

Caring

During your child's stay



A guide for patients and their families
by patients and their families

Table of contents

Welcome 1–2

- A commitment to quality
- We strive for excellence
- Smoking policy

General patient information 3–6

- Map of Geisinger Janet Weis Children’s Hospital
- Your child’s healthcare team
- Care management
- Infection control
- Patient privacy
- Bioethics Review and Advisory Committee
- Patient meals
- Spiritual care
- Language interpreter
- Wireless internet access
- ATM
- Patient rights and responsibilities
- Safe Place

Patient- and family-centered care 7

- The core principles
- Family-centered rounds
- Family participation
- Hourly safety rounds
- Caring for the caregiver

Patient safety 8–9

- Verifying your child’s identity
- Cell phone policy
- Medication
- Fall prevention
- Pediatric rapid response team
- Colors of safety
- Our management team

Pain management 10–11

- Comfort positions
- Distraction activities
- Pain scale

Keys to good communication 12

Child Life services 12

Patient room accommodation. 13

- Call button
- In-room temperature
- Environmental services
- Telephone service
- Personal amenities
- Laptops and cell phones

Family resources 13

- Family convenience rooms
- Family resource room
- Community Health Library
- MyGeisinger.org

Extended family and guests. 14–15

- Concierge services
- Food and beverage
- Gift shop
- Mail and flowers
- Parking
- Security
- Guest guidelines
- Entering the hospital after hours
- Lodging

Directory 16–17

Patient discharge. 18

- Preparing for discharge
- Patient billing
- New prescriptions
- Medication assistance
- Bedside medication program

Resources and forms. 19–24

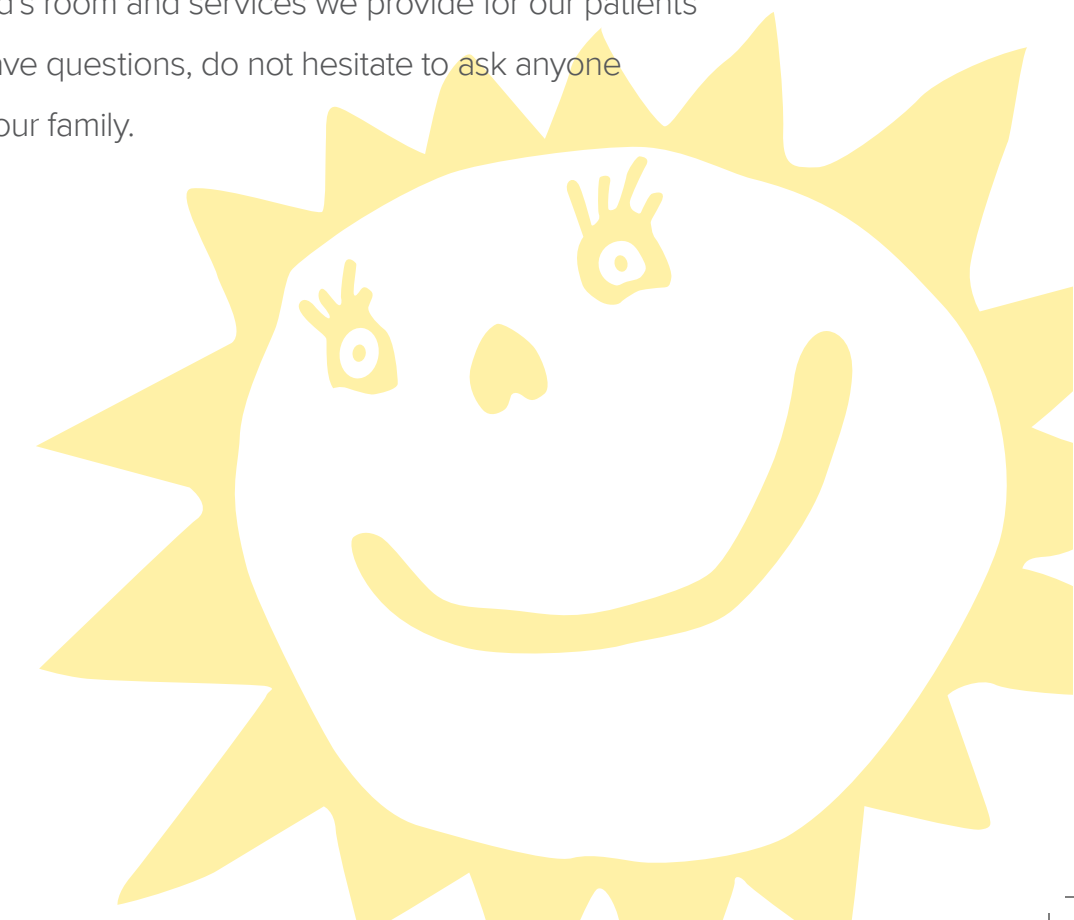
- Organizations and assistance programs
- Temperature conversion chart
- Things to remember
- Discharge planning form
- Medication



Welcome

At Geisinger Janet Weis Children’s Hospital, we want to make your experience as pleasant, safe and comfortable as possible. Our healthcare providers will work with you to meet the needs of your child.

Take a few minutes to read this admission guide. In it, you’ll find information about your child’s healthcare team, your child’s room and services we provide for our patients and their families. If at any time you have questions, do not hesitate to ask anyone involved in caring for your child and your family.



A commitment to quality

Founded in 1943, Geisinger's Division of Pediatrics has been providing comprehensive, high-quality healthcare for infants, children and adolescents for more than 70 years. Our Division of Pediatrics has grown tremendously since its inception to include general pediatricians serving children of all ages across a 43-county region, as well as pediatric specialists and subspecialists representing nearly 50 medical and surgical disciplines. We've also added Geisinger Janet Weis Children's Hospital, one of the first nonurban academic facilities committed to the care of children, designed with children and their families in mind.

Janet Weis Children's Hospital features a comprehensive array of diagnostic and treatment options. Staffed by nationally recognized specialists and surgeons using the latest pediatric-specific techniques and equipment, the 5-floor facility offers 86 inpatient beds, including a Level IV neonatal intensive care unit (NICU), a Level I pediatric intensive care unit (PICU) and separate floors for infants/toddlers and teenagers.

Geisinger Medical Center (GMC) has been named one of the top 100 hospitals in the country, and the American Nurses Credentialing Center has designated GMC as a Magnet hospital. Magnet recognizes hospitals that demonstrate excellence in nursing practice, patient care and quality outcomes. These credentials represent just a few of the national awards and distinctions that Geisinger has earned, making it one of the most respected hospitals in the country.



We strive for excellence

At Geisinger Janet Weis Children's Hospital, our goal is to provide your child and his or her loved ones with the best possible care. We measure our performance in patient satisfaction with a survey. You may be randomly selected to complete a survey that is mailed to your home within a few weeks of your child's discharge.

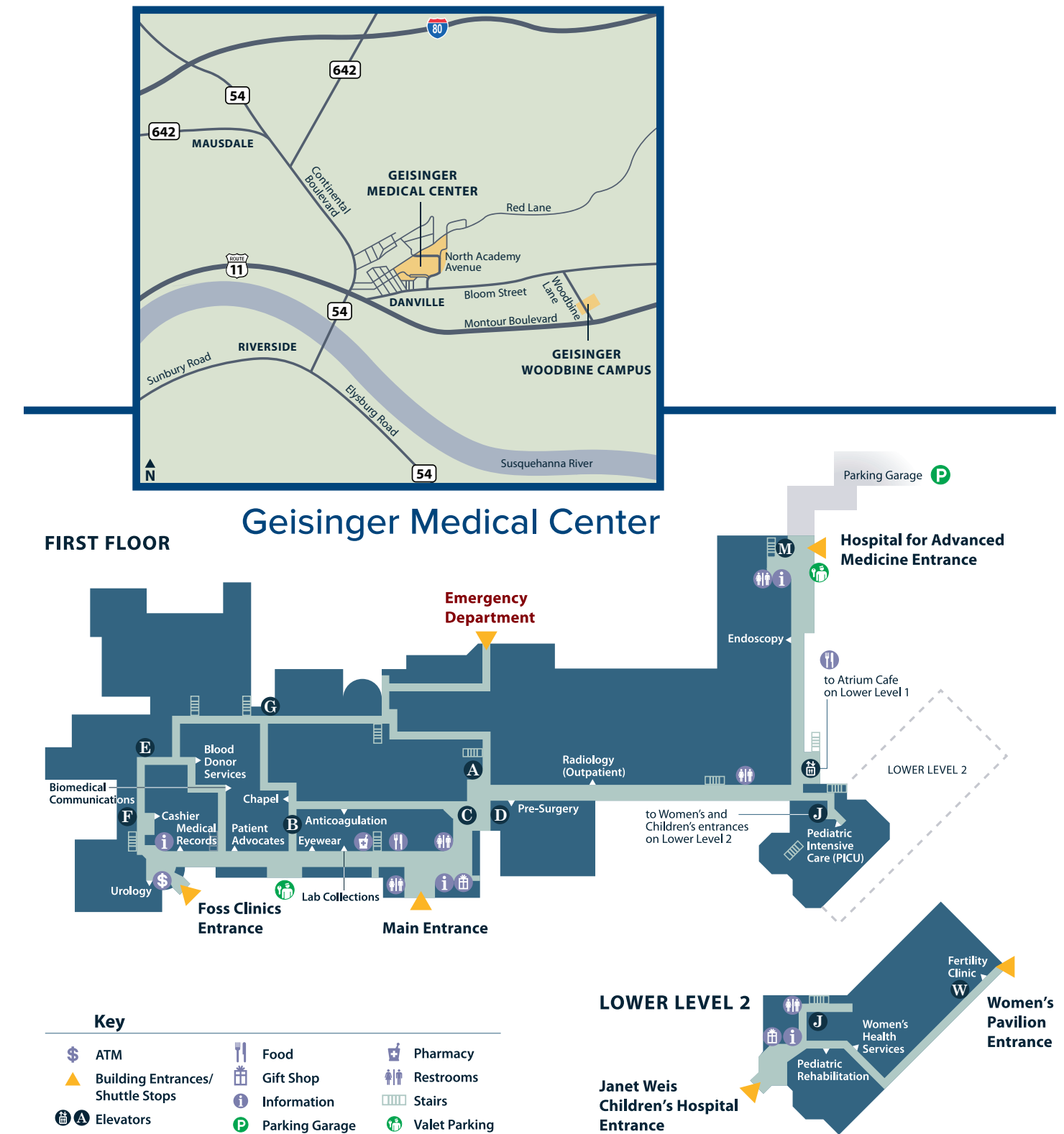
If you have found that we have exceeded the mark, let us know. And allow us to address any concerns by contacting us immediately.

Thank you for the trust you have placed in us. It is our pleasure to care for your child.

Smoking policy

As part of our commitment to good health, Geisinger Health System is smoke-free and prohibits smoking in rooms, in the lobby and everywhere on the Geisinger facilities. For information on how to quit using tobacco products, call the Pennsylvania Free Quitline toll-free at 800-QUIT-NOW.

General patient information



Your child's healthcare team

Hospitalists

A hospitalist is a doctor who specializes in treating patients who have been admitted to the hospital. The hospitalist will monitor your child's condition and answer your questions. He or she will oversee your child's care and supervise procedures and further evaluations by specialists, if necessary. After your child is discharged, the hospitalist will communicate with your child's primary care doctor to keep him or her informed of your child's medical status.

Attending physicians

Attending physicians have completed residency and practice medicine in the specialty they were trained in during residency, such as cardiology or dermatology.

Consultants

Consulting physicians have subspecialty training and can give you more detailed information about specific conditions. Consultants offer advice to the primary medical team.

Residents

Residents are licensed medical physicians training to be attending physicians. They discuss your child's care with the attending physician and also help interns care for your child.

Interns

Interns are physicians who have graduated from medical school and are in their first year of residency training. They are most directly involved in your child's care and will talk in detail about your child's medical care with the rest of the healthcare team.

Medical students

Medical students are training to become physicians. They are supervised by interns, residents and attending physicians. Nurses provide specialized care to protect and promote the health of your child. They help relieve your child's pain and fear and advocate for the care of patients and their families.

Nurses

Nurses provide specialized care to protect and promote the health of your child. They help relieve your child's pain and fear, advocating for the care of patients and their families.

Child life specialists

Child life specialists provide procedural preparation and support for your child. They help children understand, adjust to and cope with their illness or treatment. Child life specialists communicate with children on their level, using terms that are easy for children to understand.

Respiratory therapists

Respiratory therapists care for patients who require breathing treatments.

Nutritionists

Nutritionists provide guidance on matters of food and provide information on healthy food choices.

Rehabilitation therapists

Physical therapists, occupational therapists and speech therapists all contribute to rehabilitation. They design and implement appropriate physical, cognitive, communication and swallowing treatment programs to help your child regain his or her independence.

Pharmacists

A pharmacist will review your child's medication orders and work with your child's doctor and nurse to ensure safe and accurate medication therapy.

Care management

Care management is a collaborative team of nurses and social workers who help patients and families with illness-related and discharge needs. Care management staff help with several functions, including:

- Abuse assessments and reporting
- Coordinating with insurance companies about coverage for a hospital stay and any needed services after discharge
- Counseling patients on how to deal with illness and/or treatment
- Education and referral to community resources
- Help with decisions about discharge plans

For more information, call care management at 570-271-6263.

Infection control

Handwashing

At Geisinger Janet Weis Children's Hospital, we require all healthcare workers to wash their hands before they enter your room. They may do this by using the hand sanitizer outside your door or by washing at the sink. If any healthcare worker does not wash his or her hands before entering your child's room, remind them. We also encourage your family and friends to use the hand sanitizer before they visit your child. Handwashing is the most important way to protect your child from getting an infection while he or she is in the hospital.

Patient privacy

Geisinger's privacy practices regarding protected health information (PHI) are outlined in our Notice of Privacy Practices (NPP). In general, we are limited in how we may use or disclose your child's PHI as listed in the NPP, unless you give authorization for other purposes.

As part of your child's inpatient admission and stay, you may specify what information may be listed in our hospital directory (name, location, condition or religious affiliation). You will receive a privacy code or password. You may give this code/password to any friends or family. We are permitted to speak about your child's care with those who call if they have your child's code/password.

Bioethics Review and Advisory Committee

Geisinger's Bioethics Review and Advisory Committee provides a forum for the safe discussion of issues concerning human dignity and respect. Ethical decision-making is promoted through policy review, academic discussion and case consultation. The consultation process involves systematic review of information, clarification of ethical issues and resolution of ethical dilemmas through consensus development.

The Bioethics Review and Advisory Committee serves patients, patient representatives, family members, physician staff, nursing staff, administrative staff, legal staff or any member of the healthcare community.

To request an ethics consultation, call 570-988-5033 and ask the operator for an ethics consult. For more information, visit geisinger.org/professionals/services/bioethics_new/ethics_comm.html.

Family and caregiver meals

Under the supervision of registered dietitians, your child will be served three appetizing, nutritious meals daily. To place a meal order from your hospital room, dial extension 47800. You can also order family meals (for a cost, which is to be paid upon delivery) to be brought to your child's room.

There is also a food pantry available to patients and their family members filled by Cassi's Cabinets, a volunteer program with limited availability. Cassi's Cabinets is located in the PICU family nutrition room, located on Level 1, on Children's 2 and on Children's 3 levels of Geisinger Janet Weis Children's Hospital in the family convenience areas. An afternoon snack cart for family members also makes daily rounds to each floor in the children's hospital.

If family or friends are eager to help, suggest that they purchase meal gift cards at the Atrium Café, located on Lower Level 2 in the Hospital for Advanced Medicine (HfAM).

Spiritual care

Spiritual Care services provides spiritual and emotional support to patients and their families as they cope with an illness and/or treatment.

If you would like to speak with a chaplain or member of the clergy from your faith, dial 18155 to leave a message, or dial 0 to have the on-duty chaplain paged.

Language interpreter

Interpreters are available on a telephone service 24/7.

To arrange this service, contact your child's nurse.

WiFi

To connect your device to the free wireless internet access, agree to the terms and conditions of internet usage named "Geisinger Guest." The security of your personal device is your responsibility.

ATMs

There are three ATMs on Geisinger Medical Center's campus. They are located:

- Near the entrance in the Foss Clinic lobby
- In the HfAM's Atrium Café
- Near the entrance of Subway Café (main hospital, second floor past the B elevators)

Patient rights and responsibilities

As a patient, you or your legally responsible party have the right to receive care without discrimination due to age, sex, race, color, religion, sexual orientation, income, education, national origin, ancestry, marital status, culture, language, disability, gender identity or who will pay your bill.

If you would like further clarification of the patient rights and responsibilities as they pertain to your child, contact your child's nurse.

Safe Place

"Safe Place" is the Geisinger Janet Weis Children's Hospital child protection system. It is activated by a wristband that is placed on any patient under 18 years of age.

The wristbands are very sensitive and will alert the floor staff and Security if anyone:

- Tamper with the band
- Cuts the band
- Tries to leave the floor without being on "escort mode"
- Gets too close to an open exit or elevator.

All of the units of the children's hospital are locked for the safety of our patients and their families. All family members and guests must buzz to enter the floor and check in at the welcome desk.

Patient- and family-centered care

When a child becomes ill, the entire family needs care. To create a true healing environment, we respect the uniqueness of each child and family, keep families together, communicate fully and often and make decisions together. Patients and families are partners in care.

The core principles

- **Dignity and respect** – Providing dignified and respectful care by listening to and honoring your cultural and religious values, practices and beliefs throughout all phases of care
- **Information sharing** – Communicating and sharing accurate and complete information in a timely manner
- **Participation** – Encouraging families to speak up and participate in decision-making about their child's care
- **Collaboration** – Providing opportunities for families to collaborate with staff, faculty and students by sharing experiences, advice and expertise through Geisinger Janet Weis Children's Hospital Family Advisory Board

Family-centered rounds

During daily rounds, the doctor and the medical team will stop by your child's room to review the plan for the day and the ongoing plan toward discharge. Rounds occur approximately between 8 a.m. and noon. Family-centered rounds take place at your child's bedside and include the patient and family as part of the medical team. When the medical team enters your room, put your call bell light on to alert your nurse to come in to join rounds. Family-centered rounds ensure that everyone hears the same information at the same time, resulting in safer care for your child.

Family participation

As part of our family-centered culture, we invite your family to partner with us in the care of your child and to participate in the report between nurses. The goal of the bedside shift report is to provide a brief but accurate exchange of information to help ensure the delivery of safe care to your child. We encourage you to join in this discussion. This is a great way to meet the incoming nurse and hear about your child's progress and plan of care. After the report has been completed on all patients, staff will return to answer further questions and provide care.

Hourly safety rounds

To help keep your child comfortable and safe while in our hospital, we conduct hourly rounds to attend to your child's needs. During these rounds, we will ask questions like:

- Do you have any pain or discomfort?
- Do you need help getting to the bathroom?
- Do you need something to drink? (if allowed by physician)
- Do you need help repositioning in the bed or chair to get comfortable?
- Is everything you need within your reach?

If you find this is not being done, remind us. It is our job to keep your child safe and comfortable.

Caring for the caregiver

Just as important as caring for your child is making sure to care for yourself.

- **Take time to eat.** If you need directions or assistance, ask your child's healthcare team for suggestions.
- **Get some rest.** We know this is hard, especially in a hospital setting, but you need your rest, too.
- **Take a break.** It's okay to take a break. Go for a walk, get some fresh air and try to relax for a few minutes outside of your child's room.
- **Laugh.** Humor has a way of relieving stress, changing your attitude and improving your outlook.
- **Buy yourself a toy or a book.** Get an item that will help occupy your mind.
- **Smile.** You will get a little joy — and you will receive many smiles in return from others around you.
- **Keep looking forward.** Never look back. Life is always changing, so take it one day at a time.



Patient safety

Verifying your child's identity

Confirming your child's identity is an important part of ensuring your child's safety. Each member of your child's care team will confirm your child's name and date of birth before performing any lab tests, procedures, surgeries or X-rays, and before giving any medications.

Be sure that your child is wearing his or her hospital identification band at all times. Tell your child's nurse immediately if he or she needs a new band.

Cell phone policy

Due to the risk of interference in high machine usage areas, cell phone use is allowed with the following restrictions:

- Cell phones are not allowed during some medical studies due to interruption to the pH probes.
- Maintain a safety zone of three feet (an arm's length) from all medical devices when using your cell phone.

Medication

Tell your child's nurse about all medications your child is taking, including over-the-counter drugs and vitamins or other nutritional supplements. Let your child's nurse know if you brought any medications from home with you to the hospital.

Fall prevention

What you can do to help prevent falls in the hospital setting:

- Supervise your child's activities.
- Walk next to your child and provide support.
- Make sure your child is wearing non-skid socks or slippers when walking.
- Do not allow your child to climb on the hospital furniture or equipment.
- Notify your child's nurse or doctor if your child complains of dizziness or weakness or seems less coordinated.
- Keep your child's bed at the lowest height and make sure that the bed/crib rails are up.
- Make sure the pathway between your child's bed and the bathroom is clear.

Once children are feeling better, they may become more active. Discourage activities such as running and climbing, as they could lead to falls and injuries.



Pediatric Rapid Response Team (PRRT)

The PRRT is an on-call group of pediatric critical care specialists who respond swiftly if a patient is in distress or shows signs of rapid physical decline.

- **Warning signs:** Difficulty breathing, slurred speech, confusion, agitation, chest pain or changes in heart rate or blood pressure.

Family members, visitors, employees and even patients themselves can summon a PRRT if they notice an adverse change in a patient's (or their own) condition.

- **To activate a PRRT:** Dial 0 on any hospital phone and say "Pediatric rapid response team to (patient's name) at (room number)."

Colors of safety

Geisinger Janet Weis Children's Hospital has adopted a statewide patient-safety initiative in which patients wear color-coded wristbands to identify certain healthcare needs. These alert staff, family and other caregivers to your child's needs to ensure the safest healthcare possible.

The color codes are:

- **Neon Green:** Latex allergy
- **Pink:** Restricted extremity
- **Purple:** Do not resuscitate
- **Red:** Allergy
- **Yellow:** Fall risk

Notify your child's nurse if your child falls under any of the above risk categories.

The following colors apply only to Geisinger Health System:

- **Orange:** Anticoagulation therapy
- **Tan:** Communication barrier (e.g., deaf, mute, blind, non-English-speaking)
- **White band with red lettering:** Blood conservation program (procedures done without blood transfusion)

Upon your child's admission to the hospital, remove any wristbands or bracelets that may confuse or distract your child's care providers. If the hospital-supplied wristband breaks or falls off, call your child's nurse to have another reapplied immediately.



Our management team

The management team at Geisinger Janet Weis Children's Hospital consists of:

- **Kim Duffy**, associate vice president of nursing
- **Heidi Cole**, operations manager for Children's 2 and Children's 3
- **Danielle Holderman**, operations manager for the PICU
- **Jason General**, team coordinator for Children's 2 and Children's 3
- **Holly Kasper**, team coordinator for Children's 2 and Children's 3
- **Janelle Sherman**, team coordinator for Children's 2 and Children's 3
- **Nicole Kister**, team coordinator for Children's 2 and Children's 3
- **Ashley Foust**, team coordinator for the PICU

Pain management

We know that seeing your child in pain or discomfort is incredibly difficult. We will do our best to control your child's pain. Here are some tips and resources to help support your child through pain:

- Speak up. Some children will not report pain to their healthcare providers, but will tell their family members. Tell your child's doctors and nurses if your child is in discomfort or pain. Tell us if your child's pain is not improving or is getting worse.
- Tell the healthcare team what words and signs your child uses to let you know that he or she is hurting. Tell them about pain control methods and medications that have and have not worked for your child in the past.

Distraction

Distraction is a great method of pain management (e.g., movies, arts and crafts, bubbles). Ask your child's Child Life specialist for other suggestions.

Activities that can help distract from pain:

- Sing or play music.
- Use bubbles.
- Play with toys.
- Speak or read quietly.



Comfort positions

Comfort holds offer parents and caregivers the opportunity to reduce the pain and anxiety of their children during medical procedures. Ask a nurse which position might be right for your child.

	Chest-to-chest/back-to-chest		
	Suggested for: <ul style="list-style-type: none"> • Blood draws • Exams of the ear/nose/throat • Hand/foot/leg cut • Immunizations 	<ul style="list-style-type: none"> • Injections in the arm or leg • IVs • Nasal tube 	
	Side support	Froggy <ul style="list-style-type: none"> • Catheterizations • Pelvic exams • VCUGs (X-rays of bladder/urinary tract) 	
	Suggested for: <ul style="list-style-type: none"> • Injections in the arm or leg • Lumbar punctures (spinal taps) • Rectal exams 		

Pain scale

Your child's healthcare team may use a pain scale to help us determine how much pain your child is in.

Pediatric pain scale

If this pain scale does not work for your child, please speak to any member of the healthcare team for other pain scale options.

	Severe Prevents normal activities	10	Immobilizing	Needs emergency room, bedridden, unable to move or talk
		9	Severe	Can't think about anything else, can barely talk
		8	Intense	Can't concentrate, finds it difficult to talk
		7	Unmanageable	Can barely tolerate pain, unable to play, nothing seems to help
		6	Distressing	Can't stop thinking about pain, gives up activities due to pain
			Moderate Interferes with many activities	5
4	Moderate			Constantly aware of pain but can continue with normal activities
	Mild Does not interfere with most activities	3	Uncomfortable	Troubled by pain but can ignore it
		2	Mild	Notices pain when not distracted
		1	Minimal	Hardly notices pain
		0	No pain	

Keys to good communication

The following are tips to help you communicate effectively with your child's healthcare team:

Ask questions

- If you have a concern, tell us about it and ask questions.
- Keep a notebook or journal nearby to jot down thoughts, concerns and questions that you want to ask your child's medical team the next time you see them.
- Take notes during conversations with healthcare providers. Include the names of your child's healthcare team and dates that you spoke with them.

Know how you want information presented

- Let your child's healthcare team know if you learn best by seeing, hearing or doing.
- Ask for a break if you feel overwhelmed by information.
- Have another family member or friend attend appointments with you.

Child Life services

Play, family and school are important parts of your child's life. When your child is ill or in the hospital, these activities are disrupted, which can cause fear and anxiety — not only for your child, but for the entire family. The Child Life Department offers programs and activities that teach children and families coping skills, minimize stress and anxiety, promote healthy development, increase self-esteem and reduce fear and isolation, such as:

- **Medical play and procedure preparation** – Through medical play and preparation, a Child Life specialist can help patients and families feel less anxious about medical procedures by educating them about diagnoses, procedures and treatments.
- **Hospital School Program** – Our certified teacher is on staff to help children keep up with their schoolwork.
- **Pet Therapy Program** – Every Monday and Thursday evening, patients and families of Geisinger Janet Weis Children's Hospital can enjoy a visit from some very special dogs that are part of our "Tender Paws" pet therapy program. Ask your nurse or a Child Life specialist how to request a visit. (Patients who are in isolation or who are allergic to dog dander are not eligible for a pet therapy visit.)
- **Play room/game room** – Located on the second and third floors of Geisinger Janet Weis Children's Hospital, these rooms have activities and games for children of all ages. All activity rooms are procedure-free zones where no painful or invasive treatments occur. Check with the Child Life specialist or playroom coordinator to find out what fun activities, special events or crafts are scheduled.
- **Outdoor play deck** – Located off of the play room on the second floor of the children's hospital is a seasonal outdoor play deck. The play deck is generally open from May through September, weather permitting.
- **Neutropenia playroom** – Located on the third floor of Geisinger Janet Weis Children's Hospital, this playroom is for patients with compromised immune systems. Ask your nurse for details.
- **Child Life volunteers** – Volunteers may be available to play with children while parents eat, shower, make phone calls or do other necessary tasks. For more information, speak with your child's Child Life specialist.

Geisinger Janet Weis Children's Hospital gratefully accepts donations of new toys, stuffed animals, games and other toys and items, whether for use in the playroom or as handouts to patients. However, due to safety and infection control policies, a Child Life specialist must approve all donations. We are unable to accept used toys, homemade items or religious materials.

Room accommodations

Call buttons

To call for help or ask questions about your child's care, use the call buttons located on both of the upper bed rails. There is also a call button located on a remote control at the bedside. A nurse will respond as quickly as possible.

Room temperature

If your child's room is too hot or too cold, ask your child's nurse to adjust the temperature. Fans are available, if needed.

Environmental Services

If you have questions about the condition of your child's room, alert Environmental Services by dialing 49860.

In-room telephone service

Free local call in the 570 area code
Dial 9 + 570 + the seven-digit number.

Calling card/debit card
Dial 9 + 0 and follow the instructions on the card.

Collect call
Dial 9 + 0 + the 10-digit number (including area code).

Your child's room phone number
If family or friends want to call your child's room, tell them to dial the phone number assigned to your child's room when he or she was admitted. Or, tell them to dial 570-271-6211 and ask to be connected to your child's room number.

Personal amenities

If you need a toothbrush, toothpaste, deodorant or shampoo, ask your child's nurse.

Laptops and cell phones

Refer to the section *Cell phone policy* on page 8.

Family resources

Family convenience rooms

Family convenience rooms are located on the second and third floors of Geisinger Janet Weis Children's Hospital. On the second floor you will find a refrigerator, microwave and computer. The family convenience area on the third floor has two showers, washers, dryers, a refrigerator and a microwave.

The unit desk clerk on each unit will provide you with free packets of laundry detergent. All food placed in the refrigerators must be dated and labeled with the patient's name or room number. Instructions are on the refrigerators.

Family Resource Room

The Family Resource Room is located on the third floor of the children's hospital. The Family Resource Room provides patients and families access to medical information, support groups and community resources. It is also a place to complete normal daily activities (e.g., paying bills, having family meals, updating family members).

Community Health Library

Located in the lobby of Geisinger Medical Center's Bush Pavilion opposite the Eyewear Center, the Community Health Library provides easy-to-understand health information to help you make informed decisions about your child's health. You can read, browse and search health-related topics and email family or friends.

The Assistive Technology Workstation enables users with special needs, such as low vision or fine motor difficulties, to access health information independently or with the help of library staff.

This service is free and available to the public. The library is open Monday to Friday, 8 a.m. to 4 p.m.

MyGeisinger.org

You can access your child's healthcare profile online at any of the computers in the family convenience areas, the Family Resource Room or the Geisinger Community Health Library. MyGeisinger.org is an online health management tool designed to help you take charge of your health. It is a secure site available for patients of any Geisinger provider. To sign up, visit MyGeisinger.org and click *Register Now* on the right side of the screen.

Extended family and guests

Concierge services

A concierge is available in two locations at Geisinger Medical Center: the main entrance lobby and the main entrance for the Hospital for Advanced Medicine. The concierge is equipped to help out-of-town families with dining, shopping, accommodations and directions. The concierge also connects visitors to on-campus resources, including ATMs, notary, postage stamps, the Community Health Library and shuttle buses.

The concierge is available Monday through Friday from 8 a.m. to 4:30 p.m. Dial 49122 to reach a concierge representative.

Food and beverage

Several dining options include:

- **The Atrium Café** – Located on the lower level of the Hospital for Advanced Medicine. Atrium Café gift cards are also available for purchase. Open 24/7.
- **Subway** – Located on the second floor of the main hospital. Follow signs from the B elevator on Lower Level 1.
- **Café Latte** – A coffee shop located in the main entrance lobby. Open 6 a.m. to 2 p.m., Monday through Friday.
- **Snack cart** – Room to room visits, starting at 2 p.m. on weekdays.
- **Coffee hour** – Check with your child's nurse for availability.
- **Guest trays** – See *Family and caregiver meals* on page 5 or ask your child's nurse for details.

Gift shops

There are two gift shops on the GMC campus:

- **The Abigail Gift Shop** – Located in the Geisinger Medical Center main entrance lobby. Open Monday through Friday, 7:30 a.m. to 7 p.m., and on weekends from noon to 5 p.m.
- **The Miracle Square Gift Shop** – Located in the Geisinger Janet Weis Children's Hospital main lobby. Open Monday through Friday from 8:30 a.m. to 4 p.m.

Mail and flowers

Letters and parcels, which are delivered daily, should be addressed using your child's full name and room number. Flowers are not permitted in the PICU or in neutropenic patient rooms. Geisinger Janet Weis Children's Hospital is a latex-safe zone. Only Mylar (non-latex) balloons are permitted.

Parking

Free parking is available in the main parking lots and parking garage. For your convenience, a shuttle bus can transport you to and from parking areas and hospital entrances Monday through Friday, 6:30 a.m. through 9:15 p.m. Upon request, the shuttle bus will transport you to and from the Pine Barn Inn, the Ronald McDonald House, Geisinger HealthSouth and the Henry Hood Center for Health Research. The shuttle bus does not operate on weekends or holidays. Valet parking is available to the left of the main entrance to the hospital and also at the main entrance at the Hospital for Advanced Medicine.

Security

Security personnel are available 24/7. Tell your child's nurse if you have a security concern.

Guest guidelines

We at Geisinger Janet Weis Children's Hospital believe that family and friends have important roles in a patient's plan of care. Our guest guidelines are designed to help with safety, to enable consistent care of patients and to promote a sense of security.

For the comfort of all patients, we ask that you limit your family and friends to six guests per room (two parents/caregivers and four family members/friends). Each unit reserves the right to limit the number of people based on the needs of the patient. Routine visitation is held between 8 a.m. and 11 p.m. daily. Two adult family members (over the age of 18) may room in. These two family members will be given identification bands. Due to limited space, one family member may room in overnight in the PICU. Due to limited space and high medical needs of postoperative heart patients, parents will not be able to sleep in the Kiwanis Heart Room, located in the PICU, with their child.



Family and friends who do not have an identification band must stop at the front desk to receive an identification sticker. The stickers are good only for the date marked. The sticker must be worn at all times.

Siblings are encouraged to visit during routine visiting hours, from 8 a.m. to 11 p.m.

All visitors must:

- Not visit if they are sick
- Comply with designated visiting guidelines
- Clean hands before and after visiting
- Comply with infection control practices (e.g., wear isolation gown, mask and/or gloves)

Designated hours may be adjusted based upon the patient's condition and unit needs. The staff reserves the right to remove any or all visitors/family from the room or unit for safety reasons. Visitation may vary if isolation is needed.

All visiting family members and friends under the age of 5 need to have a health assessment completed.

We may put reasonable restrictions in place if necessary to protect the patient. This includes the annual restrictions due to RSV (a common respiratory virus), during which time no children under the age of 5 will be allowed to visit a patient, or during severe flu seasons, when no children under the age of 12 will be allowed to visit.

Entering the hospital after hours

After 9 p.m., all doors to Geisinger Janet Weis Children's Hospital are locked. If you arrive after 9 p.m., enter through the Geisinger Women's Pavilion entrance. Immediately before the third set of double glass doors, there is a keypad and numbers listed that correspond to the various floors of the children's hospital. Press the

appropriate number to call the nurses' station for the floor your child is on. The nurse will ask you for your child's privacy code/password that you set during the admission process. You must provide the code/password to get access to the hospital.

Lodging

Ronald McDonald House

The Ronald McDonald House of Danville Inc. is a "home away from home" for families of children being hospitalized or receiving outpatient care at Geisinger Janet Weis Children's Hospital. It is conveniently located on the Geisinger Medical Center campus, beside the Knapper Clinic. Families are asked to pay a fee of \$15 per night. No family is turned away for their inability to pay.

The kitchen is stocked with basic food items and the laundry room is equipped with laundry products. If your child is in isolation, ask your nurse or doctor if you or other family members are permitted to use the Ronald McDonald House facility.

Pine Barn Inn

At the northwest corner of Bloom Street and North Academy Avenue, the Pine Barn Inn has 99 guest rooms and suites. Dining is available in the Pine Barn Inn Restaurant, open daily from 7 a.m. to 10 p.m. Complimentary shuttle service is available on weekdays from the Pine Barn Inn to the main entrance of the hospital. For more information or to make reservations, call 570-275-2071 or visit PineBarnInn.com.

Local accommodations

Many local hotels offer discounted rates for friends and families of Geisinger patients. Please see the next page for a list of other local lodging facilities or call concierge services by picking up the telephone in your child's room and dialing 49122.

Directory

Questions

Our central phone number is 570-271-6211. Here is a list of numbers frequently used by Geisinger Janet Weis Children’s Hospital (JWCH) patients:

- Administration49586
- Admissions16009
- Billing questions 800-640-4206
- Care management16263
- Child Life.15661
- General information16211
- Gift shop16244
- JWCH NICU.16550
- JWCH PICU49200
- JWCH 2nd floor16558
- JWCH 3rd floor16184
- Outpatient pharmacy16451
- Pastoral care 18155 or dial 0
- Patient advocate/action line. 8881
- Privacy office17360
- School program.18956
- Security.16588 or dial 0

Food, recreation and worship in the area

The establishments listed have not been charged for inclusion in this guide. This list is not intended to imply endorsement. Go to VisitDanvillePA.org for more information.

Exercise/gyms

- Muscle and Fitness Factory**570-275-5771
327 Ferry St.
- Curves**570-275-7747
518 Walnut St.

Grocery stores

- Giant Food Stores** 570-271-0455
328 Church St.
- Weis Markets.** 570-275-0999
600 Continental Blvd.

Laundromats

- Danville Laundromat.** 570-275-8806
310 Railroad St.
- Riverside Laundromat**570-275-5500
Route 54

Libraries

- Geisinger Community Health Library**
Lobby, Bush Pavilion
- Thomas Beaver Free Library**570-275-4180
205 Ferry St.

- Community Resource Library**
LL2, near JWCH lobby and turtle fountain

Lodging

- Days Inn**570-275-5510
I-80 and Route 54
- Hampton Inn.** 570-271-2500
I-80 and Route 54
- Super 8** 570-275-4640
I-80 and Route 54
- Pine Barn Inn.**570-275-2071
Pine Barn Blvd. (next to GMC)
- Quality Inn & Suite**570-275-5100
I-80 and Route 54
- Red Roof Inn.**570-275-7600
I-80 and Route 54
- Ronald McDonald House** 570-271-6300
(on GMC campus)

Movie theaters

- Cinema Center**570-387-8516
Bloomsburg
- Point Drive-In Theatre**570-275-9926
Danville (seasonal)

Pharmacies

- CVS Pharmacy**570-275-1811
435 Mill St.
- Giant Pharmacy**570-271-2509
328 Church St.
- Danville Pharmacy** 570-284-4669
229 Mill St.
- Knapper Clinic pharmacy**570-271-8717
North Academy Avenue (on GMC campus)
- Weis Pharmacy**
600 Continental Blvd. 570-275-0999
- Geisinger Pharmacy**
Lobby, Bush Pavilion

Places of worship

- Christ Memorial Episcopal Church**
East Market Street and Pine Street, Danville
 - First Baptist Church of Danville**
20 Brookside Drive, Danville
 - Grove Presbyterian Church**
330 Bloom St., Danville
 - Hendrickson Zion United Methodist Church**
350 Cameltown Hill Road, Danville
 - Mahoning Presbyterian Church**
218 Ferry St., Danville
 - Pillar of Fire Church**
13 Chamber St., Danville
 - Pine St. Evangelical Lutheran Church**
407 Pine St., Danville
 - Saint Joseph Church**
18 E. Center St., Danville
 - Shiloh United Church of Christ**
500 Bloom St., Danville
 - St. Paul’s Emmanuel United Methodist Church**
Pine Street and East Mahoning Street, Danville
 - Trinity United Methodist Church**
306 Lombard Ave., Danville
- Post office**
- United States Post Office**.....800-275-8777
134 Mill St.
- Restaurants**
Full-service (within 1.5 miles of Geisinger Medical Center)
- Friendly’s Restaurant.**570-275-7657
Route 54
 - Fu Star Buffet**570-275-6377
109 Northumberland St.
 - LT Evans**570-275-1310
334 Walnut St.
 - Mom’s Dutch Kitchen**570-275-0840
I-80 and Route 54
 - Perkins**570-275-1529
Route 54
 - Old Forge Brewing Company**570-275-8151
298 Mill St.

- Seidel’s Mardi Gras.**570-275-2215
1416 Montour Blvd.
- Galera Dos Mexican Restaurant** 570-764-6469
654 Bloom Road

Fast food

- Burger King**570-275-1106
145 Northumberland Road
- Dunkin’ Donuts**570-275-3998
Route 11 North
- McDonald’s**570-275-1000
I-80 and Route 54
- Subway, Geisinger Medical Center**
Main hospital, second floor
- Subway**570-275-0211
909 Bloom Road
- Wendy’s**570-275-1090
5 Northumberland St.

Takeout and delivery

The following establishments will deliver directly to the hospital lobby or to patient floors. Some have a minimum order amount to ensure free delivery. Takeout menus are available on each floor.

- Brews n’ Bytes**570-275-5599
- Domino’s Pizza.**570-275-3131
- Fu Star China Buffet**570-275-6377
- Hunter’s Dairy Freez (seasonal)** 570-275-5522
- Original Italian Pizza**570-271-1960
- Unida Pizza.**570-275-6466

Transportation

- Aurora Taxi**570-275-8275
- Joe & Jan’s**570-275-5318

Variety stores

- Beiter’s Department Store.**570-275-0273
255 Mill St.
- Dollar General**570-275-6747
252 Mill St.

Video/DVD rental

- RedBox at Weis Markets.**570-275-0999
600 Continental Blvd.

Patient discharge

Preparing for discharge

Your child's provider will write a discharge order, and you will receive instructions about how to care for your child when you go home. Ask your child's care team questions before he or she is discharged to be sure you understand everything.

Patient billing

We will bill your insurance provider for the costs associated with your child's hospitalization. You will be billed for any outstanding balance. If your child does not have health insurance and you have limited resources, you can apply for financial assistance by calling 800-640-4206.

New prescriptions

If your child's provider orders new medications, you can have them filled at the hospital pharmacy and pick them up at discharge. You can also ask to have them phoned in or electronically prescribed to another pharmacy. Make sure your provider is aware of which pharmacy your prescriptions should be sent to.

Medication assistance

A pharmaceutical reimbursement coordinator is available to help you if:

- Your child does not have prescription drug coverage.
- You cannot afford high-dollar copays.
- Your insurance does not cover a prescribed medication.

Call your case manager for assistance by dialing 17121 or, from outside the hospital, 570-271-7121 or 866-948-4334.

Bedside medication program

The Geisinger pharmacy will fill your prescriptions and deliver them to your child's bedside before discharge. Please inform your child's care manager, nurse or pharmacy representative that you would like to use the MyBedside Rx program to fill your prescriptions.

Convenience is key

- Pharmacy staff will deliver your prescription to your child's bedside. Medication counseling is available by request and will be completed before you leave the hospital.
- We will assist your physicians in coordinating any prescription insurance issues (e.g., prior authorizations). This will prevent delays in starting your medications.
- We can get your child started on medications that your current pharmacy may not have in stock.
- Our inpatient and outpatient pharmacists work together to coordinate your child's discharge medication needs.
- Copay transactions will be completed at the time of delivery.

Resources and forms

Organizations and assistance programs

Camp Victory

At Camp Victory, partner groups with specialized knowledge and training operate camps for children who live with chronic health conditions. Camp Victory hosts more than 22 "user groups" (e.g., cancer, spina bifida, skin disorders, kidney disease). Check out the website at CampVictory.org for a list of various camps.

Early intervention

Children in Pennsylvania with developmental delays and disabilities can benefit from state-supported programs. Pennsylvania Early Intervention programs provide support and services to families with such children, from birth to age 5. Early Intervention builds upon the natural learning opportunities that occur within the daily routines of a child and his or her family. Parents who have questions about their child's development may call the CONNECT Helpline at 800-692-7288.

PA Families Inc

Statewide family network: 800-947-4941 or info@PAFamiliesInc.org

SHINE (Self-Help Information Network Exchange)

An exchange providing information and referrals to support groups in northeast Pennsylvania: 570-961-1234

Right to Education Task Force

Local task forces are available to assist and support students with disabilities and their families: 800-692-7275 or KidsTogether.org/RightToEducation.htm

Pennsylvania Education for All Coalition

A partnership of parents, educators and others working together to support the education of all children: PAEdForAll.org

The Arc of Northeastern PA

Advocates and supports children and adults with developmental disabilities and their families: 570-346-4010 or TheArcNEPA.org

TeenCentral.net

A prevention and intervention resource for teens providing emotional support and appropriate references in a safe environment: TeenCentral.net

Mental Health Association in Pennsylvania

MHAPA works on behalf of mental health through advocacy, education and public policy: mhapa.org

Special Kids Network

Helps parents find resources for their special-needs children: 877-986-4550

Parent to Parent of Pennsylvania

Linking families of children with special needs/disabilities with one another to share experiences and offer practical information and/or support: 888-727-2706



Centigrade (Celsius) to Fahrenheit

Many of the thermometers you buy at the store have centigrade or Celsius markers. This chart helps you convert a centigrade/Celsius (°C) reading to a Fahrenheit (°F) reading.

For example, if your thermometer reads 38.6° C, the temperature is equal to 101.6° F.

35.0° C = 95° F	36.5° C = 97.8° F	38.2° C = 100.8° F	39.7° C = 103.6° F
35.1° C = 95.2° F	36.6° C = 98° F	38.3° C = 101° F	39.8° C = 103.8° F
35.2° C = 95.4° F	36.7° C = 98.2° F	38.4° C = 101.2° F	40.0° C = 104° F
35.3° C = 95.6° F	36.8° C = 98.4° F	38.5° C = 101.4° F	40.1° C = 104.2° F
35.4° C = 95.8° F	37.1° C = 98.8° F	38.6° C = 101.6° F	40.2° C = 104.4° F
35.5° C = 96° F	37.2° C = 99° F	38.7° C = 101.8° F	40.3° C = 104.6° F
35.6° C = 96.2° F	37.3° C = 99.2° F	38.8° C = 102° F	40.4° C = 104.8° F
35.7° C = 96.4° F	37.4° C = 99.4° F	39.0° C = 102.2° F	40.5° C = 105° F
35.8° C = 96.6° F	37.5° C = 99.6° F	39.1° C = 102.4° F	40.6° C = 105.2° F
36.0° C = 96.8° F	37.6° C = 99.8° F	39.2° C = 102.6° F	40.7° C = 105.4° F
36.1° C = 97° F	37.7° C = 100° F	39.3° C = 102.8° F	40.8° C = 105.6° F
36.2° C = 97.2° F	37.8° C = 100.2° F	39.4° C = 103° F	41.0° C = 105.8° F
36.3° C = 97.4° F	38.0° C = 100.4° F	39.5° C = 103.2° F	
36.4° C = 97.6° F	38.1° C = 100.6° F	39.6° C = 103.4° F	

Notes:

Things to remember

Use this for notes and/or to list the things you want to discuss with your child's healthcare team.

Some questions might include

- Care plans
- Concerns
- Family needs
- Insurance
- Next appointments
- Other reports
- Pain management
- Prescriptions
- Referrals
- School forms and notes
- Side effects
- Symptoms
- Test results

Questions:

Medication

Name of medication	Strength	Dosage/frequency	Reason for medication	Time of last dose

Notes:



Geisinger 
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Children's Hospital



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