



COUNTIES
MANUKAU
HEALTH

Kidz First Children's Hospital

Information Booklet for Parent and Caregivers

Welcome to Kidz First Children's Hospital

Your child will have been admitted to either the Medical Care unit (Level 2) or the Surgical Care unit (Level 1)

Sometimes coming into hospital can be a difficult time for you and your family/whaanau as you try to remember all that you have been told. We hope that the following information will help with your admission. The information is in an alphabetical format eg A-Z

Contents

Banking	Laundry
Blue Remotes	Outpatient Clinics
Café/Shops	Phone
Chaplains	Playrooms
Concerns and Feedback	Procedure Room
Doctors Rounds	Meals
Emergency Bell	Multi disciplinary teams
Family/Whaanau Room	Smoking
Fanau Ola	Staying with your child
Fire Alarms	Security and Safety
Going Home	Trains/Buses/Taxis
ID Bracelets	TV's
Isolation	Visitors
Internet Access	Wifi
Kitchens	

Banking: There are money machines available in the front foyer of the Middlemore Hospital.

Blue Remote: You can use this remote to call your nurse, turn the TV on and the light above your bed. Other light switches are outside the door. **The Red button on the wall is for emergency only.**

Café/Shops: There is a public café at the main entrance of Middlemore Hospital; there is also a florist, gift and book shop, chemist and sushi bar. Watch out for markets on Thursday and Friday



Chaplains: Chaplains provide spiritual, emotional and social support for patients, relatives and staff. They are available to any faith or no faith, and respect a person's belief. A Church Service is held each Sunday in the chapel, in the atrium of Middlemore Hospital, all are welcome to attend.

Concerns and Feedback: If you have any concerns or comments about your time in Kidz First, please speak to your nurse or the Charge Nurse Manager. Feedback forms are available at the front desk.

Doctors Rounds: These are in the morning and can vary in time. We ask that you are awake and up and dressed by 7.30am.

Emergency Bell: **Emergency button is Red and is on the wall beside your child's bed,** your nurse will have explained how and why to use this bell.



Family/Whaanau Room: there is a family room on each floor. These can be used for meetings, cups of tea or having a meal together.

Fanau Ola Advocates: Pacific Cultural Resource Unit provides cultural and social support for families admitted to Kidz First. This is to ensure that families feel supported and understand the hospital system. Please ask your Nurse if you wish to speak to a member of this team.

Fire Alarms: On the first Thursday of each month the Fire Alarm will be tested, this will be announced over the speaker.

If there is a genuine fire, your nurse will tell you what you need to do.

Going Home: This can be both a wonderful time and a scary time. Please ensure that you have your discharge information when you leave. It can be helpful to think about how or what you need to manage at home and what you are going to tell people about why you have been in hospital.

ID Bracelets: At all times your child should be wearing an ID bracelet for safety. If your child has an allergy, they will need to wear a blue wristband. Please ask your nurse if your child needs either.

Internet Access: Unfortunately there is no Wi Fi access at Kidz First or Middlemore Hospital.

Isolation: If your child is in isolation you need to check with your nurse whether you or your visitors may access other parts of the unit.

Please use the hand gel before and after leaving the room.

Kitchens: These are available in each pod so you can make tea or coffee or get a drink for your child in hospital. Unfortunately we can not supply drinks for visitors or siblings.

Laundry: There is a small laundry available for families who live out of Auckland or who have no family members in Auckland.

Meals: the patient and one caregiver are provided with 3 meals per day.

Multi Disciplinary Teams: You will meet a lot of professionals who will help your child, it is difficult to remember all our names and what we do. We are happy if you ask us to reintroduce ourselves.

Outpatient Appointments: Out patient appointments can either be at Kidz First Children's Hospital or the *SuperClinics*, please check your letter.

Parking: There is limited free parking for parents (if you child is staying in hospital), please see your nurse or ward clerk to request a parking permit. You will need to display a parking permit and use one of the numbered parking spaces. All visitors and families who have clinic appointments must pay for parking.

Phones: cell phones are a great way to keep in contact with families and friends. We ask that you respect other families in hospital; conversations should not be able to be heard by other families/whanau.

Phones on the wall in the bedrooms are only for incoming calls; please speak to your nurse if you need to make a phone call.

Photos: **Please refrain** from taking photos of children who are not in your family.

Playrooms: There are playrooms on each floor for the children in hospital. Siblings are welcome; staff will need to know who they are and what room they come from. At times, for different reasons, we may ask to limit the amount of time children spend in the playroom or ask that an adult from the family accompanies the child. Being in hospital is often stressful for siblings and their normal routines can often be supportive at this difficult time.

Procedure Rooms: We try as much as possible to complete procedures in the procedure rooms so the bedrooms can remain a safe place.

School: Children can attend school if they meet the criteria, please speak to your nurse or play specialist so we can contact the hospital school on your behalf.

Security/safety: The hospital security is 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 or wallet with you at all times. The hospital cannot accept responsibility for valuables.

Outside of visiting hours the public lift in the Kidz First foyer is controlled by the security officer on duty.

We expect that all families will respect others in this environment.

Smoking: You **may not smoke** in the hospital buildings, outside the buildings or in the car parks. We are a smoke free organisation. If you need to smoke please go across the road to the area beside the railway line. If you are thinking about stopping smoking please speak to your nurse, we may be able to support you.

Staying with your child: We know, that you know, your child best and please know you are welcome stay with your child. Unfortunately we can only accommodate one parent or caregiver at night. Caregivers must be over the age of 16 years.

The bedrooms have been designed that families have a space to stay on the side of the room where the parent bed is located. Nurse will work from the side of the bed, where they have clear access to medical supplies.

There is a bathroom (sometimes this has to be shared with other families) in each bedroom. For safety reasons we ask that you do not close both your door and curtain at the same time.

There will be times that you may need to leave you child. Please let nursing staff know you are going and when you are will be back, these are some things you can do to support your child when you leave

- Tell your child where you are going and how long you will be and who will care for them when you are not here, (the nurse, aunty.....)
- leave contact number
- leave something behind so your child knows you will be back

Te Kaahui Ora Maaori Health Services: advocate and provide support on behalf of and inform parents and patients of hospital services ensuring that their needs are being met and that they fully understand all aspect of their care.

TV's: There are TV's in each patient room and DVDs can be played from the playroom. There are some portable TV/DVD machines available for settling children but they must be shared amongst all children

TV's will be turned off at 9.30pm to allow children to rest. This will help in their recovery.

Trains/Buses/Taxis: Kidz First and Middlemore hospital has good public transport access; timetables are available at the reception desk in the main hospital foyer.



Visitors: Parents/caregivers have 24hour access. Other visitors may visit from 2-8pm. Please use the lifts in the foyer of Kidz First.

If your child is in isolation, we request that only sibling's visit and no other children.

WiFi

The WiFi Hotspot is now live for staff and public across a number of Counties Manukau Health sites. Coverage to all areas is planned by the end of 2015.

The Hotspot provides all users with one hour of free access per day. After this time a nominal fee is charged to cover the infrastructure and service provision costs. You will see posters and brochures about how to connect arriving in your areas shortly. Providing public WiFi supports our goal of providing you a flexible mobility strategy.

If you have any issues with the Hotspot please call our service provider IKS on 0800 888 588 or 0800 888 598. Instructions to use the free wi-fi service

- When you turn on your wi-fi on your mobile device or laptop computer,
- select Hospital-Hotspot from the list of options and
- select Public WiFi 1 hour free.
- You will be able to browse the internet or access your emails.

It is important that any visitors who are or have been in contact with an infectious disease do not visit your child for example flu, measles, mumps, chickenpox, diarrhoea and vomiting as this can affect.

