Family information booklet

Resources for families of patients transferred to UC Davis Children’s Hospital
UC Davis Children’s Hospital is the tertiary and quaternary care pediatric hospital for children throughout Northern California, north to the Oregon border and east to Nevada. The region’s only nationally ranked, comprehensive hospital for children, we offer children and their families the highest level of care for virtually every pediatric health condition, from autism to urology.

Care for critically ill infants and children is provided in our pediatric emergency department, pediatric intensive care unit/pediatric cardiac intensive care unit (PICU/PCICU), Level IV neonatal intensive care unit (NICU) and children’s surgery center. Each offers compassionate, personalized care through the collaboration of multidisciplinary teams of physicians, nurses, specialists and other professionals.

Our philosophy of care recognizes that you are an important member of your child’s health-care team, and we welcome and respect the contributions that parents and family make to the well-being of our patients.

We understand that it can be a stressful and emotional experience when your child is in the hospital. We hope this booklet will answer some of your questions and help you understand what to expect during your child’s hospitalization.
Getting to UC Davis Children’s Hospital

UC Davis Children’s Hospital is located at 2315 Stockton Blvd., in Sacramento, Calif. The hospital entrance and main parking area are located on X Street just off Stockton Blvd.

**From Sacramento Metro Airport and North**
- Take Interstate-5 to Business 80-Reno to Highway 50-Placerville
- Exit at 34th Street
- Turn left on 34th Street to T Street
- Turn right on T Street to Stockton Blvd.
- Turn right on Stockton Blvd.
- Travel three blocks to UC Davis Children’s Hospital

**From Davis, San Francisco and West**
- Take Business 80 East-Reno to Highway 50-Placerville
- Exit at 34th Street
- Turn left on 34th Street to T Street
- Turn right on T Street to Stockton Blvd.
- Turn right on Stockton Blvd.
- Travel three blocks to UC Davis Children’s Hospital

**From Placerville and East**
- Take Highway 50 west
- Exit at Stockton Blvd.
- Turn left on Stockton Blvd.
- Travel five blocks to UC Davis Children’s Hospital
From Reno, North and East
- Take Business 80 to Highway 50-Placerville
- Exit at 34th Street
- Turn left on 34th Street to T Street
- Turn right on T Street to Stockton Blvd.
- Turn right on Stockton Blvd.
- Travel three blocks to UC Davis Children’s Hospital

From Stockton, Los Angeles and South
- Follow Highway 99 to Business 80-Reno
- Exit at T Street
- Turn right on T Street to Stockton Blvd.
- Turn right on Stockton Blvd.
- Travel three blocks to UC Davis Children’s Hospital

Parking
The entrance to Parking Structure 3 is located on X Street near the main entrance to the hospital. Discounted five-day or one-month parking passes may be purchased from the parking attendant.
Where to stay

To support parents who are able and wish to spend the night at their child’s bedside, each patient room includes a sleep chair next to each hospital bed or crib. This accommodates and allows one parent to sleep at their child’s bedside.

Low-cost or free accommodations for families of patients at UC Davis Children’s Hospital are available by referral at the following locations. For information about nearby hotels, call our Consumer Resource Center from Monday through Friday between 8 a.m. and 5 p.m. at 800-2-UCDAVIS (800-282-3284).

**Kiwanis Family House**  
**2201 48th Street, Sacramento**  
The Kiwanis Family House offers inexpensive accommodations to family members of children who are in the hospital. Accommodations include individual bedrooms, kitchen facilities, bathrooms, laundry, pay phone and hookups for recreational vehicles. For more information and to request a referral, please contact UC Davis’ social services at 916-734-2234.

**Ronald McDonald House**  
**2555 49th Street, Sacramento**  
At the Ronald McDonald House, families can stay in private bedrooms and share common kitchen, living and laundry facilities at low or no cost. An hourly shuttle from the Children’s Hospital is provided. Please call 916-734-4230 for more information and to request a referral.
The Sharing Place
5105 F Street, Sacramento

The Sharing Place hospitality house provides lodging for out-of-town pediatric and adult cancer patients and their families, as well as other families whose loved ones are receiving medical treatment at any Sacramento hospital. Please call social services at 916-734-2583 for a referral.

Where to eat

In the hospital

Visitors are welcome to eat in the Pavilion Café, located in the first-floor main lobby area of the hospital. Café hours are generally from 6 a.m. to 8 p.m., reopening from 11 p.m. to 12 a.m. and again from 1 a.m. to 4 a.m. Patients are not permitted in the café.

Breakfast is available from 6 a.m. to 10 a.m.; lunch from 10:30 a.m. to 3:00 p.m.; and dinner from 4 p.m. to 8 p.m. Limited self-service is available at other times, including the late-night café hours.

Vending machines are available on the first floor near the emergency department waiting area and on the third floor near the surgery reception waiting area.

Other campus dining areas

- **Education Building – 4610 X Street**
  Scrubs Café is located on the first floor

- **MIND Institute – 2825 50th Street**
  A small cafeteria is located on the second floor

- **Lawrence J. Ellison Ambulatory Care Center – 4860 Y Street**
  A cafeteria is located on the first floor

- **Courtyard by Marriott – 4422 Y Street**
  Bistro café and lounge are located in the lobby

- **Broadway Building – 4900 Broadway**
  Broadway Bakery Café is located on the first floor, near the building’s main entrance
What to bring to the hospital

Your child may bring stuffed animals, cards, letters, posters, photographs, DVDs and music to the hospital, as long as these personal items don’t clutter their room and limit access to your child for patient care.

We will supply a hospital gown, but your child may feel more comfortable in loose, comfortable bedclothes from home, such as a nightgown or pajamas, robe and slippers.

What not to bring to the hospital

Latex and rubber balloons are not allowed as they can cause life-threatening allergic reactions and are a choking hazard, though Mylar balloons are allowed. Please do not bring valuable or irreplaceable items. Flowers and plants are not allowed in intensive care patient rooms.
What to expect when your child is admitted

When your child is admitted the hospital, the admitting nurse will ask you about your child’s health history, including past illnesses and allergic reactions to medications and food. The admitting nurse will measure your child’s height, weight, temperature, pulse and blood pressure. The nurse and physician will perform a general physical exam, which may sometimes include additional tests.

Your child’s hospital room
Your child’s room includes a bedside table, a storage closet and a sleep chair that converts into a bed. For safety, the hospital bed or crib rails must be raised at all times. The bathroom and showers are for patient use only. Separate bathrooms are available for family members and visitors. A bathtub is also available for your child.

Family waiting room
The waiting room outside the pediatric unit is available daily from 6 a.m. to 9 p.m. and is only for patient family use. It includes a television, children’s play area, vending machines, ice and water dispenser and microwave. Children must be supervised by an adult at all times while in the waiting room. Sleeping in the waiting room is not permitted.

Playroom and teen room
The playroom is open from 9 a.m. to 8 p.m. daily (with the exception of quiet time from 1:30 p.m. to 2:30 p.m.). Volunteers oversee the playroom under the supervision of child life specialists. The playroom is considered a procedure-free area and offers toys, games, books, movies and activities, as well as one-on-one opportunities for creative expression and diversion. Children older than 12 years of age may use the teen room, which includes computers with internet access.
Security
We want you to be an active partner in safety. Please review these hospital safety policies and talk to your child’s doctor or nurse if you have any questions.

- For the safety of our patients, the pediatric floor is a locked unit. To enter, press the intercom on the wall outside the main entrance and a staff member will assist you.

- All employees who come into contact with you should be wearing a photo identification badge with their name and job title. Feel free to ask to see their badge if it is not visible.

- Your child must wear their hospital identification wristband at all times. Check to see that your child’s name is spelled correctly. Hospital employees should always call your child by their correct name.

- Tell your physician and healthcare staff about food, latex, medication or other allergies your child may have. Patients with medication allergies are given a red wristband.

- Tell the staff about any medications your child is taking, including prescriptions, vitamin supplements and over-the-counter medications.
Additional services and amenities

**ATM locations**
There are three automated teller machines (ATMs) on the UC Davis Health System campus. In the hospital, ATMs are located just inside the hospital’s west entrance across from Parking Structure 1 and in the main entrance corridor near the reception desk. The third ATM is available in the cafeteria in the Lawrence J. Ellison Ambulatory Care Center at 4860 Y Street.

**Gift and flower shop**
UC Davis Volunteer Services operates a gift shop in the first floor main lobby area of the hospital. Hours on Friday, Saturday, Sunday and Monday are 9:30 a.m. to 5 pm. Hours on Tuesday, Wednesday and Thursday are 9:30 a.m. to 8:30 p.m. A second gift shop is located on the first floor of the Lawrence J. Ellison Ambulatory Care Center.

**Interpreting services**
Interpreting services are available 24 hours a day in 18 languages and dialects: American Sign Language, Cambodian, Cantonese, French, Hindi, Hmong, Korean, Lao, Mandarin, Mien, Portuguese, Punjabi, Russian, Spanish, Thai, Ukrainian, Urdu and Vietnamese. Assistance with other languages may be available over the telephone. Interpreting services are provided either in person or through video or telephone conference.

**Pastoral services and meditation room/chapel**
Chaplains are available 24 hours daily to provide pastoral care services and spiritual support to all. To contact a chaplain, call 916-734-3657, or text or call pager 916-816-7729 and leave a call-back number.

The Battistella Meditation Room/All-Faith Chapel on the first floor of the hospital provides a quiet place to sit, relax, reflect, and meditate. Page 916-816-7729 for information about weekly, monthly and seasonal services and activities.

**Smoke-free campus**
For the health and safety of our patients, staff and visitors, UC Davis enforces a strict no-smoking policy inside the hospital, its facilities and in all outdoor areas on the Sacramento campus.
Visiting a patient

We are committed to providing an environment that supports our philosophy of caring and healing for both patients and families. Our visiting policies have few restrictions, because we believe that families provide much-needed emotional support for patients.

General hospital visiting hours are 9 a.m. to 9 p.m. daily. Parents may visit their child 24 hours a day. Quiet hours in the pediatric unit are observed from 1:30 to 2:30 p.m. to encourage parents and children to rest.

We do ask you to adhere to the following principles to ensure that the environment is safe and promotes healing for everyone:

- The hospital cannot accommodate siblings overnight, but we do encourage them and your child’s friends to visit. Children may visit if supervised at all times by a responsible adult.

- Visitors under 16 years of age may be screened by a nurse for infectious diseases.

- Patient information is only given to parents. Please designate a family spokesperson who can share information with other family members and friends.

- While we support unrestricted visitation, there may be times when we limit the number of bedside visitors for the child’s welfare. The number of visitors allowed may change at any time and may differ from patient to patient depending on the child’s needs as determined by their health care team.

- Please use the family waiting room to visit with loved ones. Do not visit in the hallways outside your child’s room or the unit entrance. The inner hallways of the unit are for staff only.

Exceptions to these guidelines may be made on a case-by-case basis after consideration of the patient’s welfare and safety and when agreed upon by the unit attending physician and the charge nurse.
Cell phone use

Cell phone use is generally allowed except where signs or staff members indicate that phones must be turned off. While conversing on a cell phone, you must stay at least three feet away from all medical devices and patients connected to them.

When restrictions are in place, the phone function must be fully powered off (not set to vibrate or silent mode), but you may continue to use Wi-Fi in airplane mode. Restrictions may change or be set on a case-by-case basis.
Commitment to quality and safety

UC Davis Medical Center is accredited by The Joint Commission, a not-for-profit organization dedicated to raising the level of safety and quality of care in all health-care settings. Accreditation is recognized within the health-care industry as a symbol of quality.

If you ever have any concerns about your or your child’s care or safety at UC Davis Medical Center or UC Davis Children’s Hospital that have not been addressed to your satisfaction, you are encouraged to contact medical center management through our Patient Relations department or Code Help hotline.

To reach a Patient Relations coordinator, please call 916-734-9777 or 800-305-6540, Monday through Friday between 8 a.m. and 5 p.m.

In case of a medical emergency, misunderstanding or other urgent medical-related issue, calling the Code Help hotline (3-2200 from any hospital phone) will signal a special team of care providers to respond, assess the situation and act as necessary.

The hotline provides you with a resource for immediate help on the rare occasions you feel you or your child are not receiving adequate medical attention, such as:

- Difficulties securing the attention of patient-care staff for a medical issue
- A communication breakdown or misunderstanding
- A suspected error

You are encouraged to ask to speak with your child’s primary care nurse, attending physician or the nurse manager on duty before calling Code Help.