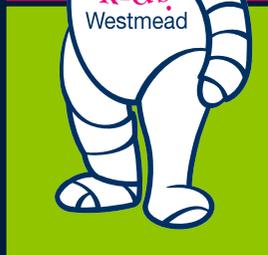
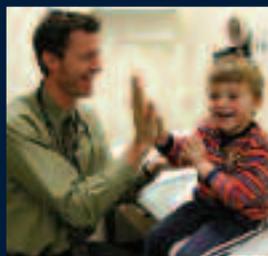


a handbook for families



a handbook for families



our vision

Better health
for children,
Excellence in
child health care

our values

Commitment
accountability
respect
excellence
Service



the children's hospital at Westmead

welcome to our hospital

The Children's Hospital at Westmead is a big place and can be a little confusing when you first visit, especially if you are a child.

We understand that being away from home can be unsettling and we'll do everything possible to make it easier for you. The information in this booklet will help you and your family prepare for your visit and make your stay with us as comfortable as possible.

If you need help at any time while you are in the Hospital, please don't hesitate to ask any of our staff who will be more than happy to help.



Contents



Chapter	Page
How to use this booklet	5
More than just a Hospital	7
How to find us	8
Important issues	9
Compliments, suggestions or complaints	10
A few extra things to remember	11
Using your private health insurance	12
Rights & responsibilities for patients & families	13
Your child's health care team	15
The medical team	16
The nursing team	17
Allied health professionals	18
Your child's health care team working together	19
What to tell your child about coming to Hospital	21

Chapter	Page
What you will need to bring	22
Admission to The Children's Hospital at Westmead	23
Surgery	25
Anaesthesia	26
Recovery ward	27
Life on the ward	29
Accommodation for parents	31
Activities for kids while in hospital	32
Discharge, when it's time to go home	35
General Hospital information	37
Staff who are here to help	38
Hospital facilities	40
Places to eat	44
Important numbers	45
Interpreters table	46
Index	48

how to use this booklet

Sections of this booklet are colour-coded to help you quickly find what you need to know. Please keep it with you during your child's stay in Hospital, make notes in it and keep it handy for future reference.

The **DARK BLUE** section (pages 6 – 13) has important information that you will find useful, including your rights and responsibilities.



The **PURPLE** section (pages 14 – 19) has information about the roles of all the different staff who may be involved with the care of your child.



The **GREEN** section (pages 20 – 23) explains the processes **BEFORE** you come to hospital.



The **ORANGE** section (pages 24 – 27) has information about **HAVING SURGERY AND HAVING AN ANAESTHETIC** and explains 'fasting'.



The **LIGHT BLUE** section (pages 28 – 33) has information about being **ADMITTED TO STAY** overnight in Hospital and **LIFE ON THE WARD**.



The **YELLOW** section (pages 34– 35) is about being **DISCHARGED FROM HOSPITAL** and the things you need to know before going home.



The **PINK** section (pages 36 – 45) is all about the **HOSPITAL'S FACILITIES**.



At the back of the book is an index to help you find the information you are looking for. On each ward you will also find general information about the Hospital, as well as services in the local area such as the post office, hairdresser and supermarket.



more than just a hospital

The Children's Hospital at Westmead is an international leader in child health and the largest paediatric teaching hospital in New South Wales. It provides much of the specialist care that isn't available elsewhere in the State. The Hospital is home to the National Children's Liver Transplant Unit, the State's Children's Burns Unit and our Cardiology team performs the majority of the State's heart surgery for children.

We've been looking after sick children and their families for over 120 years. We work in partnership with you and your child to ensure you receive the best possible quality of care. The Hospital has a philosophy of providing family centred care. This means we work together with parents and families and understand that all families are different and have different needs.

It also acknowledges that parents, and those people who support you, play an integral role in looking after your child.

Our expertise and medical facilities are recognised internationally as among the best. We've created an environment where entertainment, educational programs, art and gardens play a vital part in the healing process.



how to find us



The Children's Hospital at Westmead is located at the corner of Hawkesbury Road and Hainsworth Street in Westmead, near Parramatta, in Sydney's west.

The Hospital is accessible by bus, train and car. It is signposted from the M2 and M4 motorways as well as from other major roads such as James Ruse Drive and the Great Western Highway. For information on bus, train, ferry and the Westbus shuttle services timetables call the Transport Hotline by telephoning 131 500.

There is more detailed information about finding the Hospital in the back of this booklet.

Parking

Parent and visitor car-parking is located off Hainsworth Street. A drop-off area is located at the main entrance of the Hospital and volunteers are often available to look after your child while you park.

A parking fee applies for most visitors. Concessions are available to families who have a health care card or pension card. Simply present your card to the Security Office to arrange this. If you have a Disabled Parking Authority from the RTA, your parking is free of charge. There are disabled parking facilities available on Level 1 of the car park. You will need to 'buzz' Security from the boomgate intercom at the carpark and they will let you out. Any other parking

fee arrangements can be made through your Social Worker or the Patients' Friend.

An escort from the Security Office is available at the main entrance to the Hospital if you are returning to your car at night.

Wheelchair & Stroller Access

The Hospital is accessible to people with wheelchairs and strollers. There is direct, level access from the visitors' car park to the main entrance. Ramps and lifts ensure easy access inside the Hospital.



important issues

Privacy

Information about your child and family is handled with utmost respect for your privacy. Details of your child's condition and treatment will be kept confidential. Our staff are bound by strict confidentiality requirements as a condition of their employment.

Generally we will not release the contents of your medical record without your consent. However, there are some occasions where we are required by law to release details even without your consent, for example, under subpoena from the Courts, as part of a Medicare investigation, or in the event of a notifiable disease.

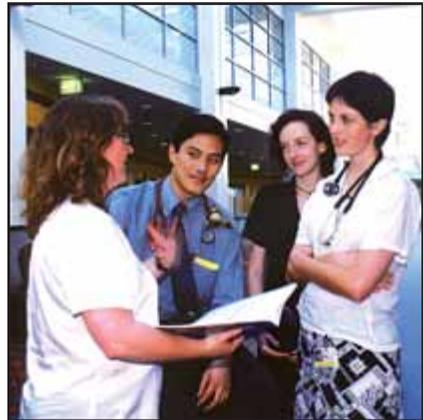
Access to your child's medical record

You are entitled to see your child's medical record – just ask the Nursing Unit Manager on the ward where your child is staying. If you would like to see your child's full medical record, or would like a copy of it, contact the Medical Records Department by phone on (02) 9845 2356. This can easily be arranged, but there is a small charge for any copies that you require.

Please feel free to discuss any questions about your child's medical record with your child's health care team.

Teaching

Our Hospital has an important part to play in teaching the next generation of health care professionals. Our teaching is done under close supervision. We hope you will help us fulfil this role. If you choose to say no to an examination of your child by a student, your decision will be respected.



Compliments, suggestions or complaints



We aim to give you and your child the best service possible. So that we can continue to improve our services, we welcome comments about your Hospital experience. All suggestions and complaints will be taken seriously, followed up and used to improve services in the future. One of the best ways for us to know what we are doing well and what needs improving is for you to tell us.

There are a couple of easy ways for you to give us feedback about services.

1. You can talk with the Nursing Unit Manager on the ward where your child is staying, or speak with one of your child's health care team.
2. You can use one of the suggestion boxes, located on each ward and in many Hospital departments.
3. Contact The Service Improvement Unit,
Address: The Service Improvement Unit
The Children's Hospital at Westmead
Locked Bag 4001 Westmead
NSW 2145
Phone: (02) 9845 3442
Fax: (02) 9845 1007
E-mail: SIUSIU@chw.edu.au
4. If you'd like assistance with a problem that remains unresolved, please contact either the Patients' Friend or the Clinical Risk Manager. The Patients' Friend has an office on Level 2, right next door to Kids Health, and can be contacted by phoning (02) 9845 3535 (or 53535 from your bedside phone), or by paging from a ward or the Enquiry Desk at the front of the Hospital.

The Clinical Risk Manager can be contacted in the Service Improvement Unit on (02) 9845 3442. Both can be reached by mail at The Service Improvement Unit through the address details opposite.
5. The Clinical Risk Manager is the official recipient of formal complaints for the Hospital.



a few extra things to remember

Respecting the privacy of other families

Just as Hospital staff respect the privacy of your family, we ask that you respect the privacy of other families at the Hospital as too.

It is also very important that you provide care for your child only. If another child needs assistance, please call a member of the nursing staff to assist them.

Smoking & alcohol

In the interests of your child's health, and as a regulation of the NSW Department of Health,

smoking is not allowed in any part of The Children's Hospital at Westmead except for the designated sheltered area near the entrance of the Hospital

to which staff can direct you. There are sensitive smoke detectors in all the buildings, which alert the fire brigade if smoke is detected.

Please do not bring alcohol or illegal drugs into the Hospital.

Footwear

For health and safety reasons, we ask that parents and visitors ensure that they wear footwear while in the Hospital.

Mobile phones

As a general rule, it is appreciated if you do not use your mobile phone in the wards

as it may interfere with medical equipment. This is critical in some areas with lots of medical equipment, but not as much of a problem in others – if you would like to use your mobile phone, please ask nursing staff first.

Security

Security officers patrol The Children's Hospital at Westmead regularly. The Security Office is located on Level 2, opposite the Emergency Department, and is staffed 24 hours a day. This Hospital has an active anti-crime program called "Hospital Watch", but please observe normal safety precautions and do not leave your valuables or handbags unattended.

Appropriate behaviour

To ensure the safety and well being of patients, visitors and staff, any person using abusive or threatening language or behaving in a threatening manner will be asked to leave the Hospital.

Using your private health insurance

Whenever your child is admitted to a public hospital you have the right to choose to be either a 'private' or a 'public' patient.

If you pay into a private health fund and your child is admitted as a private patient, both you and the Hospital will benefit.

The benefit for your child is that they can be cared for by the doctor of your choice (if a choice exists). If the doctor you choose is a Staff Specialist, there will be no additional cost above your regular insurance fees. This is also the case for many of the Hospital's Visiting Medical Officers (please see the purple section for definitions of these medical staff roles).

Although we try to give privately insured patients a single room where possible, we cannot guarantee this. There are a limited number of single rooms on most wards and these are allocated according to the medical needs of the children.

When patients use their private health insurance, the money the Hospital receives as a result is used to maintain the high standard of care we provide. This can include purchasing additional medical equipment and employing more staff.

Recent changes now ensure that parents have minimal paperwork and out-of-pocket expenses when using their private health insurance. If you'd like more information about private health insurance, please phone the Patient Liaison Officer on (02) 9845 3673.



rights & responsibilities for patients & families

At The Children's Hospital at Westmead we are committed to family centred care. An important part of this philosophy is to support the rights and responsibilities of patients and their families.

While at The Children's Hospital at Westmead you can expect:

- To be treated with the utmost care, consideration, courtesy and respect.
- To be included as an important part of your child's health care team.
- To receive clear, concise and understandable information from staff about your child's care.
- To be properly introduced to each member of your child's health care team.
- To be encouraged to ask questions and to receive clear answers and full explanations about all aspects of your child's care.
- To be treated with dignity at all times and to receive care that is individualised for your child and family and takes account of your individual cultural and social needs.
- To have access to all information about your child's care, including their medical record.
- To have all aspects of your child's care dealt with in a private and confidential manner.

While you are a part of The Children's Hospital at Westmead community we expect you to:

- Show respect and consideration for our staff, other patients and their families.
- Be well informed about your child's care and share accurate information with your child's health care team.
- Let us know of any special needs your family has, so that we can try to meet them.
- Take care of your personal property, respect Hospital property and follow the important rules that exist about smoking and alcohol use.
- Voice any concerns you have about the care your child and family are receiving at The Children's Hospital at Westmead.
- Help us identify where we can improve our services to you.



your child's health care team



Your child's health care team consists of many different health professionals who work together with you to provide the best care possible for your child and support for your family. Most of our teams are multi-disciplinary. This means there is a range of staff, with lots of different skills, all working together.

There are three main groups of health care workers; nurses, doctors and allied health professionals. Depending on your child's needs, the health care team may vary from just one or two individuals to many staff from various different departments.

In this section, we have provided a little bit of information on the roles and responsibilities of each member of your child's health care team.

There are also many other staff members who provide support services that are vital to the day-to-day running of the Hospital, eg; ward clerks, cleaning staff and food services staff, to name just a few. Please feel free to ask any staff member what their position and role is within the Hospital.



the medical team



There are usually a number of doctors who provide care for your child. You will find the name of the Consultant (Senior Doctor) in charge of your child's medical team written above your child's bed. The Consultant is the person who has the overall responsibility for your child's medical care.

Consultants

Depending on your child's health problem, the health care team will have a medical or surgical focus, or a combination of both. Most of our Consultants are Paediatricians, who specialise in treating children. Some Consultants are specialists in a particular area of medicine, e.g. renal medicine (related to the kidneys and bladder) or ophthalmology (eyes).

Members of the medical or surgical staff might have the title of Professor or Associate Professor. This relates to their connection with the University and their responsibility for teaching students.

Some consultants are known as Staff Specialists and other consultants are known as Visiting Medical Officers (VMOs). This difference relates only to the type of work contract they have with the Hospital and says nothing about their level of skill or experience. Staff Specialists are employed by the Hospital on a full time basis. Visiting Medical Officers work part-time at the Hospital and usually also have a private practice outside the Hospital. They may also work at other hospitals.

All consultants are responsible for teaching and supervising our junior doctors. In most

cases, junior doctors and the nursing staff will provide most of your child's day-to-day contact and care.

The Hospital employs a large number of junior doctors who are training to become consultants in their chosen field. Because we specialise in treating children, we do not employ doctors in their first two years after graduating. Junior doctors work under the supervision of a consultant. Depending on their level of experience, junior doctors may have different titles such as:

Fellow

Fellows have completed a number of years as a Registrar and are close to the end of their training to become a Consultant.

Registrar

Registrars are doctors who have completed their Resident years and are training to become either Paediatricians or Surgeons.

Resident

Residents are the most junior members of the medical team. They have practised medicine under close supervision in an adult hospital for at least two years before working at this Hospital.



the nursing team



Nurse Unit Manager (NUM)

A NUM is a Registered Nurse who manages a ward, including overseeing the nursing staff. If you have any problems that you are not able to discuss with the nurse looking after your child, the NUM is a good person to speak to.

Clinical Nurse Consultant (CNC)

A CNC is a Registered Nurse who leads and consults in a particular area of care across the Hospital and is available to advise and support families, other nursing staff and medical staff. CNC's have a role in co-ordinating your child's care.



Nurse Practitioner (NP)

A NP is a Registered Nurse who is an expert in a specific area of care (like Diabetes). The NP independently provides and orders treatment and collaborates with various healthcare teams, providing expertise, advice and support to children, their families and staff at the Hospital.

Clinical Nurse Specialist (CNS)

A CNS is a Registered Nurse who works on a ward and specialises in a particular area of care for that ward alone. They may also provide advice and support families and other staff within that ward and speciality.

Registered Nurse (RN)

A RN is a nurse who has completed a nursing degree. Many RN's have specialised training in particular areas of nursing care. RN's provide most of the day-to-day care of your child and provide support for your family.

Enrolled Nurse (EN)

An EN is a nurse who has completed a two-year enrolled nursing course and who provides care and support for your child and family at the bedside.

allied health professionals

There are many different health professionals who are referred to as Allied Health Professionals. Some of them are described below:

Audiologist

Audiologists specialise in assessing hearing.

Dietitian

Dietitians provide the nutritional care, education and counselling for children who require dietary assessment, special formula, or changes in their diet because of their medical condition.

Occupational Therapist (OT)

OT's work with children and adolescents to help them become independent in daily tasks at home and school, and help families provide care at home.

Orthoptist

Orthoptists specialise in treating eye and vision disorders.

Orthotist

Orthotists specialise in providing equipment (such as splints, braces and support devices) to help manage or correct movement problems.

Pharmacist

Pharmacists provide the medications that help to treat your child's medical condition.

Physiotherapist (Physio)

Physio's work with children and their families to establish, restore and maintain optimum physical function, independence and fitness.

Play Therapist

Play Therapists provide play experiences and coping strategies to help children adjust to their illness and hospitalisation.

Psychologist, Clinical Psychologist & Clinical Neuropsychologist

Psychologists offer patients and families a wide range of services for psychological, behavioural, and psychosocial issues.

Social Worker

Social Workers provide emotional and practical support to help children and families cope with the effects of illness and hospitalisation.

Speech Pathologist

Speech Pathologists diagnose communication and feeding problems and work with families to overcome difficulties in these areas.



your child's health care team working together





What to tell your child about coming to hospital



- Tell your child, in simple words, as much as you can about their illness or their need for an operation and what will happen when they are in hospital.
- Answer your child's questions, including any about pain, as truthfully as you can. If the questions are difficult, a member of your health care team can help you to explain.
- There are many helpful books you can read with your child to prepare for your hospital visit. There are also picture books available for younger children. Visit your local bookshop, library or our Kids Health Bookshop on Level 2 or phone Kids Health on (02) 9845 3585.

When to tell your child about coming to hospital

Tell older children several weeks before. They may need to imagine what it will be like and think about how to cope.

Tell three or four-year-old children a few days before they are admitted. They may enjoy using their imagination to play at being in hospital.

Younger children do not understand what time is - a day seems as long, or as short, as a week. There is no need to say anything until just before it is time to leave for the Hospital.



What to bring



What you will need to bring checklist

- This book
- A list of medicines your child is taking
- X-rays, pathology results
(if they are related to your child's admission)
- Medicare card
- Health insurance book or Health Fund Card
- Health Record Book (Blue Book)
- Dressing gown and slippers,
- Pyjamas
- Casual clothes including shoes
(for children who are up and about)
- Sunscreen, hat and sunglasses
(for when your child is able to go outside)
- Hairbrush and comb
- Soap, toothbrush and toothpaste
- Any special dietary formula
- A favourite toy, storybook,
colouring pencils or games

What to bring for baby checklist

- For health and safety reasons, parents are not allowed to prepare infant formulas on the wards. We supply some brands of formula such as S26, S26 Progress, S26 LF and Infasoy. If your baby does not use any of these formulas, please bring a tin of your own with you and the Formula Room will make it up for your baby
- You can bring your own bottles or we can lend you some if necessary
- Some brands of dummies and teats are supplied. If your baby has a special dummy or teat, please bring it with you
- Your baby's favourite toys or familiar objects will help settle your baby
- Remember to bring some clothes from home and your own stroller



admission to The Children's Hospital at Westmead



Getting ready

It is really important to confirm your child's booking. To do so you must return the information sheets or reply slip which have been sent to you, as soon as possible, so we can make all the necessary arrangements for your child's arrival.

The Booking Office will contact you by phone to confirm your arrival date two days prior to your child's admission.

If your child is being admitted on the same day that they will be having surgery, a nurse will phone you the night before your child's surgery, between 3pm - 6pm, to advise you of what time you need to arrive at the Hospital and your child's fasting times. It is very important that you follow these instructions on fasting (which is when your child has to stop eating and drinking).

Your child's operation may have to be cancelled if instructions on fasting are not carefully followed.

If your child is being admitted the day before they will be having surgery, then please phone the Booking Office on (02) 9845 2300, from 10.30am to 11.30am on the day that you are to be admitted, to confirm there is a bed available. If you live more than four hours drive away from the Hospital, a staff member from the Booking

Office will telephone you two days before your admission date to confirm your booking.

If your child is unwell and you're not sure whether or not to come to hospital for your child's surgery, please phone the Booking Office on (02) 9845 2300 for advice. Your child's surgery may need to be rebooked for another date if they are unwell.

When you arrive at the Hospital, please go to the Enquiries Desk and a staff member or volunteer will direct you.

Before your child has surgery

If your child is having surgery you will be required to fill in a Health Questionnaire. This questionnaire will be reviewed by the pre-admission nurse at the Hospital to determine if your child needs to attend the Pre-Admission Testing Service (PATS) Clinic.

If your child needs to attend the PATS Clinic you will be notified by phone or letter.

The PATS Clinic allows doctors, an anaesthetist and the pre-admission nurse to assess your child's health and to conduct any tests that are needed before surgery. It is also another opportunity for you to ask questions about your child's surgery and post-operative care.



surgery

Your child will be admitted to a ward or to a special area to get ready for their operation. They can play or rest in their pyjamas until the doctor is ready. Feel free to ask questions at any time.

Consent

We will ask you to sign a consent form after the doctor explains the operation to you. We need this consent before the operation can take place. If you need an interpreter, please let a staff member know.

It is important that you fully understand the surgery your child will have and the plan for their care after the surgery, so please ask as many questions as you like.

Fasting

Before surgery your child will have to fast, which means not eating or drinking for a certain amount of time. **This is a very important part of preparing for surgery.**

Why is fasting important?

It is essential for anyone having surgery to have an empty stomach. If not, there is a risk that they may vomit and food or fluids could go into their lungs. Fasting usually means no food or milk for at least six hours before anaesthesia. Infants may be fed breast milk up to four hours before anaesthesia and all children may drink water, up until two hours before anaesthesia. The nursing staff will advise you of the exact fasting times for your child. These times will be adjusted according to the time of day your child is scheduled to have surgery.

You should write here the times you have been told for your child to fast:

No foods or milk after:

No breast milk after:

May have clear fluids until:

Need to be at the Hospital by:

anaesthesia

Many parents have concerns about their child having anaesthetic. Anaesthetists are experienced specialised doctors, highly trained to look after patients during operations. The Anaesthetist will make sure your child is asleep and will monitor their breathing and circulation throughout the operation. The Anaesthetist will also make sure your child has minimal pain afterwards.

How long can I stay with my child?

Parents are encouraged to accompany their children to the Operating Theatre. In most cases, if you would like to, parents can be with their child while they 'go to sleep'. There are however some instances where this is not recommended, such as with very young babies and in an emergency situation. The anaesthetist will advise you if this is the case.

How will my child 'go to sleep'?

Children 'go to sleep' either with a mask releasing pleasant smelling gas on their face, or with an injection into a vein. Anaesthetists have techniques to make this less scary for children.



recovery ward



What should I do while my child is in the operating theatre?

Take the opportunity to go and get something to eat and drink and perhaps take a stroll around the Hospital grounds. Please go to the Recovery Ward Waiting Room on Level 3 at the time advised by the theatre staff. You will be phoned in the Waiting Room when your child is ready to see you.

Don't be concerned if the operation seems to be going longer than estimated, as there are many reasons why this can happen.

After surgery your child will be taken to the Recovery Ward.



Recovery Ward

The Recovery Ward is the 'waking up' area. You can join your child there as soon as they are awake. In the Recovery Ward, only two adults are able to visit each child - other children, such as brothers or sisters are not able to go into this area unless they are young babies who need to stay with their parents. The nurses in the Recovery Ward are experienced at looking after patients as they wake up and will make sure that your child is comfortable.

Most children recover from anaesthesia quickly and without any problems. However sleepiness, nausea and vomiting are relatively common.

When your child is ready, they will be transferred to a ward.



life on the ward

While on the ward we encourage you to be as involved as you wish to be in your child's care. We call this philosophy Negotiated Care. We need you to let us know what aspects of your child's care you would like to be involved with (e.g. bathing, feeding, giving medications, etc), and what aspects you would like us to be responsible for. Any information you can give us about any special needs that you or your child may have will help us provide you with the best care.

Every child's room has a view to a garden or courtyard. Each child has their own wardrobe and access to a shared bathroom. Parents and visitors are not permitted to use the toilet facilities in childrens' rooms but there are toilets you can use on each ward. There is a parents' lounge on each ward where you can make yourself a hot drink and it also contains a fridge, microwave and television for your use.

Patient Meals

All patients receive a menu to choose their meals from. There are Dietary Assistants and Dietitians who are available to answer questions or help with any special dietary needs.

A snack trolley for patients is located on each ward.

Never give food or drink to your child if there is a 'Nil by Mouth' or 'NBM' notice on the bed. This could be dangerous for your child. Please never give food or drink to any children other than your own.

Meals for Parents

Meals are not provided for parents on the wards. There are a variety of outlets at the Hospital where snacks and meals can be purchased from early morning to late evening (for more details, see page 44). You are welcome to bring food onto the ward and store it in the fridge in the parents' lounge area. Please remember to mark food clearly with your name and the date. A variety of snacks can be purchased from a trolley that the Volunteers bring to each ward, every weekday morning (except on Public Holidays). The Volunteers'



Department operates this service for families in collaboration with the Food Services Department and all profits go to the Volunteers' Department for donation to the Hospital.

Visiting

Parents and carers may stay with their child at all times.

- **Visiting hours for families and friends are 10am to 12 noon and 2pm to 7.00pm.**

- The children have a rest period after lunch between 12.30pm and 2pm. Only parents and carers should stay with their child during this time.
- An adult should always accompany children who are visitors. If you don't want to take your other children to the ward, the Hospital offers child minding from Monday to Friday, between 9.00am and 3pm and on weekends between 10am and 2pm. There is a small fee involved, (see page 43 for more details).
- Sick children pick up infections very easily, so parents and visitors should only play with their own children. If visitors have a cold or another illness, please ask them not to visit. Some children are particularly vulnerable to chicken pox, measles and other contagious illnesses.

If you think you have been in contact with any of these illnesses, please do not visit the Hospital. If you are unsure please phone the Hospital.

- **Special visiting rules apply in the Recovery Ward, the Intensive Care Units, and in Variety, Clancy and Camperdown Wards.**

Some children in these wards are more susceptible to infections. This can be very dangerous for them, so please take extra care. Individual ward information sheets contain more detail on these visiting conditions.

Phones

The bedside telephone is for incoming calls and also connects you with the Starlight Express Room and Radio Bedrock. You can make external calls from this phone using a 'phoneaway' card, which can be purchased from Bear Bite Eatery on Level 1 or the Kids Plus Chemist on Level 2. There are also public telephones throughout the Hospital.

Please ask your friends and relatives to avoid ringing after 8pm so that children's sleep is not disturbed.

accommodation for parents

The Accommodation Co-ordinator can tell you about the type and cost of accommodation available for you while your child is in Hospital.

Although there is no pre-booking arrangement for accommodation at the Hospital, you can phone the Accommodation Co-ordinator on (02) 9845 2958 to discuss the options prior to your arrival.

A reimbursement scheme - The NSW Isolated Patients' Travel and Accommodation Scheme (IPTAAS) - for rural families living over 200kms from the Hospital, offers assistance with travel and accommodation expenses. Your G.P or a Social Worker or the Accommodation Co-ordinator at the Hospital will be able to give you more information about IPTAAS.

On the ward

Single sofa beds are provided free of charge at each child's bedside, except in the **Intensive Care Unit (ICU)** and the **Neonatal Intensive Care Unit (NICU)**. For these parents, please see the Parents' Hostel information. As space is limited, there is room for only one parent to stay with each child on the ward.

Most wards have a parent bedroom (for one or two people) which is allocated by the Nursing Unit Manager based on the medical needs of the children in the ward (there is a nightly fee charged).

Parent showers and toilets are provided on the ward, just near the parent rooms. Please do not use the toilets provided for the children.

Other accommodation at the Hospital is limited.

Parents' Hostel

The Parents' Hostel on Level 2 has a small number of single rooms that can sleep up to two adults. There is a fee per person per night. **Priority** is given to families with children in **ICU** and **NICU**. Except for breastfed babies, we are not able to accommodate your other children in the parent's accommodation. For more information contact the Parents' Hostel on (02) 9845 2958.

Ronald McDonald House

This facility is available for country families and families who need to stay at the Hospital for a long time. **Priority** is given to families of children being treated for cancer. For more information, contact the Ronald McDonald House Manager on (02) 9845 0600.

Other Accommodation

There are some other accommodation options in surrounding suburbs. **For more information phone the Accommodation Co-ordinator on (02) 9845 2958 or the Social Work Department on (02) 9845 2641.**



activities for kids while in hospital



Book Bunker

Our Library has books for all ages, including some on CD-ROM. It is a great place for your child to visit and stay a while. If your child is unable to leave the ward, just ask the nursing staff how to borrow books, videos and audiotapes.

Play Programs

Our Play Therapists offer weekly groups for children 0–12 years of age.

Television

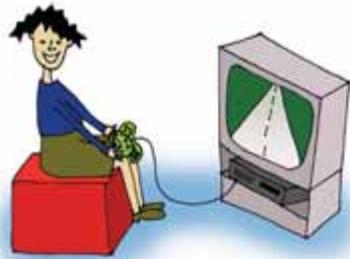
Every bed has its own television that shows the Starlight Channel and Radio BedRock. If you would like to watch commercial channels there is a charge – please see your ward clerk to arrange this.

Youth Arts Program

The Youth Arts Program offers a range of creative arts, craft and leisure activities.

More information is available on each ward about the fun activities available at the Hospital and in the surrounding areas.





Radio Bedrock and the Starlight Express Room

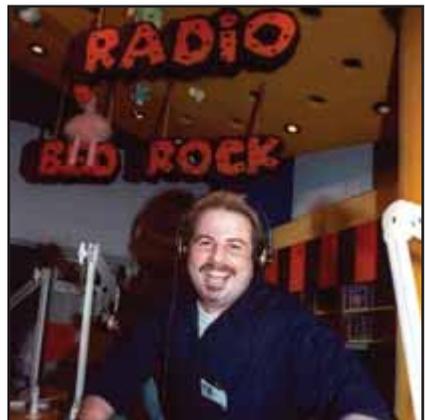
Radio Bed Rock and the Starlight Express Room share a large entertainment area on Level 2 of the hospital. We have video games, mini cinema, piano, songs & movies on request and lots of art & craft. From our new modern studios we broadcast two channels of entertainment free to the patients 24 hours a day. These channels can be found on the TV at the end of your bed. Any patient can call the studio on our

patient request line "53577" from the phone beside their bed to request a song or movie or enter one of the many competitions that are run every day.

Keep your eye on the TV for new and exciting things that are happening in the room. Radio Bed Rock / Starlight Express Room is a special retreat for children and is a doctor-free zone!

Radio Bed Rock Hours
6.00pm to 8.00pm Monday - Friday

Starlight Hours
10.30am - 5.00pm Monday to Friday
10.30am - 2.30pm Saturday/Sunday



the children's hospital at Westmead



discharge, when it's time to go home



Everyone looks forward to going home and we hope to make this as easy for you as possible. Your child's health care team will discuss with you when they think your child will be ready to go home.

If your child needs ongoing care, either as an outpatient or from our Clinical Liaison Nurses, Community Nurses or from your family doctor, this will be arranged with you before you go home.

If you need to continue any treatment at home, you will be shown how to do this and be given as much support as possible. You can contact one of the nurses who has been looking after your child on the ward for further support if necessary.

Before you go home, you will be given a copy of a summary of your child's stay in Hospital for your family doctor (GP). This is called a Discharge Summary. Sometimes this is posted straight to your GP.

You should also receive a copy of the Nursing Discharge Summary which will outline any treatment instructions for home, as well as any follow up appointments your child needs. Staff will make sure you have been given all necessary phone numbers and contact details before going home.

Unless we have written permission, we cannot let a child go home with anybody except a parent or legal guardian. If you cannot collect your child, please phone the nurse to say who will be coming instead. This person must be an adult and needs to have identification and a letter signed by you giving them permission to take the child home.

Usually children will remain in hospital the whole time during their treatment. On some occasions, even though your child is not ready to be discharged, they can be allowed home for short periods of time. Please feel free to discuss this with your health care team.

If you leave without Hospital approval and against medical advice you will be asked to accept responsibility for the consequences of that decision.



Level 2

Emergency

Services

Medical imaging & research

Immunology

Genetics

Neurology

Psychiatry

Pharmacy

Physiotherapy

Occupational therapy

Speech therapy

Recreational therapy

Art therapy

Music therapy

Dance therapy

Yoga

Meditation

Relaxation techniques

Complementary therapies

Herbal medicine

Acupuncture

Massage

Chiropractic

Osteopathy

Naturopathy

Herbal medicine

Acupuncture

Massage

Chiropractic

Osteopathy

Naturopathy

general hospital information

We understand that being away from home can be unsettling and we'll do everything possible to make this time easier for you. The information in this section is all about Hospital services. There is also more information on every ward about services in the local area.

Remember if you need help at any time while you are in the Hospital, please don't hesitate to ask any of our staff who will be more than happy to help. We also appreciate your comments on how we could improve the service provided to your child and family at the Hospital.



staff who are here to help

Aboriginal Health Education Officer



Our Aboriginal Health Education Officer (AHEO), provides support to Aboriginal families who come to the Hospital.

Cashier



The Cashier's office is on Level 2 opposite the Main Entrance. You can pay most Hospital accounts here (EFTPOS is available).

Chaplains



The Hospital has a 24-hour chaplaincy service to provide support to all families regardless of their religion and cultural background. There is also a Quiet Room on Level 2 for contemplation and prayer.

Interpreter Services

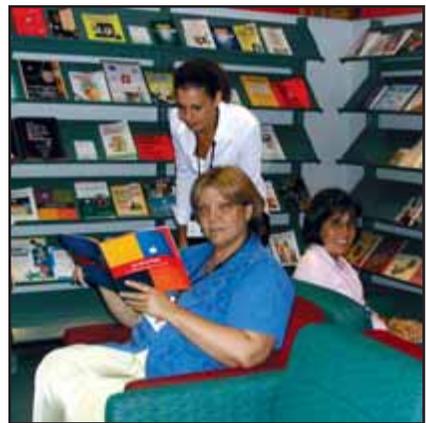


Individual interpreters are available for face-to-face or phone interpreting 24 hours a day, seven days a week. A sign language interpreter can also be arranged. The interpreter service is external to the Hospital, so as much notice as possible is helpful. The staff caring for your child can organise this for you.

Kids Health – Child Health Promotion Unit



Kids Health is an information resource centre and bookshop on Level 2 of the Hospital, and is open Monday to Friday 9am – 4pm. It offers a wide range of books, computer-based information, videos and pamphlets. The staff at Kids Health can also provide contact details for a wide range of support groups and information on rare disorders. You can contact Kids Health on (02) 9845 3585.





Patients' Friend



The Patients' Friend liaises between the patient, the family and the Hospital to provide support and information about Hospital procedures, services and facilities. The Patients' Friend is located on Level 2, next to Kids Health, and can be contacted by phone on (02) 9845 3535 or on extension 53535 from your bedside phone.

Volunteers



It may be possible for a volunteer to stay with your child if you need to leave for a limited time. Please ask nursing staff for more details.

The Volunteers' Shop offers a wonderful selection of gifts, many of which are hand-made. You can also purchase our mascot, the Bandaged Bear, and other official Hospital merchandise here. The shop is open Monday to Friday 9am to 4pm and Saturday and Sunday 10am to 3pm. The shop closes on Christmas Eve and re-opens at the beginning of February each year.

Ward Grannies



The Ward Grandparent Scheme is a service available for long-term patients through the Social Work Department. A trained volunteer can stay with your child three or four days per week when family and friends are not able to be with your child, or when you need a break.



hospital facilities

Banking Services

A 24-hour Multicard ATM is located on Level 2, opposite the Volunteers Shop.

EFPTOS (with cash-out facility) is available at Kids Plus Chemist.

EFPTOS (with no cash-out facility) is available at the Cashier.

Breastfeeding

The Hospital recognises the importance of breastfeeding your baby and we have a special room for mothers, which has equipment that you can use to express.

The Hospital also has staff who specialise in supporting breastfeeding. Ask your Nursing Unit Manager if you would like to meet one of them.

Change Tables and Feeding Rooms

There are baby change and feeding rooms on Level 2 and Level 3.

Facilities to change older children are in the Children's Assessment Centre on Level 3 and in the change room around the corner from the Volunteers' Shop on Level 2.

Change Machine

Turn your notes into \$1 coins at the change machine located on Level 2 opposite the Emergency Department.

Chemist Shop

Kids Plus Chemist is open from 8.30am to 5.30pm Monday to Friday. It offers a full pharmacy service, gifts, personal items, stamps and 'phoneaway cards'. It is located next to the Volunteers Shop on Level 2 and the phone number is (02) 9689 2999 or extension 50551 from within the Hospital.





Equipment

If your child requires the use of specialised equipment (eg for seating or bathing) please let your Nursing Unit Manager know.

Electrical Equipment

In the interests of safety, the Maintenance Department must check all electrical equipment, such as TV's, videos, infusion pumps, etc, brought into the Hospital before being used. Please check with the staff on the ward for more information.



Grounds & Gardens

The Hospital has several outside areas, including the Chinese Garden and Children's Garden. Please check with your nurse before you take your child from the ward. Please ensure your child wears sunscreen and a hat if outside for any length of time.

Please respect the Hospital grounds and 'do the right thing' with any rubbish. Please also observe our no smoking policy while outside, except in the designated area.

Hearing Difficulties

For people with hearing difficulties, the Hospital has a TTY (telephone typewriter) located in the Switch Room on Level 2 and a sign language interpreter can be arranged as required. Communication equipment for patients can be borrowed from the Occupational Therapy Department. Please ask the staff caring for your child.

Hospital Pharmacy

The Hospital Pharmacy (which is separate to the Kids Plus Chemist) dispenses hospital prescribed medications for inpatients and some outpatients. The Hospital Pharmacy on Level 2 (near the Parents' Hostel) is open Monday to Friday from 9am –4.30pm. Please be patient when filling a script through our Pharmacy. The Pharmacy supplies medications for children in the Hospital as well as for some of those attending outpatient clinics and children leaving to go home. It is best to allow plenty of time to pick up your final script before going home.

Hospital School

The Department of Education and Training has a school in the Hospital for children expected to be hospitalised for more than a week. Contact the School Administration on (02) 9845 2813 for more information.

Internet Terminal

There are two Internet terminals, one situated on the ground floor opposite the Bear Bite Eatery and one in the front foyer of the Hospital outside Security. There is a small fee charged to use these terminals.

Laundry

A coin-operated laundry is available for parents to use. It is located on Level 1 at the far end of the corridor. You will need \$1 coins for the washing and drying machines, and \$2 coins for the washing powder dispenser.





Local Facilities

There are many local retail outlets and services around The Children's Hospital at Westmead. Parramatta is a major centre which is close by and has many government departments, major stores, speciality shops, restaurants, coffee shops, cinemas and leisure facilities available. There is more information about local facilities on each ward.

Lost Property

Please report any lost property to the Security Office opposite the Emergency Department.



Sibling Care

The Sibling Care Centre is located at the bottom of the ramp on Level 1, and can provide child minding for the brothers and sisters of children who are in Hospital, the Emergency department or at a clinic appointment. The Centre is open seven days a week Monday to Friday, 9am to 3pm and 10am to 2pm most weekends. There is a small fee, please pack lunch if your child will be there over lunchtime. The Centre closes on Christmas Eve and re-opens at the beginning of February each year. For bookings please phone the Volunteer Service on (02) 9845 3840

Toilets & Disabled Toilets

Toilet facilities, including those with disabled access, are located on all levels of the Hospital.

places to eat

Bear Bite Eatery



7.00am – 8.00pm 7 days

Level 1 at the bottom of the ramp

The Bear Bite Eatery sells a variety of hot foods, salads, sandwiches, sushi, drinks, cakes, confectionery, fruit, ice creams, snacks, some grocery items, newspapers, magazines and Telstra phone cards (including Phone Away cards).

Bear Brasserie Cafe



8.00am – 7.30pm Mon – Fri

Level 2 at top of the ramp

The Bear Brasserie Cafe sells a variety of café style meals and beverages and is licensed.

Kids Corner Cafe



6.30am – 5.00pm Mon – Fri Hainsworth St near the Children's Medical Centre

The Kids Corner Cafe sells a variety of café style meals, sandwiches, confectionery, drinks and ice creams.

The Sandwich Shop



10.00am – 3.00pm Mon – Fri

Level 2 just past Kids Health

The Sandwich Shop sells made to order and pre-packaged sandwiches, as well as sushi and drinks with a small selection of snacks and fruit.

Starbucks



6.30am – 8.00pm Mon – Fri

Level 2 near the Main Entrance

8.30am – 4.00pm Weekends

Starbucks specialises in coffee and other beverages. They also have a selection of snacks and some Starbucks merchandise for sale.

The Volunteers' Snack trolley



A variety of snacks and drinks can be purchased from the Volunteers Snack Trolley which visits all wards every weekday morning (except on Public Holidays). The Volunteers' operate this service for families, in collaboration with the Food Services Department, and all profits are donated back to the Hospital through the Volunteers

Vending Machines



Snacks, drinks and other items such as toiletries and change are available from vending machines located throughout the Hospital.

important numbers

Here are some numbers that you might find helpful. We have listed both the number to ring if you are calling from outside the Hospital, as well as the extension you can call from your child's bedside phone on the ward.

	No. from outside	Extension	Page
Accommodation Coordinator	(02) 9845 2958	52958	31
Book Bunker	(02) 9845 0808	50212	32
Booking Office	(02) 9845 2300	52300	23
Clinical Risk Manager (complaints)	(02) 9845 3442	53442	10
Finance (accounts)	(02) 9845 3166	53166	38
Interpreter Services	(02) 9840 3456 (until 11pm)		38
Kids Health	(02) 9845 3585	53585 or 53588	38
Patient Enquiries	(02) 9845 3777	53777	
Patients' Friend	(02) 9845 3535	53535	10 & 39
Patient Liaison Officer	(02) 9845 3673	53673	12
Public Relations	(02) 9845 3364	53364	
Radio Bedrock	(02) 9845 3571	53571	33
Service Improvement Coordinator	(02) 9845 3442	53442	10
Sibling Care	(02) 9845 3838	53838	30 & 43
Social Work	(02) 9845 2641	52641 or 52642	19 & 33
Starlight Room	(02) 9845 3601	53601	33
Volunteers	(02) 9845 3841	53841	39



<p>JAPANESE</p> <p>通訳をご希望の方は、 ご遠慮なくスタッフに お申し付けください。 秘密厳守・毎日24時間 無料でお受付いたして おります。</p>	<p>KHMER</p> <p>យើងមានការបម្រើផ្នែកបកប្រែភាសា ដែលគិតតម្លៃ លាក់ការសម្ងាត់ ហើយដែលធ្វើការ២៤ម៉ោងក្នុងមួយ ថ្ងៃ ពីថ្ងៃក្នុងមួយអាទិត្យ។ អ្នកស្នើសុំ ចុកលិខិតអោយចាត់ចែងផ្នែកបកប្រែភា សាម្នាក់មកក្នុងរយៈពេលអ្នក។</p>	<p>KOREAN</p> <p>무료이며 비밀이 보장 되는 통역 서비스를 주 7일, 하루 24시간 이용하실 수 있습니다. 직원에게 통역을 마련해 달라고 요청하십시오.</p>	<p>LAO</p> <p>ມີການບໍລິການນາຍພາສາຕາມ 24 ຊົ່ວໂມງ, 7 ມື້ ຕໍ່ອາທິດ ໂດຍບໍ່ມີການຄິດຄ່າ ແລະຮັກສາເປັນຄວາມລັບ. ຈິ່ງໃຫ້ພະນັກງານຂອງພວກເຮົາ ຈັດຫານາຍພາສາໃຫ້ທ່ານ.</p>
<p>MACEDONIAN</p> <p>Бесплатната и доверлива преведу- вачка служба ви стои на располагање 24 часа 7 дена во неделата. Побарајте некој од персоналот да ви повика преведувач.</p>	<p>MALTESE</p> <p>Servizz ta' interpretu bla hlas u konfidenzjali jista' jinkiseb, tul l-24 siegha, il-gimgha kollha. Saqsi lill-istaff biex isibu interpretu ghalik.</p>	<p>POLISH</p> <p>Dostępna jest bezpłatna i poufna pomoc tłumacza – 24 godziny na dobę, 7 dni w tygodniu. Poproś nasz personel o zorganizowanie Ci takiej pomocy.</p>	<p>PORTUGUESE</p> <p>Um serviço grátis e con- fidencial de intérpretes está à sua disposição, 24 horas ao dia, 7 dias por semana. Peça ao pessoal para lhe providenciar um intérprete.</p>
<p>RUSSIAN</p> <p>Функционирует бесплатная конфе- денциальная переводческая служба круглосуточно, семь дней в неделю. Просите сотрудников заказать для Вас переводчика.</p>	<p>SAMOAN</p> <p>O loo mauaina ia se faamatalaupu e leai se tologi mo le 24 itula, 7 aso o le vaiaso, ma e faaliloloina ia lau mataupu. Faafesili mai i le auaigaluega e latou te faafesootaaina ia se faamatalaupu mo oe.</p>	<p>SERBIAN</p> <p>Могу да се користе бесплатне и поверљиве услуге тумача, 24 часа, 7 дана недељно. Замолите особље да Вам закаже тумача.</p>	<p>SPANISH</p> <p>Hay disponible un servicio de intérpretes gratuito y confidencial, 24 horas, 7 días a la semana. Pídale al personal que le consiga un intérprete.</p>
<p>THAI</p> <p>บริการล่ามฟรีและเก็บ เป็นความลับ ตลอด 24 ชั่วโมง 7 วันต่อสัปดาห์ กรุณาสอบถาม เจ้าหน้าที่เพื่อจัดหาล่าม ให้ท่านได้</p>	<p>TURKISH</p> <p>Ücretsiz ve gizlilik ilkelerine bağlı tercümanlık servisi haftada 7 gün, 24 saat hizmet sağlamaktadır. Görevlilerden sizin için bir tercüman ayarlamalarını isteyiniz.</p>	<p>UKRAINIAN</p> <p>Безкоштовну конфіден- ційну перекладацьку послугу можна отримати цілодобово 7 днів на тиждень. Зверніться до службовця про замовлення для вас перекладача.</p>	<p>VIETNAMESE</p> <p>Có sẵn một dịch vụ thông dịch miễn phí và bảo mật, 24 giờ một ngày, 7 ngày một tuần. Hãy hỏi nhân viên sắp xếp một Thông dịch viên cho quý vị.</p>

index

Subject	Page	Subject	Page	Subject	Page
Aboriginal Health Education Officer	38	Hospital School	42	Smoking	11
Accommodation for parents	31	Internet	42	Staff who are here to help	38-39
Activities for kids	32-33	Interpreters	38	Surgery	25
Alcohol and drugs	11	Kids Health	38	Teaching	9
Anaesthesia	26	Laundry	42	The Health Questionnaire	23
Appropriate behaviour	11	Lost Property	43	The Starlight Express Room	33
Banks	40	Making a complaint	10	TV	32
Book Bunker	32	Meals for children who are in Hospital	29	Using your private health insurance	12
Booking your child in	23	Mobile phones	11	Visiting	30
Breastfeeding Room	40	Parking	8	Volunteers	38
Cashier	38	Patient and family rights and responsibilities	13	Ward Grannies	38
Change Machines	40	Patients' Friend	10 & 38	What to bring to hospital when your child is to be admitted	22
Chaplains	38	PATS Clinic	23	What to tell your child about coming to Hospital	21
Chemist	40	Phones	30	Where to eat for families	44
Consent	25	Play Programs	32	Where to wait while your child is in surgery	27
Disabled Access	8	Privacy	9	Your child's medical record	9
Discharge	35	Radio Bedrock	33	Youth Arts Program	33
EFTPOS	40	Roles of health professionals	15-19		
Fasting	25	Security	11		
Giving a compliment	10	Sibling Care	43		
Hospital Facilities	40-43				



Special thanks to:

- The parent information group, particularly Dave, Sally & Marian.
- Emmanuel Angelicas for the donation of Photographic Services.
- Beth Boag of BEPA Design for all illustrations.

the **childr^{en}**'s hospital at Westmead

Corner Hawkesbury Road and Hainsworth Street

Locked Bag 4001
Westmead NSW 2145
Sydney Australia

DX 8213 Parramatta

Tel +61 2 9845 0000
Fax +61 2 9845 3489

www.chw.edu.au

think. **kids.**

