

THE HANDBOOK

FOR PATIENTS AND FAMILIES



Children's Mercy



Children's Mercy
ADELE HALL CAMPUS

PARKING
ENTER



WELCOME TO CHILDREN'S MERCY.

Children's Mercy was founded more than a century ago by two sisters (one a doctor and one a dentist) who knew that children needed their own special brand of care. Today, we remain committed to providing the best care possible for children and their families.

You, the parents and guardians, are an important part of the care team. We promise to listen to you and involve you in care. Please do not hesitate to ask any member of the staff for help. We are here for you and your children.

Children's Mercy is recognized as one of the top children's hospitals in the country by the experts. But it is the children and their parents whose opinions we value the most. Please let us know how we are doing.

Thank you for trusting us with the care of your child.
Thank you for choosing Children's Mercy.

Sincerely,

A handwritten signature in black ink, appearing to read "P. Kempinski", with a stylized flourish at the end.

Paul Kempinski

President and Chief Executive Officer
Children's Mercy



BE PART OF THE SAFETY TEAM FOR YOUR CHILD

Children's Mercy recognizes that parents and guardians know their child best. You are an important part of the health care team. Below are some ways you can help us keep your child safe in the hospital.

Be an advocate for your child.

Don't be shy. Ask questions about your child's care.

Wash your hands.

Wash your hands and your child's hands. Make sure that everyone who comes into your child's room washes their hands too!

Keep bedrails up.

Make sure the bedrails are up on your child's crib or bed.

Keep the ID band on your child.

Our staff will use the band as a safety check for everything we do.

Speak up.

If you have a question or concern, say something!

RAPID RESPONSE TEAM

If you have an URGENT concern about your child's:

- Breathing
- Heart rate
- Color
- Sleepiness
- Restlessness
- Uncontrolled pain

Talk to your child's doctor or nurse. If you are still concerned:

- Call the Rapid Response Team.
- Dial: 11911.
- Say, "I need the Rapid Response Team."
- Tell the operator your floor and room number.
- The team will arrive within 10 minutes.
- Tell your nurse that you called the Rapid Response Team.



TABLE OF CONTENTS

TV Channels	8	Resources	
Safety and Support	10	Patient and Family Rights.....	36
Coping		Patient Advocates.....	38
Pain Management and Pain Scale.....	13-14	Child Life.....	38
Tips for Parents: Helping Your Child Cope with Medical Tests.....	15	Music Therapy.....	39
Tips for Parents: Coping with the Health Care Experience.....	17	Hospital-Based School Program.....	40
Tips for Parents: Helping Siblings Cope with the Health Care Experience.....	18	Spiritual Services.....	40
Comfort for Needle Procedures	19	Social Work.....	40
		Language Services.....	41
General Information		Ronald McDonald Family Room.....	42
Infection Prevention Information.....	22	Kreamer Resource Center for Families.....	43
Explanation of a Teaching Hospital.....	24	Parent Exercise Room.....	44
Learning CPR and Finding Child Health Information.....	24	Family Advisory Board.....	45
Bedside Rounds.....	25	Patient and Family Support Services.....	45
Patient Portal.....	26	Child Abuse.....	46
Internet Access.....	26	Bullying.....	46
Patient Cards.....	27	Violence in the Home.....	47
Decorating Your Room.....	28		
Cell Phone Use.....	29	Patient and Family Activities	
What to Eat and Drink While in the Hospital.....	30	Art Galaxy.....	49
Where to Eat at Children's Mercy.....	31	Inpatient Programs.....	50
Directions to Places in Children's Mercy.....	33-34		
		Teen Information	
		Teen Advisory Board.....	53
		Adolescent Relationship Abuse.....	54
		Transition to Adult Care.....	56

TV CHANNELS



TV CHANNELS

Channel #	Channel Name	Channel #	Channel Name
2	CM "ROOM TOUR" (ENGLISH)	38	Lifetime
3	KCTV 5 CBS	39	USA Network
4	CM "ROOM TOUR" (SPANISH)	40	BET
5	TV DATA / GUIDE	41	A&E
6	WDAF 4 FOX	42	American Movie Classics (AMC)
7	CM "CHAPEL CHANNEL"	43	Turner Classic Movies (TCM)
8	KMCI 38 INDEPENDENT	44	Bravo
9	KTWU PBS (Topeka)	45	Syfy
10	KSMO 62 WBN	46	Comedy Central
11	KCPT 19 PBS	47	Oxygen
12	KMBC 9 ABC	48	TNT
13	KSHB 41 NBC	49	TBS Superstation
14	CM "SAFE SLEEP FOR BABIES"	50	Spike TV
15	ion TV	51	E!
16	KCWE 29 CW	52	National Geographic Channel
17	CM "RELAXATION CHANNEL"	53	FX Network
18	GALA VISION	54	Fox Sports Plus
19	UNIVISION	55	History Channel
20	CM "CAR SEAT SAFETY" (English)	56	Discovery Channel
21	CM "CAR SEAT SAFETY" (Spanish)	57	Animal Planet
22	CM "PAIN MANAGEMENT"	58	Hallmark Channel
23	ABC Family Channel	59	The Weather Channel
24	TV Land	60	CNN
25	Nickelodeon	61	CNN Headline News
26	Cartoon Network	62	MSNBC
27	Disney Channel	63	CNBC
28	Disney XD	64	FOX News
29	Nick Jr.	65	MTV
30	Fox Sports MidWest	66	tru TV
31	ESPN	67	VH1
32	ESPN 2	68	TLC
33	ESPN News	69	CMT
34	Fox Sports 1	70	TRAVEL CHANNEL
35	NBC Sports	71	Home and Garden (HGTV)
36	The Golf Channel	72	Food Network
37	Lifetime Movie Network	73	OWN

MOVIE CHECK-OUT

You may check-out a free movie from the Kreamer Resource Center for Families. There are many movies from which to choose.

Please ask your nurse for more information or visit the Kreamer Resource Center for Families located on the Ground Floor.

All movies must be returned to the Movie Drop Box in the playroom or the Kreamer Resource Center.

SAFETY & SUPPORT



SAFETY AND SUPPORT

Security is very important at Children's Mercy. All hospital and staff and volunteers wear photo identification badges.

- Security personnel will check a picture ID for all visitors 18 years of age and older (or 16 years of age and older if not accompanied by an adult) when visitors enter the hospital.
- To enter the nursing unit, push the button outside the doors to the unit. Staff will answer and let you in. Visitors must then sign in.
- Feel free to question unfamiliar persons entering your child's room or asking about your child.
- You may accompany your child when he/she is transported within the facility where allowed.
- Wrist bands may be given to parents, legal guardians or designated representatives to wear during your child's stay. These allow you to pass through security check points without showing your ID every time. The band **MUST** be worn on the wrist at all times.
- Ask staff before your child (the patient) leaves the unit/floor. Your child must be signed out and signed back in at the nurse's station.
- When leaving the unit/floor, patients younger than 18 years of age will be escorted by a staff member, volunteer, parent or guardian.

Your Child's Care

Your child will need to wear an ID band while in the hospital. It is checked by hospital staff to be sure we give your child the right treatment, like medicine, procedures and tests.

To reduce infection risk, nursing staff will work with you to help your child:

- Bathe/shower daily
- Clean teeth or gums 2 times a day
- Change your child's gown and linens. Toiletries are provided during your hospital stay.
- Remind everyone to "wash your hands" and "cover your cough".

To keep your child safe:

- Practice safe sleep
- Keep bed rails up
- Do not bring latex balloons to the hospital
- Information about patients is only shared with a parent/legal guardian. If it is over the phone after the 4-digit security code is provided.

Peripheral Intravenous Line (PIV) Safety

Many pediatric patients need a Peripheral Intravenous Line (PIV) in their veins to give medications and fluids. Children have smaller, and at times more fragile, veins than adults. The PIV may come out of the vein and fluid or medication could move into the nearby tissue. This can cause harm to the area where the PIV was placed. It is very important we notice if the PIV has moved as quickly as possible:

What does the care team do?

- Touches the PIV (even while patient sleeps)
- Looks at the PIV site
- Compares the PIV site to the other extremity
- Documents PIV assessment information

What can you do as a family?

- Partner with the nurse to keep an eye on the PIV site
- Share your understanding of care education
- Call the nurse if you have concerns about a PIV
- Help us plan checks to keep the PIV safe from harm

COPING



PAIN MANAGEMENT

At Children's Mercy, we know that having a child in pain can be a difficult for both the patient and family members. Our goal is to help make children as comfortable as possible.

Our doctors, nurses, therapists and other staff believe children should have the best pain relief possible. Our staff includes pain management specialists who are trained to help patients be as comfortable as safely possible.

There are many ways to help keep your child comfortable. We use many kinds of pain medications as well as non-drug treatments.

- Our Child Life Department may be involved in helping with pain. They can offer activities to keep the patient's mind on other things. They may also be there to help during tests and procedures.
- The physical therapists at Children's Mercy can offer many different treatments that may be useful in helping lower pain.
- Our Behavioral Medicine staff may meet with the patient and family. They are experts in helping patients learn ways to cope with their pain.
- Spiritual Services can be of great comfort and support to both the patient and family when a child is in pain. The nurse can contact the chaplain if needed.

- The Pain Management team not only helps manage the services mentioned, but may also offer other ways to treat pain such as massage, acupuncture and self-regulation techniques. This team may be consulted for any situation related to pain.
- Channel 22 on your TV is the Pain Management channel. It features a relaxation program to help with pain. Channel 17 is the Relaxation Channel, and it also may be helpful in stressful situations.

We will do our best to safely keep our patients comfortable. Please tell us if you have any questions or concerns about pain management.

PAIN SCALES ON NEXT PAGE



There are many different “pain scales” available to help measure pain in infants and children. We use pain scales made for a child’s age and level of understanding.

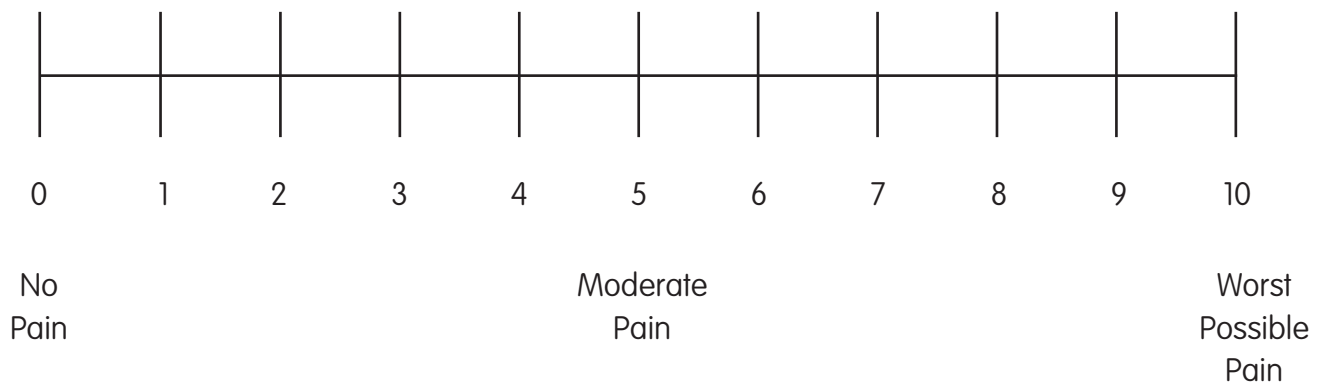
One way to measure pain is to ask a child how much he or she is hurting. Only the child knows how bad the pain is. Children may be asked to point to a face on a scale that measures how much pain they are having.

Wong-Baker FACES® Pain Rating Scale



Older children and teens may be asked to rate their pain on a scale from 0 to 10.

Pain Rating Scales



Our staff may ask you questions about activity and sleep to better understand your child’s pain.

If you have questions about the pain, please ask one of our staff. We value your input to make our patients as comfortable as possible.

TIPS FOR PARENTS:

HELPING YOUR CHILD COPE WITH MEDICAL TESTS

During your child's medical care, your child may have medical tests and procedures that they do not know much about. With support from you, your child's nurse, and/or a child life specialist, these tests and procedures can be less stressful for your child.

Ways to Help Your Child Cope

These ideas can be used during most procedures including blood draws, IV starts and checking your child's temperature or blood pressure. You are welcome to bring items from home that are comforting to your child, such as a blanket, pacifier, stuffed animal or favorite toy.

Infants (0-2 years)

Distraction:

- Use items such as bubbles, pop-up toys, light-up toys and toys with different sounds.
- Talk to your child, play peek-a-boo and sing to your child.

Relaxation:

Play soft music, use gentle touch and massage, and hold your child in your arms or lap when possible during procedures.

Preparation:

Show the procedure to your child on a stuffed animal or doll before the procedure is done to your child. For example, take a teddy bear's blood pressure before your child's blood pressure is taken.

Preschoolers (2-5 years)

Distraction:

Help your child blow bubbles, sing songs, look at books or play with toys.

Relaxation:

Calm your child by telling stories, talking about a favorite activity, listening to music, turning down the lights, and holding your child.

Preparation:

- Preschool-aged children see themselves as the cause of all events. Reassure your child that he/she did nothing to "cause" the illness or injury, and that "pokes" or painful procedures are not a punishment for bad behavior.
- Provide your child with truthful, simple explanations of what is going to happen, so that he/she does not misunderstand or have unrealistic fears of the procedure.
- The Child Life Department has books and videos made just for children and for their level of understanding. These teaching tools help explain many common procedures and areas of the hospital.
- Child life specialists and other medical staff can show your child pretend and/or actual medical equipment. This allows your child to touch and explore the equipment before it is used for a procedure.

Support:

- Sticker/incentive charts. These charts help create a routine for getting “pokes” or medical procedures that happen often during your child’s hospital stay.
- Give your child appropriate choices. Teach him/her that there is no choice about having some medical tests, but there are choices during the medical test. Your child may be able to choose whether to sit up or lie down during a procedure, whether to hold your hand, what to look at, or what to do after the procedure.

School Age (5-12 years)

Distraction:

- Give your child something to focus on such as books (Look and Find, I Spy), music, video, games, tablet or phone.
- Talk with your child about things they like.

Relaxation:

Have your child do deep breathing using bubbles or breathing in a pattern. (“Breathe in through your nose for 5 seconds, breathe out through your mouth for five seconds.”)

Preparation:

- Truthfully tell your child what is going to happen. School-age children may have a lot of questions and may want to know details about a procedure, illness or injury.
- The Child Life Department has books and videos made just for children and for their level of understanding. These teaching tools help explain many common procedures and areas of the hospital.

- Child life specialists and other medical staff can help to show your child pretend and/or actual medical equipment. This allows your child to touch and explore the equipment before it is used for a procedure.

Support:

- Encourage your child to ask questions and express feelings about the hospital, an illness or an injury. Answer questions honestly and help your child work through his/her feelings.
- Talk about your child’s feelings. Reassure your child that it’s okay to feel mad, sad or confused. Ask your child, “What can I do to make today better for you?”

Adolescents (12 years and up)

Distraction:

Offer your teen something to focus on such as a video game, phone, tablet or talking to a parent.

Relaxation:

Help your teen relax by using music, deep breathing and/or imagining a favorite place or activity.

Preparation:

- Tell your teen the reason for procedures and describe exactly what is going to happen.
- Allow your teen to be involved in his/her care and decisions.

Support:

- Encourage your teen to keep in contact with friends.

TIPS FOR PARENTS:

COPING WITH THE HEALTH CARE EXPERIENCE

- Even though teens are becoming more independent, they still need you to continue to support them. Remember to talk to your teen often and offer your help, guidance and encouragement.
- Be honest and talk with your child about what to expect. Remember that children have active imaginations and if they do not have enough information, they will make up a story to fill in the gaps.
- Encourage your child to express his/her feelings about their health care experience. This can be done in a safe way by writing a story, engaging in pretend play, or drawing a picture.
- Being there with your child is a great source of comfort for them.
- Provide physical touch to your child to help them feel calm, relaxed and secure. Examples of physical touch include swaddling and rocking a baby and stroking and cuddling children of any age.
- Bring special and familiar objects from home to the hospital (for example, photos of the family/pets, favorite toys, stuffed animals, a pillow, etc.).
- Allow your child to have choices and feel in control when possible. Allow your child to choose what to wear, what activity to do, what movie to watch or music to listen to, etc.
- Praise your child for what they are doing well. For example, if your child is holding still during a procedure, tell them what a good job they are doing.
- Let your child know that it is okay to cry. Crying is a good way for some children to cope.
- Gather information from your child's doctor and the health care team. Write down questions you want to ask the doctor or nurse.



TIPS FOR PARENTS:

HELPING SIBLINGS COPE WITH THE HEALTH CARE EXPERIENCE

If your child is hospitalized:

- Spend time with your child, but take time for yourself to eat, sleep and relax.
- Let your child know when you are leaving the hospital and when you are coming back to the hospital.
- Help your child have a normal daily routine. Set limits for your child even at the hospital. Avoid too many gifts.

COMMON REACTIONS OF SIBLINGS

Siblings often have many different feelings when a brother or sister is receiving medical care. Each sibling may react differently to their brother's or sister's illness or injury. Some common reactions siblings may have include:

- Guilt—siblings may feel that they are to blame for their brother or sister being in the hospital or being sick. They may think that something they did or said caused the illness/injury to happen.
- Fear—siblings may worry that their brother's or sister's illness or injury will happen to them.
- Jealousy—siblings may feel left out when the ill/injured child receives more care and attention from other family members.
- Anger—siblings may be angry or upset about the changes at home and in their normal daily routine that the illness/injury has created.

- Neglect—siblings may feel that their parent/guardian no longer loves or cares for them when more time is spent with the ill/injured child.

HELPING SIBLINGS COPE

- You know your children best and how they cope with change. Decide how much information you want to share with them.
- What siblings may be imagining about their brother or sister could be much scarier than the truth. Be open, be honest and allow siblings to ask questions.
- Before a sister or brother visits the hospital for the first time, make sure the sibling understands what the hospital is and what the nurses and doctors do. Explain some of the medical equipment that they will see in a way that they can understand. A child life specialist can help to do this and can help make the visit more comfortable. Children's books about the hospital are also helpful.
- When siblings are unable to visit the hospital, they can keep in touch with their brother or sister by sending drawings, letters, photos and videos.
- Keep a normal routine as much as possible. Encourage siblings to go to school and take part in normal activities. Spend time together away from the hospital.

TIPS FOR PARENTS: COMFORT FOR NEEDLE PROCEDURES

Health care procedures, especially when we use a needle, can be stressful for children and teens. Giving children ways to cope can help them:

- have a sense of control
- be a part of their own care, which can lead to higher self-esteem
- cope with future health care events
- have a better overall experience.

Things we can do to help children with needle procedures:

Numbing the skin

We have special medications we can put on your child's skin to help them not feel the needle poke as much.

Sucrose

We have sucrose (sugar water) that acts as a pain reliever for babies who are 12 months or younger.

- Sucrose should be given 2 minutes before the procedure and can be given on a pacifier, in a syringe, or on a finger.

Breastfeeding

- We encourage you to breastfeed during the needle stick because research shows it helps your baby feel less pain.
- Breastfeeding needs to begin 2-5 minutes before a procedure and continue during the procedure.



Comfort Positioning

- We know letting kids sit upright helps provide them with comfort and a sense of control. We would like you, or another caregiver (nurse, child life specialist, etc.), to hold your child in your lap during the procedure if you are comfortable and would like to. This can allow you to comfort them while also helping them to remain still and safe during their procedure.
- Babies can be swaddled and held.

Distraction

- Distract your child by helping them focus on something fun. Common choices include books, music, rattles, hand-held toys, phones, tablets and toys that make noise.

- Playing counting games, or games such as I Spy or singing are also fun and do not require supplies.
- Taking deep breaths can also help the body relax and may make the procedure seem easier.
- If you need distraction items during your clinic or lab visit, you can go to the Kremer Resource Center for Families and check out a distraction kit. All inpatient areas have distraction items you can use. Child life specialists are also available to provide information, distraction and support. Please ask your nurse or other staff member to contact Child Life to help support you and your child during needle procedures.



GENERAL INFORMATION



INFECTION PREVENTION INFORMATION

Children's Mercy Kansas City does our best to keep you and your child safe while you are here. You are a part of the health care team. This information will help you know how to help prevent infections in your child and others.

What is a "health care-associated infection"?

- Health care-associated infections are a result of germs entering your body during medical care.
- Some infections that seem to be from the hospital really are not.
- Sometimes, a germ can make an infection in only 2 days. Or, sometimes, it may take much longer for a germ to make an infection. This depends on the type of germ and the type of infection.

How are infections spread?

There are 3 things that are needed to spread infection:

- a germ
- a place for the germ to live and spread
- a patient at risk for infection.

Who can get an infection?

Anyone can get an infection, but some people are more likely to than others. Some patients who have a harder time fighting infections are:

- newborns, especially premature babies
- patients taking certain kinds of medicine
- patients with chronic diseases
- patients in the hospital for long periods of time

- patients in critical care areas
- patients in poor physical or nutritional health
- patients who have surgery
- patients with IV catheters, urinary catheters or breathing tubes
- elderly patients (not seen at Children's Mercy).

What is "Infection Prevention and Control?"

Infection Prevention and Control is how we help keep patients from getting infections while they are in the hospital.

The best way to prevent infection is hand hygiene.

Hand hygiene should be done by families, visitors and health care workers. Everyone should use hand hygiene before and after being near or touching a patient.

All visitors should be free of illness.

What is hand hygiene?

"Hand hygiene" is often used now instead of "handwashing." This is because there are two ways to clean your hands:

1. Soap and water

Soap and water should always be used if your hands are visibly dirty or if your child has a specific gastrointestinal illness (your nurse or doctor will let you know).

2. Alcohol-based products

Alcohol-based products are excellent for all other times.

How can I have good hand hygiene?

When you use soap and water:

- Wet your hands and then put soap on them.
- Rub your hands for at least 20 seconds (sing the whole A,B,C song).
- Rub your palms, the backs of your hands, between your fingers, both of your thumbs, and under your fingernails.
- Dry your hands very well and use the paper towel to turn off the faucet so your hands stay clean.

When you use an alcohol-based product:

- Use enough product to cover ALL parts of your hands.
- Rub your palms, the backs of your hands, between your fingers, both of your thumbs, and under your fingernails.
- Rub until your hands are completely dry, at least 20 seconds.
- It is important to use the right amount of alcohol-based product and to allow it to dry completely.

When should hand hygiene be used?

Hands should be cleaned:

- before touching your eyes, nose and mouth
- before touching or serving food
- after using the bathroom
- after touching a baby's diaper
- after coughing and sneezing
- after wiping anyone's nose
- after playing with pets



- after touching raw meat, poultry or fish
- after touching garbage.

Hand hygiene is a priority for our hospital. If you think a member of the health care team has not used good hand hygiene, talk with them or you can talk with your child's doctor or nurse manager.

What are some other ways to prevent infection?

- Clean your hands often and well.
- Ask family and friends to clean their hands before contact with your child.
- Ask your health care providers if they have cleaned their hands before they examine your child.
- Take antibiotics only when they are really needed. Antibiotics don't work for viruses.
- Cover coughs and sneezes – using your elbow.
- Don't allow visitors who have a cold or other illnesses.

- Some children with infections may have to stay in their room.
- Staff and visitors may need to wear gowns, gloves and/or masks.
- Keep all tubing connected to the child off of the floor.
- Families should not visit other patient rooms.

There are a number of diseases and infections that have to be reported to the Health Department by law. If your child has a disease that is reported, the Health Department may contact you for additional information. If we were able to provide enough information, they may not call you.

CHILDREN'S MERCY: A TEACHING HOSPITAL

Teaching hospitals are different from other hospitals in many ways. The biggest difference is the number of people who will be in and out of your child's room. This helps us give the best care to your child.

This page tells how a teaching hospital works. If you have any questions, please ask your doctor or nurse.

Your Physician Team consists of:

- **Attending physicians and fellows** are doctors who have finished their residency program and lead the whole team.
- **Residents** are doctors who have graduated from medical schools. They are here to continue to develop their skills.

- Senior residents are in their second or third years of the program. They lead the interns and students.
- Interns are in their first year of the residency program.
- **Medical students** are still in medical school. They are here to learn and help the doctors.

INTERESTED IN LEARNING CPR



Everyone who cares for a child should know pediatric CPR. Children's Mercy has a class that teaches CPR and follows the American Heart Association guidelines. These classes are open to all parents or caregivers of inpatients at Children's Mercy.

In this class, you'll learn:

- how to do infant, child and adult CPR
- what to do when an infant, child or adult is choking

- ways to ensure infant and child safety
- classes are free.

Please ask your child's nurse for more details including class dates and times.

LOOKING FOR MORE CHILD HEALTH INFORMATION

There are many resources at the Children's Mercy website: [childrensmercy.org](https://www.childrensmercy.org).

Click on "Your Visit" and you will find things such as:

My Child Has: Search clinical conditions and learn about treatment services at Children's Mercy.

Safety tips: Find tips on water safety, car seat safety, toy safety and more from our Center for Childhood Safety.

Videos: Go to [childrensmercy.org](https://www.childrensmercy.org) and click on the YouTube icon at the bottom right of the page. There are many videos to choose from.

On the Health and Safety Resources page, you can research and review medical conditions, treatment recommendations, first aid tips and more.

*Please let a staff member know if you want to know more about any of these without using the website.

BEDSIDE ROUNDS

At Children's Mercy, we want patients and caregivers to be active participants in the care that we provide. Working together with you provides better outcomes for your child.

Health care providers will be at your child's bedside at least 3 times per day to talk about your child's current state and plans for future care.

Nursing staff hand-off report

When?

2 times per day: 7 a.m. and 7 p.m.

Where?

At your child's bedside.

What happens?

The nurse ending his/her shift will give the nurse who is starting his/her shift information about your child.

What do you need to do?

- Listen.
- Ask questions when you need more information or don't understand something.
- Tell us any information that could make us more successful in caring for your child.

Family-centered rounds

When?

Once a day. The time varies by hospital unit. Ask your nurse when family-centered care rounds are on your unit.

Where?

At your child's bedside.

What happens?

The rounds are a team "huddle" where physicians, nurses, and other staff talk about the plan for your child's care for the day.

What do you need to do?

- Listen.
- Ask questions when you need more information or don't understand something.
- Tell us any information that could make us more successful in caring for your child.

PATIENT PORTAL

The Children's Mercy patient portal provides you access to your child's health information 24 hours a day, 7 days a week.

childrensmercy.org/mychildrensmercy

Enrolled Users

Log in to review upcoming appointments, view lab results, contact your care team and more.

Not Enrolled?

Get started by enrolling in MyChildrensMercy patient portal at your next appointment. Just stop by any registration desk with a picture ID and your email address. For security purposes, registration requires an in-person visit to a Children's Mercy location. Even if you were enrolled in the former patient portal, enrollment must be done in person. You will be sent an email invitation with instructions on how to complete your enrollment.

Questions?

Check out the frequently asked questions or call 1 (877) 621-8014 with login or technical questions.

Why Sign Up?

MyChildrensMercy gives you convenient access to your medical information when you need it. Benefits include:

- reschedule or cancel an appointment
- view lab results
- message your care providers
- view medication list
- download visit summaries
- see immunization history.

INTERNET ACCESS

Children's Mercy offers free high-speed wireless internet access to patients, families and guests.

"CMH Guest" Wireless (WiFi) users

Terms of Use Implementation

- **WHO:** Any employee or guest who would like to access Children's Mercy's Guest WiFi.
- **WHAT:** Users of cmh-guest WiFi will need to accept the Terms of Use.
- **IMPACT:** Terms of Use will need to be accepted every 7 days.

How To Use Wifi:

- Select cmh-guest WiFi.
- CM's Guest WiFi landing portal page will open to Terms of Use (TOU).
- Click Accept.

If you have problems connecting:

- Remove guest profiles from other places. Re-scan for wireless access points. Attach to "cmh-guest."
- Try moving to another area in your room or to a lobby area.
- The guest wireless network is provided as a courtesy and help connecting to it or using it is not available.
- Internet traffic is filtered, and some sites may not be available.
- You cannot plug your device into a network jack. Only wireless access to the guest network is provided.

Patient Computers

- The Kreamer Resource Center has a number of laptops or iPads for inpatient families to check out.
- All borrowed laptops and iPads are hospital property and must be returned to the Kreamer Resource Center before you leave the hospital.

PATIENT CARDS

Family and Friends, we invite you to create and send a personalized card to patients who are currently hospitalized at Children's Mercy. The card that you create will then be printed and hand-delivered by one of our hospital volunteers.

You may choose your design, compose a message, and submit your card to be delivered within 1-2 business days, Monday-Friday. Cards received after 2 p.m. on Friday will be delivered the following Monday.

Visit childrensmercy.org/patientcards/ to create a card today!



Card Guidelines

- You will need to know how to spell the patient's full name and the patient's age.
- Your message will be read by hospital staff to ensure appropriate content.
- Patients who are here for outpatient visits or same-day surgery cannot receive cards.
- If a patient has been discharged, a staff member will mail the cards to the address the hospital has on file.



DECORATING YOUR ROOM

- Decorations for your room like signs, posters and cards can be hung on a small portion of the wall with command strips only.
- No tape on walls or doors.
- All decorations are inside your room, nothing on the outside door or wall.
- Do not use pins or sharp objects to hang decorations.
- You can use Mylar balloons (no latex).
- No glass items or items that can break easily.
- Flowers and small plants are allowed on some units.
- You can use battery-operated items.
- No electric lights or other electric decorations.
- No candles.
- Use non-flammable decorations only.
- Ask your child life specialist for other decorating ideas.

CELL PHONE USE

Where can I use my cell phone?

Cell phones may be used in any area of the hospital and clinics.

What guidelines should I follow when using my phone?

- Place your phone on vibrate or silent mode when around other families.
- Keep your voice quiet when making phone calls around other families.

- You may text, email and use the camera on your phone.
- Do not take pictures of other children without parent permission.
- Do not take pictures of staff, equipment or medical devices without staff permission.
- Use hand hygiene after phone use and before touching your child.

Cell phone charging stations are located throughout the hospital. Ask staff to help you find one.



WHAT TO EAT AND DRINK WHILE IN THE HOSPITAL

Children who are in the hospital may not feel like eating and drinking like they usually do. What your child eats and drinks while they are in the hospital will be based on your child's:

- Medical needs
- Overall health
- Feeding skills
- Personal tastes

Talk to your child's providers to ask what your child can drink and eat while you're here.

HEALTHIER DRINKS

Children's Mercy offers healthier drink options, including:

- Water
- 100% fruit and vegetable juice
- Milk and flavored milk
- Tea
- Coffee
- Other beverages with 10 calories or less per 8-ounce serving

Sugared drinks are not sold at Children's Mercy.

- As a leader in pediatric health care and a role model in our community, we think this is the right thing to do for our patients, families, employees and visitors.
- You may bring sugared drinks into the hospital.
- Sugared drinks will be provided to patients when medically necessary.

Drinking helps your body:

- Digest your food, keep your blood healthy, and help your muscles work.
- Prevent dehydration, which can cause you to be tired, dizzy, sick to your stomach, constipated (hard stools), or have headaches.

Many drink options benefit the body:

- Water is one of the best things to drink to stay healthy and feel good. Water should be what all people on a regular diet drink the most of every day. Provide water when kids are thirsty.
- Milk makes bones strong, your heart healthy and helps you to maintain a healthy weight. Ask your doctor how much milk your child should drink each day.
- Juice can be good for your child, but it also adds extra sugar to the diet. Don't offer your child more than 6 ounces of juice each day.
- Soda, Kool-Aid, sweet tea and sports drinks can have a lot of sugar and make your child feel too full to eat nutritious food.
- Sugar-free drinks are good drinks without extra calories.

HEALTHIER FOOD

- Choose meals and snacks that include foods from every food group, including whole grains, vegetables, fruits, low-fat dairy and protein – like meat and beans.
- Healthier snack options include fresh fruit, yogurt, cheese and crackers, pretzels, fresh vegetables, pudding or half of a sandwich.
- Avoid snacks high in sugar and fat.
- Add a cup of low-fat milk to a healthy snack to make a healthy small meal.

WHERE TO EAT IN THE HOSPITAL

There are several dining options for families and guests at Children's Mercy:

Orbits Cafeteria Hours

Monday - Friday

Breakfast 6 to 10 a.m.

Lunch 11 a.m. to 2 p.m.

Dinner 4 to 7:30 p.m.

7 days a Week

Open 6 a.m. to 7:30 p.m.

Classics Express Café

Monday - Friday

6:30 a.m. to 2:30 p.m.

7 days a Week

Late Night 7:30 p.m. to 2:30 a.m.

Discovery Café

Monday - Friday

Breakfast 6 to 10 a.m.

Lunch 11 a.m. to 2:30 p.m.

Subway

Monday - Friday

7 a.m. to 9 p.m.

Saturday - Sunday

7 a.m. to 6 p.m.

Located in the Sombart Lobby on the first floor.

The Roasterie

Weekends 6 a.m. to 8 p.m.

Weekdays 6 a.m. to 9 p.m.

Located in the main lobby.

Vending Machines

Vending machines are located to the west of the Sombart Lobby on the first floor and in some inpatient lobbies.

Room Service Menu

Children's Mercy offers "At Your Request" Room Service. This means you can order what you want, when you want it, from 7 a.m. to 8 p.m.

- Patients and breastfeeding mothers can use the Room Service menu by calling ext. 51414.
- If you are a parent or guest and you would like something from the Room Service menu, you can order a guest tray.

Room Service Guest Tray

Patient parents/guests (excluding breastfeeding mothers) can purchase a "Patient Guest Tray" card for \$5 and is paid upon delivery at the Adele Hall Campus.

LOCATIONS

ATM:

There are 2 ATMs located in the hospital. One is in the Sombart Lobby on the first floor and the other is in the main lobby by the Roasterie.

Cafeteria and Café:

The cafeteria and cafe are located on the ground floor by the Castle Elevators.

CM Discovery Café:

The Discovery Cafe is located on the first floor of the Children's Mercy Res

Chapel:

The Lisa Barth Interfaith Chapel is on the ground floor around the corner from the Gift Shop.

Community Room:

The Community Room is located on the first floor by the Star Dome through the colorful double doors.

Gift Shop:

The Gift Shop is on the ground floor by the Castle Elevators.

Sombart Lobby (Subway, mailbox, vending machines):

These are located on the first floor.

Kreamer Resource Center for Families:

The Kreamer Resource Center for Families is on the ground floor.

Outdoor Spaces:

At Children's Mercy: Outdoor spaces are located in the Chapel, Ronald McDonald Family Room and the Outdoor Garden.

Near Children's Mercy: There are public parks within walking distance. Please ask a staff member for directions.

Outpatient Pharmacy:

The Outpatient Pharmacy is located on the ground floor at the main entrance of the hospital across from the Moon Information desk.

Ronald McDonald Family Room:

The Ronald McDonald Family Room is on the second floor near Same Day Surgery.

DOWNLOAD THE CHILDREN'S MERCY APP



Search for **Children's Mercy** in your app store and download the app with this icon.

Features include:

- Save My Spot - Urgent Care check-in online
- Adele Hall Campus map and walking directions
- MyChildrensMercy patient portal
- Locations
- Find a Provider
- Plan Your Visit
- Health library
- And more!



1 Children's Mercy Adele Hall Campus

2401 Gillham Road
Kansas City, MO 64108
(816) 234-3000

2 Children's Mercy Hospital Kansas

5808 West 110th St.
Overland Park, KS 66211
(913) 696-8000

3 Children's Mercy College Boulevard

5520 College Blvd.
Overland Park, KS 66211
(913) 696-8000

4 Children's Mercy Northland

501 NW Barry Road
Kansas City, MO 64155
(816) 413-2500

5 Children's Mercy East

20300 East Valley View Parkway
Independence, MO 64057
(816) 478-5200

6 Children's Mercy Broadway

3101 Broadway
Kansas City, MO 64111

**7 Children's Mercy West-
The Cordell Meeks Jr. Clinic**

4313 State Ave.
Kansas City, KS 66102
(913) 233-4400

8 Children's Mercy Blue Valley

6750 West 135th St.
Overland Park, KS 66223
(913) 717-4700

9 Children's Mercy Olathe

20375 W. 151st St.
Doctors Building 1, Suite #402
Olathe, KS 66061

**10 Children's Mercy Sports
Medicine Center at Village West**

1801 N. 98th St.
Kansas City, KS 66111
(913) 264-3000



RESOURCES



PATIENT AND FAMILY RIGHTS

Your health and safety

We are the doctors, nurses and staff of Children's Mercy Kansas City. Everyone who works here thinks you are special. View the Children's Mercy nondiscrimination policy.

- Your family and friends can be with you when the hospital policies say it is okay and when you want them to be with you.
- If we offer a research study to you, you may say yes or no. Saying "no" will not change how we care for you.
- We will help you make plans if you and your family choose to go home or to a different hospital, unless it harms your health or safety.
- You and your parents may see your medical record as permitted by law. We will help you with this.
- You and your parents may ask for assistance to pay for your medicine or medical care.
- If you are 18 or older and are able to make decisions for yourself, you may create an Advance Directive. An Advance Directive is a written or spoken plan that tells us what treatments you want or do not want. It also tells us who should make decisions for you if you are unable to tell us yourself. If you want, we will help you create an Advance Directive.
- If you are 18 or older and are able to make decisions for yourself, you have the right to approve or refuse any part of your medical treatment. If you are younger than 18 and wish to say no to any part of your care, we will discuss this with you and others as needed.

- If you are 18 or older and are not able to make decisions for yourself, we will talk with your legal guardian to make decisions that are in your best interest.

Our promises to you:

- You are important to us.
- You are part of your health care team.
- You may talk freely with your health care team about your care and safety. Your care and safety are our most important goal.
- You may ask us as many questions as you would like. You may ask for an interpreter at any time.
- You may tell us how you feel.
- We will tell you the truth.
- We will listen to you.
- We will talk with you about your care in a language you understand.
- We will help you do what you need to grow and learn.
- We will be as gentle as possible when we care for you.
- We will keep your body covered as much as we can.
- We will ask you if you hurt. We will try to help you feel better as quickly and safely as possible.
- We will help you continue to do the things that are important to you, your family and your faith.
- We will help you learn how to take care of yourself.

We will also:

- Tell you who we are.
- Explain our job.
- Talk with you about why you are here.
- Explain to you how things may feel.
- Notify your doctor that you are in the hospital.
- Notify a friend or family member that you are in the hospital (18 years or older, upon your request).
- Make you as comfortable as possible.
- Tell you what might help you and what we believe might not help you.
- Give you information you need to make decisions about your care.

We will take good care of you and respect you no matter:

- Your gender identity.
- The color of your skin.
- Where you were born.
- What language you speak.
- What your beliefs are.
- What you can and cannot do.
- What you look like.
- Who is in your family.
- Whether you or your family can pay for your care.

Your responsibilities as a patient

There are things only you can tell us. So that we can give you good and safe care, it is important that you tell us:

- Why you are here.
- How you feel.

- If you have pain and where.
- What others have done to help you feel better.
- What you and your family do at home to help you feel better.
- If you don't understand something.
- If you have concerns about your care.
- If there is something on your mind.
- If you need help following your plan of care or keeping your appointments.

Hospital Expectations

These rules are for everyone (staff, patients, families and visitors) who enters

Children's Mercy:

- Keep the hospital a safe and restful place.
- Privacy and confidentiality must be protected at all times.
- Never use foul or mean language.
- Never use physical or emotional abuse.
- Weapons are not allowed in our facilities or on our grounds.
- Tobacco, e-cigarettes, alcohol or illegal drugs use is not allowed.
- Do not steal or damage hospital property or the possessions of others.
- Hospital-owned medical equipment must be operated only by authorized individuals.
- Follow our visiting rules.
- Do not go into restricted areas.

PATIENT ADVOCATES

Patient Advocates at Children's Mercy serve as liaisons between the patients, families and hospital staff. They facilitate communication and involve staff in resolving issues related to the patient experience, as well as identify opportunities for organizational improvement.

A Patient Advocate is available to address your concerns and, if needed, assist in filing a grievance. The grievance committee will review each grievance and provide you with a written response. The written response will contain the name of a person to contact at the hospital, the steps taken to investigate the grievance, the results of the grievance process and the date of completion of the grievance process. Patient and family feedback is important to us in our efforts to improve the patient experience. You may contact a Patient Advocate at (816) 234-3119 or by email at patientadvocate@cmh.edu.

CHILD LIFE

The Child Life Department helps make the hospital more comfortable, easier to understand and fun for patients and families by:

- trying to reduce the stress and worry that may come with being in the hospital or from being ill
- helping your child deal with their feelings, thoughts and questions
- helping your child learn and grow while still in the hospital
- helping your child play and interact with other children and people.

Here are things that the Child Life Department offers:



Play

Play is how children learn and grow. Play can help children feel more comfortable, encourage self-expression, learn and have fun while in the hospital. Child life specialists are trained to engage children in play to support them during their hospital experiences. There are many play spaces, toys and activities for children of all ages throughout Children's Mercy.

Health Care Play

Health care play lets patients touch, feel, use and learn about medical supplies and equipment. As patients touch and learn about medical items, they are able to feel more comfortable and in control. Health care play is offered by child life specialists.

Preparation

Preparation for procedures and/or surgery is done by child life specialists. They use words that your child can understand. They also use pictures, models and medical items to help your child learn. Child life specialists tell your child what to expect and help them learn ways to cope.

Procedure Support

Procedure support is provided by child life specialists to help make it easier for you and your child to cope during difficult procedures. Examples of procedure support include helping distract patients and helping patients do relaxation activities.

Family Support

Family support is offered by child life specialists to help ease family stress and worry created by health care experiences. Brothers and sisters of inpatients are welcome to take part in activities. Child life specialists can talk to siblings about what is going on and teach them ways to cope with their brother and/or sister being in the hospital.

For more information about Child Life services, please call (816) 234-3757.

MUSIC THERAPY

What is Music Therapy?

- services using music that are made and planned for each child's and family's needs
- specially chosen music and music tasks by a trained professional



- usually involves the use of both live vocal and instrumental music
- children can take an active role in making music.

Who gets Music Therapy?

- individual patients can get music therapy at bedside
- infants can get music therapy too. This helps them use their senses (hearing, seeing, touching, etc.) and play
- families and siblings can take part too, if appropriate
- you or staff members can ask for your child to be assessed for music therapy.

What can Music Therapy do?

- helps with your child's body, mind and behaviors
- helps your child reach other goals related to chronic pain, physical rehabilitation, respiration, cardiac conditions, etc.
- shows your child ways to relax and ways to focus their mind on something else
- shows your child ways to express his or her feelings
- lessens stress and worry
- helps manage pain and discomfort
- improves your child's mood
- helps your child learn and grow
- helps your child cope during medical procedures
- helps the whole family.

HOSPITAL-BASED SCHOOL PROGRAM

The Hospital-Based School Program is here to help your child stay involved with school. This helps your child keep a normal routine and can keep your child alert and thinking.

All Hospital-Based School Teachers are certified and ready to help you and your family with school needs.

Teachers can:

- contact your child's school
- teach and educate your child
- help with homework
- give your child things to read
- offer learning games and activities.

For more information on the Hospital-Based School Program or to speak with a school teacher, please call: (816) 302-9014.

SPIRITUAL SERVICES

A hospital chaplain is at the hospital 24 hours a day to provide emotional and spiritual support to all patients, families and staff. A chaplain can be helpful by:

- listening to concerns
- talking about questions patients or families have about illness
- connecting families to a religious leader
- providing a ritual or sacred practice, such as prayer, baptism or meditation.

To speak to a chaplain, ask your nurse or call the operator and ask for the chaplain on call.

The Lisa Barth Chapel is open 24 hours a day. This quiet, warm and serene setting located on the Ground Floor is a place for meditation, quiet conversation, prayer and renewal. A worship service open to all faiths is held Sundays from noon to 12:20 p.m. The worship service is broadcast on Channel 7 on any hospital TV. The Chapel includes a prayer wall and space for obligatory prayers.

The William T. Kemper Foundation Library is located inside the chapel. It has many books and sacred texts from different faith traditions for both children and adults.

The Nancy Nutter Moore Garden is a beautiful outdoor space next to the chapel. Patients and families can enjoy fresh air and a moment outdoors in this peaceful area.

DEPARTMENT OF SOCIAL WORK

The Department of Social Work provides comprehensive and compassionate family-centered services to children and their families to enhance their quality of life while in the hospital, at home, at school and within their community.

Medical Social Workers

Social workers at Children's Mercy are an integral part of your health care team. Examples of services provided by medical social workers include:

- assessment of psychological and social factors impacting health outcomes
- supportive counseling related to grief, adjustment to illnesses and family issues
- trauma response, crisis intervention and management of disruptive and dangerous families

- care coordination to ensure patients and families are linked to medical, school and community services to support their health
- psychosocial screening, assessment and intervention for intimate partner violence, suicide risk, community resource needs and more.

Learn more about medical social work services provided by the Department of Social Work or to talk to a social worker call (816) 234-3670.

Mental Health Services

Specially trained social workers also provide services focused on the mental health of our patients and families including:

- structured therapy services using evidence-based treatments
- inpatient and outpatient crisis intervention services
- Acute Mental Health Screening (AMHS) Team in our Emergency Departments providing screening, assessment, safety planning and referral for patients in acute mental health distress.

Home-Based Family Support Programs

The Department of Social Work's Home-Based Family Support Programs, including the TIES (Team for Infants Exposed to Substance abuse) and Healthy Families Children's Mercy programs, partner with families of an infant/expected infant to promote attachment and bonding and build strong parenting skills.

Workers meet with families in their homes to provide support and information to help build a strong bond between parents and baby, to address any barriers to health care, to connect families to other community services when needed, and to partner with families to solve problems and reach their goals.

LANGUAGE SERVICES



Language assistance is available to Limited English Proficient (LEP) and Deaf/Hard of Hearing (D/HH) patients and families to ensure “meaningful access” to health care services. Children’s Mercy provides free language assistance through a competent and qualified medical interpreter.

- Interpretation services are provided at no cost.
- Interpretation services are always available.
- If you would like to request an interpreter, please tell a staff member.

Types of Interpretation Services:

In-person interpretation: an interpreter is scheduled to provide services once the patient is ready to be seen.

Telephonic interpretation: is available to provide interpretation services over the phone.

Video Remote Interpretation (VRI): an interpreter is available to provide interpretation services through a computer screen or monitor.

AUXILIARY AIDS AND SERVICES FOR PERSONS WITH DISABILITIES

Other aids and services for patients and family members with disabilities are also available. This could include hearing loss, low vision or mobility impairment. If you need assistance, please let a staff member know.

RONALD MCDONALD FAMILY ROOM

The Ronald McDonald Family Room is a special place in the hospital where families can relax and “get away,” while still being close to their children.

The Ronald McDonald Family Room is located on the second floor of the hospital. It is a comfortable home-like setting. It has a living room area with a television, a small kitchen, and a quiet room for private conversations and phone calls. There are also showers and a place to do your laundry.

- Families of all hospital inpatients can use the Ronald McDonald Family Room.
- The room is open 8 a.m. to 8 p.m. daily, but closes at 7 p.m. on Friday.
- Meals are often provided by volunteer groups from the community. Please check in at the Family Room daily to see what is scheduled.

- The kitchen pantry is often stocked with donated snacks and food items. Please help yourself, but take only what you need for the day.
- Please have no more than four guests at a time. Patients cannot use the Family Room.
- People under the age of 18 using the Family Room must have an adult with them, unless they are a minor parent of a patient.
- The Family Room has 7 overnight sleeping rooms that are available for parents with a child in the PICU or ICN. The rooms are assigned daily, please visit the Family Room if you would like to request a room.
- The Family Room has 2 washers and 2 dryers available for parents to use. Detergent is often available at no cost. Please visit the Family Room to schedule a laundry time.
- Anyone with an inpatient child may use the shower.

For more information please call
(816) 234-1533 or ext. 51533.

For directions please refer to the “Directions To”
on page 30 in this book.





KREAMER RESOURCE CENTER FOR FAMILIES

The Kreamer Resource Center for Families is a great place for learning, relaxing and taking a break.

The Kreamer Resource Center for Families has:

- health information resources
- a Business Center with computers, printer, copier, scanner, fax and phone chargers
- current movies available for check out

- consumer health books and assistance finding information on parenting, health and illness
- interactive children's play space and fun books for children and adults
- separate spaces to meet with family members or providers.

The center is located on the ground floor.

For more information, call (816) 234-3900.

PARENT EXERCISE ROOM

We know that having a child in the hospital can be physically and emotionally stressful. The Parent Exercise Room allows parents, guardians and other adult caregivers a space to participate in mild to moderate physical activity while their child is hospitalized. Exercise can help improve sleep habits, elevate mood and reduce stress.

Where

Ground floor of the Adele Hall Campus, across from the Kreamer Resource Center for Families, near the cafeteria and gift shop.

Hours

Monday-Thursday: 8 a.m. to 7 p.m.

Friday: 8 a.m. to 5 p.m.

Saturday: 10 a.m. to 4 p.m.

Rules and Guidelines

- Caregivers must check in and sign a waiver in the Kreamer Resource Center for Families prior to using the Parent Exercise Room.
- No children under 18 are permitted.
- Maximum capacity is 3 caregivers at a time.
- Maximum time is 45 minutes per day.
- Caregivers must be free of contagious illness.

Questions?

Visit the Kreamer Resource Center for Families or call (816) 234-3900 (or ext. 53900 from a phone in the hospital).



FAMILY ADVISORY BOARD (FAB)

The Family Advisory Board (FAB) consists of volunteers who are parents or primary caregivers of a child who has been cared for at Children's Mercy. FAB collaborates with hospital leadership to ensure the highest level of quality, safety and experience of care is provided to every patient and family.

Goals of FAB:

- support the mission of Children's Mercy
- promote communication between hospital staff and families
- assist with the education of Children's Mercy staff and health care providers.

FAB serves as the oversight group for all the Patient Family Advisory Councils at Children's Mercy.

Patient Family Advisory Councils

PFACs are dedicated to helping Children's Mercy continue providing the region's best pediatric health care. Members work with hospital leadership to incorporate the perspectives of patients, families and community into the care experience.

There are many active PFACs at Children's Mercy. Some focus on specific diagnoses while others center on different clinics or locations.

Please contact us for more information:

Patient and Family Engagement
Department at (816) 302-3840 or go to
childrensmercy.org/about-us/advisory-boards/.

PATIENT AND FAMILY SUPPORT SERVICES

New Journeys

New Journeys is a handbook for families who learn their child may have a chronic illness, and they will be getting lots of care at Children's Mercy. This book was written by parents who have also had a chronically ill child. It will provide you with tips for getting around the hospital and dealing with your child's new diagnosis. The handbook is available in English and Spanish.

POPS

Children's Mercy offers a parent support program called POPS – Parents Offering Parent Support. You may request a trained parent who may have been through what you are going through. If you would like to be matched with another parent, please contact a Family Centered Care Coordinator. We are also looking for parents to serve as mentors for families facing a new diagnosis.

Family Time

Family Time is a program on inpatient units that will give you a chance to take a break from the bedside. You can grab a quick snack and connect with other parents. Listen for an announcement saying when Family Time will be held on your floor.

For more information on any of the above programs, please contact the Patient Family Support Program Coordinator at (816) 983-6957 or ext. 56957.

THE COUNCIL ON VIOLENCE PREVENTION

Child Abuse

Did you know?

- In 2017, 7.5 million children were involved in child abuse reports/referrals in the United States.
- This same year, 1,688 children died from abuse/maltreatment in the United States. This averages almost five children per day!

Types of Child Abuse/Maltreatment:

- physical abuse – bruises, burns, head injury, broken bones
- sexual abuse – touching, fondling, penetration, kissing
- neglect – lack of food, clothing, shelter, nurturing, medical care
- emotional/psychological abuse – yelling, insulting, humiliating.

If you suspect a child is being abused:

- Listen to the child and believe them.
- Report it – children don't always have a voice of their own.
- In Missouri, call 1 (800) 392-3738.
- In Kansas, call 1 (800) 922-5330.
- Or call 911 for immediate help.

Safety, Care, and Nurturing (SCAN) Clinic

Located at the Children's Mercy Adele Hall Campus, the SCAN Clinic cares for about 3,000 children each year in the Kansas City metro area who have suffered some type of abuse or maltreatment.

SCAN Clinic provides services for:

- sexual abuse, physical abuse, neglect
- trauma-focused mental health

- forensic evaluations
- prevention activities
- multidisciplinary team collaborations—pediatricians, nurses, social workers, mental health therapists and child life specialists.

BULLYING



Bullying is not a normal part of childhood. It is a form of trauma.

What is bullying?

There are four types of bullying:

- Verbal: saying or writing mean things, such as teasing, name-calling, and threatening to cause harm.
- Social: hurting someone's reputation or relationships, including telling other children not to be friends with someone and spreading rumors about someone.

- Physical: hurting a person's body or possessions, including hitting, kicking, pinching, spitting, tripping, pushing, taking or breaking someone's things, and making mean or rude hand gestures.
- Cyberbullying: uses things such as social media or texting to spread rumors, post pictures, or send mean messages.

What happens to kids that are bullied?

Kids can suffer in many ways, even when there is no physical bullying. This can affect them into adulthood and include:

- Low self-esteem
- Emotional distress
- Trouble learning or lower grades
- Not wanting to go to school
- Anxiety, depression and suicide
- Eating disorders
- Headaches or stomachaches
- Sleep issues

What can you do to help?

- If you see a crime happen or someone at risk of harm, call 911!
- If a child is being bullied at school, contact the teacher, school counselor and/or principal.
- If you don't think you are getting a response from the school, contact the school superintendent or state board of education.
- If you feel a child is being picked on based on race, color, national origin, sex, disability or religion, contact the superintendent and/or state board of education. You may also be able to file a complaint with the federal Office of Civil Rights.

Ask your child's health care team if you need more information or help with bullying.

VIOLENCE IN THE HOME

Everyone deserves a safe and caring home.

Violence affects many families in the United States. Violence in the home can cause physical and emotional problems for you and your child. Children's Mercy offers help for anyone who may be worried about violence in the home.

Violence in the home takes many forms. Does someone in your home:

- Put you down and make you feel bad about yourself?
- Keep you from your family and friends?
- Threaten to hurt you, your children or family pets?
- Keep track of where you are and what you do?
- Physically hurt you or a family member?
- Keep you from making or having money for yourself?
- Threaten to use your immigration status against you?

Violence in the home puts kids at risk for:

- Nightmares or wetting the bed
- Trouble learning or behaving
- Smoking, alcohol and drug use
- Stomachaches and headaches
- Growing up to be a victim of abuse
- Being injured or killed

If you would like more information about violence at home or creating a safety plan to protect yourself and your children, please talk to your child's care provider or call the KC Metro help line at (816) 468-5463. Your immigration status won't keep you from getting help.

PATIENT AND FAMILY ACTIVITIES





THE ART GALAXY

A gallery of artwork created by patients. The Art Galaxy is located in the first floor hallway by Radiology.

1. Get a piece of 12" x 18" paper (the size of a big sheet of construction paper).
2. Use crayons, paints, colored pencils or other materials to create your artwork.
3. Put only your first name and age on the picture if you want everyone to see it.
4. Outpatients can take their picture to Volunteer Services (on the ground floor) and inpatients can turn their picture in to their nurse.
5. The Art Galaxy Committee will decide when your picture will be displayed in the gallery. They will let you know when it goes on display.

INPATIENT PLAYGROUPS AND EVENING PROGRAMS

Playgroups and Evening Programs

These are offered to inpatients to help your child learn, play or talk with other patients, and have fun. The patient's nurse and the medical team decide if/when a patient can go to playgroups and evening programs. A parent, staff member or a volunteer can take the patient to and from evening programs. For some programs, a parent or guardian may need to sign a consent form before the patient can attend. Programs may change or be cancelled due to holidays or department events. For questions or more information, please ask a nurse to contact Patient and Family Support Services.

Inpatient programs are held Monday through Thursday evenings in the Community Room from 6 to 6:45 p.m.

Mondays: Pet Pals

Who: Any age inpatients and siblings with written parental/guardian consent, friends and family members

What: Interact with trained dogs

Tuesdays: Family Bingo

Who: Inpatients ages 4 and older and siblings, friends and family members

What: Play our own special edition of "Children's Mercy Bingo" using common things you see and do in the hospital

Wednesdays and Thursdays: Partners in Play

Who: Inpatients ages 4 and older and siblings, friends and family members

What: This event changes from week to week. We partner with different community groups and corporations to provide entertainers, art projects, parties and more

The Community Room is located on the first floor, next to the starlit ceiling.

Please check with your nurse about going to Inpatient Programs.



TEEN INFORMATION



FIRS
GO



Dear Teen Patients,

Welcome to Children's Mercy! If this is your first visit to this hospital you may not know about the teen rules. Even if you have been to Children's Mercy before, you should look over the rules, so you know how to be safe. These rules were not made to limit or keep you from having fun and were made by hospital staff and other teen patients.

The Teen Advisory Board (TAB) is a group of teen patients that was formed to talk about issues of young adults like you. Through TAB, we can express worries and ideas for the hospital.

The teen rules were made, viewed and approved by TAB. Keep in mind that these rules were made to consider healthy relationships between patients and staff. Please look over the rules and if you have any questions, ask your nurse or the patient advocate.

If you would like to get more information about TAB, please talk to a child life specialist.

Thank you.

Sincerely,
The Teen Advisory Board

TEEN ADVISORY BOARD (TAB)

TAB was started in 1999 with the goal of improving Children's Mercy for all patients—especially those who are older. We meet one Monday a month and for special activities. During the meetings, we plan fundraisers, work on hospital projects, brainstorm and enjoy each other's company.

TAB:

- gives Children's Mercy a patient advisory board of various ages, backgrounds and communities
- gives an opportunity for a group of patients to express concerns and ideas
- allows Children's Mercy staff to listen and support teen patients
- gives teen ideas to the Children's Mercy Executive Vice President, Chief Operating Officer.

TAB Membership

- Are you a patient of Children's Mercy?
- Do you have questions or concerns?
- Do you have ideas on how to make Children's Mercy a better place?
- Are you between the ages of 13 and 18?
- Are you able to meet at Children's Mercy once a month on Monday evenings?

If you answered YES to all of the above, we invite you to learn more about the Teen Advisory Board!

Check out more TAB information at: childrensmercy.org.

Or call: Amanda Woelk, Child Life Manager, at (816) 234-3702; or

Melissa Pulis, Director of Child Life, at (816) 234-3757.



THE COUNCIL ON VIOLENCE PREVENTION

Adolescent Relationship Abuse

It's a common problem.

Signs of an abusive relationship include a boyfriend or girlfriend who:

- is extremely jealous
- keeps track of your social media use or texts you all the time
- keeps you from seeing or talking to your friends and family
- checks your cell phone or email without permission
- tries to control who you see and where you go
- constantly puts you down or criticizes you
- physically hurts you in any way
- has mood swings or anger outbursts
- uses alcohol or drugs.

One out of four teens has been punched, slapped, kicked, forced to kiss or do something sexual by a dating partner.

One out of three teens will have an abusive dating experience by the time they graduate from high school. Adolescent relationship abuse is associated with other problems:

- Doing poorly in school
- Growing up to be in an abusive relationship as an adult
- Eating disorders
- Sexually transmitted infections
- Pregnancy
- Depression
- Suicide

THERE IS HOPE. THERE IS HELP. WE CARE.

If you are worried that you or your child is in an abusive relationship, please tell your physician, nurse or social worker. You can call the National Dating Abuse Help Line at (866) 331-9474 or you can text "Lovels" to 77054 to speak with a National Dating Abuse Counselor. More information can also be found at loveisrespect.org.

EVERYONE DESERVES TO HAVE RELATIONSHIPS IN WHICH THEY'RE TREATED WITH RESPECT.

What does a healthy relationship look like?

The person you're dating, talking to, hanging out, or hooking up with should:

- Treat you well.
- Give you space to hang out with your friends.
- Let you wear what you want to wear.
- Respect your boundaries and ask if it's okay to touch or kiss you (or whatever else).
- Not pressure you to get drunk or high because they want to have sex with you.
- Not send text messages or use social networking sites like Facebook in ways that make you feel bad or uncomfortable.
- For information on what to say to the person you're with when they're not treating you with respect, go to: thatsnotcool.com.

Do you have a friend that you think is in an unhealthy relationship?

- Tell your friend what you've seen that concerns you.
- Talk to your friend in a private place. Don't tell other friends what was said.
- Show your friend loveisrespect.org.
- Visit <https://speakup.us/>



If you or someone you know is feeling so sad that they plan to hurt themselves and/or wish they could die—get help. Tell an adult and/or call the Suicide Help Line: 1 (800) 273-8255.

*Information from Futures Without Violence, Hanging Out or Hooking Up Safety Card, futureswithoutviolence.org.



TRANSITION TO ADULT CARE

As patients get older, Children's Mercy will help them prepare to transfer their medical care to a doctor who cares for adults. Most patients can learn to manage their own health. It takes guidance from their medical team and support from the important people in their life.

What does this mean for you?

- Starting between ages 12-15, we will start talking with you about learning to manage your own health care.
- By age 15, we want you to spend part of your clinic visit talking alone with your medical team.
- At age 18, our goal is for you to be fully involved in your own health care.
- By age 18-21, you will receive help to transition your care to a doctor outside of Children's Mercy that treats adults.
- The process may be a little different if you have special health care needs or an intellectual disability.

To learn more about transitioning to adult care, go to [childrensmercy.org/transition](https://www.childrensmercy.org/transition).

The following tasks can help patients get ready to transition from Children's Mercy. Beginning around ages 12-15, patients should choose at least one goal every year.

Managing My Own Health

1. Guardianship Options—Work with agencies and a lawyer to establish limited or full guardianship at age 18.
2. Legal Documents—Complete a Durable Power of Attorney for Health Care and Health Care Treatment Directive.
3. Medications—Take them independently.
4. My Health Passport—Create one at sickkids.ca/myhealthpassport. Keep a copy in my wallet or copy it to my cell phone.
5. Patient Portal—Enroll in and explore at [childrensmercy.org/MyChildrensMercy](https://www.childrensmercy.org/MyChildrensMercy).
6. Prescription Refills—Order them by myself.
7. Release of Information—Sign a form to allow parents/adult caregivers to access my records.

8. School Counselor—Work with my school counselor to learn about vocational rehabilitation programs.
9. Telephone numbers—Create a list of my doctors, nurses, school nurse, case managers and important contacts.
10. Transportation—Can schedule transportation to my medical appointment by myself.
11. Important Information—Keep a list of important numbers and medications in my wallet or cell phone.

Transfer of Care to an Adult Provider

1. Adult Provider—Work with team to find and contact a new adult provider.
2. Medications—Provide a list to any outside providers, school nurse and college campus health clinic.
3. Mental Health Provider—Find a new adult provider.
4. Peer Mentor—Talk with someone who has moved to an adult provider who can help me with questions.
5. Community Agencies—Describe what services I am receiving from the Regional Center.
6. Release of Information—Sign a form to transfer my records to a new provider.
7. Tour Adult Provider—Set up a tour of an adult medical center and clinics where I plan to receive care.
8. Transfer Care Orders—For home health, medical equipment, supplies, private-duty nursing to adult practitioners.
9. Transition Plan—Create plan with the medical or mental health team.

10. Transition Plan—Communicate to all the medical teams.

Understanding My Medical Condition

1. Sentence Summary—Create to describe my medical problems to review with my providers.
2. Alcohol, Drugs, and Tobacco—Explain how these could affect my medical problem.
3. Ask for Help—When to tell others how to help me with my medical problems when needed.
4. Emergency Care—Recognize and tell others when my health problem requires emergency care.
5. Medical Conditions—List.
6. Medical History—Describe.
7. Need Medical Care—Can tell my family or other adults when I am sick enough to contact my medical team.
8. Sex/reproductive life—Explain how my medical problem could affect this.

Paying for My Health Care

1. Dental Coverage—Learn what dental care options are available if I don't have dental coverage.
2. Insurance Card—Keep copies of my medical and dental cards in my wallet.
3. Insurance—Talk with the medical team about any changes to my insurance or about options for health insurance.
4. Prescriptions—Work with the staff if I have no medical insurance coverage or need help with co-pays.

