Stop the Flu
and keep other contagious diseases from spreading!

Apart from flu vaccine, there are things you can do to protect yourself from getting sick. These simple actions can STOP the spread of germs:

**Wash Your Hands!**
- Use soap.
- Spend **20 seconds** washing hands, wrists and under fingernails.
- After rinsing, dry hands with a clean paper towel.
- Use a paper towel to turn off faucet.
- If there’s no soap and water available, use alcohol-based hand gels.

**Practice Good Respiratory and Personal Etiquette.**
- Cover your mouth and nose when coughing or sneezing.
- Avoid touching your eyes, nose and mouth.
- Use disposable tissues.
- Avoid close contact with people who are sick.
- Avoid sharing food or eating utensils with others.
- Stay home if you are sick.

Other good habits, such as **healthy eating, drinking lots of water and getting plenty of rest,** can also help you stay healthy in the winter and all year long!

Blank Children’s Hospital
UnityPoint Health
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Welcome to Blank Children’s Hospital

Welcome. We are honored you have chosen Blank Children’s Hospital for your child’s care. Our mission, throughout your stay, is to provide family-centered healing, caring and teaching. While a trip to the hospital is not usually an experience any family is prepared for, we strive to provide quality, compassionate care for the whole family. We invite you to be actively involved and partner with us in the care of your child.

We hope the information in this book will help you get to know the caregivers and special services at our hospital. If you have any questions about the information or about the care of your child, please let us know.

Sincerely,

The Leadership Team at Blank Children’s Hospital

515-241-6602
Blank Children’s Hospital was built in 1944 by A.H. and Anna Blank in honor of their son, Raymond. Since that time, the hospital has grown and undergone several renovations to accommodate sick and injured children. Today, Blank Children’s is an 88-bed facility committed to family-centered healing, caring and teaching for children across Iowa.

With more than 80 pediatric specialists and hundreds of pediatric nurses who care “just for kids,” Blank Children’s is a hospital unlike any other. The number of pediatric medical specialists, programs and services is constantly growing to improve care and meet the changing health needs of children. We offer inpatient care, outpatient clinics, a pediatric emergency department, and pediatric therapy in addition to support programs and service for patients and families. Additionally, we take the mission of Blank Children’s “beyond the hospital walls” through our Center for Advocacy & Outreach where professionals provide injury prevention, pediatric healthcare education and advocacy across the state of Iowa. Blank Children’s is part of UnityPoint Health – Des Moines, which includes Iowa Methodist Medical Center, Iowa Lutheran Hospital, Methodist West Hospital, John Stoddard Cancer Center and its affiliated physicians and clinics.

For more information about our hospital, providers and services, visit www.blankchildrens.org.
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**Balloons**

Latex or rubber balloons are the leading cause of material choking deaths in children. To maintain a safe environment, latex balloons are not allowed. Mylar balloons do not pose the same risk to children and are permitted throughout the hospital. Mylar balloons are available to purchase in the Gift Shop located in the Iowa Methodist main lobby next to the information desk. Volunteers will deliver balloons to patient rooms.

**Calling Your Caregiver**

Our caregivers are devoted to your child’s care and well-being. A button to call your caregiver is located on the bed rail or bed stand. When the button is pressed, the caregiver is alerted that assistance is needed. Restrooms have a call cord, which operates the same as the regular call button. Caregivers will respond to the call by coming to your child’s room as quickly as possible.

**Flowers**

Flowers may be purchased in the Gift Shop located in the Iowa Methodist main lobby next to the information desk. Please ask if your child may have flowers as flowers are not allowed in patient rooms in the NICU, PICU or oncology unit. Volunteers make deliveries from florists to patient rooms. If you have questions, please call 515-241-6193.

**Hand Hygiene**

Proper hand hygiene helps prevent the spread of germs and illnesses. Your caregivers will practice hand hygiene each time they enter your room. We expect you to do the same. Please wash your hands or use hand sanitizer before and after touching your child.

**Leaving Your Room**

Blank Children’s Hospital has guidelines to ensure the safety and security of our patients and families. The only personnel who should be taking your child from your room are employees and volunteers with proper identification. Proper identification is a photo name badge with the UnityPoint Health – Des Moines logo. If you are unsure, call your caregiver.
Movies and Books
Movies and books are available on each unit for your child. Ask your caregiver for details. Feel free to bring movies and books from home.

Music
A CD/tape/radio player is available in each room. Please feel free to bring music from home or ask your child’s caregiver to see what is available.

Personal Belongings
Please make sure your child’s name is on all belongings. All personal items are placed in a bedside drawer or closet when not in use. This helps prevent loss or damage. Leaving valuables and cash in patient rooms is not recommended.

Quiet Time
Each unit has designated time each day when lights are dimmed and doors are closed to promote a time of rest. Check with your caregiver for the time in your unit.

Refrigerators
Each patient room has a small refrigerator. Please empty the refrigerator when you are discharged.

Room Service
With room service, children are allowed to eat when they are hungry. Special menus are also designed to offer children options they like for breakfast, lunch and dinner. Meals can be ordered at anytime between 6:30 a.m. and 7 p.m. Family members and friends may also order guest room service. For each guest tray, there is an additional fee. Cash and credit cards may be used for payment when the guest meal is delivered. If a mother is breastfeeding and her baby is 12 months or younger, the mother is allowed a room service tray for each meal at no charge.
Room Temperature

In order for your child to be as comfortable as possible, you may either adjust your wall thermostat or ask your caregiver to adjust the temperature for you. If you have questions on how to operate the thermostat, please ask your caregiver.

Telephone

A telephone is available in each patient room. Family and friends may call your child’s room directly by dialing the number shown on the phone. To place a call anywhere in the hospital, dial 1 and then the four-digit extension. To place a local call, dial 9 and then the number. For long distance calls, dial 9 and then 0. The operator will help you place your call. For information within the hospital dial extension 16212 or 0.

Television and DVD Player

Televisions and DVD players are in each room. A complete television listing is available. Ask your caregiver.

White Boards

In each patient room there is a dry-erase white board. This board is used to help communicate information between families and the healthcare team. Please feel free to write questions for your caregivers on the board.
Doctors, nurses and other healthcare professionals are dedicated to working with your family to provide your child with the best possible care. Because we are a teaching hospital, you will see students and residents participating in the care of your child under the direction of the attending doctors and nurses. We are committed to being a teaching organization in order to help train future healthcare providers. In doing so, we can help ensure there will be doctors, nurses and other medical professions now, and into the future, to care for children in need.

The following offers information about your child’s healthcare team:

**Audiologists** assess the ability of infants and children to hear and make appropriate recommendations for further evaluation and follow-up services.

**Care Managers** coordinate healthcare for children and their families. They evaluate options and services to meet the individual child's need. In addition, they coordinate communication with members of the child's healthcare team to achieve the best possible transition from the hospital to home.

**Child Life Specialists** are professionals who work with children, their families and others who are involved in the child's care to better understand the hospital and medical procedures. They are experts in helping children cope with discomfort. Whenever possible, children and teens are encouraged to take active roles in their healthcare and decisions surrounding it. Research has shown that by preparing children for medical procedures, stress is significantly reduced and it increases cooperation.

**Child Life Activity Assistants** are responsible for assisting child life specialists with the planning of activities for the playroom. Activities planned include painting, doing crafts and building with blocks. Assistants also try to meet special requests to individual patients for certain activities and toys.

**Dietitians** assist in meal planning and answer any questions about nutritional problems.

**Guest Relations** staff are professionals who can help meet your needs during your stay. If you would require help in making your needs known, these professionals can help.
Hospitalists are general pediatricians who may provide care for your child while in the hospital. This includes ordering tests, adjusting medications, consulting pediatric specialists and planning your child’s discharge. The hospitalists work closely with your child’s primary care provider throughout your child’s hospital stay to keep him/her updated regarding your child’s condition.

Hosts/Hostesses assist with meal selections from the room service menu, deliver meal trays and work with the nursing and dietary staff to answer any questions.

Intensivists are pediatricians specially trained in critical care medicine. They direct the care for infants and children in the Pediatric Intensive Care Unit (PICU).

Housekeepers keep the hospital clean by performing cleaning duties in your room and throughout the hospital.

Neonatologists are pediatricians specially trained in neonatology who care for premature and sick newborns. They direct the care for infants in the Neonatal Intensive Care Unit (NICU).

Nurses plan and provide direct nursing care, patient and family education, and work with you to develop a discharge plan.

Nurse Practitioners are nurses with advanced education who help manage the healthcare of pediatric patients.

Patient Care Technicians provide direct patient care such as taking vitals, giving baths and feeding infants and children under the supervision of the nurse.

Pharmacists review all medication orders to ensure safe treatment.

Physical and Occupational Therapists work with children who have special needs related to an illness or injury.

Residents are licensed doctors who have graduated from medical school and are completing required training programs lasting three years or more.
Medical Students receive clinical training in their third or fourth year of medical school. They can be identified by their short white lab coats. Resident and medical students, supervised by your child’s doctor, may be a part of the healthcare team.

Respiratory Therapists assist with breathing therapies and respiratory problems.

Social Workers are problem solvers, mediators, counselors and advocates. They offer support and methods of coping with issues.

Speech Therapists work with children who demonstrate speech, language, vocal and/or feeding difficulties.

Students are supervised and work directly with the area in which they are studying. Our hospital is committed to educating future healthcare providers. These students may be nursing, pharmacy, child life, therapy or medical students.

Teachers operate a school program through the Des Moines Public Schools. Teachers work with students who are in the hospital, either at their bedside or in a classroom.

Unit Clerks coordinate communication for the unit and are responsible for all clerical work within the unit.

Volunteers assist the child life staff in providing activities to support normal growth and development for children. They visit patients in their rooms and read books to them. They can be identified by their blue coats or vests.
Pain Management

Children feel pain. Even the youngest baby can feel pain. Pain can make it hard for children to get better when they are sick. Pain can be caused by illness and injury or by tests and procedures done while receiving care.

Our goal is to provide good treatment for pain. We can not promise your child will not have any pain. We will work with your child and you to help relieve the pain and make sure it does not keep your child from getting well.

If a painful procedure is necessary, every effort will be made to keep your child as comfortable as possible. This may involve the use of distraction and/or medication. Our main focus is to keep your child as comfortable as possible during the procedure. Whenever possible, a local anesthetic cream will be applied before blood tests or IV starts to minimize the discomfort. Pain ratings, which are appropriate for your child's developmental level, are used. You or your child may be asked to rate the pain to allow for adequate pain relief.

We strive to relieve the pain. Our process includes:

- **Pain assessment tools.**
  A variety of pain tools are used. Your nurse will explain.

- **The right medicine for the amount of pain.**

- **Making pain better without medicine.**
  There are treatments our child life staff or nursing staff can use to help your child without using medicine. We will teach them to you so you can also help your child with pain. They include massage, heat or ice packs, games and other things to help make your child more comfortable. Our staff will work with you so you can help your child feel better even after going home.
Automated Teller Machine (ATM)

ATM machines are located:

- In the hallway between Blank Children’s lobby and Iowa Methodist Medical Plaza Atrium
- On level B near the cafeteria

Bus Service

A Des Moines Area Regional Transit (DART) bus schedule is available at the main information desk of Iowa Methodist inside the main entrance.

CarePages

We offer CarePages as a free service to patients and families. Through CarePages websites, families can relate their stories, post photos, and update friends and family instantly. In turn, your loved ones can send messages of love and encouragement. To create a CarePages website, visit www.blankchildrens.org and click on the CarePages logo located in the bottom left-hand corner. Computers are located in the Family Lounges on each floor to aid families in setting up their CarePage. For technical support with your CarePage, call 1-888-852-5521 or email help@carepages.com.

Chapel

Our chapel is always open for visitors of all faiths for prayer and meditation. Everyone is invited to attend non-denominational worship services each Sunday. Special worship services may be offered for you, your family and friends in the chapel. Call the chaplain’s office at extension 16411.

- Religious Services
  Services are held in the nondenominational Jeanne Hoff Goodwin Chapel located on the first floor of Iowa Methodist for patients and visitors.
  Sunday: 10 to 10:30 a.m.
  Services may also be viewed from the television in your child’s room on channel 17.
Chaplains
Chaplains are available 24 hours a day to provide support. Priests and clergy of other faiths may be contacted upon request. Call extension 16411 for assistance.

Prayer Line
There is a prayer line for you, your family or friends to call and leave prayer requests. The line is checked daily and requests for prayer are included in that day’s service. Requests may be by name or anonymous. To make a request, call extension 17729.

Entrance
There are a variety of entrance options available at Blank Children’s and Iowa Methodist during the day. Between the hours of 10 p.m. and 5:30 a.m. you must enter through the emergency room or from the parking ramp entrance.
Food and Beverages

Snacks and beverages are available in the following locations throughout the campus:

- **Cafeteria (Southview Café)**
  Located on level B of Iowa Methodist, the cafeteria features hot and cold foods including a salad bar, deli and grill. Cafeteria hours are as follows:
  
  Monday – Friday  
  2 a.m. to 8 p.m.  
  Weekends and holidays  
  5 a.m. to 7:00 p.m.

  The cafeteria is closed daily from 10 to 10:30 a.m. for cleaning.

- **Atrium Food Service**
  The Atrium Food Service is in the atrium of the Methodist Medical Plaza at the west end of the campus. It is open Monday through Friday, excluding holidays.

- **Younker 1 Café (Gateway Café)**
  The Younker Café is located near the Younker entrance on the first floor. The cafe is open Monday through Friday, excluding holidays.

- **Mocha’s Café**
  Mocha’s Café is located in the Surgery Center waiting area (east wing, level A). It is open Monday through Friday, excluding holidays.

- **Vending Machines**
  Beverage and snack vending machines are located on Blank 3 and the North 1 lobby near the emergency department.
**Gift Shop**

The Guilded Cage Gift and Flower Shop is open daily. It is located in the Iowa Methodist main lobby next to the information desk.

*Hours:*
- Monday - Thursday: 8 a.m. to 8 p.m.
- Friday: 8 a.m. to 6 p.m.
- Saturday: 10 a.m. to 5 p.m.
- Sunday: Noon to 5 p.m.

Call extension 16193 for more information. Volunteers deliver purchases to patients’ rooms Monday - Friday, 8 a.m. to 4 p.m.

**Information**

An information desk is located at the main entrance of Iowa Methodist Medical Center. General information may be obtained by calling ext. 16212 or dialing 0.

**Interpreters**

Interpreters, who work with a variety of languages, including sign language, are available. Ask your child’s caregiver for assistance.

**Laundry**

Laundry facilities are available for families on Blank 5. We supply the soap. The laundry room is locked, so ask for assistance.

**Lodging**

- **Ronald McDonald House**
  For families needing a place to stay while your child is in the hospital, the Ronald McDonald House is located on our hospital campus. Each family has a bedroom and shares living and dining facilities with other families staying at the house. The Ronald McDonald House also provides meals for those staying in the house; breakfast, lunch, snacks and a hot dinner are available daily. It is located at the corner of 15th and Pleasant Streets, within walking distance from Blank Children’s. The fee is modest and
based on ability to pay. Your child’s caregiver will be happy to assist you with arrangements or you can call 515-343-6404.

- **Respite Rooms**
  Two respite rooms are available on Blank 5 on an as-needed basis. They offer private bedrooms and bathroom facilities. Ask your caregiver or social worker about availability.

**Mail**

Cards and letters need to be addressed in the following manner:

- Child’s Full Name
- c/o Blank Children’s Hospital
- Child’s floor and room number
- 1200 Pleasant Street
- Des Moines, Iowa 50309

Mail arriving after your child leaves the hospital will be forwarded to your home.

**Newspapers**

Newspaper stands are located in the following places:

- Atrium walkway
- Main entrance of Iowa Methodist
- Walkway between the parking ramp and Methodist Medical Plaza
- Gift Shop

**Notary Public**

Notary public service is available at no charge by dialing 0.
Parking
Free parking is provided to family members and visitors in the lots north of the Iowa Methodist/Blank Children’s main entrance or in the parking ramp adjacent to the Methodist Medical Plaza.

- Free Valet
  Free valet parking is provided at the main entrance of Iowa Methodist Monday – Friday from 5 a.m. to 6 p.m.

Pet Therapy
If your child is missing a pet while in the hospital, you can request our animal assisted therapy program. This program offers an opportunity for patients to receive visits from certified pet therapy dogs as part of our Volunteer Services department. Ask your caregiver to request a pet visit.

- Family Pets
  Your family pets are only allowed under special circumstances and need to follow hospital guidelines. Check with your caregiver for more details.

School Room
A school room is available on Blank 5 for patients. Teachers through the Des Moines Public Schools operate the school program and work with patients either at their bedside or in a classroom setting. Your caregiver can arrange for your child to meet with a teacher if needed.

Showers
Shower facilities are available for families, but may vary according to the location of your child’s room. Shampoo, soap and towels are provided. Please ask your caregiver for directions and access.

Sleeping Arrangements
We encourage parents and family members to spend as much time as possible with their child. A sleeping area is available in each room for rest periods or to spend the night.
Support Groups
First Call for Help is an information and referral service. This service can refer you to information regarding shelter, clothing, food, financial assistance and support groups. Calls are answered 24 hours a day at 515-246-6555. Our social workers are also available for assistance.

Tests
We will provide you with information about tests or procedures, including the location of the test or procedure. You may wish to accompany your child. Please ask your caregiver how this can be arranged.

Wireless Internet
Wireless internet is available free of charge during your stay. Under the available wireless networks listed on your computer, select “UnityPoint Guest WiFi.” If you have trouble gaining access to the Internet, you may listen to a help message on our 24-hour phone support system at 1-877-374-0229.
Clothing
Your child is offered age-appropriate clothing during hospitalization. Your child is encouraged to wear the hospital clothing so they can be identified as patients.

Confidentiality (“Do Not Acknowledge” Status)
Confidentiality about your child’s health status is important. Information can only be given to immediate family. You may want to designate a family contact to provide updates to others. We will strive to protect your child’s privacy throughout the hospital stay. Patients who wish to have complete privacy and avoid all outside contacts may request a “Do Not Acknowledge” status. With this level of confidentiality, our staff will neither confirm nor deny a patient’s presence at the hospital. Room and telephone numbers will not be disclosed. Flowers, mail or other parcels will be returned to the sender.

Electrical Appliances
Please inform your caregiver if you brought small electrical appliances such as a hair dryer or razor. For your safety, such appliances need to be checked to make sure their cords are safe.

Fire Safety
If you hear a fire alarm (chimes or bells) or see flashing lights, please stay where you are until you receive further instructions from your caregiver. During an alarm, please leave all fire doors closed for your protection.

Locked Units
To ensure the safety of our patients, all units are locked from approximately 7 p.m. to 7 a.m., or as needed for security reasons. Please follow instructions on the doors to gain access to the unit.

Lost and Found
If you get home and discover something was left behind, please call 515-241-5437 and ask for the floor where your child stayed. If the item is not there, it may have been placed in Lost and Found. Please call Public Safety at 515-241-6476 to have them check Lost and Found.

Oxygen
Special regulations are in effect in areas where patients are receiving oxygen. Electrically-operated equipment and aerosol products are not permitted.
Safety
Any safety concern needs to be reported to your caregiver or manager.

Security/Public Safety
Our hospital has an in-house public safety department, which provides many services for patients and visitors 24 hours a day. Some of these services include: lost and found, escort services and vehicle assistance. If you need help, contact the nursing staff or call 515-241-6476.

Smoking
To maintain a healthy and safe environment for patients and visitors, Iowa Methodist and Blank Children’s are tobacco free facilities both inside and outside (including cigarettes, cigars, chewing tobacco, snuff, pipes, etc.). Tobacco use is not allowed in any of our buildings or on areas maintained by UnityPoint Health – Des Moines, including grounds, parking lots, ramps, sidewalks and plazas.

Secondhand smoke is a mixture of smoke exhaled by smokers and smoke from the end of a cigarette, cigar or pipe. Secondhand smoke contains more than 4,000 chemicals, including more than 60 that are known to cause cancer. Exposure to secondhand smoke is considered involuntary smoking and is extremely dangerous to children. Here’s why:

- Children’s bodies absorb more harmful tobacco chemicals than adults.
- Young children are not able to say that smoke bothers them.
- Children have a harder time fighting off illness.
- Children are not able to move away from smoke.

The best thing you can do for your children is to not smoke around them and not let them be around anyone who is smoking. There are resources available to help you quit smoking. Contact:

- Quitline Iowa – 1-800-QUIT-NOW – www.quitlineiowa.org
- American Lung Association – 1-800-LUNGUSA – www.lungusa.org

If you have questions about our tobacco-free policy or cessation options that are available while you’re on our campus, please talk with your caregiver.
Family

Family members are partners in the care of their child and are welcome to stay with their child 24 hours a day. Bedside accommodations for one adult family member are available. It is important for siblings to be included in the healthcare experience; however, an adult must accompany siblings under the age of 14. If you need help in preparing siblings for what they may experience and promote their ability to cope with the situation, please ask your caregiver. For siblings of babies in the NICU, please check with the communication station for sibling guidelines as the guidelines change seasonally.

Overnight family members must be at least 18 years old. Parents are welcome to stay anytime. Appropriate attire must be worn. If family member's clothing becomes soiled, you will be offered a gown to wear while your clothing is being laundered. It is a good idea to bring a change of clothing. Hospital scrubs can not be issued for security reasons.

NOTE: Anyone who has symptoms of a contagious illness such as fever, cough, cold, vomiting, diarrhea, cold sore or rash should not visit patients. Parents who have a contagious illness should consult with their nurse or doctor.

Family Resource Library

The Family Resource Library serves as a resource center for both children and families. It provides information on topics such as parenting, growth, development and medical information. Located on the first floor of Blank Children’s, the Family Resource Library offers a computer with Internet access for parents as well as a variety of fun and educational materials. Items are available for check-out. Ask your caregiver for details.

The library is open Monday – Friday from 10 a.m. to 2 p.m.

Family Space

To promote, encourage and enhance family participation, family space is provided within the patient room and available on every floor. Quiet spaces are at the end of the hallways on each floor. “The Family Living Space” on Blank 5 includes two respite rooms, a shower and a washer and dryer. Ask your caregiver for more information and for access.
Lobby
The Blank Children’s lobby provides a place where kids can play and families can gather. There are interactive features and child-friendly artwork.

Park
Enjoy a breath of fresh air in the Bubble Garden, located outside to the left of Blank Children’s main entrance, or in Lynne Cutler Park, located in the courtyard area. Access the park on level A.

Play Spaces
These are available on every floor in the family lounges. An adult must supervise children under 14.

Playroom on Blank 5
This playroom provides a variety of toys, games, arts, crafts, music and daily activities for inpatient children and their families. Supervised by child life specialists, activity assistants and volunteers, the playroom provides a safe and fun environment for patients to play and just be kids. Siblings of a patient using the playroom need to be supervised by an adult.

Toys and Games
A variety of toys and games are available for your child and can be checked out to use in your child’s room. Child life specialists, activity assistants and volunteers will visit your child to provide toys and games. You are encouraged to bring familiar toys from home to help comfort your child during hospitalization. When finished with hospital-provided toys, please leave them in your room to be sure they get cleaned before being returned to the playroom.

Video Games
Starlight video game systems are available on each unit. Ask your caregiver for assistance. These gaming systems are shared among all of the patients.

- If you bring a gaming system from home, it needs to be checked by our Bio Tech department before being plugged into the television. Ask your caregiver for assistance.
Discharge Planning
The healthcare team will work with you to determine when your child is ready to go home. Bring the clothes your child will want to wear home. You will be given written instructions about home care. It is important that your child is transported home safely. Please bring your child’s safety seat when you come to pick up your child.

Transport Service
When it’s time for your child to be discharged, he/she will be escorted to the main entrance by hospital personnel. This is for your child’s comfort and safety.

Hospital Bill
Soon after your child’s release from the hospital, you will receive multiple bills. One bill will be from Blank Children’s for hospital charges, and others may come from physicians. If you have any questions about any of the charges, please call the patient account center at 515-362-5111 or the number listed on your billing statement.

If you need help planning how to pay for the cost of your child’s stay, please call 515-241-6277 to talk with a financial counselor.

Medications
If your child’s physician gives you a prescription, you will need to have it filled by your regular pharmacy. Medications brought with you to the hospital may have been stored in the hospital pharmacy during your stay. If so, please remind your caregiver so they are returned to you.

Patient Survey
We want to provide the best possible care to our patients. Shortly after you leave, you may receive a survey in the mail about the services your child received. We hope you will take a moment to complete and return the survey in the postage-paid envelope provided. Survey comments are shared with staff who cared for your child. Many positive changes occur because of the comments we receive from patients.

Website
Once home, if you need any additional information about Blank Children’s, please visit our website at www.blankchildrens.org.
1944 – 1979
Raymond Blank was born in Des Moines, Iowa on December 5, 1909 to A.H. and Anna Blank. He became the youngest Eagle Scout in the United States at the age of 13, and in 1922 he represented Iowa and the USA at the Boy Scout International Jamboree in England. He graduated from Roosevelt High School, where he attained the Honor Society and was editor of the Roosevelt Roundup. During the summer he worked as a reporter for the capital newspaper and later The Des Moines Register and Tribune. He attended Brown University where he became editor of the school newspaper and received full scholarships his last two years. After graduating from Brown University, he attended the League of Nations Peace Conference in Geneva, Switzerland, acting as a reporter for the New England Syndicate and the Editorial pages of The Des Moines Register. He later was appointed by Franklin D. Roosevelt as the state chairman for the Polio Foundation, and because of his interest, developed a polio ward on the 5th floor of Iowa Methodist Hospital. He died at the age of 33, and in his memory, his family built the Raymond Blank Memorial Hospital for Children. It was the only civilian hospital built during WWII due to the high incidence of polio in Iowa at that time. The children and families of Iowa are forever grateful.

1980 – 2000
In the late 1970s community leaders determined the original Blank Children’s Hospital needed to be replaced. With the generous support of many caring friends, a new Blank Children’s was created and opened in 1980. It included an adolescent unit in memory of James Briggs, the Variety Club Children’s Cancer Center and Variety Club Intensive Care Nursery. In addition, gifts from Palmer Lowry, Sears, Roebuck and Co. in honor of Ingrid Bergman, and the Raymond Blank Hospital Guild in honor of Dr. Charlotte Fisk, along with hundreds of other friends, made the second hospital a reality.

2001 – Today
To support the tremendous advances made in the last decade of the 20th century, Blank Children’s Hospital was expanded and its interior completely redesigned in 2001. Rooms were made large enough to include families in the child’s care, to accommodate life-saving technology and allow ample space for tomorrow’s medical innovations. The total project cost was more than $15 million, and more than $8 million of that amount was made possible by hundreds of gifts from caring friends of Blank Children’s. Today, the hospital continues to grow and expand its programs and services.
You are a full partner in your hospital care.

When you are well informed, participate in treatment decisions and communicate openly with your physician and other health professionals, you help make your care as effective as possible. We respect your personal preferences and values. UnityPoint Health – Des Moines and Blank Children’s Hospital promote the rights, interests and well-being of our patients. It is our policy that these rights shall be respected and no patient shall be required to waive these rights as a condition of treatment.

As a patient, parent, or legally responsible representative of a patient, you have the right to:

1. Be informed in writing of your rights before patient care is furnished or discontinued whenever possible.
2. Receive effective communication. When written information is provided, it is appropriate to your age, understanding and language-appropriate to the populations we serve.
3. Have language interpreters available at no cost to you. If you have vision, speech, hearing, language, or cognitive impairments, the hospital will address those communication needs.
4. Be treated kindly and respectfully by all hospital personnel.
5. Receive complete and current information concerning your diagnosis, treatment and prognosis in terms you can understand. When it is not medically advisable to give such information, it should be made available to an appropriate person on your behalf.
6. Consult with a specialist of your choosing at your request and expense if a referral is not deemed medically necessary by your attending physician.
7. Be given an explanation of any proposed procedure or treatment. The explanation should include a description of the nature and purpose of the treatment or procedure, the known risks or serious side effects and treatment alternatives.
8. Know the name, identity and professional status of the physician or other practitioners providing care, services and treatment to you at the time of service.
9. Know the name of the physician or other practitioner who is primarily responsible for your care, treatment and services within 24 hours after admission.
10. Expect that a family member (or representative) and your own physician will be notified promptly of your admission to the hospital.

11. Participate in developing and implementing your plan of care.

12. Make informed decisions and be involved in resolving dilemmas about your care, treatment and services. With your permission and as appropriate by law, your family will be involved in care, treatment and service decisions.

13. Have a surrogate decision-maker, as allowed by law, identified when you can not make decisions about your care, treatment and services.

14. Have an advanced directive, such as a living will or a healthcare power of attorney, and to have hospital staff and practitioners who provide care in the hospital comply with these directives. These documents express your choices about your future care or name someone to make healthcare decisions if you are unable. If you have a written advanced directive, you should provide a copy to the hospital, your family and your doctor. You may review and revise your advanced directive. The existence or lack of an advanced directive does not determine your access to care, treatment and services.

15. Refuse medical care, treatment or services to the extent permitted by law and regulation and to be informed of the medical consequences of such refusal. When you are not legally responsible, your surrogate decision-maker, as allowed by law, has the right to refuse care, treatment and services on your behalf.

16. Access to receive treatment, care and services within the capability and mission of UnityPoint Health – Des Moines, in compliance with law and regulation and payment policies.

17. Request transfer of your care to another physician or facility.

18. Receive medical evaluation, service and/or referral as indicated by the urgency of your situation. When medically permissible, you may be transferred to another facility only after having received complete information and explanation concerning the need for and alternative to such a transfer. The facility to which you will be transferred must first accept the transfer.

19. Be involved in decisions subject to internal or external review that results in denial of care, treatment, services or payment based upon your assessed medical needs.
20. Receive care and treatment that maintains your personal privacy and dignity. Discussions about your care, examination and treatment are confidential and should be conducted discreetly. You have the right to exclude those persons not directly involved in the care. If you desire to have private telephone conversations, you will have access to private space and telephones appropriate to your needs.

21. Be treated in an environment that preserves dignity and supports your positive self-image.

22. Expect that all communications and clinical records pertaining to your care will be treated confidentially.

23. Access, request amendment to, and receive an accounting of disclosure regarding your health and clinical services information as permitted by law.

24. Access information contained in your medical records within a reasonable time frame (within 14 calendar days of your request). The first 25 pages are free and a nominal charge per page will be applied if over 25 pages.

25. Have your cultural, psychosocial, spiritual, and personal values, beliefs and preferences respected.

26. Exercise cultural and spiritual beliefs that do not interfere with the well-being of others. Certain cultural and spiritual beliefs may nevertheless interfere with the planned course of your medical therapy. You may exercise your cultural and spiritual beliefs and take actions in accordance therein as are legally recognized and permissible in the State of Iowa.

27. Know if your care involves any experimental methods of treatment, and if so, you have the right to consent or refuse to participate, which will not compromise your access to care, treatment and services.

28. Be informed by the practitioner of any continuing healthcare requirements following discharge.

29. Examine your bill and receive an explanation of the charges regardless of the source of payment for your care within a reasonable period of time following receipt of a request.

30. Be informed of the hospital rules and regulations applicable to your conduct as a patient.

31. Receive a response to any concern regarding your care, either while you are a patient or after being discharged. You may use the UnityPoint Health – Des Moines complaint/grievance resolution process for submitting a written or verbal concern to your caregivers, our Guest Relations department, your healthcare practitioners or hospital administration. You may freely voice complaints and recommend changes without being subject to coercion,
discrimination, reprisal or unreasonable interruption of care, treatment and services. If you submit a complaint or grievance, it will be investigated. Action will be taken to resolve the concern either verbally or in writing when appropriate.

- The telephone number for Guest Relations is 515-241-5000.
- The telephone number for Administration is 515-241-6201.
- The e-mail address for sending concerns directly to UnityPoint Health – Des Moines is webquestions@ihs.org.
- The mailing address for sending us a concern is:
  UnityPoint Health – Des Moines
  Administration
  1200 Pleasant Street
  Des Moines, Iowa 50309-1453

32. Receive a written response upon receipt of your grievance from UnityPoint Health – Des Moines on average within seven (7) calendar days.

33. Refer concerns or grievances regarding quality of care, premature discharge or beneficiary complaints to the Iowa Department of Inspections and Appeals, Health Facilities Division, Lucas State Office Building, Des Moines, Iowa 50319. Toll free number is 1-877-686-0027.

Medicare patients may also refer their concerns to Telligen, which is the Medicare quality improvement organization for Iowa. Telligen may be reached at 515-223-2900 or at this address: 1776 West Lakes Parkway, West Des Moines, IA 50266.

You may also log a complaint about your care directly to our accrediting agency DNV (Det Norske Veritas) at 1-866-523-6842 or hospitalcomplaint@dnv.com.

34. Be free from restraints or seclusion of any form that are not medically necessary or are used as a means of coercion, discipline, convenience or retaliation by staff.

35. Receive information about rights as a Medicare beneficiary at admission.

36. Receive care in a safe and secure setting for you and your personal property.

37. Be free from all forms of abuse, neglect, exploitation or harassment.

38. Receive appropriate assessment and management of pain.

39. Expect unrestricted access to communication. If visitors, mail, telephone calls or other forms of communication are restricted as a component of your care, you will be included in any such decision.
40. Be informed of your health status.

41. Have the hospital support your right to access protective and advocacy services by providing a list of community resources.

42. Be informed about the outcomes of your care, treatment and services, including unanticipated outcomes that you must be knowledgeable about to participate in current and future decisions affecting your care, treatment and services.

43. Receive safe and effective care, treatment and services regardless of your ability to pay.

44. Expect quality care, and the hospital will not discriminate or permit discrimination against any person or group of persons on the grounds of race, color, sex, national origin, age, religion, sexual orientation, gender identity or any other protected class in any manner prohibited by federal or state laws.

45. Be informed of your visitation rights, including any clinical restriction or limitation on such rights, when you are informed of your other rights under this section.

46. Be informed of the right, subject to your consent, to receive the visitors whom you designate, including, but not limited to, a spouse, a domestic partner (including a same sex domestic partner), another family member or a friend, and your right to withdraw or deny such consent at any time.

47. Ensure that all visitors enjoy full and equal visitation privileges consistent with patient preferences, regardless of their race, color, national origin, religion, sex, gender identity, sexual orientation, or disability.

As a patient, you have the responsibility:

1. To provide accurate and complete information about present complaints, past illnesses, hospitalizations, medications and other matters relating to your health, including advanced directives. You will report perceived risks in your care and unexpected changes in your condition; and you will affirm whether you clearly comprehend a contemplated course of action and what is expected.

2. To follow the treatment plan recommended by the practitioner primarily responsible for your care. This may include following the instructions of nurses and other healthcare professionals as they implement the practitioner's orders and enforce the applicable hospital rules and regulations.

3. For your actions if you refuse treatment or if you do not follow the practitioner's instructions.

4. To assure that the financial obligations of your care are fulfilled as promptly as possible.
5. To follow hospital rules and regulations affecting patient care and conduct.

6. To be considerate of the rights of other patients and hospital personnel, and for assisting in the control of noise, smoking and number of visitors in your room.

7. To ask questions when you do not understand what you have been told about your care or what you are expected to do.

If you have questions about your rights and responsibilities or need more information, please call Guest Relations at extension 15000 or 515-241-5000 outside the hospital.

A Note About Privacy
We are required by federal law to maintain the privacy of your medical information and give you our Notice of Privacy Practice that describes our privacy practices, our legal duties and your rights concerning your medical information. This privacy notice is available in a separate brochure and will be offered to you at the time you are admitted, or prior to receiving outpatient care.

Non-Discrimination Policies

Employment
UnityPoint Health – Des Moines is an equal opportunity and Affirmative Action employer. All persons employed will be treated without regard to age, race, creed, national origin, color, sex, religion, sexual orientation, gender identity or disability, except where these categories are a bona fide occupational qualification. The Human Resources Department of UnityPoint Health – Des Moines is the designated coordinator of our programs and procedures for implementation of this policy.

Patient Admissions
No program or activity administered by UnityPoint Health – Des Moines, or any other subsidiaries which receives federal assistance, shall exclude from participation, deny benefits to or subject any person to discrimination in patient admissions, room assignments and patient services for reasons of age, race, creed, national origin, color, sex, religion, sexual orientation, gender identity or disability. These policies are designed to ensure compliance with Title VI of the Civil Rights Act of 1964. The president of UnityPoint Health – Des Moines is the designated coordinator of all programs and procedures for implementing these policies.
We Believe:
The more you know about your child’s health, the better.

We Want You to Ask:
Your doctor, nurse, pharmacist or therapist questions about your child’s health. Ask us to tell you in plain language.

1. What is my child’s main problem?
2. What do I need to do?
3. Why is it important for me to do this?

If You Do Not Understand:
Tell us you do not understand.

We Want You to Understand.

For more information, visit www.askme3.org.
Questions provided by the Partnership for Clear Health Communication.

Blank Children’s Hospital
UnityPoint Health