

Welcome

Information families
need first when a child
comes to The Children's
Hospital of Philadelphia.



 The Children's Hospital of Philadelphia®
A pediatric healthcare network

1-800 TRY CHOP
www.chop.edu



We're Here to Help

When your child is sick or injured, you and your entire family are affected. We understand that you need information about your child's care and what to expect from The Children's Hospital of Philadelphia. We also know how important it is for you to be involved in your child's care. While your child is in the Hospital, we strive to do our best to make your family comfortable and keep you informed and involved.

More information can be found by visiting Children's Hospital's Web site at www.chop.edu, or by calling us at 1-800 TRY CHOP.

You're in Good Hands

The Children's Hospital of Philadelphia has been named the number one children's hospital in the nation in 2003 by *U.S. News & World Report* and *Child* magazines. Our doctors are recognized as experts around the world. We also have the latest technology available for the care of children.

As an international leader in family-centered care, we understand how important it is for our doctors, nurses and clinical staff to partner with you in caring for your child.

Parents of current and former patients gave us the idea to create this Welcome Folder. They know — better than anyone — that a child's hospital stay can be a difficult and confusing time for families. They suggested this guide so that you can easily find the sources of support and information you need during and after your child is admitted to Children's Hospital.

Your ideas, suggestions and feedback are important, too. Please tell us if there is anything we can do to improve the Children's Hospital experience for you, your child and your family.



Welcome
bienvenidos

Si no habla y entiende el ingles,
por favor digaselo a un miembro del
personal del hospital, 215-590-2072.

Welcome

歡迎！

如果你不會講英文或听不懂英文，
請撥打 215-590-2072 分機，
讓醫院的工作人員幫助您。

How to Prepare

Hospitalizations, doctor appointments and medical procedures can be stressful for children of all ages. Preparing children ahead of time will reduce much of their anxiety and help them cope with their Hospital experience.

Tips for Preparing Your Child

- If your child is younger than five years old, you should talk to him or her a day or two before the experience. Older children should have a few days to a week to get information and ask questions.
- Be honest. If you do not know the answer, tell your child you do not know, but you will find out.
- Use simple words your child will understand.
- Encourage your child to discuss feelings and ask questions about the upcoming experience.
- Have your child pack a suitcase with the things he or she wants in the Hospital, such as pajamas, a favorite stuffed animal or toy.
- Ask about available tours or preparation programs to help your child prepare for the Hospital experience.

What to Bring

- Backpack or bag to hold your personal items
- Health insurance cards and referrals
- Medical history and medications
- Your doctors' names and phone numbers
- Phone card
You may purchase phone cards in Children's Hospital's gift shop, located on the first floor by the Hospital's Main Building entrance.

Be Prepared to Let Us Know

- Diet restrictions and preferences
- Language interpretation and communication assistance needs
- Religious or cultural preferences
- Special needs of your child and family

School and Homework

- Let your child's school know that he or she will be admitted to The Children's Hospital of Philadelphia.
- Bring your child's schoolbooks and homework assignments with you to the Hospital, or have them sent as soon as possible.
- A Hospital School Program is available for children who have extended hospital stays.
- Should you have questions or need more information, you may contact the Hospital School Program at 215-590-7073.





Top Ten List for Kids

Developed by the Hospital's Youth Advisory Council

The Youth Advisory Council is made up of former and current patients of Children's Hospital.

- 1 Stay Busy:** Bring books, puzzles, movies, etc.
- 2 Invite Company:** You are allowed to have family and friends visit you while you're in the Hospital.
- 3 Dress For Success:** Feel free to bring your own pajamas and comfortable clothes. Some areas will allow you to wear them instead of a Hospital gown.
- 4 Bring Your Own Food:** Refrigerators are available in all the inpatient areas if you want to bring in homemade food or your favorite goodies.
- 5 Keep in Touch:** Bring your friends' and relatives' phone numbers, e-mail addresses, etc.
- 6 Come Out and Play:** Play areas are available in each of the inpatient units and in the Day Surgery waiting area.
- 7 Hit the Books:** If you are going to be at Children's Hospital for awhile, bring homework assignments and study materials.
- 8 Go to the Library:** You can use computers and borrow videos, magazines and books at the Connelly Resource Center for Families.
- 9 Ask Questions:** It's normal to have a lot of questions about your care. It's a good idea to write them down so you won't forget.
- 10 It's Nice to Share:** Children's Hospital appreciates the opportunity to hear suggestions about providing the best possible experience for you and your family.

Keeping in Touch

Phones

- Mobile phones are not allowed in most patient care areas because they can interfere with equipment.
- Each patient care unit has phones for patient and family use. Please check with your nurse about the phone policy for your child's unit.

TLContact

To help you stay in touch with family and friends, Children's Hospital offers you the ability to create a free, personal Web page. Visit the Connelly Resource Center for more information.

e-cards

Family and friends may send an inpatient child an e-card. For instructions, visit www.chop.edu/ecards.

Visiting Guidelines

Visiting guidelines are designed to protect your child and other patients at Children's Hospital. Please read this information carefully, and ask your friends and relatives to follow these guidelines as well.

- Parents, legal guardians or other designated caretakers are welcome to stay with their child 24 hours a day, seven days a week.
- No more than four people (two parents, legal guardians or designated caretakers and two visitors) may visit a patient at one time.
- Visiting hours for friends and relatives are 10 a.m. to 9 p.m.
- We ask that you plan any visits by children under age 14 with the nursing staff.
- Visitors with colds, coughs or other contagious diseases (such as chicken pox) must talk to the nurse before visiting.
- There may be times when we ask you to limit visitors for the health of our patients.

Welcome

Chào mừng quý vị!

Nếu quý vị không nói được hoặc không hiểu Anh ngữ, xin cho nhân viên của bệnh viện biết bằng cách gọi số 215-590-2072.

How to Get Here

Map and Directions

You can receive directions and parking information by calling 215-590-7275 or by visiting www.chop.edu. Also, a map is included in the back pocket of this Welcome Folder.

Parking Information

Families of patients may park in the Hospital's Main Building parking lot for a daily discounted rate of \$3. Visitors of inpatient children and families with outpatient appointments can park in the Richard D. Wood Pediatric Ambulatory Care Center Garage. Families must show proof of a patient appointment to get into the Wood Center garage. For a discount, get your parking ticket stamped at your clinic's registration desk.

Traffic Reports

Tune in to KYW-1060 AM on your radio.

Public Transportation Schedules

- LUCY shuttle schedule www.golucy.org
- Amtrak Train Schedule
1-800-USA-RAIL. www.amtrak.org
- SEPTA Public Transportation
215-580-7800 www.septa.org

Taxi Numbers

- Yellow Cab 215-333-3333
- Quaker City Cab. 215-728-8000
- Lady Liberty Airport Shuttle. . . . 215-724-8888

The Children's Hospital of Philadelphia Phone Lines and Web site

- Web site www.chop.edu
- Toll-free number 1-800 TRY CHOP
(879-2467)
- Calling from New Jersey? 856-964-5626

Call this toll-free number for physician referrals and for an operator, who can transfer you to different departments in Children's Hospital.

Philadelphia-area Web sites

- Philadelphia Visitors Guide . . . www.gophila.com
- Guide to University
City Philadelphia www.ucityphila.org

If you do not have access to a computer, please call 1-800 TRY CHOP and request that guides be mailed out to you.





Where to Stay

Bedside Guidelines

One parent/guardian is allowed to stay with his or her child at the bedside overnight.

Connelly Resource Center for Families

Once you are settled with your child, please visit the Connelly Resource Center for Families on the eighth floor of the Hospital's Main Building. The Center was designed by families and professionals to support you during your stay. It includes a family library with Internet access, medical information and other resources about the Philadelphia area. There is also a business center for fax, express mail and photocopying. The Connelly Center has washers and dryers and a small kitchen for light meal preparation. There is space for you and your family to relax; you can always get a cup of coffee and a light snack in the kitchen. Each week, we host casual coffee hours for parents. Look for the days and times posted in the Connelly Center and join us when you need a break.

Welcome
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Ronald McDonald House

- Philadelphia
3925 Chestnut St. 215-387-8406
This West Philadelphia house has more than 40 guestrooms, as well as a shared living room, kitchen, play and laundry areas. Call the house for reservations. Priority is given to families who live a distance from Children's Hospital.
- Camden
550 Mickle Blvd. 856-966-4663
The Camden Ronald McDonald House is about 30 minutes from Children's Hospital by car.

Hotels in the Area

When calling area hotels, please ask if they have a discounted rate for Children's Hospital families.

- Penn Tower Hotel
34th St. and Civic Center Blvd. . . 215-387-8333
- Sheraton University City
36th and Chestnut Sts. 215-387-8000
- Best Western
501 North 22nd St. 215-568-8300
- Hampton Inn
8600 Bartram Ave. 215-966-1300
- Latham Hotel
17th at Walnut St. 215-563-7474
- The Inn at Penn: A Hilton Hotel
3600 Samson St. 215-222-0200
- Reservations Unlimited 1-888-221-7283
This service provides guidance in finding locations and costs of area hotels. They will make the reservations for families at no charge.
- Hotels.com www.hotels.com
This service offers on-line listings and rates of hotels by city.
- Hosts for Hospitals 610-660-6667
Families of patients stay in private homes of volunteer hosts in Philadelphia or nearby suburbs. There is no fee, but tax-deductible donations to the program are welcome. For more information go to www.hostsforhospitals.org



 The Children's Hospital *of Philadelphia*[®]
A pediatric healthcare network

A pioneer in pediatric medicine, education and research,
The Children's Hospital of Philadelphia has fostered clinical innovations
and scientific breakthroughs that have advanced pediatric healthcare worldwide.
Children's Hospital is ranked as the best pediatric hospital in the nation in 2003
by *U.S. News & World Report* and a comprehensive *Child* magazine survey.

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