

Kidz First™ Children's Hospital

Play & Recreation



A - Z KIDZ FIRST™ CHILDREN'S HOSPITAL PARENT INFORMATION BOOK

Welcome to Kidz First™

To help you at the hospital we have prepared this guide to the hospital - **The A-Z Parent Information Handbook.**

The book includes valuable information about how your child is likely to respond to the hospital experience, what you can do to help, and who will join with you on your child's health care team.

This information includes a variety of topics such as special services, nutrition, telephone numbers and addresses, techniques for coping, discharge procedures and much more. Topics are listed from A - Z.

Copies of this guide can be found in the parent lounge, in the playroom or you may get a copy from a member of the Kidz First™ staff.

*We welcome suggestions and comments on this information
resource*

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ACCIDENT COMPENSATION CORPORATION (ACC)

Some children, young people and families are eligible for this support. Forms should have been completed by your G.P. or in Emergency Care. If you have any questions, please contact the ward Social Worker or the Ward Clerk.

ACCOMMODATION

One parent/caregiver is welcome to stay in the ward with their child 24 hours (free of charge) while the child/young person is in hospital.

Whare Rapuora - Offers accommodation to any number of relatives (whanau) who need to stay. Whare Ora are there to awhi (embrace) in times of emotional and spiritual need. Whare Rapuora is open for use by relatives of any patient. Referral to Whare Rapuora must be made through the Nurse in charge of the ward.

An appropriate koha (donation) towards the running costs applies to every one who chooses to stay and use the facility

Motels - Located within easy walking distance of the hospitals are several motels:

St. George Motel
136 St. George Street
PAPATOETOE
Ph: 278-5464

Grange Lodge Motel
1 Grange Road
PAPATOETOE
Ph: 277-8280

Knights Bridge Motor Lodge
112 East Tamaki Road
PAPATOETOE
Ph: 277-7730

A HOSPITAL DAY

Every child or young person's hospital stay is planned around their daily needs and condition. However, in general, a hospital day in **Kidz First™** is something like this:

- **Before 8.00am:**

Children may be woken at intervals throughout the night and early morning to check pulse, temperatures, blood pressures and medication. (Parents who have stayed the night are asked to rise by 7.30am).

- **7.00 - 8.00am:**

Breakfast trays arrive from 7.30am onwards.

Some children who are scheduled for surgery will not be allowed to eat or drink.

Time for baths, showers, beds made. (Where possible children or young people are asked to wear their own clothes).

Children/young people who are scheduled for operations are asked to wash and change into hospital pyjamas. A checklist for their operation is also done at this time by their nurse. Staff will work with you to support your child to understand what will happen during the preparation for their operation.

- **8.00am -12.00pm:**

Doctor's rounds.

This can also be a time for dressing changes and treatments. Your nurse will explain what treatments are planned for your child for the day.

- **9.00am - 4.30pm:**

There are supervised play and recreation activities in the playroom for children and young people. You may join your child or young person in these play activities or you may wish to take a break. Please talk with the hospital play specialist if you wish to take a break during the time your child is in the play and recreation programme.

Toys and games can be signed out from the playroom.

- **9.00am - noon and 1.00pm - 3.00pm**

The hospital school programme is open during these two sessions for children who meet the school criteria. (In general, the school programme is for patients who will be in hospital for 10 working days or more).

- **12.00 - 12.30pm:**

Lunch trays are served

After lunch is often a good time for a rest for children. Check the video channel for the in-house movie. (Medical Care and Surgical Care - please check channels 5 through to 10).

- **2.00 - 8pm:**

Hospital Visiting Hours.

- **8.00 pm:**

Visitors leave and children and young people are settled for the night.

Nurses may measure blood pressures, pulse and temperatures and given medication at regular times throughout the day.

B

BANKING

There is an ASB Cash Flow Machine and an National Bank Cashpoint Machine in the foyer of the Main Entrance. All cards are accepted including major credit cards.

BATHROOM

Each room has an en-suite for caregiver and patient use only. The door is locked by the lower button with the red square on it. A red light will glow on the door handle when locked. Green means unlocked.

BIRTHDAYS

When in hospital special occasions are not forgotten. See the Charge Nurse or the Hospital Play Specialist if your child is having a birthday while in hospital.

BLOOD TRANSFUSIONS

What you should know about blood transfusions. All blood used at the hospital comes from carefully screened volunteer donors. Each unit of blood is thoroughly tested and cross-matched with the patient's own blood to ensure the utmost safety. If you have any questions or concerns, discuss these with the doctor in charge of your child's medical care.

BREAST FEEDING

If you need to use a breast pump, let your child's nurse know and she will be able to arrange this for you.

BURNS SUPPORT GROUP

This is a voluntary group who visit burn survivors and their families while in hospital to offer their support. Their office is located on the second floor of the Support Building. Office hours are 9.30 am to 1.30pm, Monday to Friday. You can contact someone from the group by telephoning 276-0250 or if you are ringing from inside the hospital, you can use the internal number which is 8250.



CAFETERIA

The Aviary cafeteria is situated in the main building on the rainbow corridor. The cafeteria sells hot and cold meals and sandwiches as well as snack items. It also sells personal toilet items, magazines, biscuits, telephone cards and stamps. There is also a Café located at the Main Entrance of Middlemore Hospital

Note: Food dispensing machines are located in the hospital lobbies. There are microwaves in the kitchens on the wards and in the family lounge.

CARING FOR YOUR CHILD

As parents, you are the most familiar, trusted people in your child's life. The more involved you can be in the care of your child, the more secure your child will feel with the hospital routines and procedures. Depending on the child's age, whenever possible take responsibility for routines such as bathing, feeding, dressing, and settling to sleep. The nurses will be happy to discuss any special instructions with you.

You can also support your child by:

- Using your tried and try comfort strategies whether holding, patting or singing etc.
- Playing favourite games together.
- Providing support or distractions.

If you have any concerns related to any aspect of your child's health or development in general e.g. sleep, nutrition, behaviour, you can discuss these with your health professionals during your child's hospital admission.

CHAPEL - *see Spiritual Centre*

CHAPLAINS

The hospital Chaplains can offer spiritual comfort and support to people of all denominations. Any member of the staff will page them for you. If you would like to talk to a Minister of your own faith, please ask any member of the nursing staff or ask the Chaplains to make contact for you.

A church service is available each Sunday at 9.30am. Please let staff know if you and your child wish to attend. All are welcome.

CHARGE NURSE

Each Charge Nurse is a registered nurse. A Charge Nurse is responsible for the smooth running of the area and they have the responsibility for the staff working in that area. They can make appointments for you to see your child's medical specialist or hospital social workers. If you have any concerns or complaints, you should talk to the Charge Nurse.

CHEMIST

There is a pharmacy on site at Middlemore Hospital. Family Circle Pharmacy is located at the Main Entrance. Hours are Mon - Frid, 8.30am - 5.30pm, Weekends, 10.00am - 3.00pm. Prescriptions can be filled here.

The nearest pharmacy's off site are located at:

- **Papatoetoe:** 4 Great South Road Mon-Fri, 6pm - 10.30 pm
Phone: 278-3419 Sat, Sun, Pub. Holidays:
9am - 10.30pm
- **Takanini:** 104 Great South Road Mon-Fri, 6pm - 11pm
Phone: 298-6393 Sat, Sun, Pub. Holidays:
8.30am - 11pm
- **Otahuhu Accident:** 15-23 Station Road Mon-Fri, 9am - 9pm
Phone: 276-3000 Has a night bell for
24 hour service
- **The Doctors:** 215 Massey Road Mon-Sun, 8am - 9pm
Phone: 275-9977
- **Mangere** 149C Kirkbride Road Mon-Sun
Urgent Pharmacy Phone: 275-0155

CHILDREN'S BOOKS

Stories and picture books provide a way of helping children to understand what is happening in the hospital. Often the forgotten children will be the brothers and sisters who are not in hospital.

See the Hospital Play Specialist or hospital school teachers for specialised books on illness, hospitalisation and issues relating to the impact on children of illness and hospitalisation.

CLEFT LIP AND PALATE SUPPORT GROUP

The cleft lip and palate support group offer understanding and friendly support to other parents of children born with cleft lip, cleft palate or both. Their experience can help you in many practical ways from the time your child is a baby right through school days and growing up. They can help with overcoming feeding difficulties, with hospitalisation and dealing with family reactions. They are not a club - just simply a group of parents who understand and can be contacted when needed. If you wish to know more you can contact the following people:

Cindy Barnett	(09) 296 0882
Shelley Brockelsby	(09) 444 3111

CULTURAL SERVICE

The Cultural Service is available to all individuals or family members accessing South Auckland Health services, but in particular to Maori and Pacific Island people.

If you wish to speak with the Cultural Service staff in relation to a cultural concern of your child, they can be contacted on extension 9006 (Pacific Health Unit) or 8138 (Maori Health Unit) or ask your child's nurse for further information.

D

DISCHARGE PLANNING

Please check with your doctor regularly to determine a discharge date. This will help you make the necessary arrangements ahead of time.

Before you go home, ask the doctor or your child's nurse to review the home care which your child may require: e.g. nursing, physiotherapy, social work, letters to G.P./or consultants, clinic follow ups, special instructions, or for admission to other hospitals.

Out of Auckland families - The Ward Clerk or Social Worker will assist you in arranging travel documents for the family.

DINING - *See Cafeterias*

A meal tray is provided free of charge for one parent or caregiver staying in with their child or young person at bedside. There is also tea and coffee making facilities plus bread and butter available in the kitchen to make toast. Milk shakes and juices are available in the kitchen for **PATIENTS ONLY**. See your nurse if you have special dietary requirements.

DOCTORS' ROUNDS

Doctors visit their patients at different times. This is a good opportunity for you to discuss your concerns with the doctor. We suggest that you write down your questions on a piece of paper so that they are at hand when the doctor comes. It is also a good idea to let the nursing station know where you will be when you leave the ward so that you can be reached when the doctor arrives. If you wish to speak with your child's Consultant (specialist doctor) outside of the ward rounds, the Charge Nurse or hospital Social Worker can arrange a time for you.

The Consultants (specialist doctors) are often accompanied on their rounds by other members of the team of health care professionals involved in caring for your child, and sometimes by students. Middlemore Hospital is a training hospital and health care professionals in training are given the opportunity to gain experience with children. It is important for their education that they have this opportunity. If a student is going to be involved in the care of your child, this will be discussed with you first. The student will not see your child unless you give consent.

While in the hospital, your child will be visited daily by a team of doctors. The Consultant heads the health care team and co-ordinates your child's treatment. Consultants will visit the ward on set days each week. Please make sure that you know which day the consultant will be visiting your child. The Registrars (doctors who are in specialist training) will visit your child once a day. Outside

of these times, it is not easy for nursing staff to contact these people (especially as they are not always available by phone). Therefore it is important to make an effort to be here at these times.



EXERCISE

Keeping physically fit enhances emotional well-being. In fact, one of the best ways to cope with stress is through physical activity. A walk daily is highly recommended.



FAMILY RESOURCES

Books and information are available to help parents understand their child's illness and treatments. These are available in the wards. Contact your nurse. Information is also available (free to parents) from the Family Information Centre, phone 307-4949, extension 6955, at Starship Children's Hospital and the **Kidz First™** Resource and Information Service at the Centre for Youth Health, phone 279-5110. See also the brochure at the back of this booklet.

FINANCIAL SUPPORT

A child in hospital can place considerable strains on a family, especially financial strains.

If your family is experiencing difficulties, the hospital Social Worker is available to provide information, discuss and support you with these concerns. Any member of your child's health care team will make contact with the Social Work Services for you, or you can contact the hospital social workers direct. They are located within **Kidz First™**.

If you wish to speak to someone from ACC, they can be contacted either through the Social Worker or by telephoning 938615 (from inside the hospital) or 276-0712 (from outside the hospital).

FIRE ALARM

In the event of the fire alarm sounding, please return with your child to their hospital bed. Your child's nurse will give you further instructions. Please ask any visitors to leave the building. It is important to keep all doors and windows closed.



GIFTS OF APPRECIATION

Parents sometimes ask for information about ways they can express their appreciation for the care both they and their child received at the hospital. This can be done in a variety of ways. Personal letters are always welcome and shared with appropriate members of the staff. The paediatric unit has developed a 'WISH LIST'. The items on the list range from art supplies/cassettes/videos to larger items. For more information regarding the wish list and other forms of giving please speak with the Charge Nurse of the ward that your child has been admitted to, or to one of the Hospital Play Specialists.

G.P. – See Discharge Planning

GRANDPARENTS

Grandparents are very special people in the lives of children. If it is possible, involve the grandparents in your child's care. They may stay with your child while you take a break. One grandparent may stay overnight with a child to give a live-in parent a night off. Visiting by grandparents in special circumstances outside of these hours must be discussed with the Charge Nurse.



HAIRDRESSER

There is a hairdressing service available on the Middlemore Hospital site and they can be contacted on extension 8346 on Tuesdays and Thursdays between 10.00am and 3.00pm.

HANDSET

This is the handset for you to use.

- The GREEN button calls the nurse.
- The YELLOW BUTTON is the one above the bed.
- The television controls are the BLUE buttons - chl turns it on as well as changes the channels.
- Volume is on the right.
- Please use the quiet mode after 8.30pm and listen to it through the handset. (Handset wire in TV to be plugged in for quiet mode).
- The square button in the middle turns it off.

HEALTH CARE RECORDS

You may have access to your child's health care records if you wish. A staff member will be available to read the clinical notes with you and to explain anything you do not understand.

HEARING IMPAIRED SERVICES

A sign interpreter is available. Please contact your child's nurse for further information.

HOME AGAIN

Both your hospitalised child and brothers and sisters will need extra attention when you return home. Even with careful preparation, changes in your children may occur after discharge from hospital. It is common for a time for children

not to want to let you out of their sight. They may be overly concerned about their health. Eating and sleeping habits may have changed, or there may be more temper tantrums than previously. These are sometimes signs of panic if they are reminded of hospital. They may also be behaving the way they did when they were much younger. While these are causes for concern, often a great deal of patience, reassurance and extra loving will help your children find their former security. If the behaviours continue and you are concerned, contact the Charge Nurse, Social Worker or the Hospital Play Specialist for help.

So that your child may continue to get well at home, it is important that you pick up all of their prescriptions. A list of chemists where you can get your prescriptions filled is under CHEMIST at the beginning of this book.



IDENTIFICATION BRACELET

The admitting clerk or the ward nurse will give your child an identification bracelet. Staff will check this bracelet before doing any treatments or giving medications. Please explain its purpose to your child and mention that it must be worn all the time the child is in hospital. If lost or has fallen off, please tell your nurse.

INFECTION CONTROL

Any special measures that you and your child's visitors should take will be explained by the nurses. However, please do not allow visitors who have had contact with contagious diseases i.e. chicken pox, measles, mumps, TB, 'flu, etc. to visit. Please observe infection signs on doors. (The yellow sign).

INTENSIVE CARE

Should your child require intensive care after an operation, a visit pre-operatively can be arranged for you, and the hospital staff will assist you to prepare your child.

INTERPRETERS

Families come to this hospital from all over the world. An interpreter can make communication easier for children, parents and staff. Families who require this service should contact the ward staff. There is no charge to families for this service.



KEEPING YOUR CHILD SAFE

Please let the nurse know when you are leaving the ward, where you are going, what time you think you will be back and where they can contact you if necessary. If you are leaving your child in the playroom by themselves, please let the Hospital Play Specialist know.

KITCHEN RULES

There is a kitchen in each of the pods.

Parents are welcome to make use of the facilities in the kitchens. Please help maintain this area in a tidy condition. You are responsible for cleaning after yourself and any items used. This is not the responsibility of the hospital household staff. All food placed in the kitchen must be named as well as dates placed on containers. Please return all items to the appropriate place after use to make it easier for the next parent. Bread and butter is provided free of charge.

Parents are asked to keep their children out of the kitchen areas. This is to help keep your child safe from burns from the zip and from hot drinks that adults are making/drinking. Bread and butter, juices and milkshakes are **ONLY** for the **PATIENTS**.



LEAVING THE WARD

The ONLY EXIT for families is by the public lift in the entrance foyer or the nurse can release the stair door for you. Do not use the fire exit door as the alarms go off and Security are called.

LEAVING AFTER 8.30PM

Due to security reasons, entry via the public lifts stops at 8.30pm. However the public lifts will still go down from the wards. If you need to return to the wards, Security will escort you from the Galbraith entrance opposite the train station.

LINEN AND NAPPIES

Parents' linen cupboards are located at the entrance to 'A' and 'B' pods and on a trolley in 'C' pod for any additional linen for your child's care. *We ask that parents limit their personal change of bed linen to a weekly change.* Two pillows are in the drawer under the divan bed. Dirty linen goes in the white bag in the utility room. There is a muncher in 'A' and 'C' pods for the disposal of nappies. Please ask your nurse about these.

LIVE-IN PARENTS

One parent or adult caregiver is welcome to stay overnight in the **Kidz First™** Units. We ask that parents be up, dressed, and bed areas tidied by 8am. Please keep in mind that space is limited in the patient areas and that housekeeping is difficult when areas are not kept tidy. We ask that you keep personal items in the family space in the bedrooms. Showers and baths are located in the ensuite next to your room and are shared with the adjoining room.

LOST AND FOUND

There is no central lost and found in the hospital. Tell your nurse about missing items. She will make contact with the hospital's security services. We remind you not to bring valuables to the hospital and to label personal belongings. Please be cautious with wallets, watches and rings. You may find it helpful to carry money and cameras in a bag belt. The hospital cannot take responsibility for lost items.



MAIL

Letters addressed to patients and parents are delivered to the appropriate nursing station each weekday.

Stamps are available from the Aviary Cafeteria. There is a mailbox at the main entrance.

MEAL TRAYS

Children's meals will be delivered to the ward on meal trays. Please advise nursing staff of any special requirements. Menus are filled in each morning. Meals are given to one caregiver staying in hospital with the sick child. Other adults and children visiting may buy and eat in the cafeteria. The cafeteria is open from 6.30am until 7.00pm.



NEWSPAPERS.

The New Zealand Herald is available from the Aviary cafeteria.

NOTICEBOARDS

There are noticeboards in both Medical and Surgical Units which contain information for parents and families. Here you will find information on Social Workers, Patient Advocacy Service, Chaplains, Cultural Unit.

NURSING STAFF

There will be a nurse assigned to care for your child and provide you with support during your child's stay in hospital. Nurses work in shifts:

- *Morning shift* 7.00am - 3.30pm
- *Afternoon shift* 2.45pm - 11.00pm
- *Night shift* 10.45pm - 7.15am

The nursing staff encourage you to care for your child. It helps children to cope in the hospital environment when they are cared for by a familiar person in their lives. The nurses appreciate you telling them if you are going to be leaving the ward, and it helps to know how long you will be.

Nurses take recordings, give medications and treatments, and assist with procedures (such as putting in drips). They are also there to provide support and education for parents/caregivers and families.

NUTRITION

A healthy eating pattern is important for all New Zealanders. The hospital catering service provides a healthy, balanced diet for all patients.

Some children have special nutritional requirements and the dietician will be contacted to arrange this.

Please ask nursing staff before giving children (especially other people's children) any food or drink other than that provided by the hospital as children may be booked for an operation, a special test or they may be on a special diet.



OCCUPATIONAL THERAPY

This service is predominantly based along the rainbow corridor. Their primary role is working with children who have suffered a burn injury. They are involved in the long-term scar management which continues once the child has been discharged from hospital.

Occupational Therapists are also involved in organising essential equipment needed by children being discharged back into their own home to enable them to have as safe a return as possible. This enables your child to partake in their normal daily activities as soon as possible.

An Occupational Therapist can be contacted through your child's nurse, or through the Charge Nurse.

P

PARENTS

Parents are the most important members of their child's health care team. One parent/caregiver over the age of 16 years can stay overnight at the hospital. We want you to be actively involved in your child's care, and we encourage you to ask questions about your child's condition and treatments.

Remember though, some questions may be best asked away from your child's bedside.

You may find it helpful to arrange to talk with your child's doctor in private. You can also help us build trusting relationships with your child by reassuring your child that doctors, nurses and other health care team members are working together with you to help make them as healthy as possible. A quiet room is available for private discussion with your child's doctor on each pod.

You may participate in your child's health care as much as you like. Since each child has different needs, you should plan the extent of your participation carefully with your child's nurse and doctor.

Regardless of your presence, nurses remain responsible for your child's care 24 hours a day.

Caring for a hospitalised child can be stressful and exhausting for parents so do not forget to take care of yourself. Find ways to take breaks, either by involving staff or other family members.

PARENTS' LOUNGES

Please ask a nurse to show you the family lounge room closest to your child's room. In order to provide a place where parents can relax quietly, the pod quiet rooms are not for your visitors.

Tea making facilities are provided in the ward kitchen. These are for parents and not for visitors. The cafeteria provides facilities for tea and coffee. Please return all items to the kitchen after use; wash and leave ready for other parents. (We ask that you mark your containers in the fridge with your name and the date the item is stored).

PARENT SUPPORT GROUP

If your child has a special need or disability and you would like more support and information about health services etc., there is a parent support group available to help you with these needs.

Contact Jenny Booton or Susan Warrington, South Auckland Special Needs Support Group, phone 09-278-2804.

PARKING

Parking is limited on the site however the parking sites outside the **Kidz First™** entrance is specially provided for parents. You would need to display a parking permit to use this carpark or risk your car being towed. These permits are only issued to Parents of patients who are in Kidz First. However, you will not be guaranteed a place if parking spaces have all been taken.

There is paid parking available around the hospital. You would need to pay for using these parking areas. Auto paystations are located throughout the carparks. There is also an auto pay station situated on the inside of the Main Entrance Foyer of Middlemore Hospital. Please do not park in the Emergency car park if you have been admitted to the **Kidz First™** Hospital.

PATIENT ADVOCATE

Patient Advocate Services Auckland Limited is a private enterprise company providing independent health advocacy for patients of the hospital. The service is free to you. Brochures and posters about this service are in the family lounge rooms or you can ask the Charge Nurse for contact information. Phone 276-0044, extension 8064.

PHONES

You can receive phone calls on the phone on the wall but you cannot ring out from this phone. The hospital number is 276-0044 and then the extension number 71+room number e.g. Room A4 is 7104. Remind family members to ring before 8.30pm and do not ring during the night - parents/caregivers and children need their sleep. There is a card operated phone available in the family lounge room outside 'C' pod. Phone cards can be purchased from the Aviary cafeteria and at the Book shop at the Main Entrance. For emergencies only, to call home please ask to use the nurses' phone.

PHYSIOTHERAPY

When your child is in hospital he or she may require physiotherapy. Physiotherapists (physios) treat many children who have different problems. For example, a child with a broken leg may need to be taught how to use crutches and how to do different exercises. Another child may have a burn and will need physiotherapy to help keep their joints mobile.

The ward physiotherapy staff work between 7.30am and 4.00pm Monday to Friday and at other times there is cover from an on-call physiotherapist.

You can either find the physiotherapist on the ward or in the Physiotherapy Department in the main rainbow corridor.

PLAY AND RECREATION PROGRAMMES

Play and recreation is central to every child's sense of well-being and development. Because play and learning are normal activities for children, we know that it is important that this can continue during their hospital stay.

Hospital Play Specialists provide the play and recreation programme in the playroom or at bedside, to meet the emotional, social, physical and intellectual needs of hospitalised children. A wide range of activities including play, arts

and crafts, games and stories are available. Through selected activities such as healthcare play, children can gain understanding of their illness and treatments, and develop skills to manage the hospitalisation. The playroom is a nil by mouth (non eating and drinking) area and a non-treatment area. This provides a developmentally safe area for children to be in. Parents and family members are welcome to join in activities in the playroom or you may use this time to take a break.

- ***Playroom Hours:***

Monday - Friday	9am - 3pm	All children - but programme emphasis is on under eight year olds.
	3pm - 4.30pm	- All children - but programme emphasis is on adolescents and young people. If younger children wish to use the playroom at this time, we ask that an adult stays with them.

Siblings are welcome in the playroom at any time. See the Play Specialist about your visitors' children going to the playroom. This can be by arrangement only.

PREPARATION FOR SURGERY

Should your child require surgery your child's nurse will advise you on how the health care team can assist you prepare your child for surgery. Each child's needs will differ and the hospital staff will work with you to help both you and your child understand what will happen and what you can do to help your child manage events.

PUBLIC TOILETS

The bedroom bathroom and toilets are for the patients and caregiver. The public toilet for other family members and visitors is by the lifts in the entrance foyer to this floor.

PUBLIC TRANSPORT

There is a train station and bus stop outside of the main entrance to Middlemore Hospital. Timetables for both the train and bus are at the information booth at the main entrance of the Galbraith Building.

PULSE, BLOOD PRESSURE AND TEMPERATURE

Measurements are taken at regular intervals through the day or night. Some parents are concerned that these checks may disturb their child's sleep. Remember, they are an important aspect of the care of sick children. Many children will sleep through them.



QUESTIONS

In understanding your child's care, no question is too trivial. We encourage you to ask your questions - no matter how minor it may seem to you.

QUIET TIME

With so many people moving through the wards, things can get a little noisy. We ask your help to keep things as quiet as possible in the bedroom areas when other children are sleeping nearby. It may be helpful to encourage younger visitors to go to the playroom where they are welcome to join in activities.

Most children have a quiet time immediately after their lunch. Older children may choose to play games, read, etc. at this time. See the Hospital Play Specialist for games.

Visiting times are now from 2.00pm to 8.00pm. Please let your family know of the times to visit. Outside this time, you must come to the reception areas' waiting area.



RECORDS OF PATIENTS CARE - *See Health Care Records*



SCHOOL PROGRAMME

School is an important part of the life of a child. The hospital school recognises this and addresses the special learning needs of the hospitalised school age child.

The classroom and the principal's office is situated on the ground floor of **Kidz First™** in the main corridor. Teachers are available for long-term school age patients (primary and secondary) admitted to hospital.

The school is staffed by qualified teachers who will provide continuity to your child's schooling with high interest activities including computer programmes, faxing letters to their class, exploring the internet, cooking, art and individualised maths, reading and language programmes.

Secondary students will continue in their chosen subject areas as appropriate. The school is a registered site for the sitting of external school exams.

If your child is unable to return to school in the week following discharge from hospital, please ask your child's hospital teacher for information on the home-to-school support programme. Your child's regular school can be contacted if necessary.

SECURITY

The hospital security are here for your safety - inside the hospital and in the hospital grounds.

We ask that you keep your valuables and money in a safe place and to keep your purse and wallet with you at all times. The hospital cannot accept responsibility for valuables. You may find it helpful to use a belt bag for carrying money and/or cameras.

SHOPPING

There are stores located just outside the Main Entrance of Middlemore Hospital. Most of these stores accept cash, eftpos and credit cards.

Store:

Hours:

Middlemore Florists

Mon - Frid, 9.00am - 7.30pm

Sat & Sun, 11.00am - 6.30pm

Free Delivery in hospital and to Auckland and Starship Hospitals. There is also an assortment of cards, balloons, chocolates etc.

Family Circle Pharmacy

Mon - Frid, 8.30am - 6.00pm

Sat - 10.00am - 3.00pm

Sun - closed

All prescription can be lodged here.

Flight Centre Travel Agent

Mon - Frid, 9.00am - 5.00pm

Saturday, 9.00am - 2.00pm

For Bookings and Travel Information.

Pulse Café

Mon - Frid, 8.00am - 6.00pm

Sat - 9.00am - 4.00pm

Sun - closed

To beat those hunger and thirst pangs

Shopping facilities are located on Hospital Road and are within walking distance of the hospital. There is a Foodtown supermarket in Papatoetoe which is about a 25 minute walk from the hospital on Great South Road.

Market stalls are held in the main Middlemore corridor on both Thursdays and Fridays.

SMOKING

Counties Manukau District Health Board is a non-smoking environment.

***SMOKING IS NOT ALLOWED INSIDE or OUTSIDE
THE HOSPITAL.***

SOCIAL WORKERS

Social Workers are available to provide emotional support and practical assistance to families admitted to the wards. Some families can be a long way from family and supportive friends. Families may be waiting for a diagnosis, for surgery, or investigations, or simply for their child to get better. All of these things can be stressful. Social workers may be contacted directly by telephoning 276-0043 or through ward staff.

SPIRITUAL CENTRE

A Church service is held in the Spiritual Centre each Sunday at 9.30am. Ushers will help any wishing to attend even in a bed or wheelchair.

If you are a patient a chaplain or chaplaincy visitor may call on you; otherwise if you wish a visit, ask your nurse to contact the Chaplaincy Service on the pager system.

STRESS - *See Social Workers.*



TAKE CARE OF YOURSELF

Whether you choose to stay at bedside or spend long hours at the hospital, do not forget to take care of your own needs for rest and relaxation, and proper nutrition.

Help your children develop trusting relationships with staff who care for them. This makes it easier for you to take needed breaks. Sometimes a friend or relative may relieve the live-in parent. There may be nights when your child and you get very little sleep. We suggest you stretch out on your bed when your child is having rests, or take a pleasant walk in the hospital grounds.

TELEPHONE - *See Phones*

TELEVISION

There are televisions in all the bedrooms. Videos may be selected in the playroom and are then transmitted to the bedroom.
Check channels 5 through to 10.

See Handset for how to use the handset.

TREATMENTS AND TESTS

May be scheduled for any time during the day. These are done when possible in the ward treatments rooms or in special areas of the hospital. In most cases you will be able to stay with your child if you wish.

Your nurse and hospital Play Specialist can discuss with you ways to support your child during this time.



UNPLANNED ADMISSIONS

Sometimes children are admitted to hospital as an emergency or following a visit to clinic or as a referral from the G.P. If your child has been admitted unexpectedly, members of the nursing staff or the hospital social worker will be available to answer your questions. In this situation it is important to stay with your child until they have been settled. Hospital Play Specialists are members of the health team who can assist your child understand the hospital experience and to manage ways to cope with events.

USING THE HANDSET - *See Handset*



VALUABLES - *See Security.*

VISITING BY PARENTS

Because we know that sick children benefit from the presence of a parent, this hospital allows parents 24 hour access. Parents/families/friends who are visiting children will need to use the entrance by the nurses' station to gain entry to the ward. In special areas, like the Intensive Care Unit, the staff may suggest you plan your visit around certain routines.

If you are not staying at the hospital or have to go home to take care of family matters or continue day to day matters, leaving your child can be hard. Here are some suggestions that may make it easier:

- Be honest with your child that you are leaving and tell them when you plan to be back or will call.
- You may want to leave something of yours as a symbol that you will return.
- Parents sometimes prepare tapes that children can listen to while they are away, and the sound of familiar voices will ease the feelings of loneliness and home sickness.

Please let a member of the staff know when you are leaving and when you expect to return. They will then be available to provide comfort for your child. Please contact the ward if something happens to change the time you are expected back.

VISITING BY OTHER FAMILY MEMBERS AND FRIENDS

Please advise family and friends that visiting hours are 2.00pm to 8.00pm except for parents/caregivers. Security will not let visitors on to the wards until 2.00pm. You may meet visitors in the hospital entrance area. Brothers and sisters can visit in the Intensive Care Unit or the Neonatal Unit only by arrangement with the nurse in charge.

PLEASE DO NOT ALLOW VISITORS WHO HAVE BEEN IN CONTACT WITH CONTAGIOUS DISEASES TO VISIT - measles, mumps, chicken pox, tummy upsets, coughs or colds, diarrhoea.

VISITING CHILDREN/YOUNG PEOPLE IN ISOLATION - NO children to visit patients in the isolation areas due to infection.



WASHER AND DRYER - *See Laundry*

WELCOME

You are the most important members in your child's health care team. If you still have questions after you have read this book, we would welcome suggestions to include in future additions to assist other parents find the information and support they require.



X-RAY

X-rays may be required during your child's stay in hospital. Parents are invited to accompany their child for these tests. Women who are pregnant must advise staff and it is not advisable for you to be in the X-ray room during the procedures.



YOUR FAMILY

Brothers and sisters can worry too. They too can be frightened by the experience. Depending upon their ages, brothers and sisters can suffer separation anxiety, abandonment, anger and even guilt. When you are reading the section about your child in hospital at the beginning of the book, think about how this relates to any other child at home.

The Hospital Play Specialist, your child's nurse or the Social Worker can help with practical information for these children. The booklet "Kids Worry Too" is available from the Play Specialists and contains some helpful advice.

