

Your Child's Hospital Stay



COMMUNITY
REGIONAL
MEDICAL CENTER

As a complement to our excellent patient care, we also pride ourselves on providing a safe, caring and comfortable environment for our patients and their families. You know your child best, so we depend on open communication and consistent sharing of information between you and our caregivers to provide the best care possible for your child.

Our goal is to keep you and your child informed of the planned care and to answer all of your questions. If you or your child have questions or concerns about any tests, medication or treatment, please let us know. We will:

- Consider your child's best interest as the foundation of our healthcare services.
- Establish and maintain a trusting relationship with you and family members.
- Provide care based on the individual needs of your child and their family.
- Provide accurate information and education to families.
- Support the brothers and sisters of your child.
- Keep families together whenever possible during the hospital stay.

By working together, we can achieve an exceptional patient experience for your child. Thank you for trusting us to provide for the healthcare needs of your family. We are honored you chose us.

Sincerely,



Craig A. Wagoner, CEO
Community Regional Medical Center



Table of Contents

1

Your Child's Stay

Visitor Rules	2
Preventing Infection	4
Child Life Services	5
Support Services	6

2

Preparing Your Child

Preparing Your Child for the Hospital	10
Helping Your Child Cope in the Hospital	10
When Parents Need to Be Away from the Hospital	13

3

Frequently Asked Questions

Frequently Asked Questions	16
Your Child's Privacy and Rights	18
Billing and Insurance	20

4

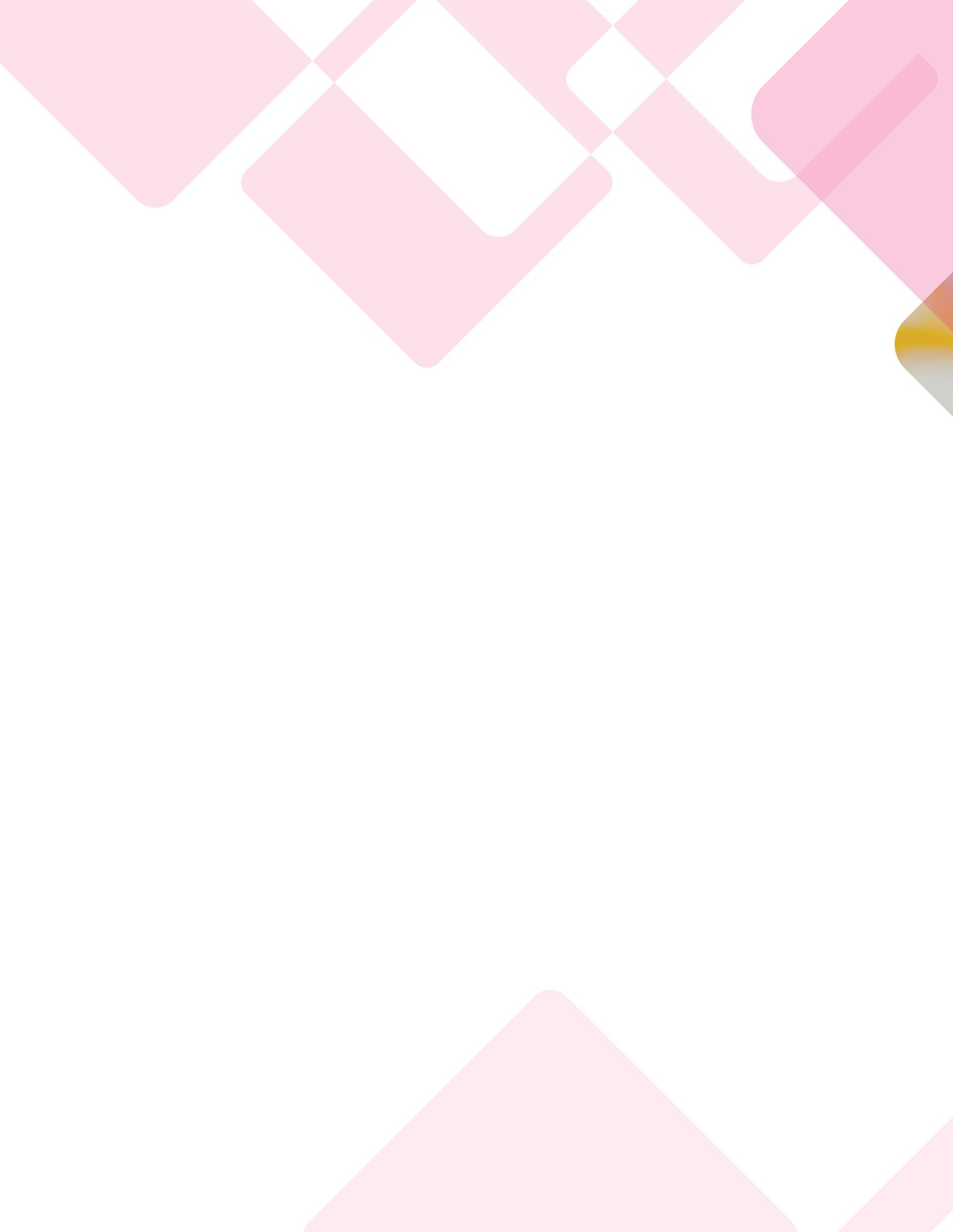
Going Home

Discharge Planning	24
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5

Contacting Us

Phone Directory	28
Notes	29





1

Your Child's Stay

Visitor Rules: Pediatric Units

Security

Your child must wear an ID band at all times for identification. If your child has any allergies, he or she must wear a red allergy band to make staff aware of the allergy. Please do not remove these bands. They are important for your child's safety.

General Visiting Hours: 10 a.m. to 9 p.m. There are limits during flu season.

Rules for Adult Visitors:

- Before visiting the patient care units, visitors must check in at the information desk on the first floor.
- Visitors 18 and older must provide photo ID.
- All visitors must wear shoes and be fully dressed.
- Guns and knives are never allowed on hospital property. All guns and knives given up or found will be properly secured and returned to the visitor when they leave. Anyone found with an illegal weapon is subject to prosecution.
- Parents and guardians have access 24 hours a day, 7 days a week.
- Parents and guardians pick who else can visit the pediatric patient.
- Besides parents and guardians, no more than two (2) adults may visit during visiting hours.
- Please keep your child's room tidy. Please limit clutter so staff can reach your child easily to provide care.
- Please remember that medical care happens around the clock. We may have to keep the lights on at night and may have to make some noise when caring for your child.

Rules for Visitors Under Age 12:

- Visiting children ages 12 and younger must be the patient's siblings or children.
- Adult visitors must supervise visiting children at all times.
- Visiting the hospital for the first time can be scary for young children. A nurse or Child Life Specialist can help prepare patients' siblings or children for their visit.
- Visiting children must be screened for sickness before visiting the hospital.

We May Ask Visitors to Leave:

- If they shows signs of sickness.
- During some procedures, such as surgical procedures at the bedside.
- If the nurse caring for your child may make exceptions or limit visitation based on:
 - Your child's condition.
 - The number of visitors.
 - Noise or disruptive behavior.

We Reserve the Right to Limit Visitation Based On:

- The visitor's behavior.
- The visitor's status as a registered sexual offender.
- Any other circumstances the hospital administration views as inappropriate.

Visitor access will not be limited or denied because of race, color, national origin, religion, sex, sexual orientation, gender identity or disability.



Preventing Infection

Healthy habits prevent the spread of sicknesses caused by germs. Learn, practice and teach healthy habits.

Wash Hands Often

Our hands can carry germs, so it is important to wash them often, even if they don't look dirty. Wash your hands with soap and water for 20 seconds, or use hand sanitizer.

Wash your hands before and after:

- Cooking and eating
- Changing diapers
- Treating a wound

Wash your hands after:

- Using the bathroom
- Coughing or sneezing
- Handling garbage
- Touching an animal or another person's hands

Cover Your Cough and Sneeze

If you are sick, the air that comes out of your mouth when you cough or sneeze can be full of germs. If someone close by breathes in your air or touches a surface that has your germ on it, they can get sick. Cough or sneeze into a tissue or your shirtsleeve, not your hands. Throw away the tissue and wash your hands.

Get Vaccinated

Vaccines can prevent many sicknesses caused by germs. You should get some vaccinations in childhood, some as an adult and some for special situations like pregnancy and travel. Make sure you and your family are up-to-date on your vaccinations.

Stay Home When Sick

When you are sick, stay home and rest. You will get well sooner and will not spread germs.

Don't Share Personal Items

- Toothbrushes
- Razors
- Towels between washes
- Needles
 - use one time
 - throw away in the right container



Child Life Services

Being at the hospital is stressful no matter how old you are. Children need extra support to understand what is happening to them. Child Life Specialists help children cope with fears and worries while they are receiving care at Community Regional Medical Center. The Child Life team is here to support the whole family. They empower parents to help their children cope and to make the hospital a little less scary.

What is a Child Life Specialist?

Child Life Specialists at CRMC have master's degrees and lots of training in how to help children and families cope with their hospital stay. They understand your child's developmental needs and can explain things in a way that puts a child at ease.

A Child Life Assistant may provide bedside play and fun activities for your child. During certain hours, Child Life Volunteers are available to spend time with your child if you have to leave the hospital.

How to Request Child Life Services:

By asking your child's nurse to call "Child Life Services."

Stressful Things for Children and Teens in the Hospital:

- Pain
- Procedures and tests
- Uncertainty
- Strangers
- Overwhelming sounds, sights and smells
- Not being able to eat the things they want
- Change in routine
- Being separated from family and friends
- Loss of independence and control

Your Child Life Specialist Can Help Your Child:

- Know what to expect with tests and procedures.
- Relax and stay calm during procedures.
- Reach milestones and cope with stress through play.

Goals of the Child Life Team:

- To reduce stress and fear.
- To support self-esteem by helping children develop positive coping skills.
- To promote family-centered care and a child-friendly environment.

Support Services

GetWellNetwork

Community Regional Medical Center values our partnership with patients and families. We strive to deliver personalized, high-quality service. GetWellNetwork is an interactive patient care system. It helps us engage with our patients and their families. GetWellNetwork is available on the televisions in patient rooms. GetWellNetwork includes:

- Educational content for children, teens and adults
- Games, movies and entertainment
- A chance to give feedback

This patient-centered approach makes it easy for patients of all ages and their families to stay involved throughout their health care journey. GetWellNetwork is endorsed by the American Hospital Association (AHA).

Language Assistance

Interpreter services are provided at Community facilities 24 hours a day, 7 days a week.

Community Regional Medical Center uses certified in-house interpreters.

- Health Care Interpreter Network (HCIN)
- Language Line (3,000 interpreters and 170 available languages)
- American Sign Language (ASL) services
- Language Ambassadors: These bilingual Community employees volunteer to help patients and families in their native language. Language Ambassadors can help interpret non-medical questions. They wear a special badge to show which additional language they speak. Language Ambassadors speak Spanish, Hindi, Hmong, Punjabi, Farsi, Vietnamese and Filipino.

MyChart

Access Your Personal Health Information. Anytime. Anyplace. Community Medical Centers' MyChart electronic health record is an easy, confidential way to access your medical information online. This free, secure tool allows you to see selected portions of your medical records and view test results, medications, immunizations and allergies using a computer, mobile device or Apple Watch. MyChart does not reflect the complete contents of the medical record.

Social Workers

Social workers can provide guidance to you and your family during your hospital stay. Social services include:

- Counseling
- Information
- Referrals to community agencies
- Emotional support

Teleconference Services

Telehealth is a secure videoconference. Telehealth lets Pediatric Specialists consult with your child's physician without traveling long distances. Telehealth is available in three areas of Community Regional Medical Center: Emergency Department, Inpatient and Outpatient Clinic.

Terry's House

When a critically ill or injured patient arrives at Community Regional Medical Center, family is usually close behind. Terry's House, just across the street from CRMC in downtown Fresno, is our hospitality "home-away-from-home" for families of critical-care patients. Terry's House is funded completely by donations. Terry's House is a place where families can eat, sleep and recharge while they wait to bring their loved ones home from the hospital. Many patients come from outside the Central Valley. If their families must be away from home for a long time, paying for a hotel can be a hardship. Terry's House provides an understanding and supportive environment where families can stay close to their loved one during their time of need.

Facility Services

ATM

There is an ATM inside Café Pistachio.

Café Pistachio

Community Regional's Café Pistachio is open 24 hours a day, 365 days a year. The café offers a coffee bar, snacks, and full breakfast, lunch and dinner entrées. The café is near the main lobby.

Chapel (Meditation Room)

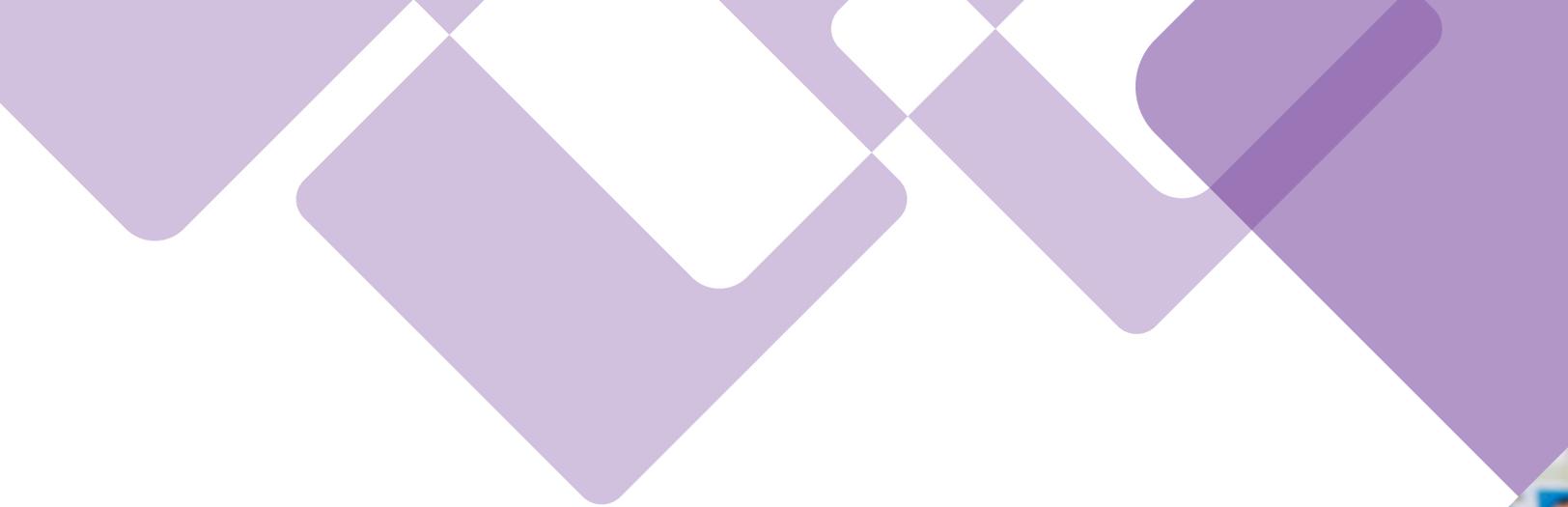
When you need a quiet place to reflect, the Chapel (Meditation Room) is always open to patients, families and visitors. It is on the first floor of the hospital, off the main lobby near Admitting. Please see an Admitting Representative to enter this room.

Outtakes Coffee and Gift Shop

Outtakes Coffee and Gift Shop is in the main lobby of the hospital. Visitors can buy newspapers, magazines, cards, flowers and gifts. Outtakes Coffee is open daily from 6:30 a.m. to 2 a.m. Outtakes offers: Peet's Coffee, smoothies, sweet treats, pastries, sandwiches and much more. Visitors should check with the patient's nurse before bringing any gifts, food or drink into the patient rooms. Some patients are on a restricted diet. If you visit the Intensive Care Unit, please check with the staff regarding any patient gifts.

Subway

The Subway restaurant is inside Café Pistachio. Subway is open 24 hours a day, except for 30 minutes between 5:30 a.m. and 6 a.m. During this time, the registers cannot accept transactions. Subway accepts Visa, MasterCard, American Express, cash and approved Subway coupons. Visitors can also buy Subway gift cards.





Preparing Your Child

Preparing Your Child for the Hospital

Knowing what to expect about their hospital stay will help your child cope with the experience. Be honest; tell your child why they will be staying in the hospital. For example, “Your body needs medicine to get better. This type of medicine is something I can’t get at the store. It is only at the hospital. The doctors and nurses will help me take care of you until you start feeling better. That may take a few days, or even a week.”

Tips for How to Talk to Your Child About the Hospital

- You know your child the best. Are they emotionally ready for the information? Trust your instinct.
- Children often want to know why they have to go to the hospital, how long they will stay, where you will be and whether anything will hurt.
- Be honest but gentle. For instance, if pain is likely, acknowledge that some things might not feel very good, and emphasize that medicine will be given to make it feel better.
- Tell your child that you feel the hospital stay (or procedure, test, etc.) is the best thing to do.
- Encourage your child to ask questions. If you don’t know the answers to some questions, be direct and tell your child you do not know. Tell your child you will do your best to find out the answer.
- Have your child bring a comfort item from home (their favorite blanket, stuffed animal or pacifier).
- Bring pictures of family members and pets to decorate your child’s hospital room.

Helping Your Child Cope in the Hospital

Tell your child where you will be while they are in the hospital. Will you be with them? Will you have to go to work at a certain time, or leave to pick up your other children from school? Be honest with your child and be sure to tell him or her when you will be coming back. Make sure your child knows they will never be alone, even if you have to leave. For example: “After lunch I have to pick up grandpa from work. I will be gone for two hours, long enough for you to watch a movie and paint a picture. Then I will be back. While I’m gone, your nurse will be here to take care of you.”

Helpful Tips

- Remember that YOU are the most important person and source of comfort in your child’s life. YOU are a valued member of your child’s healthcare team and your input is important.
- Keep routines and expectations consistent (behavior boundaries help children feel safe).
- Encourage normal play as much as possible.

Ages 0-2 Years Old:

- Infants are sensitive to their surroundings (touch, tone of voice, sudden movements, new faces).
- The hardest thing for a child this age is being separated from their primary caregiver.
- Change in daily routines (sleeping and feeding schedules) can be upsetting.
- Bring a comfort object (a favorite blanket, stuffed animal, or pacifier) to the hospital.
- Your presence is the most helpful thing to your child. But sometimes you can't avoid leaving the hospital. Leave a piece of clothing that smells like you with your infant.

Ages 3-6 Years Old:

- Bring your child's favorite blanket or stuffed animal to all tests and procedures.
- Preschoolers want to be independent and make their own choices. A hospital stay limits a child's freedom and choices.
- Sometimes children in the hospital regress to younger behaviors (sucking their thumb, being clingy, etc.). A recently potty-trained child may seem to "lose" her toileting skills. Be extra patient and loving during this time.
- A consistent routine is important. Respond to your child's behavior the same way you would at home. Boundaries help children feel safe.
- Imaginations run wild and misunderstandings can lead to fear. Give honest, gentle explanations.
- Medical conversations with the healthcare team should not take place in front of the child. A quiet space outside of the room is better.



Helping Your Child Cope (continued)

- Your child's room should be treated as a "safe space". Procedures should be done in a different room whenever possible.
- Play, play, play! Play is important to your child's health and development.

Ages 7-12 Years Old:

- School-age children are very aware of body changes and appearance. They may be embarrassed during physical exams. Try to give them as much privacy as possible.
- When medical staff enter the room, the child should be included in the conversation. This helps them feel more in control. But serious medical conversations should not take place in front of the child.
- Explanations they can understand help children feel less anxious.
- Expressive activities and opportunities for play can help a child cope with being in the hospital.

Ages 13+ Years Old:

- Body image, physical ability and privacy are big concerns for teenagers.
- Missing school and social events can be upsetting. Encourage siblings and friends to visit whenever possible. See page two (2) for visitor rules.
- Include your teen in all conversations with the medical team, when appropriate.
- Give your teen chances to talk about what is happening and to tell you their worries.

When Parents Need to be Away from the Hospital

Leaving your child in the hospital can be one of the most difficult parts of your child's hospitalization. But you need breaks to take care of yourself and your family. You may need to go home and shower or leave for a day of work. These are normal activities of your everyday life. Tell your child when you plan to leave and when you will be back. Children feel safer when they know what to expect. Tell your child's nurse when you will be back and how to reach you. Leave a number for another family member, if necessary.

Child Life Volunteers are often available to spend time with the patient when you need to be away. Ask your child's nurse if you are interested in this service.





Frequently Asked Questions

Frequently Asked Questions

Can I stay with my child?

- Parents or designated family members (18 years old or older) are welcome to stay with the child around the clock (as long as they do not have a contagious illness).
- Patient rooms include a sleeping chair or bed and a pillow and blanket.
- In order to prevent injury, patients younger than 3 years old must sleep in a crib.
- For safety reasons, you may not sit or sleep in the crib with your child.
- Staff assess your child frequently throughout the night. We will try our best not to disturb you, but may interrupt your sleep when we provide care to your child.
- We encourage you to participate in your child's daily care. Please ask your child's nurse if you have any questions about how to help care for your child.

Can I bring food from home?

- Please remember that your child may be on a special diet.
- Check with your child's nurse before giving him or her any food, especially if you bring it from home.
- If your child is in isolation, the food cannot be taken out of the room.
- Community Regional Medical Center is not able to store or refrigerate any items.



What if I am breastfeeding?

We recognize that breastfeeding is the preferred method of infant feeding whenever possible. The Lactation Specialist works as part of our team to support breastfeeding infants with special healthcare needs and to manage breastfeeding problems. If your child is unable to breastfeed at any time during his or her hospital stay, you can express milk with a breast pump and store it for use when your child is able to eat. We will provide the breast pump and supplies. Expressed breast milk must be labeled with your child's name, medical record number and the date it was pumped. Please inform your infant's nurse of any medication that you are taking at this time due to the crossover into the breast milk.

Schoolwork

If your child's hospital stay is longer than 15 school days, please contact your child's school to keep them informed about your child's hospitalization.

Visiting Hours

General visiting hours are from 10 a.m. to 9 p.m. Siblings of the patient or children of the patient under the age of 12 may visit when it is not flu season. Please check with your child's nurse to ensure visiting children are free from illness that can spread such as coughs, colds or skin rashes.

Balloons

Mylar balloons are safe and allowed in patient rooms. Latex balloons present choking and allergy risks and are not allowed.

Non-Smoking Policy

Community Regional Medical Center adheres to a non-smoking policy within the hospital. However, visitors may smoke outside in designated smoking areas.

Photography Policy

The Marketing and Communications Department is responsible for all camera use on campus in order to protect the privacy and confidentiality of all patients. Patients, parents, guardians and other guests are required to seek prior approval from a member of the Marketing and Communications Department for any photography or filming. All unauthorized camera use will be stopped by hospital police and cameras will be removed. Visitors are permitted to take photos and/or video only of themselves and the patient that they are visiting. They are not permitted to take photos and/or video of other patients. Additionally, visitors are prohibited from taking photos, videos, or recordings of hospital staff or physicians, medical equipment, meetings and conversations with hospital staff or physicians or any provision of treatment. Visitors may not take photos or video of patients posing with Community Medical Center representatives unless the representative has given express consent.

Your Child's Privacy and Rights

Health Information Portability and Accountability Act (HIPAA) Privacy Practices

It's our policy that all patients shall receive a Notice of Privacy Practice no later than the first occasion of service at Community Regional Medical Center or as soon thereafter as possible. All patients will be asked to sign the Acknowledgment of Receipt of the Notice of Privacy Practice. This notice is required by law to inform you of how your health information will be protected, how Community Regional Medical Center may use or disclose your health information and your rights regarding your health information. The notice covers all persons who are employed by the hospital or otherwise provide you with care through our organization. If you've any questions about this notice, please contact Community Regional Medical Center's Privacy Officer at 559.459.2742.

Patient Rights

As a Patient of Community Regional Medical Center, I have the right:

1. To be called by my name and not a number or illness.
2. To be greeted with a smile and treated with loving care.
3. To have my nurse make sure that I am getting the right medicine, and to get it done right away.
4. To know, by name, which doctors, nurses and other helpers will take care of me.
5. To have my regular needs taken care of — like getting a bath — so I can be comfortable.
6. To know where I'm supposed to be before I have to be there, and to have my daily routine stay as normal as possible. To sleep without people interrupting me, to have quiet times during the day, to go to the bathroom if I am able, to have a teacher help me with my schoolwork, and to have my family members and other concerned people with me whenever I need their comfort.
7. To know when I am going to have tests, so I can eat and drink before that time.
8. To make choices whenever possible as long as they don't get in the way of my medical care.
9. To cry, make noise or refuse anything that hurts me or if my family doesn't want done to me. This includes leaving the hospital against my doctor's wishes, unless it's done for my own good and/or something is done to take away the pain.
10. To have my family members with me, whenever they can stay, as long as it doesn't get in the way of my care.



Patient Rights (continued)

11. To have someone who speaks the same language as my family and I to help us understand what is happening. And if someone isn't available, to help my family find someone.
12. To be told what's happening to me and why, and to have all my questions answered in words my family or I can understand in our own language.
13. To know my illness is between me, my family and the people caring for me. It's no one else's business unless I say so.
14. To not have my hands or other parts of my body tied unless it is to protect me.
15. To not have people whispering about me over my bed or out in the halls, unless I know what's happening, and not to have people talking about me as if I weren't in the room.
16. To leave the hospital as soon as possible with instructions from my caretakers on how to keep me healthy at home.
17. To have someone at the hospital answer me when I ask for something.
18. To have the papers that relate to my health be kept private, so that no one will know about me being here or why, unless they have a right to know or my family or I say it's okay.
19. To be treated with the same amount of loving care no matter if I'm a boy or a girl, rich or poor, what color my skin is, whether I go to church, where I come from or who will pay for my visit.
20. To have someone answer questions for my family or I about who will pay for my visit.
21. To be cared for with courtesy and respect for the things I believe, like my faith, heritage, personal feelings and what I think is important.
22. To be safe while I'm here and to be able to call the government if I want someone to protect me or represent me. I don't want to be picked on, abused, or harassed by anybody while I'm getting better.
23. To have someone ask for my permission or my family's permission before I am treated in an experiment.
24. To know the rules that I have to follow while I'm here.
25. To have the adult responsible for me know what's going on with me while I'm here.

Billing and Insurance

We're committed to improving the health of the Central San Joaquin Valley. We treat more patients, offer more services, train more doctors and simply invest more in your well-being than any other healthcare provider in the Central Valley - and we've been doing it for more than 100 years. To maintain this commitment, we must be financially responsible and take a proactive approach to patient billing and collections - but we know financial concerns can affect you, your family and your ability to recover from your medical condition. We understand sorting out hospital bills and payment processes can be confusing so we are available to help.

Contact Our Billing Department:

Monday-Friday

8:30 a.m. to 4 p.m. (Pacific)

Closed legal holidays

559.459.3939

800.773.2223

Sending Your Payment:

Please do not send written correspondence with your payment. When sending your payment, please enclose your statement and a check or money order with your account number written on it. If your insurance company is looking for our remittance address, please call our billing department.

Send Patient Payments to:

Community Medical Centers

Dept 34428

PO Box 39000

San Francisco, CA 94139-3414



Complaint/Grievance Process:

If you have concerns about your care, you may speak to your nurse, department manager, doctor or a Patient Representative about understanding or resolving issues about your rights or responsibilities.

You may file a complaint or grievance with the hospital by contacting Patient Relations. Your submission will be reviewed and you will receive a written response as soon as possible within 30 days. You will be informed of the person to contact, the action taken, the results of the complaint/grievance process and date of completion.

Contact Patient Relations at 559.459.6000 or write to:

Patient Relations
Community Regional Medical Center
2823 Fresno Street
Fresno, CA, 93721

You may also file a complaint with the following organizations whether or not you use the hospital's complaint process:

State of California Department of Public Health
Fresno District Office
285 W. Bullard, Suite 101
Fresno, CA 93704
1.800.554.0351
559.437.1500

To register your complaint with the Joint Commission's Office of Quality Monitoring:

Complaint Hotline: 1.800.994.6610

Complaint Email Address: complaint@jointcommission.org

For More Information, Visit jointcommission.org

Please be assured that your future access to care and the quality of future care you receive will not be affected by contacting Patient Relations or filing a complaint.





4

Going Home

Discharge Planning

Discharge planning begins soon after a child's admission. Parents will be involved in the decision and planning for discharge including home care arrangements, medications and follow-up appointments. Also, case managers may help and/or be involved with the discharge planning and process.

As soon as the attending physician has approved a child's discharge from the hospital, your family will be notified.

Things to Keep in Mind:

- Children must be discharged to a parent or legal guardian. If someone other than a parent or legal guardian will be taking your child home, arrangements must be made in advance with the child's nurse.
- Upon discharge, you will receive instructions regarding your child's follow-up care. We encourage you to review this information with the provider and to ask questions at this time.
- Ask your child's provider any medication questions you may have including the purpose, dosage, delivery, special considerations and side effects your child may experience.
- Write down the number to call if you have questions or problems after you arrive home.
- You will receive a telephone call in the next 1-3 days. Please answer this call. This call is about 2 minutes long with only 5 or 6 questions asked. This call is an outreach from our hospital to ensure you will be able to care for your child safely without any questions once home. It is different than the patient survey that asks about the patient experience and satisfaction, which you may receive at a later time.







Contacting Us



Phone Directory

Community Regional Medical Center.....	559.459.6000
Pediatrics Department.....	559.459.7373
Admitting.....	559.459.2998
Billing.....	559.459.3939
Medical Records.....	559.459.3925
Community Regional Security.....	559.459.6574



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