



# Patient Information

North Carolina Children's Hospital

[uncchildrens.org](http://uncchildrens.org)

## Dear Patients and Families:

This booklet was written for you by our Patient and Family Advisory Board – people who, like you, have spent time here. It will help you learn more about the hospital and the people who work here. It has answers to many of the questions you may ask. It can help make sure your stay here is as safe and comfortable as possible.

As one of America’s best children’s hospitals, North Carolina Children’s Hospital is a Patient- and Family-Centered Care Provider. This means you are seen as an important partner in the care team.

### We hope you will ask:

- When and how will the doctors and nurses talk with me?
- What is the plan of care?
- What are rounds, when will they happen, and how do I help?
- How can I help in my care/my child’s care and make the best decisions?

### We hope you will also:

- Use the white boards in your room to share information.
- Write all your questions down so you do not forget them.
- Be a part of rounds.

## Here are some things families and patients have found helpful during their time in the hospital:

**Keep the lines of communication open.** Parents of younger children, explain to them what is happening and what may happen next. Use words everyone can understand, especially kids. Older children and teens, take time to speak with your family members about what is happening.

**Stick to your routine as much as you can.** Talking with friends, keeping up with school work, playing, and being with family may help you feel more “normal” and may make your time in the hospital a little easier.

**Remember siblings.** They have to change their routines too. Make sure they know what is going on so they feel involved and supported.

**Speak up.** Never be afraid to ask a question or tell someone if you do not understand something. It helps everyone make better decisions.

**The UNC Children’s Patient and Family Advisory Board** is a team of family members, health care professionals, and patients who work to improve your experience in the hospital.

Learn more at [uncchildrens.org/patientandfamilyadvisoryboard](http://uncchildrens.org/patientandfamilyadvisoryboard).

Sincerely,  
The Members of the Patient and Family Advisory Board



# Your Care Team

North Carolina Children's Hospital is part of the UNC Hospitals system. It is a teaching facility with a mission to train students in a range of medical fields. At a teaching hospital, many members of your care team will see you each day.

Whether yours is a short or long stay, everyone here is committed to the caring and compassion that is needed for healing. If you have any questions before, during, or after your child's stay, please ask.

## Patient

The child being treated is the most important member of the care team. They will participate in their care in ways that are appropriate to their age, ability, and interest.

## Family

You are an important member of your child's care team. You help make decisions about your child's care.



## Your Doctor's Team

**Attending Physician** is the lead doctor over the team. They review your child's daily progress, plan medical care, and oversee treatment.

**Fellows** are doctors who have finished medical school and a residency program. They are at UNC completing extra training in pediatrics.

**Residents (also called Resident Doctors or Interns)** are doctors who have finished medical school and are training under the Attending doctor.

**Physician assistants (PAs)** work with doctors to do physical exams, diagnose and treat illnesses, order and interpret tests, and prescribe medicine.

**Nurse practitioners (NPs)** work with doctors and nurses. They diagnose and treat illnesses, order and read diagnostic tests, and prescribe medicine.

**Medical students** may be involved in your child's care as part of N.C. Children's mission to train future doctors. *Medical students wear short white jackets.*

## Your Care Team



## Other Members of the Medical Team

**Clinical Care Management** is a group of nurses and social workers who help your family from the time of admission to discharge for care at home. They can identify resources and help with the discharge plan. The team works with insurance companies or Medicaid/Medicare to help with payments and find home services covered by insurance.

**Respiratory Therapists (RTs)** help patients with breathing problems. *RTs wear black shirts and gray pants.*

**Physical Therapists (PTs)** help patients with walking, posture, balance, and strength. PTs help infants achieve gross motor milestones. *PTs wear gray scrubs.*

**Occupational Therapists (OTs)** work with patients who need help with everyday living skills. *OTs wear gray scrubs.*

**Speech Language Pathologists (SLPs)** work on ways to improve patients' speech, swallowing, and feeding problems. *SLPs wear gray scrubs.*

**Child Life Specialists (CLS)** help patients cope with stress and fear. Services include getting ready for procedures, medical play, relaxation, distraction, music therapy, as well as family and sibling support. *CLS wear purple shirts and black pants.*

**Pharmacists** can answer questions about the medicines that are prescribed. *Pharmacists wear green scrubs or professional attire.*

**Phlebotomists**, along with nurses, draw blood samples from patients. It is common for patients to need blood drawn very early in the morning so the results are ready for the doctor before Rounds. Based on results, your doctor may need to make changes in your treatment, providing you with the best care. *Phlebotomists wear red scrubs.*

**Registered Dietitians (RDs)** make sure our patients get good nutrition and will explain any food needs.

**Pain Management Services** are special teams who work to make sure our patients are as pain free as possible. **Please ask for a consult by your medical team if you are having a lot of pain.**



## The Nursing Team

You will get to know your nursing team quickly as they are here for you around-the-clock on the unit. If you have any questions, concerns, or needs, our nursing staff can help.

**Registered Nurses (RNs)** give medicine, teach our patients and their families, plan tests and procedures, and check health status. They help you understand the plan of care and help you participate in your recovery. *RNs wear blue scrubs.*

**Nursing Assistants (NAs)** check vital signs and blood glucose and help patients bathe and dress. *NAs wear burgundy scrubs.*

**Health Unit Coordinators (HUCs)** provide clerical support for each unit and share patient and family requests with others on the health care team. *HUCs wear black pants and gray shirts.*

**Clinical support technicians (CSTs)** work as both NAs and HUCs.

## Other Care Services

**Environmental Service Staff** clean your room every day. If they arrive at a bad time, ask them to come back later. If you have specific cleaning needs at any time, please talk to a member of the nursing team. *Environmental Services wear teal scrubs.*

**Interpreter Services** offer face-to-face and over-the-phone medical translation 24 hours a day to families who do not speak English well, and the Deaf and Hard of Hearing population. **Please request interpretation services through your nursing staff.**



**Carolina Conexiones** is a bilingual patient navigation program that helps Spanish-speaking families. Bilingual Patient Navigators will help answer your non-medical questions and connect you to resources to make your time here more comfortable. **Please request a bilingual navigator through your child's nurse.**

**Chaplains** are members of our pastoral care team who are clinically trained to meet the spiritual and emotional needs of our patients and families. Chaplains are available 24/7. **You may request a visit from the Chaplain through your nurse.**

**UNC Hospital School** is a state-accredited school through the Chapel Hill/Carrboro City School District and provides year-round education to school-age patients (preK-12). Teachers work with the patient's local school to help them keep up with their assignments and to provide a smooth transition upon return. A Hospital School teacher will come by to meet with you. **Learn more at [uncchildrens.org/hospital-school](https://uncchildrens.org/hospital-school)**

**Patient Relations** If you have concerns about your experience, please discuss them with your medical team or the area manager if possible. Alternatively, UNC Hospitals' Patient Relations Department is available to act as a liaison to address concerns. They assist patients and families to ensure their experience with UNC Hospitals is a positive one. **Contact by phone at 984-974-5006 or email at [patrel1@unchealth.unc.edu](mailto:patrel1@unchealth.unc.edu).**



## Your Care Team



**Volunteer Services** have trained volunteers to offer services to patients including arts and crafts supplies, pet therapy visits, reading stories, and other activities that keep our patients busy during their hospital stay. Volunteers go through background checks, HIPAA (privacy) and infection prevention training, and immunization requirements for your comfort and safety. **Please request activities through your nurse.** *Volunteers wear either blue polo shirts or navy blue jackets.*

**Lactation Services** help breastfeeding moms and babies in our hospital. **Contact: [984-974-8078](tel:984-974-8078)**

**Children's Supportive Care Team** helps families find ways to adapt to the child's life-limiting situation and improve the patient's quality of life. This includes pain and symptom management, complex decision-making, parent and sibling support, end of life planning, and bereavement care for families. **Learn more at [uncchildrens.org/supportive-care](http://uncchildrens.org/supportive-care). Please talk to your doctor if you think your family might benefit from this service.**

**Ethics Consult Service** helps families sort through issues that can arise when children are very ill. This service can help your family explore all sides of an issue before making treatment decisions. Consultants come from a variety of areas, including medicine, law, nursing, social work, and chaplaincy. **Contact: [919-843-1470](tel:919-843-1470)**

**Beacon Child and Family Program** helps patients or family members who have experienced physical abuse, threats, emotional abuse, sexual abuse, or other violence. **Learn more at [med.unc.edu/beacon](http://med.unc.edu/beacon) or call [984-974-0470](tel:984-974-0470).**

**Pediatric Psychology/Psychiatry Consultation** and Liaison Program provides emotional support and counseling to help patients and families adjust to illness and to changing health conditions. Child psychology may be able to help with pain management and coping with treatment. **Please request a consultation by speaking with your nurse or doctor.**

**UNC Tobacco Treatment Team** is available to our patients and their family members by nursing referral. Secondhand and thirdhand smoke (nicotine and other chemicals that remain on clothing and surfaces after someone is smoking) is dangerous to others, especially children. You can talk to Care Management about the types of Nicotine Replacement Therapies that your insurance might cover. **You can also call the N.C. Tobacco Use Quitline at [\(800\) 784-8669](tel:800-784-8669) for assistance.**

Please note that there is no smoking – including E-cigarettes – at UNC Hospitals, including the parking deck and all surrounding areas.

**Financial Counselors** help those who do not have insurance or are concerned about paying medical bills. The policy of North Carolina Children's Hospital is to provide medically necessary healthcare to all children of North Carolina, regardless of their ability to pay. **For more information, call [984-974-3425](tel:984-974-3425).**

# During your Hospital Stay

## Team Rounding

Rounds are your meeting with your medical care team each day to review progress, discuss treatment options, and do care planning. Your doctors and nurses will tell you when to expect

your team to round. If you or another member of the family is not able to meet with the team at rounds, please ask your nurse to set up a meeting with your doctor.

### Some questions to ask at Rounds include:

- What are the side effects of the medicine?
- Why are medicines changing?
- Why are you already talking about discharge?
- What can we expect once we get home?
- How will a physical therapist help?
- How do I talk to my friends about this?
- Who can we talk to about help when we get home and how can they be contacted?



## Change of Shift Report

Your nursing team will meet at shift changes each day starting at 7 a.m. and again at 7 p.m. to check on you, give updates, and talk about your goals for the day.



## Family and Guest Visiting

- To ensure patient safety, all units in the Children's Hospital are locked.
- Family members and guests will need to check in at the guest services desk in the Children's Hospital lobby to get an ID badge. Family members and guests must wear these ID badges where staff can see them at all times.
- Staff and volunteers must also wear their ID badges at all times where they can be seen by patients and family.

## Staying the night with your child

- Parents or other adult caregivers can spend the night with their child. Most hospital rooms have couches that can fold out to a bed. If you need items such as toothpaste, toothbrush, shampoo, or sheets, ask your nurse.
- We know it is not always possible to spend the night with your child. When that is the case, please speak with your nurse and give phone numbers where you can be reached. You may set up a password to call and get updates on your child when you are not here.
- Guests under 18 years of age cannot spend the night in the hospital. An exception is made for breastfeeding infants and toddlers.
- If your child is in an intensive care unit, ask the care team about where you can sleep.



## Visiting guests

General visiting hours are from 6 a.m. to 9 p.m. During flu season, children 11 and under are not allowed. Check with your nurse for the dates.

- We ask that visiting children be cared for by an adult at all times.
- Please ask guests to stay home if they have a cough, runny nose, or a fever.
- If a patient is on isolation precautions, visitors must be old enough and big enough to wear gowns, gloves, and a mask. The adult staying with the patient must make sure these items are worn.
- Visitors must wash hands before coming into the room and after they leave.
- Depending on the room, there may be a limit to how many people can be in the patient's room at one time.



## Parking

Please contact the Parking Office at [984-974-1031](tel:984-974-1031) if you have questions about parking or visit [unccmedicalcenter.org/unccm/patients-visitors/parking-and-transportation](https://unccmedicalcenter.org/unccm/patients-visitors/parking-and-transportation)

**Public Parking** is available in the Dogwood Parking Deck, across from the hospital.

- Free shuttle service is available between the deck and the hospital.
- The parking rate is \$1.50 per hour, with a maximum fee of \$10.00 per visit.
- A one-day pass is \$10.00 and this will allow you to come and go as needed during a 24-hour period. You can buy this pass at the Parking Office in the Parking & Transportation/Valet building across from the front entrance of the N.C. Children's Hospital.

**Handicapped Parking** is available in the Dogwood Parking Deck.

**Valet Parking** is available to all patients and visitors from 5:30 a.m. – 7:30 p.m. Monday – Friday.

- Valet stations are at the Transportation/Valet building (across from the N.C. Children's Hospital) and at the Manning level entrance of the Cancer Hospital (at Emergency Room Drive).
- The cost is \$12.00 per visit per day. You can buy Valet Coupons from the Valet Cashier in books of five at a cost of \$55.00 per book.
- The evening shuttle service is available to help valet patients and families to their vehicles after the valet desk closes at 7:30 p.m. until 1:30 a.m. The shuttles are outside of the N.C. Children's Hospital. **Call [984-974-3686](tel:984-974-3686) for pick up.**

**Long-Term Patient Parking** permits are available for S11 lots.

- They cost \$10.00 per week and can be purchased in the hospital parking office, across from the N.C. Children's Hospital.
- Free shuttles will take you to and from the hospital and the S11 lot.



## Evening Shuttles

- Free shuttles are available to all hospital parking lots and decks, the Ronald McDonald House, and Chapel Hill's various Park and Ride Lots from 5:30 p.m. to 1:30 a.m. every day.
- The shuttles are outside of the N.C. Children's Hospital. **Call [984-974-3686](tel:984-974-3686) for pick up.**

**Overnight shuttle** service is offered for patients and visitors 1:30 a.m. to 6:00 a.m.

- The free shuttle is available to transport patients and visitors to the hospital parking lots and decks and all Chapel Hill Park and Ride locations.
- The shuttle is outside of the Emergency Department.
- If you need the shuttle and you are located in another part of the hospital, Hospital Police can contact it for you.

## Public Transportation

- Chapel Hill Transit offers free busing to UNC Hospitals on many of its routes.
- Routes also serve the Family Medicine Center and the Ambulatory Care Center (ACC). **Visit [townofchapelhill.org/transit](https://townofchapelhill.org/transit).**
- The Triangle Transit Authority also offers multiple bus routes to UNC Hospitals from surrounding cities: Raleigh, Durham, Apex, Garner and Hillsborough. **Visit [gotransitnc.org](https://gotransitnc.org).**

# Patient and Family Safety Information

## Infection Prevention

Hand washing is one of the best ways to stop the spread of germs.

### Please wash your hands with soap and water:

- When your hands look dirty
- When caring for someone with C. Diff or Norovirus.
- Before making or eating food, and before feeding your child
- After touching any blood, urine, or vomit
- After using or helping someone use the restroom
- After coughing, sneezing, and blowing your nose

Please help young children use soap and water before and after going into a patient's room. If soap and water are not available, please carefully help them with alcohol foam on their hands. If you notice anyone (medical providers, staff, volunteers, or visitors) who does not clean their hands when entering your room or before caring for you, please ask them to do so.



### How to wash your hands

1. Wet your hands
2. Apply soap to palms
3. Rub hands vigorously to make suds, covering all surfaces and fingers
4. Count to 30
5. Rinse thoroughly
6. Gently dry hands with an air dryer or clean paper towel
7. Use paper towel to turn off water

### You may use an alcohol rub to clean your hands:

- Whenever they are not visibly dirty
- Whenever soap and water are not available
- Before and after contact with someone who is sick
- After removing medical gloves

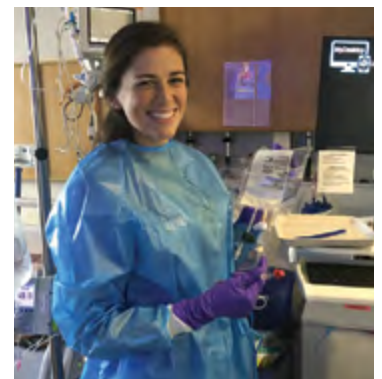
### How to use alcohol rub

1. Place enough of the solution in your palm to thoroughly cover hands
2. Rub hands together, covering all surfaces and fingers
3. Continue rubbing until dry

## Pediatric Rapid Response System

The Pediatric Rapid Response System is a team who helps with urgent medical issues and emergencies.

If at any time you are worried about your child, you can call for a Pediatric Rapid Response by dialing the Hospital Operator at [984-974-1000](tel:984-974-1000), or speak to any member of your child's care team.



## Patient Identification

Every patient will wear a wristband, which includes his or her name, birthdate, and medical record number. Please tell your nurse if any of this information is not right or if it is missing. Members of the care team will check the band for the correct information before giving medicine or tests.

Some children will wear a HUGS tag. This is a safety bracelet that will sound an alarm if a patient leaves the unit before signing out at the nurses' station.

Children can be off the unit for up to one hour. After checking out with your nurse, please remember to check back in upon your return.

## Hospital Police

The Hospital Police Officers provide 24-hour patrols, seven days a week and oversee cameras and alarms.

You may contact Hospital Police at [984-974-3686](tel:984-974-3686).

## Valuables/Lost & Found

Please keep valuables out of sight while in the room and take them with you when you leave.

UNC Hospitals' Lost & Found is located on the first floor of N.C. Memorial Hospital and is staffed Monday through Friday from 8:00 a.m. – 4:30 p.m.

Contact: [984-974-1241](tel:984-974-1241) or [lostfound@unch.unc.edu](mailto:lostfound@unch.unc.edu)

## Suicide Prevention

The National Suicide Prevention Lifeline offers help 24 hours a day. The call is private and you can speak to someone in English or Spanish.

Contact: [1-800-273-TALK](tel:1-800-273-TALK) or [1-800-273-8255](tel:1-800-273-8255)

# Patient and Family Hospital Services

## Children's Hospital Information

UNC Children's Guest Services Desk (where family members and visitors get their ID badges) is located in the lobby of N.C. Children's Hospital, on the ground floor. Staff there can give you maps and directions, and answer many questions you may have. **Contact: [984-974-0709](tel:984-974-0709)**

### UNC Health Wayfinding App

With the UNC Health App, you can:

- Get turn-by-turn directions from home to UNC Medical Center and UNC Rex Healthcare
- Drop a reminder pin at your parking space
- Find places inside the hospital like food, restrooms, or waiting rooms
- Connect to My UNC Chart
- And much more!

**Download the app by searching for "UNC Health App" on the Apple App Store or the Google Play Store. Or text "UNCAPP" to 43506**

## Food Options for Patients and Families

### Restaurant delivery service for patients

UNC Hospitals has restaurant delivery service between 5:00 a.m. – 8:00 p.m. daily and a smaller late night menu between 8:00 p.m. – 5:00 a.m. You can expect delivery within one hour of ordering.

Some patients need a special diet either due to their medical condition or for a test or procedure. Please discuss your diet with your nurse. The call center will have your diet order and will ensure you receive the correct meal.

Call [984-974-1278](tel:984-974-1278)

### Restaurant Delivery for Families and Guests

If you are breastfeeding your hospitalized child, you can order from the restaurant delivery service free of charge.

Guest trays may also be ordered for other family members from the restaurant delivery services. Payment can be made by phone with credit and debit cards. You may also make payment for a food voucher at the guest services desk in the Children's Hospital lobby, which is then presented to the dietary department at the time of order. **Ask your nurse for details.**

Hospital Cafés	Location	Hours
Corner Café	Ground floor of the Children's Hospital, directly back from the main lobby	Monday – Friday, 6 a.m. – 2 p.m.
Terrace Café	1st Floor of the Children's Hospital, just up the winding stairs (or Children's Elevators) above the front desk	7 days a week, 6:30 a.m. – 9:00 p.m.
Overlook Café	2nd floor of the N.C. Neurosciences Hospital on the corridor to the N.C. Cancer Hospital	Monday – Friday, 11 a.m. – 4 p.m.
Starbucks	Ground floor between N.C. Neuroscience's Hospital and N.C. Cancer Hospital	24 hours a day, 7 days a week
Beach Café	A university dining hall in the Brinkhous-Bullitt building behind UNC Hospitals	Visit <a href="http://dining.unc.edu/menu-hours">dining.unc.edu/menu-hours</a> for current hours



## Dining discounts

You can save 20 percent at all of our Hospital restaurants by signing up for FreedomPay. You can buy a FreedomPay card for \$2 from the cashier in any UNC Hospitals dining facility. You can add money to your card at the FreedomPay machines outside Starbucks on the ground floor of the Cancer Hospital and at the Terrace Café on the first floor of Children's Hospital. **You can also load money on your card at [www.myfreedompay.com](http://www.myfreedompay.com).**

## Free Family Meals

The Ronald McDonald House Family Room is on the 7th floor of the Children's Hospital near the play atrium. They offer free coffee, snacks, and light meals for all inpatient families and guests. **Please see the calendar/FAQs sheet posted on your door or ask nursing staff for the daily hours of operation.**

Community groups sponsor free meals through hospital catering for families and guests throughout the week at different locations throughout Children's Hospital. **Please see the calendar/FAQ sheet posted on your door or ask nursing staff for the hours they are open.**

## ATM Locations

### State Employees Credit Union (Cash Points)

- N.C. Memorial Hospital, past the escalators of the main lobby
- N.C. Women's Hospital, in the lobby behind the escalators
- N.C. Cancer Hospital, ground floor, at entrance to Starbucks

### SunTrust

- N.C. Memorial Hospital, past the escalators of the main lobby

### Bank of America

- N.C. Memorial Hospital, ground floor, near Corner Café and elevators

### Wells Fargo

- N.C. Memorial Hospital, main lobby



## Internet services

Wireless internet is available in all patient rooms and throughout all of the public access areas at UNC Hospitals.

## Family Support and Education

### Family Resource Rooms

N.C. Children's Hospital has two Family Resource Rooms available to patients, their families, and guests on the 5th and 7th floors. Both have printed materials and internet-connected computers with printers for online information searches and email access.

## Laundry Facilities

For families in the Pediatric Intensive Care Unit (PICU), 6CH, and 7CH, you will find washers and dryers on the second floor of the Children's Hospital, next to the PICU. Families on 5CH have a washer and dryer for use on this floor.

All washers and dryers are available at no charge and detergent can be requested at any nurses' station.

## Family and Guest Showers

Men's and women's showers are located on the second floor of Neurosciences Hospital. You will find them in the restrooms next to the Overlook Café. Please ask your nursing staff for necessary toiletries and linens.



## Retail shops

Looking for a special gift, reading materials, snacks, or toiletries? Cranberry Corner Gift Shop and Butterfly Boutique Gift Shop are both owned and operated by the UNC Volunteer Association. All proceeds benefit hospital programs, patients, and their families.

**Cranberry Corner Gift Shop** is located on the ground floor lobby of N.C. Memorial Hospital. Phone orders accepted for gifts with free delivery throughout UNC Hospitals.

Please note that flowers and certain balloons may not be allowed in some patient rooms, please check with your nurse.

Visa and MasterCard accepted.

**Open 8:00 a.m. – 8:00 p.m. Monday – Friday,  
1:00 p.m. – 5:00 p.m. Saturday and Sunday.  
Contact: [984-974-8740](tel:984-974-8740)**

**Butterfly Boutique Gift Shop** is located on the ground floor of the Cancer Hospital next to the guest services desk in the lobby.

**Open 9:00 a.m. – 4:00 p.m. Monday – Friday.  
Contact: [984-974-8138](tel:984-974-8138)**

**Carolina Care at Home Convenience Center** is also available to families and located in the lobby of Memorial Hospital. There are drug store items like over-the-counter medicine and some toiletries and medical supplies.

**Hours are 7:00 a.m. – 7:00 p.m. Monday – Friday,  
10:00 a.m. – 2:00 p.m. Saturday, and closed Sunday.**

# Places to Stay

## Ronald McDonald House

Ronald McDonald House of Chapel Hill provides a home-away-from-home for families with pediatric patients. The House provides private guest rooms, meals, shared living and dining spaces, an outdoor courtyard and playgrounds, on-site parking, and supportive activities for the entire family.



The Ronald McDonald House is located at 101 Old Mason Farm Road in Chapel Hill, about one mile south of N.C. Children's Hospital. Transportation to and from the hospital is available by a free hospital shuttle service and the Chapel Hill Transit system.

**Please speak with a social worker or your child's nurse to request a referral. More information is available at [rmhch.org](http://rmhch.org) or call [919-913-2040](tel:919-913-2040).**

## Area Hotels

For hotels in the area, contact MedStay, a hotel reservation service for patients and their family members. MedStay will find the right hotel for your needs at the lowest cost. **More information at [medstaychapelhill.com](http://medstaychapelhill.com) or call [877-633-7829](tel:877-633-7829).**





# Hospital Amenities

## Play and Recreational Areas

Patients, their families, and guests are all welcome to visit the play areas on the 7th floor of Children's. Here, children and teens have fun and relieve some of the stress of being in the hospital. All guests under 18 years of age will get a blue Play Atrium sticker from the nurses' station and patients will have a green Off Unit sticker before leaving the floor.

For patients on isolation, Child Life staff may be able to set up one-to-one visits to these areas. For patients on enteric, airborne, and droplet precautions, Child Life Services can give fun things to do for in-room play. Guests of those patients on contact, enteric, airborne, and droplet precautions cannot go to the play areas. **Please see the Calendar/FAQs sheet on your door or ask a staff member for the daily hours of operation.**

**Sigma Sigma Sigma Foundation's Robbie Page Play Atrium** is a large play space full of toys and games. Staff, along with volunteers, lead many activities and supervise the play area. The 'Ice-o-lation' Rink is a special area within the Play Atrium sponsored by the Carolina Hurricanes. This is used by our patients on contact isolation precautions.

**Charles Goren Music Room** is in the Play Atrium. Open to children of all ages, the Music Room gives patients the chance to play musical instruments with the help of volunteers and staff.

**The Game Room** is for our patients 10 years and older and is near the Play Atrium.

**Jason Clark Teen Activity Center** is a space just for our teen patients 13 and older and is near the Play Atrium.

**Alan Davis Stiles, MD, Lookout Terrace** is an outdoor rooftop area for our patients outside of the play facilities.





## Places of Quiet and Respite

**The Ronald McDonald House Family Room** is on the 7th floor of the Children’s Hospital near the play atrium. They have free food, books, TV, and comfortable seating for all inpatient families and guests. **Please see the calendar/FAQs sheet posted on your door or ask nursing staff for the hours they are open.**

### Chapels and Meditation Spaces

When you need a quiet space for prayer, meditation, or reflection, there are several chapels and quiet spaces for you. These spaces are open to people of all faith traditions – including those of no faith traditions – and open 24 hours a day.

**The Broyhill Children’s Chapel** is on the ground floor of Memorial Hospital. There is bench seating, a prayer book, and other supportive materials available.

**John M. Reeves All Faiths Chapel** is on the first floor of Memorial Hospital. Worship services are each Sunday at 10:30 a.m. For those who cannot attend in person, the service can be seen in all inpatient rooms on channel 7. Muslim prayers are on Fridays at 1p.m.

**Burn Center Chapel** is outside of the Jaycee Burn Center on the fifth floor of Anderson Pavilion.

**N.C. Cancer Hospital Chapel and Burnhardt Reflection Room** are both on the ground floor of the N.C. Cancer Hospital just past the Resource Information Center.



### Outdoor Areas

**Walking Labyrinth** is a meditative tool used by various religious traditions around the world where you may find respite. It is outside of the basement level of the Cancer Hospital. A chaplain can show you how to use it and even walk it with you if you would like company.

You can also relax on the outdoor patio next to Starbucks, on the ground floor between the Neurosciences and Cancer hospitals.

# Going Home

Your team will work to get you ready to go home by giving you written notes called Discharge Instructions.

You will learn about your medicine, any special care, what you can and cannot do, follow-up appointments, and who to call if you have questions or problems at home.

Before you go home, ask your nurse if you have any questions about home care.

## Getting Home

Arrange a ride home as soon as you know your discharge date. Please let your nurse or care manager know if you are concerned about how to get home.

## Pharmacy and Prescriptions

Before it is time to go home, a member of the care team will talk to you about getting any prescription medicine filled. Your doctor can send prescriptions to your home pharmacy or you can have your medications filled here at UNC Hospitals.

- Monday – Friday, 8 a.m. – 4:30 p.m., you can have your discharge medicine delivered to your hospital room through the Bedside Delivery Service.
- If you discharge in the evening, over the weekend, or on a holiday, Central Outpatient Pharmacy can fill your medications and you can pick them up on your way out the door.
  - On the ground floor of N.C. Cancer Hospital
  - 984-974-2374
  - Monday – Friday, 7 a.m. – 8 p.m.
  - Saturday/Sunday/Holidays, 8 a.m. – 3 p.m.

Please let your Care Manager know if you would like information about the Pharmacy Assistance Program.

## Car Seats and Child Restraints

North Carolina state law requires children to be in a car seat.

Please tell your nurse before you discharge if you do not have a car seat for your child. Remember that new car seats are needed if they were in a car accident and that some surgeries require special car seats. We have trained staff to help with car seats where there are special needs.

The N.C. Child Passenger Safety Resource Center can connect you with programs that can check to make sure your car seats are safely installed and correctly used. **To learn more, visit [buckleupnc.org](http://buckleupnc.org) or call (800) 672-4527.**

## Medical Records

You can have your medical records sent directly to your doctor(s) free of charge. Please ask your care team.

You may also want access to your records. Please ask your nurse about access to your medical record through My UNC Chart, a free online service of the UNC Health Care System.

You may also request paper copies of your records for a fee.

**For more information, please contact the Medical Records Department at 984-974-3226 or use their website to make these arrangements: [uncmedicalcenter.org/medical-record](http://uncmedicalcenter.org/medical-record)**



# Your Experience and Feedback

Take the time to give your feedback when you get a survey by mail or email. Your comments are very important and are used as a chance to improve care and to recognize members of the team for their good work.



## Partnership Opportunities


Many of our patients and their families have asked about opportunities to partner with us.

They support research for new treatments or cures. They help families who can't afford all the care they need. Or they just feel strongly about giving something back.

If you would like information about these opportunities, please contact our development office at [919-966-1201](tel:919-966-1201) or [supportchildren@med.unc.edu](mailto:supportchildren@med.unc.edu). You can also find us online at [uncchildrens.org](http://uncchildrens.org)



 **N.C. Children's Hospital**  
101 Manning Drive  
Chapel Hill, NC 27514

 984-974-1000



### North Carolina Children's Hospital

Melanie E. Dawes, MHA, MBA, RN, NE-BC, *Associate Vice President, Children's Services*

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Lisa Tibbetts, MS, RN, CPN, *Pediatric Intensive Care Unit, Manager*

Danielle Stolfi, MSN, RN, CCRN, *Interim Cardiac Program Manager*

Erin Jones, MHA, BSN, RN, CCRN-K, *5 Children's Manager*

Sheryl Galin, BSN, RN, CPN, *6 Children's Manager*

Monica Mohe, MSN, RN, NE-BC, *7 Children's Manager*

Angie Ramsey, MSN, RN, CPN, *Children's Short Stay Unit Manager*

Annemarie Funt, MSN, RN, CCRN, CNL, CNE, *Children's Post Anesthesia Care Unit, Pre Care, and Procedural Care Suites, Manager*

[uncchildrens.org](http://uncchildrens.org)