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! Feel free to place the stop sign on your door to remind everyone who enters the room to wash their hands.

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.
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,

Paul Kempinski, MS, FACHE
President and Chief Executive Officer
Children’s Mercy
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# TV Channels

## Special Hospital TV Channels

### Channels 10 & 18: “Room Tour and Rapid Response Team”
Tells you about your room at the hospital such as where things are and how to get things that you need. It will tell you when and how to call the Rapid Response Team. Channel 10 is in English. Channel 18 is in Spanish.

### Channel 13: “Chapel Channel”
Shows special events, services and ceremonies that are held in the Lisa Barth Interfaith Chapel.

### Channel 14: “ICN/NICU”
Includes ways you can help your baby sleep safely. Experts talk about things such as which cribs are safe, how your baby should lie when sleeping, what should not be in your baby’s crib, and more. (English and Spanish versions).

### Channel 17: “Relaxation Channel”
This channel has music and images to help you relax. You can listen to the peaceful music and watch things such as mountains, water and other nature scenes.

### Channels 11 & 19: “Car Seat Safety”
Tells you how to choose the right car seat for your child, how to install it, and how to use it. Channel 11 is in Spanish. Channel 19 is in English.

### Channel 12: “C.A.R.E. Channel”
Relaxation helps with healing and health and can lower pain. This channel can help you feel more calm and relaxed. It has nature scenes, soothing music and spoken words. A comforting story begins every 30 minutes. The story lasts for 10 to 15 minutes. Close your eyes and listen to the words, or watch the video. The nighttime program may help you sleep.

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### Movie Check-out
You may check-out a free movie from the Kreamer Resource Center for Families. There are many movies for you to choose.
Pain Management

At Children’s Mercy, we know that having a child in pain can be a hard time 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 that we can give them. Our staff includes pain management specialists who are trained to help patients be as comfortable as safely possible.

There are many ways to help lower pain. 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 12 on your TV has a relaxation program to help with pain.

There are many things that can help treat pain. We will do our best to safely keep our patients comfortable. Please tell us if you have any questions or concerns about pain management.

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.

PAIN SCALES ON NEXT PAGE
The best 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

- **0**: No Hurt
- **2**: Hurts Little Bit
- **4**: Hurts Little More
- **6**: Hurts Even More
- **8**: Hurts Whole Lot
- **10**: Hurts Worst

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

### Pain Rating Scales

- **0**: No Pain
- **10**: Worst Possible Pain

There are also scales for very young infants and children. Our staff may ask you questions to better understand your child’s pain. These scales also look at behaviors such as crying, facial expressions and sleep patterns.

If you have questions about the pain scales or ratings, 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. Often 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 five 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.
  - 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.
TIPS FOR PARENTS:
COPING WITH THE HEALTH CARE EXPERIENCE

• 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 his/her 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 him/her.

• Provide physical touch to your child to help him/her 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 he/she is doing well. For example, if your child is holding still during a procedure, tell him/her what a good job he/she is doing.

• Let your child know that is it 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.

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.
TIPS FOR PARENTS:
HELPING SIBLINGS COPE WITH THE HEALTH CARE EXPERIENCE

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 POSITIONS

Comfort positions offer parents and caregivers positive ways to help keep your child still during procedures. Comfort positions can be used during procedures such as IV starts, blood draws and injections.

Goals of comfort positions:

• successfully hold your child still for procedures

• give your child a secure, comfort, hugging hold

• when in a sitting position, your child has a sense of control.
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 handout will help you know how to help prevent infections in your child and others.

What is a “health care-associated infection”?
- It is an illness that a patient gets after being in the hospital for many days. It is also called a “nosocomial” infection.
- Some infections that seem to be from the hospital really are not. Infections that your child gets within the first four days of being in the hospital may be because of a germ that was already in your child’s body before you got here.
- Sometimes, a germ can make an infection in only two 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 three 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 who are sick enough to be 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.

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 you can see something on your hand or if a child has an infection caused by Clostridium difficile or Bacillus anthracis.
  2. Alcohol-based products
     - Alcohol-based products are excellent for all other times.

- Children’s Mercy has approved one alcohol-based product for use, Cal Stat.
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 work with your child.
- Give antibiotics only when they are really needed. Antibiotics don’t work for viruses.
- Cover coughs and sneezes – using your elbow is best – if you use your hand, wash it!
- Try not to have visitors who have a cold or other illnesses.
- Give antibiotics only when they are really needed. Antibiotics don’t work for viruses.
- Some children with infections may have to stay in their room.
- Staff and visitors may need to wear gowns, gloves and/or masks. Sometimes parents/legal guardians may have to wear these items too.
- Keep all tubing connected to the child off of the floor.
- Families of children in isolation 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.

Click on “Patients and Families” 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 and click on the YouTube icon at the top right of the page. There are many videos to choose from.
- Virtual tours: Virtual tours of places such as an exam room, an operating room, the surgery waiting area, a recovery room and an inpatient hospital room.

*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.

How to Connect

You will need to have a wireless-enabled device such as a laptop, tablet or smart phone.

Our guest wireless network is an open and unsecured network and you do not need to enter a key, password or shared secret to gain access.

Android:
1. Select the Settings app from the Application menu.
2. Select Wi-Fi from the Settings menu.
3. Make sure Wi-Fi is turned on.
4. Select “cmh-guest” from the list of available networks.

Apple iOS:
1. From the main screen, select Settings.
2. Select Wi-Fi.
3. Make sure Wi-Fi is turned on.
4. Select “cmh-guest” from the list of available networks.

Apple Mac OS X:
1. Click on the wireless icon on the menu bar at the top of the screen.
2. Make sure Wi-Fi is turned on.
3. Select “cmh-guest” from the list of available networks.

Microsoft Windows 7:
1. Open the Control Panel and select Network and Sharing Center.
2. Click “Connect to a Network.”
3. A list of available networks will appear.
4. Select “cmh-guest” from the list of available networks.

Microsoft Windows 8:
1. From the Charms Bar, select Settings.
2. Select the Wireless Network icon.
3. Select “cmh-guest” from the list of available networks.
4. Click connect.

Microsoft Windows Phone 7 and 8:
1. Navigate to the App list and select Settings.
2. Select Wi-Fi.
3. Make sure Wi-Fi is turned on.
4. Select “cmh-guest” from the list of available networks.

Microsoft Windows XP:
1. Open the Control Panel and select Network Connections.
2. Right click on Wireless Network Connection.
3. Select “View Available Network Connections.”
4. Select “cmh-guest” from the list of available networks.
5. Click connect.
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.

Parent Computers

- There are computers for parents and guardians to use on most units. Please ask a staff member on your unit where these are located.

- Computers are also available in the Kreamer Resource Center for Families on the Ground Floor.

Patient Computers

- The Child Life Department has a limited number of laptops for patients to use. Please ask your child life specialist to use a laptop.

- All patients under 18 years old must have a signed parental consent before they can borrow a laptop.

- All borrowed laptops are hospital property and must be returned to a staff member before you leave the hospital.
Send A Card

Family and friends can make cards on the computer and send these cards to patients who are in the hospital. The cards will be printed and given to the patient.

1. Go to childrensmercy.org/patientcards and click “Let’s Get Started.”
2. Choose a design that might look like one of the cards below.
3. Type what you want the card to say. For example: “We miss you!”
4. Send your card.

- The patient will get the card in one to two business days.
- You will need to know how to spell the patient’s full name.
- Your card will be read by hospital staff to make sure it is appropriate.
- Cards can only be sent to patients who are staying at Children’s Mercy.
- Patients will not get cards after they have left the hospital.
Decorating Your Room

- Decorations for your room (like signs, posters and cards) can be hung on the bathroom door (with tape).
- No tape on walls.
- 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.
- No small objects or items with small pieces that could break off.
- No items that a child can reach that are unsafe.
- Use non-flammable decorations only.
- Do not hang food items.
- 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 their parent’s 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 percent 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**
- Breakfast: 6 a.m. to 10 a.m.
- Closed: 10 a.m. to 11 a.m.
- Lunch: 11 a.m. to 2 p.m.
- Grill Only: 2 p.m. to 4 p.m.
- Dinner: 4 p.m. to 8 p.m.
- Closed: 8 p.m. to 6 a.m.

**Classics Express Café**
- Breakfast: 6:30 a.m. to 10:30 a.m.
- Lunch: 10:30 a.m. to 2 p.m.
- Late Night: 7:30 p.m. to 2:30 a.m.

**Subway**
Every day 7 a.m. to 11 p.m.
Located in the Sombart Lobby on the first floor.

**The Roasterie**
Every day 6 a.m. to 8 p.m.
Located in the main lobby.

**Vending Machines**
Vending machines are located to the west of the Sombart Lobby and in some inpatient lobbies.

**Children’s Mercy Gift Cards**
You can buy a gift card in any amount from the cashier in the Orbits cafeteria anytime between 8 a.m. and 4 p.m. The gift card can be used for the Room Service menu, Classics Express Café, and in the Orbits cafeteria. The gift card will never expire and may be used on future visits to Children’s Mercy.

**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**
To order a Room Service guest tray, you first have to buy a Children’s Mercy gift card.
All breakfast trays are $4. All lunch and dinner trays are $6.
You can order a guest tray anytime between 7 a.m. and 8 p.m. by calling ext. 51414. The Room Service operator will ask for the three numbers on the back of the gift card to process the purchase. Your guest tray will then be delivered to the patient’s room within 45 minutes. Your receipt will be on the tray.
If you are unable to come to the cafeteria to purchase a gift card, please call ext. 51414 and ask to speak to a supervisor or manager.
Directions To

ATM:
There are two ATMs located in the hospital. One is in the Sombart Lobby and the other is in the main lobby.

Cafeteria and Cafe:
Take the Castle Elevator to the ground floor. Take a right off of the elevator. The cafeteria is located straight ahead.

Cashier:
Take the Castle Elevator to the ground floor. Take a left off of the elevator. Go down the hall and take a right. The cashier’s office will be on the right side.

Chapel:
Take the Castle Elevator to the ground floor. The Lisa Barth Interfaith Chapel is straight ahead.

Community Room:
Take the Castle Elevator to the first floor. Take a left off of the elevator. Follow the hallway until it ends. At the end of the hallway take a right. Follow that hallway until you come to the Star Dome. The Community Room is located to the right through the colorful double doors.

Gift Shop:
Take the Castle Elevator to the ground floor. The Gift Shop is straight ahead.

Sombart Lobby (Subway, mailbox, vending machines):
Take the Castle Elevator to the first floor. Take a left off of the elevator. Follow the hallway until it ends. At the end of the hallway take a left. Follow that hallway.

Kreamer Resource Center for Families:
Take the Castle Elevator to the ground floor. Take a left off of the elevator. Follow the hallway and the Kreamer Resource Center for Families will be on your left.

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

Outdoor Garden: Take the Castle Elevator to the second floor. Take a left off of the elevator. Enter into the garden through the glass door.

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:
Take the Castle Elevator to the second floor. Take a left off of the elevator. Walk through the doors to the PICU. Walk to the end of the hallway. Take a left. Continue walking down the hallway. Walk through the wooden automatic doors. The Ronald McDonald Family Room will be on your right.
RESOURCES
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:

Playgroups and Evening Programs

• These are offered to inpatients to help your child learn, play or talk with other patients, and have fun. The child life staff, 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 a list of evening programs, please look at the “Inpatient Programs” page of this book. For questions or more information, please ask a nurse to contact Child Life.

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 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 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 13 on any hospital TV.

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.

**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 management and care coordination to ensure patients are linked to health and social services to support their health.

Learn more about medical social work services provided by the Department of Social Work.

**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) at our Adele Hall and Kansas Emergency Departments and planning for immediate and ongoing mental health services
- screening for mental health and psychosocial needs including Intimate Partner Violence, bullying, depression, suicide and community resource needs.

To learn more about the Department of Social Work or to talk to a social worker call (816) 234-3670.
**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.

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**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, a study with a small library and a quiet room for private conversations and phone calls. There are also bedrooms for napping, showers and a place to do your laundry.

- Families of all hospital inpatients can use the Ronald McDonald Family Room.
- The room is open 9 a.m. to 9 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.
- Any family with an inpatient child may use the bedrooms for napping from 1 to 5 p.m. The Family Room volunteer will assign bedrooms for napping.
- Overnight sleeping rooms may be available to families admitted to the PICU or NICU.
• The washer and dryer may be used by parents with an inpatient child. Please speak to the Ronald McDonald staff to use them.

• Anyone with an inpatient child may use the shower.

For more information please call ext. 51533.
For directions please refer to the “Directions To” on page 31 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

• computers, copy machine, fax machine

• books, videos, magazines, and computer resources on parenting, health, nutrition, safety, specific pediatric diseases and disorders, coping, injury and rehabilitation, mental health, etc.

• access to a medical librarian who will help children, their families and others search for information

• a children’s library and interactive center for patients and families

• a private room for meetings or personal use

• a phone charging station.

The center is located on the ground floor.
For more information, call (816) 234-3900.

**Family Advisory Board (FAB)**

The Family Advisory Board (FAB) is a group of families who are or have been primary caregivers of a child who has been cared for at Children’s Mercy. FAB meets once a month and reports to the Children’s Mercy Executive Vice President, Chief Operating Officer.

**Goals of FAB:**

• support the mission of Children’s Mercy

• help family members and professionals work together to ensure the best services for children and families

• provide a place for families to talk about their worries and ideas

• respect privacy

• make realistic goals.

**FAB Members**

FAB members commit to working to enhance the Children’s Mercy experience for all children and professionals.

• Are you interested in learning more about FAB?

• Do you have input or ideas to share with FAB?

• Do you want to join FAB in its efforts to help children and families?

Please contact us for more information: Family Centered Care Department at (816) 983-6957 or go to childrensmercy.org, and search "Family Advisory Board."
**Family Centered Care 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: Parents Offering Parent Support**
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 hosted by the Family Centered Care Team on inpatient units. This time will give you a chance to take a break from the bedside, 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 Family Centered Care Team at (816) 983-6957 or ext.56957.

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**The Council On Violence Prevention**

**Child Abuse**
Did you know?
- In 2013, 6.4 million children were involved in child abuse reports/referrals in the United States.
- This same year, 1,520 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
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 child life specialist.

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 Programs

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.
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
Children’s Mercy

Teen Rules

We, the staff of Children’s Mercy, work here because we care about you. We are here to support you and listen to your needs and worries. To give you the best care possible, we may need to limit some of your activities. Please follow these rules:

- If you are under 18 years of age, you must have a staff member, volunteer, parent or guardian with you to leave the unit. You must sign out and sign back in at the nurses’ desk.

- If you are getting IV fluids, IV medications, blood products, or chemotherapy, usually you will need to stay on the unit in case you need your nurse. Check with your nurse if you wish to leave the unit.

- In-room quiet time begins at 10:30 p.m. Resting is an important part of your care.

- For your safety, you need to tell us about any drugs you are taking.

- Areas around nurses’ desks and computers are for Children’s Mercy staff only. This is to protect your privacy. Computers for you are available in the Kreamer Resource Center for Families and can also be provided by the Child Life Department.

- Alcohol, tobacco and illegal drugs are not allowed in Children’s Mercy.

- Firearms and weapons are not allowed in Children’s Mercy.

- With your parent’s permission and consent of the nurse manager or staff member, a sibling 18 years of age or older or an adult, may spend the night in place of the parent.

- Visitors cannot lie in bed with you.

- Visiting hours are from 9 a.m. - 9 p.m. (including visits from other patients).

- Children’s Mercy is a profanity-free environment (no cussing).

- Movies, video games and music must be age appropriate. (Example: PG-13 rated movies are available for patients age 13 and older.)

We appreciate you following these rules. In return, we will do our best to respect your needs and your privacy.
**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](http://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 Facebook 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.
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.

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?
• Around age 12, 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.

The following tasks can help patients get ready to transition from Children’s Mercy. Beginning at age 12, 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.
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.
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.