



Neonatal Intensive Care Unit



**Children's
Hospital**

HSHS St. John's

Phone Numbers

To call the NICU, dial **(217) 544-6464**. Then, you can dial a number listed below. Or, dial 0 and ask the operator to connect you.

| | |
|---|----------------|
| NICU Desk | Ext. 30440 |
| Pod A | Ext. 34410 |
| Pod B | Ext. 34420 |
| Pod C | Ext. 34430 |
| Pod D | Ext. 34440 |
| Pod E | Ext. 34450 |
| Pod F | Ext. 34460 |
| Pod G | Ext. 34470 |
| Social Worker | Ext. 30499 |
| NICU Nurse Manager | Ext. 30490 |
| Parent toll-free..... | 1-800-331-7963 |
| <i>Parents living outside the Springfield area can use this toll-free number.</i> | |
| Ronald McDonald House: | (217) 528-3314 |



About the Neonatal Intensive Care Unit (NICU)

Most newborn babies are healthy, but premature or seriously ill babies need special care.

Since 1941, the Neonatal Intensive Care Unit (NICU) at HSHS St. John's Children's Hospital has served families. We provide the highest level of care for 35 counties in southern and central Illinois. Our NICU has 40 beds for critically ill babies.

Our NICU staff is trained to give intensive care to our smallest patients. The NICU physicians, called neonatologists, manage the babies' medical care 24-hours a day.

Each baby has a neonatologist as its primary physician. This physician works with other specialty doctors to care for your baby. A NICU team assists them. Parents can discuss any questions with the assigned doctor and NICU staff.

Our highly-skilled team includes:

- doctors
- neonatal nurse practitioners
- nurses
- respiratory therapists
- pharmacists
- rehabilitation specialists
- breastfeeding consultants
- social workers
- dietitians
- chaplains

We encourage parents to call and/or visit daily to check on their baby's progress. Parents can receive information by phone and can tell their family and friends.

Visiting the NICU

The hospital stay for babies in the NICU can be just a few days or extend to several weeks. We encourage families to visit as much as possible. We understand frequent visits can be hard for families who travel a great distance.

The Ronald McDonald House offers free lodging for families that live 40 miles or more from Springfield. Your nurse or social worker can refer you.

Nearby motels also offer reduced rates for NICU families. The NICU staff can help you. A free shuttle van will give you a ride.

Family is important to your baby. Visit and help care for your baby when possible. Our NICU family waiting room is your family room. We also offer a family support room so you can learn to care for your baby before he/she goes home.

Please follow our safety and care guidelines. They protect your baby from infection and aid in a quick recovery.



Visiting Guidelines

Parents and grandparents with special ID wrist bands may visit any time, day or night. Brothers and sisters, ages two and older, may visit with a parent.

Parents may bring other visitors 16 years and older to visit their baby. A parent must remain with these visitors at all times.

Security

We lock the NICU at all times. We give all parents special ID wrist bands on their first visit. Parents may request special wristbands for the grandparents, as well. Have an ID with you when you get your ID band. Wear the band during your baby's entire hospital stay.

Please check in at the NICU desk before you enter the NICU so the clerk can check your wristband. You also must wash your hands before you enter the NICU.

Hand washing

To prevent the spread of infection, wash your hands with soap and water before you enter the NICU. Waterless hand gel may be used if your hands are not visibly soiled.

1. Remove jewelry from hands and wrists.
2. Roll up your sleeves. Wash hands and arms up to the elbow.
3. Keep your sleeves above your elbows during your visit.
4. Rewash your hands after you change a diaper.
5. Wash after you handle soiled clothes and blankets.
6. Wash again before you leave the nursery.

Your Baby Needs You

Parent visits

Parents may visit any time, day or night. We encourage you to help with your baby's care. With a doctor's permission and a nurse's help, you will be doing activities such as holding, diapering and feeding your baby. The doctors round every day, and we want you to be at your baby's bedside during this time, if at all possible. Ask your nurse about the doctors' rounding times.

Grandparent visits

A grandparent with an ID band may visit at any time. Your baby's nurse will help during the visit. She will also tell them about the baby's weight, feedings and general condition. When the baby is stable, with a doctor's order and your permission, grandparents can hold and feed your baby. Grandparents may not bring other visitors.

Sibling visits

Brothers and sisters, ages two and older, may visit with a parent. They can talk to and touch the baby with help from the nurse.

It is helpful to bring an adult to care for your visiting child outside of the NICU. It is hard for a child to be quiet and sit still for longer than 15 minutes.

Other visitors 16 years and older

Parents may bring other visitors 16 years and older to visit their baby. A parent must remain with these visitors at all times.



Remember, this is an Intensive Care Unit

- Two people may be at the bedside at a time. This includes parents, grandparents and other visitors.
- We must consider the health and safety of all the babies, so at times we may have to limit visitors.
- Staff may ask visitors to leave the bedside during special care, rounds, a shift change or X-rays.
- Visitors with a disease that can hurt the babies may not visit. This includes a fever, cold, diarrhea, rash or an open or draining wound. Visitors who had contact with any contagious disease (chicken pox, mumps) within the past 21 days may not visit.
- Please ask the NICU nurse manager or charge nurse about special visiting requests.





During Your Baby's NICU Stay

Family members are part of the team caring for your baby. We welcome your ideas and comments. You can bring:

- family pictures
- small, washable, non-breakable toys for the crib
- blankets, socks, nightgowns and sleepers, when the baby is ready for them.

Stuffed animals and balloons are against health and safety rules.

Breast Milk

The NICU staff wants mothers to supply breast milk for their newborn infants, if possible. If the baby is too small or too sick to nurse, you can pump and save milk.

The NICU has staff trained to help you with breastfeeding. We call them lactation consultants. We have breast pumps in the NICU. Moms can pump their breasts while visiting. We provide sterile containers for you to collect and store your

milk. NICU has freezers in the baby feeding station for frozen breast milk. We store it until a baby is able to feed.

The NICU staff will answer any questions a mom has about how to use the breast pump or collect and store breast milk at home or on the unit.

Kangaroo Care

Kangaroo Care is a special way of cuddling your baby. The nurse will help you sit in a recliner and hold the baby against your chest skin. Your baby feels warm and can hear your heart beat. You and your baby will get many benefits from this.

Back to Sleep

We don't know what causes SIDS (Sudden Infant Death Syndrome). We do know babies who sleep on their backs don't die of SIDS as often. We want parents to put their babies on their backs to sleep. We also want the crib to have a firm mattress. This is something to think about as you get ready for your baby at home.

Routine newborn blood screening tests

Your baby will have blood screening tests. The state requires them. One heel stick gives us a small amount of blood for all tests. These tests can find rare body chemistry or genetic defects that could cause problems if untreated.

Most results are normal. If your baby's results are not normal, your baby's doctor will explain how you can help your baby.

Hearing test

Babies must be able to hear so they can learn to talk. Sounds and words are the first step to speech. Learning begins at birth.

We test your baby's hearing. This test takes only a few minutes. It does not hurt the baby. We can do it while the baby sleeps. The test lets us know about any hearing loss. Then, doctors can help as soon as possible.

Social work services

NICU parents deal with many feelings. One day you are happy and filled with hope. Later, you are disappointed and anxious. Our NICU social worker can help you:

- deal with these feelings;
- prepare to bring your baby home;
- answer questions or just talk.

A nurse can get the social worker, or you can call ext. 30499. We also have a NICU case manager. She can help you with insurance or other questions about your health care bills.

Follow-Up Clinic

Some NICU babies need our Follow-Up Clinic, which is offered at no charge. Your doctor will explain this clinic. We give you a paper with the date and time of the visit. Be sure to take your baby to this clinic. You can change the date, but the time is always on Tuesday mornings. Call (217) 544-6464, ext. 30450.

CPR classes

All parents are encouraged to attend a CPR class before their baby goes home. Your nurse can sign you up for a class.

Car seat

All babies must go home in a car seat. Please bring your car seat to the NICU. We will do a safety check and make sure the seat is the right size for your baby.

Rights & Responsibilities

Patient/Family Rights

You and your child have the right to:

- Quality health care.
- Have your spiritual, cultural and social needs respected.
- Receive care and support that meets his/her age and needs.

- Make decisions about the care of your child.
- Receive complete information that you can understand about your child's condition, tests, procedures and treatments.
- Refuse consent for treatment to the extent permitted by law. You also have the right to be told what will happen if you refuse treatment.
- Know the names of those who care for your child.
- Talk about ethical issues that may arise during your child's care.
- Know about any research or educational project affecting your child's care or treatment. You have the right to say you do not want to join in these projects.

You and your child have the right to privacy. Information about you and your child will not be shared with anyone who is not caring for your child.

You have the right to transfer your child to another hospital if we cannot meet your child's needs for treatment or service.

You have the right to complain to the hospital staff and/or outside representatives of your choice, and you have the right to be free from restraint, interference, coercion, discrimination or reprisal when voicing a complaint.

Family Responsibilities

You are responsible for:

- Telling your child's doctor or nurse if you do not understand any part of your child's treatment.
- Telling us how much you want to be involved in your child's care.
- Paying for your child's care.
- Respecting the rights of other patients, families and hospital staff.
- Respecting the rules about visitors to the hospital.
- Bringing to the attention of the appropriate staff those occasions when your rights are not being respected.

Parents and visitors are responsible for following infection control rules to keep your child, as well as other patients and visitors, safe.

Parent/Visitor Information

Accommodations

Carpenter Street Hotel

525 N. 6th Street (corner 6th & Carpenter streets)

(217) 789-9100

Toll free 888-779-9100

- Transportation to and from St. John's available from 5 a.m. - 10 p.m., Monday - Friday
- Free continental breakfast
- A discounted room rate is available for patients and their families.
- For more information, call the Admitting Department at (217) 544-6464, ext. 45976.

Other area hotels offer special rates to families of St. John's Children's Hospital patients; some also offer shuttle service. To receive a special rate, tell the hotel you are with a St. John's patient. You are responsible for making your own arrangements.

Ronald McDonald House

610 N. 7th Street

(217) 528-3314

- Overnight accommodations are available for families of children receiving inpatient care or outpatient treatment at Springfield area hospitals.
- Please contact your nurse or social worker for details and arrangements.

Ethics Committee

You may need to make difficult decisions about your child's care. A special group at the hospital is available to help. It is called the Ethics Committee. If you would like to meet with a member of the committee, please tell one of your child's caregivers.

Financial arrangements

Your bill: The bill you will receive will cover many aspects of your child's hospital care — nursing, laundry, lab testing, medications, etc. You will receive a separate bill for physicians' services. If you have questions after you receive your bill, please contact a customer service representative at (217) 525-5615.

Financial Assistance Program: At St. John's, our mission is to care for the sick and injured, regardless of their ability to pay. The hospital provides discounts for patients who are experiencing economic difficulties and who have investigated all other means of assistance. To learn more, call Patient Financial Services at (877) 636-2264.

All Kids: All Kids is the low-cost and/or free health care coverage for children in Illinois. It covers doctor visits, prescriptions, dental care and hospitalization. Many working families qualify for this program. For more information, call Patient Financial Services at (877) 636-2264.

Insurance

Patients with insurance should submit all information, policy numbers and identification cards upon admission. After discharge, the hospital will bill your insurance company. Any balance after the insurance payment is your responsibility and due within 30 days of the insurance payment.

Patients without insurance are responsible for full payment of hospital services received. Payment is required within 30 days of the date of discharge,

unless arrangements have been made in advance with Patient Financial Services. If you need to make special financial arrangements, call Patient Financial Services at (877) 636-2264 between 8 a.m. - 4:30 p.m., Monday - Friday.

For patients with Medicaid, group health insurance is considered primary (it will be billed first) to Medicaid if either you or your spouse is employed. Also, coverage from liability insurance is always primary to Medicaid. If either situation applies to you, please inform the Patient Financial Services at (877) 636-2264.

Meals

St. John's Cafeteria

Take the visitor elevators to the 1st floor.
Follow the hallway signs to the cafeteria

Subway®

Prairie Heart Institute lobby
Monday - Friday from 7:30 a.m. - 2:30 p.m.
Closed weekends

The Daily Grind

Main hospital lobby, 2nd floor
Monday - Friday from 6 a.m. - 5 p.m.
Closed weekends

Hop 'n Go Cafe

Children's Hospital lobby
Monday - Friday from 6 a.m. - 6:30 p.m.
Closed weekends

St. John's Bistro (proudly serving Starbucks®)

St. John's Pavilion
Monday - Friday from 6:30 a.m. - 4 p.m.

Vending machines

Food and beverage vending machines are accessible 24 hours a day in the cafeteria.

Vending machines are also located in the following areas:

- Hallway west of the Children's Hospital lobby
- Surgery family lounges on the 2nd floor in the St. John's Pavilion
- Emergency Department waiting area

Parking

Visitor parking is available in the parking ramp on the corner of Ninth and Carpenter streets. Handicap accessible parking is available in designated areas. For valet parking, please drive your car into the circle drive in front of the Women & Children's Center and see the attendant. Valet parking is available. Security officers will provide 24-hour escort services for visitors going to the Ronald McDonald House or any hospital parking area.

Telephones

You may use in-house phones to call hospital departments listed in this handbook. Just dial the five-digit extension number.

You also may use in-house phones to reach outside phone numbers; dial 9 first, then the number.

Cell phones and wireless communication devices may not be used in the Neonatal ICU.

Cell phones may be used throughout the rest of the facility.

Hospital Services

In alphabetical order

ATM

Available on the 1st Floor in the Cafeteria.

Gift Shops

St. John's has gift shops in the lobby of the Carol Jo Vecchie Women & Children's Center and in the main lobby. Items for sale include gifts and toys for all ages, magazines (main gift shop only), greeting cards, candy, snacks and much more. The Gift Shops are staffed by volunteers from St. John's Samaritans.

Home Health Services

If your child needs additional care, therapy or assistance with medication, your doctor may prescribe home care services. This will be provided by the home health service preferred by your insurance company.

Among the services available to you through St. John's Home Health Services are nursing, physical therapy, speech therapy, occupational therapy, dietary planning, counseling or spiritual care and home health aides to assist in providing your child's care. These services are available to patients who live within a 50-mile radius of Springfield. Home Health also has an office in Decatur to serve patients from that area. Our Case Management (Social Work Services) Department is available to help you arrange for any additional services you may need or to assist you in obtaining the proper care you need at home.

Parent Help Line

Parent Help Line is a phone line that offers support, information and referrals to parents of children ages 0 - 19 throughout Illinois. Call for information about its quarterly e-newsletter and educational materials. The Parent Help Line can be reached at ext. 45808 or 888-727-5889. Parent Help Line is also available at parenthelpline.org.

Security/Lost and Found

Security officers will provide 24-hour escort services for visitors going to the Ronald McDonald House or any hospital parking area. The Security Department also offers a free jump-start service for visitors with car trouble. To reach Security, call ext. 44020.

If you lose something while at St. John's Children's Hospital, please call ext. 44019 (7 a.m. - 3:30 p.m., Monday - Friday or ext. 44020 after hours).

Social Work Services/ Discharge Planning

Social workers are available to assist you and your family with social, emotional and financial issues related to your child's illness. They may be helpful in referring you to services, as well as in coordinating services.

Spiritual Care Services

Chaplains are available 24 hours a day. At your request, chaplains will contact your priest, minister or rabbi.

The Chapel is located on the 2nd floor of the Main Building and is open 24 hours a day. Mass and Holy Communion schedules can be obtained by contacting Spiritual Care.

Contact Spiritual Care Services through your child's nurse or by calling ext. 55675 on a hospital phone.

Who's Who in the NICU?

Many people work as a team to care for your baby. You may meet some of the following:

Neonatologist: Doctor who specializes in the care of children and has taken further training in the care of sick newborns.

Pediatrician: Doctor who specializes in the care of children.

Neonatal Nurse Practitioner: A nurse who has received additional training in newborn intensive care so he or she can perform many of the same tasks as doctors.

Neonatal Nurse: A Registered Nurse (RN) who specializes in the care of sick babies in the NICU.

Lactation Consultant: A nurse or other professional who has received additional training and certification to help mothers with breast-feeding.



Respiratory Therapist: A health professional with special training in the care of patients who have breathing problems and/or those who need respiratory support.

Occupational Therapist: A specialist in infant development. You may see this person either in the nursery or in a follow-up setting.

Physical Therapist: A specialist for babies with muscle tone issues.

Speech and Language Therapist: A specialist for babies with feeding problems.

Social Worker: A specialist who helps families cope with the emotional stress and makes arrangements for care after discharge from the NICU. This person can direct you to community resources.

Dietitian: A specialist in the nutritional needs of newborns.

Cardiologist: A doctor specializing in the heart.

Geneticist: A doctor specializing in inherited (genetic) issues and their effects.

Neurologist: A doctor specializing in disorders of the brain and nervous system.

Ophthalmologist: A doctor specializing in eye disorders.

Orthopedist: A doctor specializing in disorders of the skeleton.

Pediatric Surgeon: A doctor who performs surgery on babies and children.

Pulmonologist: A doctor specializing in the care of babies who have apnea and/or other lung disorders.

HSHS St. John's Campus Map

The NICU is located on the **4th Floor** of St. John's Children's Hospital in the Carol Jo Vecchie Building.



Springfield Area Map





Children's Hospital

HSHS St. John's

800 E. Carpenter Street
Springfield, IL 62769
(217) 544-6464
sjchildrens.org

HSHS does not discriminate on the basis of race, color, national origin, sex, age or disability in its health programs and activities.

Atención: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al:

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer:

St. John's Hospital: 217-814-5095

St. Mary's Hospital: 217-464-7600

St. Francis Hospital: 217-492-6590

Good Shepherd Hospital: 217-774-3961