garden with a staff member or parent/guardian.
- Neither staff nor family may take a patient off the floor without a doctor's order.
- Smoking is not allowed on the rooftop Children's Garden or on hospital grounds.



Parking

The Patient and Visitor deck is located at 550 North 12th Street. It is open 24 hours a day, 7 days a week. Parking for visitors is free. You will need to have your parking ticket validated at the Critical Care Hospital Information/Security Desk before leaving.

Valet parking is available Monday through Friday, 6 a.m. to 5 p.m. at the main entrances of the Gateway Building, Ambulatory Care Center, Children's Pavilion and North Hospital. The cost is \$5 per visit.

Quick facts

Dial 9 for local calls and dial 8-0 for long distance using a calling card or collect. Contact Child Life to check out DVDs. We have everything from the classics to cartoons and new releases.

Resource Phone Numbers

Admissions	(804) 828-5649
Billing	(804) 828-0088
Child Life	(804) 828-3415
Information	(804) 828-9000
Parking	(804) 828-1437
Pastoral Care	(804) 828-0928
Patient Relations	(804) 628-0400
Security	(804) 828-1196
Social Work	(804) 828-0212

Important patient information

Unit: ☐ East ☐ Central ☐ PICU

Room #: _____

Patient ID #: _____

Unit Phone #: _____