Caring for your Child  
Welcome to the Oncology Inpatient Unit

We are here to support you and your family while your child is receiving treatment at The Children’s Hospital of Philadelphia. The information below explains the inpatient unit routines and visitor guidelines. We hope that it will be helpful for you.

Guidelines for Visitors:

- Hand washing is the most important thing to remember when visiting the oncology unit.
- Clean your hands when entering any patient room and before leaving the room.
- We will screen all visitors to protect patients on the unit from infection. This means:
  - The inpatient clerk will ask you if you have been exposed to anyone who is sick.
  - The clerk will ask you about symptoms that you may have had in the past 48 hours.
  - We ask these questions to keep all patients and families safe from infection during their stay in the hospital.
  - Visitors with any symptoms (like fever or cough) or who have been exposed to a contagious disease (like chickenpox) may not visit and will be asked to leave the hospital.

Visiting Hours:

- Extended family and friends may visit between the hours of 10 am to 9 pm.
- Any visitors under the age of 18 must be supervised by an adult at all times.
- Parents or caregivers will be given an ID band. These bands should be worn by the primary caregiver. The bands provide 24 hour access to the unit.

While visiting the Oncology Unit:

- Please be respectful to other patients by limiting noise.
- Because oncology patients have weak immune systems, fresh flowers and potted plants are not permitted. These may contain bacteria.
- Painting on the windows is limited to the glass on the patient room doors. Please do not paint on the large glass panel overlooking the atrium or outside.
- We can provide the most safe care if we can reach your child and all of the medical equipment easily. We will ask you and your visitors to help us to be sure that we can reach your child easily at all times.
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Telephones:

- Telephones in patient rooms are turned off to incoming calls from 9pm to 7am.
- If your family needs to contact you during this time, they may call the front desk and ask for you by using your child’s last name. The main phone number is 215-590-5538.
- You can make outgoing calls at any time. When making calls, dial “9” to get an outside line. Calls outside the “215” area code are considered long distance.

Guidelines for Parents or Caregivers Staying Overnight:

- Parents or caregivers are welcome to stay with their child 24 hours a day. Two adults may stay overnight at the bedside. We will provide a sleeping area for one adult. The second adult may bring something to sleep on; please check with the nursing staff about your options.
- For safety reasons, we ask that you do not sleep in bed with your child.
- Soft lights may need to stay on during the night to safely care for your child. Sometimes brighter lights may be used so that we can observe and provide care for your child.
- Siblings under the age of 18 are not permitted to stay overnight.
- A few sleep rooms are available by reservation in the Connelly Center on the 8th floor. The room reservation form is available in the Connelly Center and must be completed by noon each day.

Parking:

- Parents/Caregivers with a blue ID band will receive a discounted parking rate in the Wood Center garage.
- Please take your parking ticket to the security desk on the first floor for validation.

Food Storage:

- There are large refrigerators located in the Ronald McDonald family room. Feel free to bring in food from home. Each room has a designated storage bin. Please label all food with name, date, and room number. Food that is not labeled will be discarded.
- We also provide snacks, cereal, and drinks in the nutrition rooms located on each unit.

Playrooms:

- There are several Child Life Specialists available to help your child cope with the overall healthcare experience.
- The playroom is open to patients and caregivers only. There are special times your child can visit the playroom, based on her specific diagnosis. See your Child Life Specialist or nurse for times.
Care Routines:

- A nurse will be assigned to care for your child. Nurses provide care during their shift.
- Nursing shifts are: 7am-3pm  7am-7pm  3pm-11pm  7pm-7am  11pm-7am
- We want to hear your concerns and thoughts about your child’s care. In addition to talking with your child’s nurse, please feel free to talk with the Charge Nurse. The Nurse Manager of the unit can be contacted at 215-590-2636.
- Your child’s safety is our highest priority. We will place an ID band on your child’s wrist or ankle. Please do not remove this ID band. It is important that the nursing staff can identify your child when giving medicines, preparing for procedures, or drawing blood.

Medical Rounds:

- The medical team rounds each day to review your child’s care and develop a plan for the day.
- Parents/caregivers are welcomed to participate in Rounds.
- Many families have found it helpful to write down their questions ahead of time.
- If you cannot attend Rounds, your bedside nurse can provide you with an update.

Teaching and the Family Learning Center (FLC):

- Our experienced staff will explain your child’s diagnosis and treatment plan during a family meeting and throughout your child’s treatment.
- We will provide you with a Care Binder that contains the Oncology Family Handbook.
- Classes are offered in the FLC to teach you about the care your child will need.

While in the hospital, you and your child will meet a variety of staff members who are part of your child’s care team. You are a valuable member of your child’s care team, and we do our best work when we hear from you. Please share your questions/concerns with us. Being in the hospital can be a very stressful time for you and your family. We’re in this together; please let us know if there is anything we can do for you.