PATIENT AND FAMILY SERVICES

Thank you for choosing Blank Children’s Hospital for your child’s care. Our mission is to provide the Best Outcome, Every Patient, Every Time.

As a parent or caregiver of a child at Blank Children’s Hospital, we welcome you as a member of the care team. You have a key role in your child’s care. The care team will keep you informed and ask for your input during your child’s stay. The team strives to meet your child’s needs and to make your stay as pleasant as we can.

This guide has information and tools to help you with this stressful time in your family’s life. Please ask questions and let us know how we may help.

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Your Child’s Care

This section has information about your child’s care and ways you can help.

**White Board**

The White Board is a place to write short notes about your child’s care. The care team will update the board each day. You may write notes and questions for the team.

**Rounds**

Each day your child’s care team will meet in the room to talk about how your child is doing. We welcome you as a member of the team to talk and ask questions at any time.

**Bedside Report**

Your child will have 2 to 3 nurses each day. When the nurse caring for your child changes, a bedside report is given to the new nurse. Both nurses will be in your child’s room to talk about the plan of care. You are welcome to add comments or ask questions.

**Learning about Care and Treatment**

The care team will talk with you and your child about tests, treatments and plans to go home. Please ask questions and read the handouts given to you.

For your child’s safety, the team wants to be sure you and your child know what to do before you go home. Your care team may ask you to talk about or show what you will do at home.

**Calling the Nurse**

Use the nurse call button or pull cord when you need help in your child’s room or have questions. Your child’s care team will show you where these are in the room. A team member will respond as soon as possible.
Washing Hands
Washing your hands is one of the best things you can do to protect you and your child from germs. Your child’s care team will clean their hands when they enter and leave the room. Please clean your hands before and after touching your child.

Tests and Treatments
Your child’s care team will talk with you about tests and treatments. If you want to go with your child to a test or treatment, please ask your child’s nurse.

Safety

Please report any safety concern to the care team right away.

Checking In and Out
Doors to patient units at Blank Children’s Hospital are locked for safety. Parents, family and friends will need to check in and out at the front desk. Parents and guardians will receive a wristband to wear until your child goes home. Other family and friends will receive a name badge to wear.
Your child should stay in the room unless they are out with you or with a team member who has a UnityPoint Health photo name badge.

ID Band
Your child is given an ID band to wear. The band needs to stay on for safety until your child goes home.

Personal Items and Money
Please leave personal items that have value and money at home. Talk with a team member if you want us to place items in a safe place. The hospital is not responsible for lost or stolen items.

Electric Items
Tell your child’s care team if you brought an electric item such as a hair dryer or razor. For your safety, electric items need to be checked to be sure the cords are safe.

Oxygen
When oxygen is in use in the room, some electric items and spray products may not be safe to use. Check with your care team if you have questions.

Fire or Weather Alarms
If you hear a fire alarm (chimes or bells) or see flashing lights, please stay where you are. The care team will let you know if there’s anything for you to do. During an alarm, all fire doors will close. Do not use elevators.

Public Safety
Public Safety Officers are on the hospital campus 24 hours a day. The officers watch for and help with safety and security issues. They may also provide help such as escorting you to your car, jump starting your car, parking and maintaining the Lost and Found. If you need help, talk with your child’s nurse or call 16476 from a hospital phone.
In Your Child’s Room

Personal Things
All personal items should have your child’s name and be placed in a drawer or closet when not in use. This helps prevent loss or damage. Please keep personal items that have value and money secured.

TV and Other Equipment
Your room has a TV, DVD player and CD/tape/radio player. Some movies, music and reading books are available for your child to use in the hospital. You may also bring movies, music and books from home.

Refrigerators
The room has a refrigerator you may use. Please empty the refrigerator when your child goes home.

Balloons and Flowers
For safety, only Mylar balloons (no latex or rubber) may be in your child’s room. Check with your child’s nurse if flowers are okay. The rooms in the NICU, PICU and oncology unit cannot have flowers or plants. Flowers and other gifts may be purchased in the Gift Shop in the main lobby of Iowa Methodist Medical Center. Volunteers deliver the flowers from florists.

Room Temperature
To help with healing, the room temperature should be 68° to 72° F. You may change the thermostat for comfort if needed.

Family and Friends

Note: Anyone who feels ill or has a fever, cough, cold, cold sore, vomiting, diarrhea or rash needs to stay home. Parents who feel ill need to talk with your child’s nurse to see if it’s okay to visit.

Visits from family and friends can be helpful for healing. Visits may be any time, though only close family from 8 p.m. to 7 a.m. After 8 p.m., use the Emergency Room entrance.

Families are partners in your child’s care. Two adult family members are welcome to stay at night with your child. The care team may ask family and friends to step out of the room for privacy or treatments if needed.

Siblings are welcome to visit. An adult must stay with siblings. For the NICU, please ask the unit clerk about the guidelines for siblings to visit. Ask your child’s care team if you have questions about what to say to siblings about the illness or injury.

Washing Hands
Washing your hands is one of the best things you can do to protect you and your child from germs. Your child’s care team will clean their hands when they enter and leave the room. Please clean your hands before and after touching your child.

Smoking
The hospital, parking lots and campus are tobacco-free for safety. If you wish to smoke, you will need to leave the campus.
Play and Family Space

Family Space is in each patient room and on each floor of Blank Children’s Hospital. Quiet spaces are at the end of the halls on each floor. An adult must stay with visiting family and friends who are younger than age 14.

Family Space on Blank 5
Ask your child’s care team about access to:
• Respite Rooms — Two respite, or short stay, bedrooms with bathrooms are on Blank 5. The rooms are reserved each day.
• Shower — A shower, shampoo, soap and towels are available to use.
• Laundry — A clothes washer, dryer and soap is available to use.

Playroom on Blank 5
The playroom has toys, games, arts, crafts, music and daily things for children and families to do. The room is a safe and fun place for children to play and ‘just be kids’. The Child Life team supervises the room. Siblings may use the room when an adult is with them.

Family Resource Library
Blank 1, lobby
Open Monday – Friday 10 am to 2 pm
The library has children's books to check out and resources about illness and treatment for adults. Computers with internet are available for anyone to use.

Lobby
The lobby of Blank Children's Hospital is a place for family and kids to play.

Lynne Cutler Park and Playground
Enjoy a breath of fresh air in the park. The playground is in celebration of Erin Moomey. Erin was a patient at Blank Children's Hospital in 2013. She thought the park would be more fun with play equipment. After losing her battle with leukemia, her family made Erin’s dream a reality. We hope you will visit the park and enjoy the playground.

To find the park:
• Take the main Blank Children's Hospital elevators to A level.
• Exit to the right and turn right at the hall.
• Follow the hall to the Younker Crossover, and turn right.
• Follow the hall to the park, which will be on the right side.
• Press the handicap button to enter and exit the park.

Toys and Games
Toys and games may be checked out from the Child Life team to use in your child’s room. Please leave the toys and games in the room when your child is finished with them. You may bring favorite toys from home.

Video Games
Starlight video game systems are on each unit for patients to play. You may bring a game system from home, but it needs to be checked before it is plugged into the TV. Ask your child’s care team about using a gaming system.
Services

Food and Drinks

Southview Cafeteria
on South B of Iowa Methodist

Gateway Café
on Younker 1 of Iowa Methodist

Atrium
on level 1 of the Methodist Medical Plaza

Mocha’s
Surgery Center, East A

Vending
on Blank 5

Room Service

Room Service is used to order meals, snacks and drinks for your child. These may be ordered by calling 17333 from a hospital phone. The food and drinks will arrive in about 45 minutes. Please also order snacks and drinks your child will want for overnight.

Family and friends may order guest meal(s) to eat in the room. Credit card may be used for payment when your meal arrives. If you would like a regular food menu, please ask for one from the nurse. Mothers who are breastfeeding a baby who is 12 months or younger may ask for guest meals at no charge.

Food Delivery

Family and friends may order food to be delivered to the hospital. Delivery is picked up at the main entrance or the emergency department entrance. Before ordering or giving delivered food to your child, please check with your child’s nurse.
**Internet Access**
Wireless internet access is provided at no charge through UnityPoint Guest WiFi. If you have trouble with the access, you may call 9-1-877-374-0229 from a hospital phone.

**Gift and Flower Shop**
There are two gift and flower shops on campus: The Iowa Methodist Gift & Flower Shop and The Plaza Shoppe. Flowers and Mylar balloons from the shop are delivered to patients by volunteers and employees. Cash or credit cards may be used.

Note: For safety, only Mylar balloons (no latex or rubber) may be in your child’s room. Check with your child’s nurse if flowers are okay. The rooms in the NICU, PICU, and oncology unit cannot have flowers or plants.

**The Iowa Methodist Gift & Flower Shop**
on North 1 near the main entrance of Iowa Methodist Medical Center

**The Plaza Shoppe**
on level 1 of the Methodist Medical Plaza

**ATM Locations**
- Level 1 — between Blank Children’s Hospital and the Methodist Medical Plaza (Atrium)
- Level B — by the cafeteria

**Housekeeping**
Patient rooms, bathrooms, and floors are cleaned each day. We ask family and friends to help keep the room clean by throwing trash away. Also keep a clear path from the door to around the bed in case your child needs help quickly.

If you have concerns about cleaning, please call 17000 from a hospital phone and ask for Housekeeping.

**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**
If you need written or spoken words in another language or sign language, please talk with your child’s care team. We want to be sure you and your family understand the care and what to do when you take your child home.

**First Call for Help (or 211)**
If you would like to talk with someone about shelter, clothing, food, financial help or a support group, please contact First Call for Help at (515) 246-6555 or talk with a social worker at the hospital. The phone is answered 24 hours a day.
**Pet Therapy**
Visits with a pet from the Animal Assisted Therapy can be scheduled. If your child is interested in a visit from a pet, ask your child’s care team.

**Mail**
Mail will be brought to your child’s room by a volunteer, Monday to Friday. Mail to be sent may be given to the nursing team. Mail that arrives after your child leaves will be forwarded to your home address.

The address for mail is:
Child’s Full Name
c/o Blank Children’s Hospital
Child’s floor and room number
1200 Pleasant Street
Des Moines, Iowa 50309

Stamps may be purchased at the ATMs and the Gift and Flower Shop.
• Level 1 — between Blank Children’s Hospital and the Methodist Medical Plaza
• Level B — by the cafeteria
Using the Phone in the Room

You may receive calls to the phone in the room at any time. The number for others to call is shown on the phone.

For general information, call 0 for the hospital operator. Long distance calls cannot be added to your hospital bill. Long distance calls will need to be collect, used with third party billing, or used with a phone credit card.

To use the phone to call out of the room:

<table>
<thead>
<tr>
<th>Type of Call</th>
<th>What to do?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calls within the hospital</td>
<td>Call the five digit number</td>
</tr>
<tr>
<td>Local calls</td>
<td>Push 9, then the number</td>
</tr>
<tr>
<td>Calls that are toll free, or start with 1-800, 1-877, 1-888, etc.</td>
<td>Push 9, then the number</td>
</tr>
</tbody>
</table>

Spiritual Care

The Jeanne Hoff Goodwin Chapel is on Level 1 of Iowa Methodist Medical Center. The chapel is always open for family and friends of any faith for prayer and meditation. Nondenominational services are held on Tuesdays and Thursdays from noon to 12:30 p.m.

Chaplains are always available to assist you and your family. You may request a visit by calling 0 on a hospital phone or asking your child’s nurse.

Prayer requests may be left by you, your family or friends by calling 17729 from a hospital phone. Requests may be by name or anonymous. Chaplains check the phone messages each day and include the requests in prayers for that day.

Transportation

Bus

A Des Moines Area Regional Transit (DART) bus schedule is at the information desk of Iowa Methodist Medical Center.

Taxi

A taxi may be requested by calling 515-282-8111.

Parking

Free parking is in the lots north of the hospital main entrance or in the parking ramp by the Methodist Medical Plaza.
Compliments or Concerns

Our goal is for your child to receive excellent care. We value the chance to address issues when you are here so we improve the services we provide. If you have concerns, please let us know. We also like to know when we have done more than you expect so we can share this with the care team.

Please talk with your child’s nurse, the nurse manager, or call Guest Relations at (515) 241-5000.

Daisy Award

Blank Children’s Hospital is proud to recognize our nurses with the DAISY Award for Extraordinary Nurses. This is a national program honoring the compassionate care and clinical excellence nurses give to patients each day. The award is given monthly to a nurse who conveys the values of UnityPoint Health and provides for a remarkable patient experience.

You may nominate a nurse by visiting www.unitypoint.org/daisyaward or by talking with the nurse manager or supervisor on the unit.
Places for Family to Stay

The Ronald McDonald House (on the west side of the hospital campus)
1441 Pleasant Street, Des Moines
(515) 243-2111
Cost: $10 per night
The Ronald McDonald House is for families who have a child younger than 21 years of age who is a patient at a local hospital. The family must live outside Polk County. All families may use the kitchen, even if they are not staying at the house.
For those who are staying at the house, each family has a bedroom and shares living and dining with other families. Meals and snacks are served each day to families with children in the hospital.

The Care Inn (south of Iowa Methodist Medical Center)
1300 Woodland Avenue, Des Moines
(515) 241-3219
After 5 p.m. or holidays, (515) 241-6320
Cost: varies by daily or weekly
The Care Inn has rooms for patients, family, and friends. Included with the room are maid service, kitchens in the room, and coin laundry.

Respite Rooms
Two respite, or short stay, bedrooms and a bathroom are on Blank 5. The rooms are reserved each day. Ask your child’s care team if you are interested.

Hotels
Ask about lower rates and shuttle service when having a family member in the hospital.

Hotel Fort Des Moines
1000 Walnut Street, Des Moines
(515) 241-1191 or 1 (800) 532-1466

Marriott Downtown
700 Grand Avenue, Des Moines
(515) 245-5500

Quality Inn and Suites
929 Third Street, Des Moines
(515) 282-5251 or 1 (800) 903-0009
### Telephone Numbers

**When using the room phone:**

| For calling places in the hospital | Use the numbers as listed |
| For calling places outside the hospital | Dial 9, then the numbers |

**When using another phone:**

| For calling places in the hospital | Dial 24, then the numbers as listed |

<table>
<thead>
<tr>
<th>Service</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blank Children’s Hospital Administration</td>
<td>15926</td>
</tr>
<tr>
<td>Blank Children’s Pediatric Clinics</td>
<td>16000</td>
</tr>
<tr>
<td>Cafeteria Menu</td>
<td>16166</td>
</tr>
<tr>
<td>Cashier</td>
<td>16256</td>
</tr>
<tr>
<td>Chaplain</td>
<td>16411</td>
</tr>
<tr>
<td>Child Life</td>
<td>16276</td>
</tr>
<tr>
<td>Family Resource Library</td>
<td>15308</td>
</tr>
<tr>
<td>Financial Counseling</td>
<td>16277</td>
</tr>
<tr>
<td>Gift Shop</td>
<td>16193</td>
</tr>
<tr>
<td>Guest Relations</td>
<td>15000</td>
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<tr>
<td>Housekeeping</td>
<td>17000</td>
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<tr>
<td>Lost and Found</td>
<td>16476</td>
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<tr>
<td>Operator</td>
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<tr>
<td>Order Meals</td>
<td>17333</td>
</tr>
<tr>
<td>Parking Garage Attendant</td>
<td>17275 (1-PARK)</td>
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<tr>
<td>Parking Valet</td>
<td>17999</td>
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<tr>
<td>Pediatric Therapy</td>
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<tr>
<td>Public Safety</td>
<td>16476</td>
</tr>
<tr>
<td>School Room</td>
<td>16184</td>
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<tr>
<td>Surgical Waiting Room</td>
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<tr>
<td>UnityPoint Health Foundation</td>
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**Other Numbers**

<table>
<thead>
<tr>
<th>Service</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patient Accounts</td>
<td>(515) 362-5111</td>
</tr>
<tr>
<td>UnityPoint at Home</td>
<td>(515) 557-3100</td>
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