

Our goal at Children's is to provide the safest care possible for all of our patients

At Children's, we invite you to partner with us and be involved in your child's care. You can help to keep your child safe by being an active member of your child's care team.

We encourage you to - **Please Speak Up!** - to help us keep your child safe:

- Share questions or concerns. Use a notepad to write down questions and details you have for the care team.
- Be involved in making decisions about your child's care. **Please Speak Up!** and ask us if you want to know something,
- Know your child's test results. **Please Speak Up!** and talk with your child's doctor if you have questions about the results. Ask the doctor to explain things in a way you can understand.
- **Please Speak Up!** if you have any questions or concerns about your child at any time.
- If you are still very concerned after speaking with the doctor or nurse and you do not feel your concerns are being met:
 - Call the Rapid Response Team. The Rapid Response Team is like calling 911, only it is used inside of the hospital. Making a Rapid Response Team call gives you a way to get help fast if you are ever very concerned about your child's condition. Use it ONLY if you are VERY concerned about your child.
 - Dial 5-8326 (5-TEAM) from your room phone or 404-785-8326 from your cell phone to reach the Rapid Response Team.

How can I help prevent infection?

The best way to prevent infection is to clean your hands often and well. We all carry germs on our bodies. To help prevent these germs from harming your child:

- Wash your hands well with soap and water for at least 20 seconds, or use an alcohol-based gel or foam.
- Clean your child's hands as well.
- Clean your cell phone at least 1 time every day or more often as needed.

Always clean your hands at these times:

- When entering and before leaving your child's room or exam room
- Before and after eating, touching food or feeding your child
- After using the bathroom or changing a diaper
- After sneezing, coughing or blowing your nose and after wiping your child's nose

In case of an urgent concern or emergency, call 911 or go to the nearest emergency department right away.

Your child's safety at Children's Healthcare of Atlanta, continued

What can I do if I have questions or concerns?

If you have questions or concerns, please speak with your child's care team.

- You have a right to have things explained to you in a way you understand.
- If you do not understand, **Please Speak Up!** and ask questions.
- Speak with your child's nurse if you would like a second opinion.

What medicine safety tips should I know?

- Tell your child's doctors and nurses about any allergies your child has and any drug reactions your child has had.
- Keep a complete and current list of your child's medicines.
 - This includes prescriptions, over-the-counter medicines, herbs and supplements.
 - Share this list with your child's doctors.
- Know:
 - The names of your child's medicines.
 - What they are used for.
 - When and how to give them at home.
 - Any side effects.
 - What medicines, foods or drinks to avoid giving your child.
- When your child is ready to go home:
 - Make sure you get an updated list of medicines.
 - Know what medicines are new and what medicines your child will keep taking.
- Keep all medicines where your child cannot get to them.
- Do not keep leftover medicines. Discard old medicines if the doctor switches your child to new ones.

Who can I speak with if I have concerns about my child's care?

- If you have concerns about the quality or safety of your child's care, please speak with your child's doctor or nurse. If needed, you may also speak with the manager for that area, the nursing supervisor or the patient representative.
- You may contact the Joint Commission by e-mail at complaint@jcaho.org or by phone Monday to Friday from 8:30 a.m. to 5 p.m. (Central Standard Time) at 800-994-6610.
- You may also contact the Georgia Department of Human Resources, Office of Regulatory Services at 404-657-5700.

In case of an urgent concern or emergency, call 911 or go to the nearest emergency department right away.

If your child is in the hospital

Why does my child need an ID band?

All patients in the hospital must wear an ID band. This helps keep your child safe by letting the care team know they are giving a medicine or treatment to the right child. Even if the care team knows your child, they should still read the ID band.

- Keep your child's ID band on. Let the care team know **right away** if it comes off.
 - If your child has allergies, make sure your child also wears a RED band.
 - If your child is allergic to latex, make sure your child also wears a GREEN band.
 - If your child falls often, make sure your child also wears a YELLOW band.
- The care team will actively involve you when we ID your child. We will ask you to verify your child's name, and we will check your child's ID band before:
 - Giving medicines and blood products.
 - Giving breast milk for babies.
 - Collecting specimens and labs.
 - Doing treatments and procedures.
- At night when you and your child are sleeping, we will check the ID band ourselves.
- If someone does not check the ID band, **Please Speak Up!** and ask them to do so.

Can I give medicines from home?

- **Do not** give your child **ANY** medicines from home. This includes prescriptions, over-the-counter medicines, herbs and supplements. The hospital will provide all of your child's medicines.
- Take all of your child's medicines you brought with you back home, or give them to your child's nurse. Do not keep **ANY** medicines in your child's room or at your child's bedside.

My child has an isolation sign on the door. What does this mean?

- Your child may have an illness that could easily spread to you and others.
- Sometimes, extra care is needed to help prevent you and others from getting sick.
- Each type of illness and isolation has special guidelines to follow.
- **Please Speak Up!** and ask your child's nurse what to do if your child has an isolation sign.

How can I help prevent falls?

When a child is sick, taking certain medicines or having certain procedures, their chance of falling is increased. If a child falls and gets hurt, they may need to stay longer. This may add to the stress of being sick.

In case of an urgent concern or emergency, call 911 or go to the nearest emergency department right away.

Your child's safety at Children's Healthcare of Atlanta, continued

To help prevent falls:

- Watch your child at all times. Always let your child's nurse or another member of the care team know if you are leaving the room.
- Keep crib and bed siderails up. Make sure they are locked in place.
- Keep the bed at its lowest position to the ground.
- If you do not know how the bed controls on the siderails work, **Please Speak Up!** and ask the care team to show you.
- Make sure your child always sleeps in the hospital bed. Do not allow your child to sleep on the couch or in a chair.
- Have your child wear shoes or non-skid socks each time they get out of bed. If you do not have any, **Please Speak Up!** and ask the care team for some.
- **Please do not allow your child to:**
 - Play with or on medical equipment.
 - Ride on I.V. poles.
 - Run in the hallway.
 - Play or climb on furniture.
- Tell your child's nurse **right away** if your child falls.

What should I do if one of the monitors beeps or alarms?

Sometimes you may hear different beeps and alarms.

- **Please do not silence the alarms or monitors.** They are in place to make sure your child stays safe.
- A care team member will respond appropriately.
- If for some reason a team member does not come into the room, you may contact a care team member by calling their phone or using the button on the TV remote.

Can I sleep in the same bed as my child?

Sleeping in the same bed with your child can cause harm to your child. This is especially true if your child is:

- Younger than 2 years old.
- Premature or has a medical condition

Instead, move your child's crib or bed closer to your bed if the equipment allows. This will make it easier for you to care for and feed your child. Other children and adults are not allowed to sleep in the same bed with your child either.

Ask your child's nurse for other safe sleeping ideas. Also ask for ideas about how to be closer to your child without getting into the same bed with them.

In case of an urgent concern or emergency, call 911 or go to the nearest emergency department right away.

Your child's safety at Children's Healthcare of Atlanta, continued

If your child is at an outpatient or neighborhood location

Will my child need to wear an ID band?

Your child may need to wear an ID band at some locations. Even if the care team knows your child, they should read the ID band.

- Keep your child's ID band on. Let the care team know **right away** if it comes off.
- Our staff should check your child's ID band before:
 - Giving medicines or blood products.
 - Collecting specimens and labs.
 - Doing treatments and procedures.
- If someone does not check the ID band, **Please Speak Up!** and ask them to do so.

If the location does not use an ID band, the care team should check your child's name and date of birth before they give any care.

- This helps keep your child safe by letting the care team know they are giving a medicine or treatment to the right child.
- If someone does not check your child's name and date of birth, **Please Speak Up!** and ask them to do so.

In some locations, your child may also receive a red or green armband.

- If so and your child has allergies, make sure your child also wears a RED band.
- If so and your child is allergic to latex, make sure your child has wears a RED band.

How can I help prevent falls?

To help prevent falls, watch your child at all times. **Please do not allow your child to:**

- Sit or lay alone on an exam table or stretcher.
- Play with or on medical equipment.
- Run in the waiting room or hallway.
- Play or climb on rolling stools or furniture.

What should I do if one of the monitors beeps or alarms?

Sometimes you may hear different beeps and alarms.

- **Please do not silence the alarms or monitors.** They are in place to make sure your child stays safe.
- A care team member will respond appropriately.
- If for some reason a team member does not come into the room, you may contact a care team member by using the nurse call button.

This teaching sheet contains general information only. Talk with your child's doctor or a member of your child's healthcare team about specific care of your child.

In case of an urgent concern or emergency, call 911 or go to the nearest emergency department right away.