

## PARENTS INFORMATION SHEET

**Dear Parents/Care givers,**

Welcome to Level 4. We hope that this information leaflet will answer some of the questions you may have about our ward. Level 4 is a thirty two bed Orthopaedic ward with a mix of adult and paediatric patients. We accommodate children in single rooms near the nurses station and encourage parents to stay with their child. The nursing staff will closely supervise your child. Please feel free to come in before admission day for a tour of the ward. This can help ease your child's anxiety and familiarize them with the ward

### PREPARING YOUR CHILD FOR HOSPITAL

Be honest with your child and answer all their questions prior to coming into hospital. If you are unsure about the answer, ask a health professional such as your local doctor.

We suggest you tell your child:

- why he/she is going to hospital
- what will happen when he/she arrives
- when and how long you will be staying with your child

### WHAT TO BRING TO HOSPITAL

#### **MEDICAL CHECKLIST**

- Your child's personal health record, e.g. blue book, immunisation record and any other health summaries you may have.
- Medicare card
- Health insurance details or evidence of current fund membership, if applicable
- A list of medications or treatments your child is currently receiving including delivery method eg spacer with puffer. *please bring the medications with you*
- Any equipment which your child needs to aid mobility, feeding or communication
- Formulae, nappies
- Your family doctor's name, address and phone number
- Your Paediatrician's name, address and phone number if your child sees one regularly
- Any relevant x-rays and results from pathology tests

#### **PERSONAL CHECKLIST (for Overnight Stay)**

- Clothes (including pyjamas), shoes and toiletries
- Money for parking etc ( buy casual tickets at RNSH parking office-ask for a letter from staff)
- Change for phones or phone cards ( may be bought at front desk)
- A favourite toy or comforter, clearly marked with your child's name
- Portable DVD player and DVD's or electronic games.MP3 player with ear phones or similar.
- Toys, books, puzzles, quiet games, drawing material, stickers.
- Bear in mind the procedure and shorter attention span post op when choosing activities to bring
- School books/homework if appropriate
- Nappies (disposable)
- Storage space on the wards is limited so please do not bring too much with you

We recommend you leave valuables at home as the Hospital cannot accept responsibility for any lost belongings.

#### **ON ARRIVAL TO THE WARD**

The nursing staff will take a short medical and surgical history from you regarding your child. They will discuss with you the expected time of surgery and routine post-operative care. You will be shown the ensuite, phone, how to use the controls for the nurse call system, the lights and most importantly the television.

## **PARENTS**

We appreciate and encourage your involvement in your child's care whilst in hospital. As parents you know your child better than anyone and your presence is of immeasurable value during your child's hospitalisation. When your child goes to Operating Theatre you may accompany them and at a parent is be allowed to stay until the anaesthetic is administered. When the surgery is over, the recovery room staff will notify the ward staff and 1 parent may go and sit with the child at a time. The nursing staff will ask if you are able to provide a mobile phone contact number which will be used to contact you should you wish to wait somewhere other than in the child's room.

## **STAYING ON THE WARD**

When your child is admitted to hospital, the staff of North Shore Private will work very closely with you to achieve the best experience for your child. We know for instance that hospitalised children do best when members of their own family actively contribute to this team effort.

You are welcome to stay with your child overnight. Due to the limited accommodation on the wards however, we ask that only one parent of a patient's family stays overnight. Fold out beds are available, or a parent may sleep in a chair beside the bed. Beds are folded away during the day. Please note, there are no additional charges levied for parental accommodation or meals. Front reception has a list of local motels if required.

There is a garden to the side of the building that you can go to if you want some 'time out' or just some fresh air and a the café down on the ground floor can provide a bit a break from the ward.

## **VISITORS**

It is better if visitors come two or three at a time rather than all at once because children can tire very quickly. Siblings are welcome but must be accompanied by a parent. Hours for visitors are 8:00 am till 8:00pm but bear in mind that Dr's rounds, showers, physio etc. happen in the morning and it is best to see visitors, other than family, after 10:00 am.

## **ENTERTAINMENT**

A television is provided with cable channel. You might like to bring in portable DVD player or electronic games. We ask you to bring in your child's favourite toys and something for yourself to do. Children's attention span can be shorter when in hospital so it's good to have a few options for entertainment to keep them occupied. We have a toy and craft box and DVD's available also, just ask the nursing staff to bring them to your room.

## **MEALS**

A child's menu is available but should this not suit your child or if your child is on a special diet please notify us and we shall arrange for the dietary department to visit you. This would also apply to your own meals. One parent meal is supplied at each meal time. Subsequent meals can be ordered and paid for at the front reception.

## **TELEPHONE**

All rooms have the facility to dial directly out. For local calls dial 0 then the number you want to call. You will need a phone card, obtained from the front reception, to dial STD or mobile phones. Instructions come with the card or ask the nursing staff to help if unsure

**SMOKING** In the interests of the community and in compliance with Government policy NSPH is planning to become a totally smoke free facility. Smoking is not permitted within this hospital. An area in the garden to the side of the Hospital has been set aside. Please ask staff for directions.

## **DISCHARGE**

The hospital aims for most patients to be ready for home by 9:30- 10.00am on their day of discharge unless otherwise instructed by the doctor or nursing staff. Please be prepared for this early discharge so other patients are not disadvantaged. Thank you for taking the time to read this leaflet. Please let us know if there is anything else we can do to make your stay as comfortable as possible.