



You are the most important person to your child. We want to work with you to give your child the best care. We want you to know what to expect, how to help us, and what to do if you have a concern. It is important that we have your help because you know your child best. If you have questions, write them down on page 4 of this handout. Keep the list of questions with you to use when you see your child's doctor.

### **How can I help?**

Give us complete information about your child's health history

This includes things like:

- ★ General health
- ★ Food allergies
- ★ Reactions to medicines
- ★ Past surgeries
- ★ Medicines your child is taking

### **Tell Us About Your Concerns**

Your child can't always tell us if they are feeling worse or if something is wrong. You know your child best and you can speak up for your child if you feel your child's needs are not being met. We will do our best to listen to you and to do something about it.

### **Tell us if...**

- ★ you feel your child is not safe
- ★ you are concerned about the care your child is getting
- ★ you are concerned that your child's personal information is being shared with people who are not part of your child's care
- ★ you notice a change in your child's condition

### **Who should I tell?**

- ★ The first person you should talk to is the nurse taking care of your child.
- ★ You can also talk to the charge nurse or the doctor.
- ★ If you feel like you are not being heard, you can always talk with one of our Patient Representatives. They will listen to you and make sure your concerns are heard. The phone number is: (559) 353-5425.

### **Keeping Hands Clean**

Germs live everywhere---on your skin, hair, mouth, clothes, toys, door handles, countertops, etc. Dirty hands can spread germs that cause infections. Clean hands prevent the spread of infections. Keeping your hands clean is the most important thing you can do to stop germs from spreading.

### **What do I need to do?**

You must use soap and water to clean your hands...

- ★ if you can see that your hands are dirty
- ★ when you have touched body fluids
- ★ after using the bathroom or changing a diaper



If your hands do not look dirty, you can use an alcohol-based hand sanitizer or gel like Purell®. The Gel In - Gel Out symbol at Children's reminds everyone to clean their hands.

Remember to clean your hands often. Make sure other people clean their hands, too. It is okay to remind us to clean our hands when we come into or go out of your child's room.



## **Preventing Infections**

In addition to cleaning your hands, there are other things you can do to help stop the spread of germs.

- ★ Cover your mouth when you cough or sneeze.
- ★ Anyone who is coughing should wear a mask when around your child.
- ★ Follow all isolation instructions. These will be explained to you by the nurse. Isolation instructions will also be posted on your child's door.
- ★ You may need to wear gloves, a gown, and/or a mask to keep germs from spreading. This helps protect all of our patients and visitors.

## **Keeping your child safe**

Here are some things we do to help keep your child safe:

### **Identification**

ID or identification bracelets or stickers with your child's name and date of birth should always be on your child. Before we give your child medicine, do a procedure or before surgery we promise to check your child's ID.

### **Preventing falls**

- ★ Keep side rails up on the bed or crib.
- ★ Help your child walk. He may be unsteady from medicines he is taking or because he is not feeling well.
- ★ Press the call button if you need help getting your child out of bed.

### **Safety with medicines**

You will be asked to tell us what kind of medicines your child takes at home. It is important that we get a complete list of all medicines your child takes, even if the medicines are taken once-in-a-while. This includes over-the-counter, prescriptions and herbal medicines.

In the hospital, do not give your child medicine from home. We need to keep track of all of the medicines your child is getting.

## **You can help keep your child safe by...**

- ★ knowing the name of the medicine your child is taking
- ★ knowing why the medicine is needed, how often and how much
- ★ telling the nurse if you think your child is about to get the wrong medicine

## **When you go home**

- ★ Your child may need to take new medicines.
- ★ You will be given a list of ALL of your child's medicines—including new ones.
- ★ Ask if there is something on the list that you have not heard about.
- ★ Make sure you know what each medicine is for, how often your child should take it and when to start giving it.

## **If your child is having surgery or a procedure**

Before surgery or a procedure, the doctor will explain what is going to happen to your child. You should know why your child needs to have this surgery or procedure. The doctor will tell you about any risks. You may be asked to sign a consent. You should have all your questions answered before signing this consent.

## **Eating and drinking**

You will be told the time your child can not have anything more to eat or drink. We call this “NPO”, which means nothing by mouth. It can hurt your child if there is anything in the stomach right before surgery. To keep your child safe, it is important that you and your child follow the instructions that are given. The surgery or procedure may be canceled or delayed if instructions are not followed.

## **Identification and Verification**

Your child will have a bracelet or sticker that tells us who they are. We will check this bracelet or sticker often. You may be asked more than once to tell us your child's name and date of birth. You will be asked to tell us what type of surgery or procedure your child is having. We ask these questions to keep your child safe while he is here.

## **Surgical site marking**

The doctor may mark the site on your child's body where he is having surgery. This will be done in front of you. This is done so that you can see the site is marked correctly. You can help us by making sure that the correct part is marked.

## **Preventing infections**

- ★ Your child may be washed with a special cloth before surgery.
- ★ We clean the skin again just before surgery.
- ★ You will be given information about how to prevent infections after surgery.

