

# Big journeys begin *with small steps.*

YOUR WELCOME GUIDE TO THE NICU

children'shealth<sup>®</sup>  
Children's Medical Center



## We Promise to Give You Our Best!

### We will always...

- Wash our hands and/or hand sanitize before seeing your child.
- Check your child's identification band and chart before any medicine or procedure.
- Keep you informed about tests and procedures.
- Explain the care and medications your child will receive.
- Listen and respond to your thoughts, questions and concerns.
- Welcome your feedback.

### Please speak up and let us know...

- Of your child's special or personal needs.
- If you do not understand tests and procedures.
- How we can better serve you and your family.
- How you would like to take part in your child's care.

### Here are ways you can help:

- Keep your child's identification band on and visible.
- Please let your nurse know if you need to leave your child at any time.
- After pain meds are given, keep the side rails up or sit your child safely in your lap.
- Wash your hands and/or hand sanitize each time you enter or leave your child's room, and especially after coughing or sneezing. Remember to cover your mouth/nose and use tissues.
- If your child has an infection, we may use special precautions, which may include special protective clothing like gowns, gloves or masks. It is important that you follow any instructions we provide for these special precautions.
- If you have questions or do not see us doing these things, please speak up!

*We love reminders!*

Thank you,  
The NICU Team



## Meal Trays for Guests

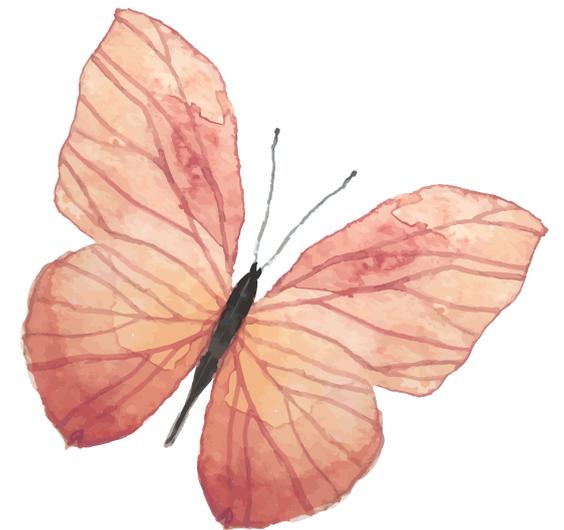
### Cost

- If a mom is currently breastfeeding a baby who is admitted in the NICU, a *Diet Breastfeeding Mom* order will be entered.
  - *Only Mom* is able to order her food for **FREE**.
    - If she is not breastfeeding, she is not able to obtain the food for free and will need to purchase a meal card.
    - Moms receive breakfast, lunch, dinner and three snacks for free.
  - Breastfeeding moms will only have **THREE** meals paid for each day.
    - If she wants more than that, she will have to pay for them.
- All other guests or non-breastfeeding moms will purchase a meal card for \$8 from the cashier in the Dining Car Cafeteria (B Tower).
- Meals include: one entrée, two sides, a fruit or dessert, and a beverage.
- A maximum of two trays per family, per meal, can be ordered for delivery.
- All meals may be eaten in the NICU lounge or waiting room, but not at the patient's bedside. Only water is allowed inside of the unit.

### How to order

- Purchase \$8 meal card from the cashier (First Floor) or Dining Car Cafeteria (Lower Lobby, LL).
- When ready to order, use the menu provided by HUC or one that is available in the lounge/waiting room.
- Dial **6-8181** and place the order. If using a meal card, you will be asked for the number located on the back.
- Food will be delivered to the floor within 45 minutes.

The NICU guests are still more than welcome to go to our cafeterias to purchase food. Breastfeeding mom trays, guests and patient trays are all the same portion size, and this may not be adequate portions for some guests.



## Visitation Guidelines

Please help us provide a safe care environment for patients, family and staff.

1. Parents may visit their infant during NICU visiting hours.
  - a. NICU visiting hours are 24 hours a day for parents and four designated support persons.
  - b. Exceptions:
    - i. Only parents will be permitted to enter the NICU during hand-off/end-of-shift report (6:45 - 7:30 a.m. and 6:45 - 7:30 p.m.).
    - ii. Only parents or designated support persons will be permitted to sleep overnight in the NICU (one at the bedside and one in the waiting area).
    - iii. Only parents may be at the bedside for morning multidisciplinary rounds. Parents are encouraged to be present and available to participate in the care plan for their baby. Parents will be asked to wait in the NICU family waiting room while rounds are being presented on surrounding patients and will be invited to the bedside when the care team is discussing their baby.
2. The four designated support persons must be at least 18 years old and may visit with or without parents being present. They are required to show identification prior to entry into the NICU.
3. Once selected, the names of the designated support persons may not be changed unless extenuating circumstances have been evaluated by assigned staff. Support persons are not allowed to bring visitors.
4. All visitors that are not identified as a designated support person must be escorted to the bedside by a parent. Visitors cannot remain at the bedside without a parent present.
5. Only three people are allowed at the bedside at one time. A total of three people will be allowed on D7 at any one time. All other people will be asked to wait in the lobby of Tower D and rotate as desired.
  - a. For example: Parents and grandma at bedside while aunt waits in the NICU Family Waiting Room. Family and friends will wait downstairs in the lobby of Tower D (Butterfly Atrium).

### Infection Prevention

1. Individuals will not be permitted to visit if they have experienced:
  - a. A temperature  $>37.7^{\circ}\text{C}$  ( $99.9^{\circ}\text{F}$ ) within the last 36 hours
  - b. Presence of cold, cough, diarrhea, dermatitis or conjunctivitis within the last 36 hours
  - c. Recent exposure (previous 21 days) to the chicken pox (varicella), measles or whooping cough (pertussis) virus and have not had the disease and/or your immunization is not up to date
2. Family members and visitors are expected to demonstrate hand hygiene and adhere to precautions that are in place for their baby. This includes the "Gel In and Gel Out" process and/or hand washing each time they enter/exit their baby's room and wearing gowns, masks or gloves as required.
3. Parents are strongly discouraged from bringing visitors or family members from other in-patient areas due to infection risks.

### During RSV Season (Approximately November – April)

This visitation policy is subject to change every year during RSV and flu season. Your nurse and Health Unit Coordinator (HUC) will update you when these changes take place.

1. Everyone who visits the NICU will be checked for any signs or symptoms of sickness (fever, chills, cough and cold symptoms) and will have their temperature taken.
  - a. People with temperature greater than 37.7°C (99.9°F) will not be allowed to visit.
2. If there are any signs of sickness, then the family member or visitor will not be approved to enter the NICU until 36 hours after symptoms have gone away.
3. No siblings under the age of 12 years will be allowed in the NICU except under extenuating circumstances during RSV season. The NICU Medical Director must approve any sibling visitation due to qualifying situations during this time.

### Sibling Visitation

1. Only the siblings of the infant in the NICU between 3-17 years old may visit during assigned sibling visiting hours. The siblings who are 18 years or older will follow standard NICU visitation guidelines, which includes showing identification.

Sibling visitation times are as follows:

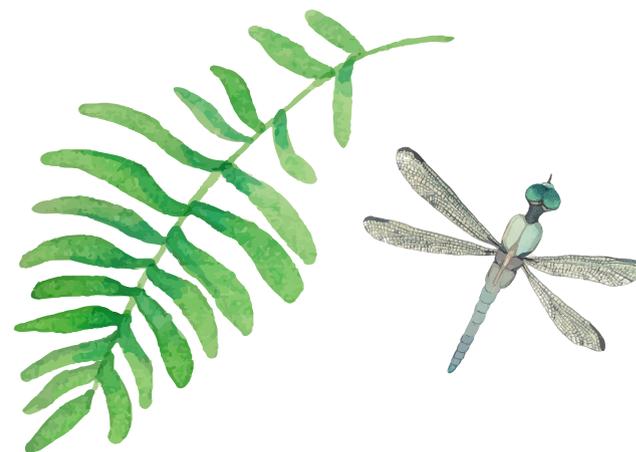
Tuesday, Wednesday and Thursday | 3 - 6:30 p.m.

Saturday and Sunday | Noon - 6:30 p.m.

2. Siblings must have a current, up-to-date shot record or NICU visitation will not be allowed.
3. To help the sibling get ready for what they will see, we ask that the family notify the HUC of the sibling's first visit several days ahead of time to allow time to meet with a child life specialist.
  - a. The HUC will make an appointment on the Child Life schedule and then will notify the NICU child life specialist of the upcoming first visit. On the weekend, the HUC will page the on-call child life specialist to tell them about the upcoming visit. If there has been a major change (new equipment, intubation, etc.) in the patient's condition since the last sibling visit, then a repeat appointment with the child life specialist is suggested to help support a positive visitation experience.
4. Siblings under 12 may not be left alone in the waiting area or in the NICU while their parent(s) visit their infant. Children's Medical Center staff is not allowed to look after siblings during their visit.

Visitation guidelines are subject to change based on current hospital policy and may be modified during periods of very high patient volume. Please ask your charge nurse or HUC for more information.

**In special circumstances and when CDC recommends it, we will limit visitors to two, ages 18 and older. All common patient areas, playrooms, food service locations, lobbies and waiting areas would be included in this visitor restriction.**



## Breast Milk Pumping & Storage Information

Please review this information if you are breastfeeding or pumping breast milk for your child.

### Breastfeeding Mother Meal Trays

- If you are breastfeeding or pumping, you may order food trays free of charge from room service. Ask your nurse or the front desk staff on your unit for a menu.

### Cleaning the Breast Pump and Kit

- You will be provided with one electric breast pump kit. The kit includes a manual hand pump.
- Be sure to wash your hands with soap and water before and after touching breast milk or the breast pump.
- If you use the breast pump in the lactation room, please use the gloves and wipes provided in the lactation room to wipe the pump clean before and after use.
- If you use a breast pump in your room, you do not have to wipe the pump clean unless you spill breast milk on the pump.
- Do not use the wipes to clean the breast pump kit.
- After each use, rinse your breast pump kit with cold water first, and then wash with soap and warm water, rinse well and allow it to air dry.

### Labeling Breast Milk

- You will be given breast milk storage labels and breast milk storage bags or containers.
- Place a breast milk storage label on each bag or container of breast milk with the date and time the milk is pumped and any medications you are taking. It is very important for the medical team to know any medications you are taking while breastfeeding or pumping.
- Please use a pen that does not smear when writing on the labels.

### Breast Milk Storage

- All breast milk will be stored and prepared in the Milk Lab on D7 to ensure proper caloric content and minimize breast milk wastage.
- After pumping, give your labeled breast milk containers to your nurse, or you may deliver it to the Milk Lab on D7.
- The Milk Lab is open 8 a.m. – 6:30 p.m. every day. When the Milk Lab is closed, please give your breast milk to your nurse for temporary storage.
- The Milk Lab prepares breast milk for your baby every 24 hours as ordered by the doctor.
- Freshly pumped breast milk may be kept at room temperature for up to four hours.
- Fresh breast milk may be kept in the refrigerator for up to 96 hours (four days) after pumping. Within 96 hours (four days), breast milk may be placed in the freezer.
- Any fresh breast milk left in the refrigerator for longer than 96 hours (four days) will be discarded.

- Breast milk that has been fortified with additional calories must be used within 24 hours of preparation. Fortified breast milk cannot be frozen.
- Breast milk may be stored in a regular freezer for up to three months. Breast milk can be stored in a deep freezer for up to six months.
- After thawing, breast milk cannot be frozen again. If the breast milk is not used within 24 hours after completely thawing, it will be thrown away.
- Once a bottle of breast milk is prepared, the feeding should be completed in one hour. Any remaining breast milk should be discarded.

### Going Home

- Remember to take your breast milk and pump kit home with you when your child is discharged!
- If you leave your breast milk behind, it may be thrown away.
- Breast milk storage is limited in the Milk Lab. Please talk with a Milk Lab technician or a lactation consultant for storage options at home.
- If you have any questions regarding breast milk donation to the Mother's Milk Bank of North Texas, please ask the Milk Lab technicians or lactation consultants.





### *Dear Parents & Families,*

Welcome to the Level IV NICU at Children's Medical Center Dallas. Our *NICU Welcome Guide* will provide you with general information and answers to some of the most common questions parents have during their stay with us. We want you to feel comfortable here and reassure you that we are committed to delivering the highest level of care possible in a supportive and family-centered environment. As parents, you are not considered visitors but essential members of your baby's care team.

We encourage you to participate in your baby's daily care, ask questions and partner with us to help your baby return home with you safely and as quickly as possible.

## Our Level IV NICU

As a nationally ranked hospital by *U.S. News & World Report* and an accredited Level IV NICU, Children's Medical Center Dallas meets the highest standards set by the American Academy of Pediatrics. Together with a team of world-renowned physicians from UT Southwestern, we're offering expert care for infants with the most complex and acute conditions. Our NICU, complete with state-of-the-art equipment and upgraded amenities, provides families across North Texas high-quality care close to home.

### Each of our NICU rooms offer:

- A rocker recliner
- Personal breast pump
- Storage space for family use
- A privacy curtain and room dividers

### NICU unit amenities include:

- Parent lounge
- Private parent sleep rooms
- Lactation rooms
- Showers
- Family washer/dryer
- Complimentary coffee and snacks
- Free meals for breastfeeding and pumping mothers
- Breastmilk lab
- Sibling visitation and child life specialist orientation
- Weekly family support groups and activities
- Family workstation, including computers, printers and a fax machine



## Visiting Your Baby

NICU visiting hours are 24 hours a day for parents. You are a vital part of the team, and we encourage you to participate in the plan of care for your baby and spend as much time in the NICU as possible.

### As a parent, you are welcome to:

- Be in the NICU during shift report
- Sleep in the NICU overnight
- Be at the bedside for morning multidisciplinary rounds



## Visitors and Guests

A parent must escort to the bedside all visitors who are not a designated support person. These visitors cannot remain at the bedside without a parent present.

## NICU Sibling Visitation\*

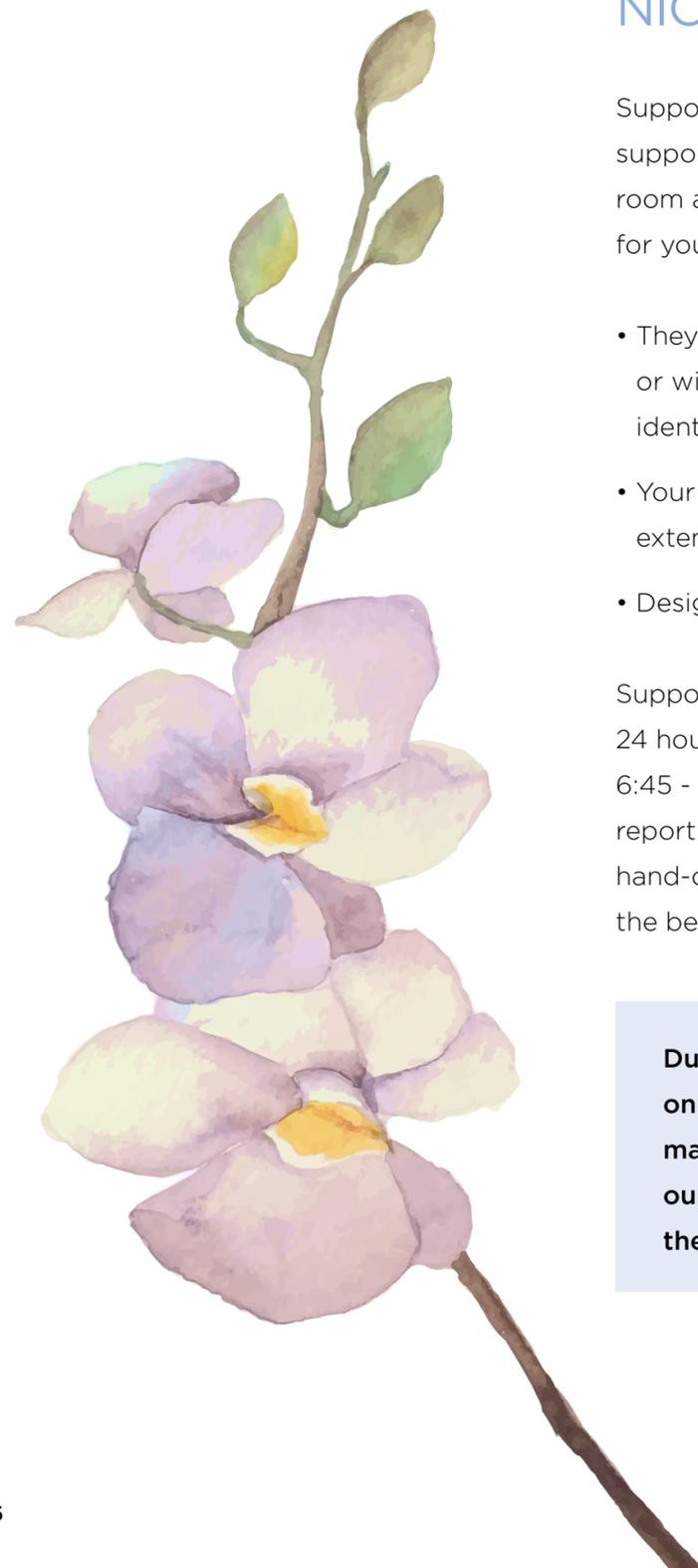
For siblings 3-17 years old\*\*, the following times are designated sibling visitation hours:

- Tuesday, Wednesday and Thursday | 3 - 6:30 p.m.
- Saturday and Sunday | Noon - 6:30 p.m.

Please make an appointment with your child life specialist prior to your child's first visit. The child life specialist will help prepare and educate your child for what they will experience while visiting their sibling in the NICU.

*\*Up-to-date immunization records are required before visitation.*

*\*\*Please see blue box on page 6.*



## NICU Support Persons

Support persons are four people chosen by you as members of your support team. These people will have full access to your child's room and are intended to provide support for your baby and breaks for you.

- They must be at least 18 years of age and may visit anytime with or without your presence. They are required to provide identification prior to entry into the NICU.
- Your designated support persons may not be changed unless extenuating circumstances have been evaluated by Social Work.
- Designated support persons are not allowed to bring visitors.

Support persons may visit during NICU visitation hours, which are 24 hours a day. Exceptions to the visitation hours are during 6:45 - 7:30 a.m. and 6:45 - 7:30 p.m. during hand-off and end-of-shift report and during morning multidisciplinary rounds. During hand-off and end-of-shift report, only parents will be permitted at the bedside and be permitted to enter the NICU.

**During special circumstances, additional screening procedures on entry to the hospital may be necessary and NICU visitation may be limited further to protect the safety of the babies and our staff. These additional restrictions and the reasons for them will be explained to you.**

## Safety and Security

The hospital campus and our Level IV NICU have special protocols and guidelines in place for the safety of your baby, your family and loved ones who may come to visit.

- All family members and friends must check in with the concierge (front desk staff) in the main hospital lobby to receive an ID badge.
- ID badges are required for entry beyond the security doors, and visitors must provide a form of identification and contact phone number as part of our visitation policy.
- The concierge will ask all visitors questions regarding travel and potential contagious illnesses. You can help protect your baby by not allowing anyone to visit who has recently experienced fever, vomiting, diarrhea or symptoms of a cold.
- Sick and injured children are at extremely high risk for infection. To prevent infection, we require all visitors to wash their hands thoroughly or use the sanitizing hand gel provided before and after each visit.
- Everyone, including staff, should wash their hands or use the sanitizing gel upon entering and leaving your child's room. Please remind anyone who forgets.
- Up to two adults, either parents or support persons, may be in the hospital overnight between the hours of 9 p.m. and 7 a.m.
- For your benefit, the waiting room lights will be turned off at approximately 10 p.m.
- The waiting room will be closed for approximately one hour for cleaning every day.





## NICU Infection Prevention

Individuals will not be permitted to visit if they have experienced:

- A temperature of 99.9° F within the last 36 hours
- Presence of cold, cough, diarrhea, skin rash or eye infection within the last 36 hours
- Recent exposure (previous 21 days) to the chickenpox (varicella), measles or whooping cough (pertussis) virus and have not had the disease and/or their immunization is not up to date



## Your Clinical Care Team

We realize that having your baby in the NICU is an unexpected and stressful event. When your child is in the hospital, changes occur for everyone in the family. This section includes information about the staff and support services offered at Children's Medical Center Dallas. Physicians and nurses will be dedicated to the care of your baby 24 hours a day. If you have any questions or concerns, please talk with your baby's bedside nurse.



### NEONATOLOGIST

I am a doctor with advanced training in the care of sick and premature babies. I may be referred to as your neonatologist or attending physician, and I am in charge of your baby's care.

### NEONATAL NURSE PRACTITIONER (NNP)

I am a nurse with advanced specialized training in the care of sick and premature babies. I will work directly with your neonatologist to provide the highest level of care for your baby. Thanks to my advanced training, I can direct your baby's care and perform many different procedures.

### REGISTERED NURSE/BEDSIDE NURSE

I am a nurse who will help provide all of the care your baby needs at their bedside. I am a member of the health care team that you will visit with most while your baby is in the NICU.

### RESPIRATORY THERAPIST

I am trained to use special methods and materials to care for babies with breathing problems.



## Specialized, Supportive Care and Services

### SOCIAL WORKER

I am a licensed professional and part of your baby's medical team. I help you and your family adapt to hospitalization by being your advocate and providing emotional support services, such as counseling, crisis intervention, stress management techniques and development of healthy coping skills. I also assist with lodging, transportation, meal assistance and applying for governmental and community resources.

### CHILD LIFE SPECIALIST

I am a trained professional who focuses on the social, emotional, developmental and educational needs of children and families in the hospital. I do this in the NICU by providing developmental stimulation, sibling support, emotional support during procedures, car seat education and answering parent questions.

### CASE MANAGER

I work with your NICU team and insurance company. I can help you with what equipment and services your insurance covers while in the hospital and at home. I also help arrange for your baby's special needs, such as eye exams and developmental follow-up appointments.

### NICU PSYCHOLOGIST

I am a licensed psychologist with specific training in infant mental health. I help support the parent-infant relationship, manage parent stressors in the NICU, educate you on infant development and connect your family to the resources and support systems in the community.

### LACTATION CONSULTANT

Breast milk provides the best nutrition for growth and development of full-term and premature babies. I am a specially trained nurse who provides you with the support and information you need for breastfeeding your baby.

### CHAPLAINS

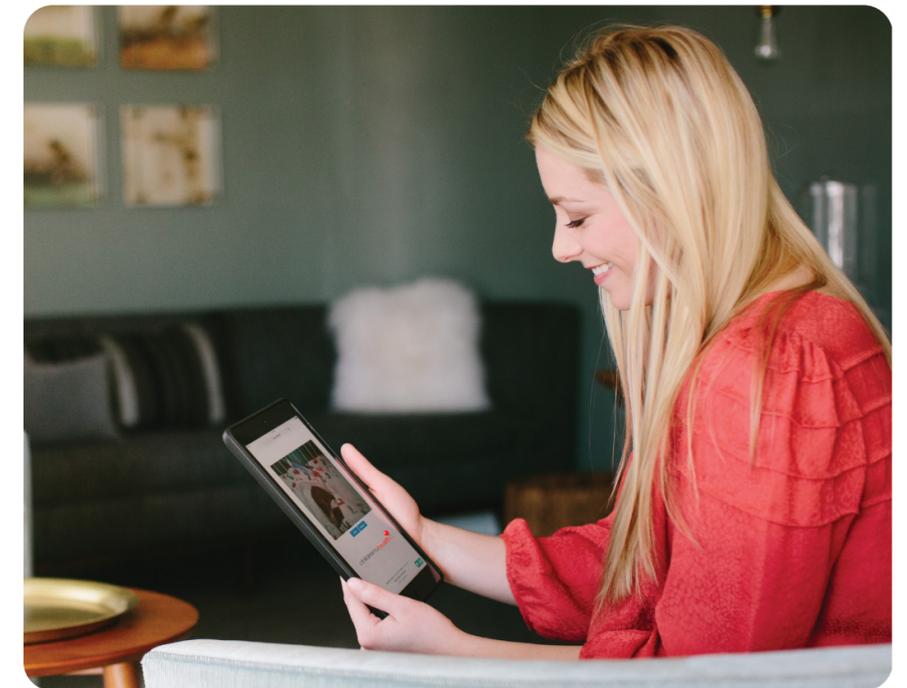
As a trained minister and a part of the health care team, I am dedicated to creating a caring environment that acknowledges and respects the importance of each person's spirituality and its potential for promoting health and wholeness of body, mind and spirit.



## Stay Close Even When You Are Away

Parents of our tiniest patients wish they could be at their child's bedside every minute, but sometimes they must be away. Our NICU offers technology to keep you connected from anywhere. Now, as a parent, you can watch your little one sleep, wiggle and yawn via a real-time video connection.

All you need is an internet connection to be able to watch from a computer, mobile phone or tablet. Whether you are at work, attending to other children and family members or want to share this experience with out-of-town loved ones, the technology gives you a special close-up view into your baby's daily development and care.

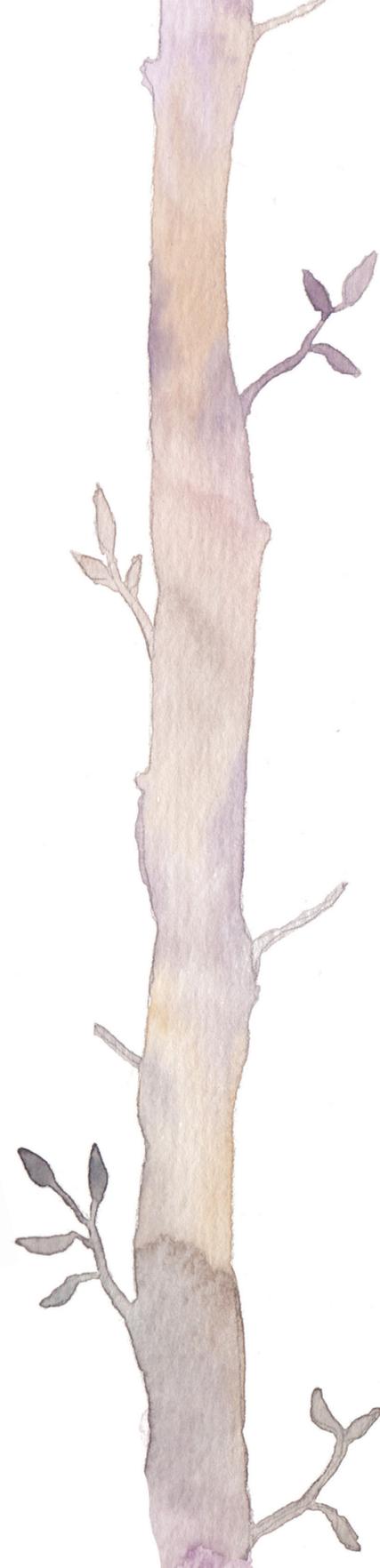


## Neonatal Transport Services

When advanced neonatal care is needed, the specialty transport team at Children's Health transfers babies by ground or air, employing the most advanced technologies. All of our transport team members are trained in the care of neonatal patients and are prepared to care for a wide range of patient needs during transport. For example, specialized equipment reduces the motion that babies feel, protecting our tiny patients during transports.

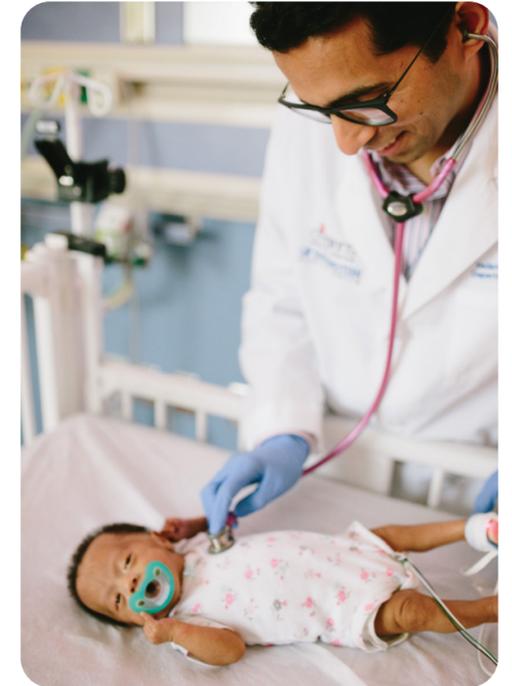
Patients are transferred in highly specialized vehicles that serve as mobile intensive care units, including a fleet of ground ambulances, a helicopter and a fixed-wing aircraft. Teams that transport babies are highly trained and include certified nurses and registered respiratory therapists.

Children's Health is a leader in neonatal and pediatric transport with more than 30 years' experience. Winner of the 2018 Transport Mechanic Award of Excellence, 2016 EMS for Children Crew of the Year Award, the 2014 National Association of Air Medical Service's Neonatal and Pediatric Transport Award of Excellence and the 2013 Community Service Excellence Award, the Children's Health transport team transfers more than 7,500 neonatal and pediatric patients each year.



## Level IV NICU

- Ranked among the 20 best pediatric hospitals in the nation for Neonatal-Perinatal Medicine, an acknowledgment that we meet and exceed the highest standards of care for your newborn
- Medical care provided by highly acclaimed, board-certified neonatologists from UT Southwestern, one of the top biomedical institutions in the world and one of the nation's leading academic medical institutions
- The only academic pediatric hospital in North Texas



## Children's Medical Center Dallas

For more than a century, Children's Medical Center Dallas has been at the forefront of making life better for children. Today, it is the eighth-largest pediatric hospital in the country, and it is consistently ranked among the nation's best by *U.S. News & World Report*.









## Lovies Help You Bond with Your Baby in the NICU

The sense of smell is the most advanced sense that babies have at birth. In fact, research has shown that even before birth, babies can smell. By 2 weeks old, an infant can tell the difference between the scent of her/his mother's breast milk and that of another person's. To your baby, you are the most comforting and soothing scent, and Lovies are a great way to bond with your precious little one.

### *Lovie Instructions*

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1. One Lovie stays with a parent, and the other Lovie stays with baby.
2. The parent wears their Lovie on their bosom or on their chest while baby has their Lovie in contact with their skin or close by their nose.
3. The parent and baby will trade Lovies whenever they meet again. Parents are responsible for washing the Lovie whenever there is a trade.





children'shealth<sup>®</sup>  
Children's Medical Center

UT Southwestern  
Pediatric Group

Specialty care provided by UT Southwestern physicians

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[CHILDRENS.COM/NICU](http://CHILDRENS.COM/NICU)

