

MSICU

MEDICAL/SURGICAL INTENSIVE CARE UNIT



WELCOME BOOKLET

617-355-8077

WELCOME TO THE MSICU

THE PHONE NUMBER FOR THE MSICU IS: 617-355-8077
BELOW IS THE LONGWOOD CAMPUS HOSPITAL MAP



TABLE OF CONTENTS

Tab 1: MSICU Basics, Expectations, & Policies

- Check-in
- Visitation
- Siblings
- Cell Phones
- Parent Sleep Space
- Restrooms & Showers
- Personal Belonging Storage
- Family Waiting Area
- MSICU Schedule and Rounds

Tab 2: Care Team

- MSICU Schedule
- Care Team Resources
- MSICU Photo Directory
- Description of Care Giver Roles

Tab 3: How to Keep Your Child Safe

- Confidentiality
- Hand Hygiene
- ID Bracelet
- Infection Control
- Distraction Free Time/Red Zone
- Patient Safety
- Videotaping/Photography Policies
- Preventing Infections on 7 & 8 Berthiaume

Tab 4: Hospital & Family Services

- The Hale Family Center for Families
- Cafeteria/Food Services
- Valet/Parking Office info
- Visitor Badge/ID Office
- Laundry Services
- ATM Locations
- Chaplaincy Services

MSICU INFORMATION AND GUIDELINES

VISITORS

Parents/guardians and siblings are welcome to visit in the Medical/Surgical Critical Care Unit 24 hours a day, 1 parent or guardian is allowed to stay the night at the bedside. You are valued members of your child's care team and are not considered visitors. We ask that you wear a parent ID badge, which you may obtain downstairs in the main lobby at the front. Siblings of any age are welcome. For all others, visiting hours are from noon – 8 p.m. Please allow two visitors at the bedside at a time

CHECKING IN:

To ensure the privacy and security of all our patients, we ask that you stop at the MSICU front desk each time you visit if you are bringing guests or additional family members. The Patient Experience Representative at the front desk will check your parent ID badge and let your child's nurse know you are here. Parents / Guardians will be given a special badge at the ID Badge office and do not need to check in at the front desk.

FOOD:

For Infection control reasons, visitors are NOT permitted to eat food in the bed space. Drinks are allowed. There is a dining area in the Family Waiting Room. You may store your food (labeled with your name and date) in the Family Waiting Room refrigerator. Breastfeeding mothers are welcome to order a tray from the Boston Children's inpatient menu and eat in the Family Waiting Room.

RED ZONE:

To provide a safe environment for all of our patients, we ask for a distraction-free time between 6:45 – 7:45 a.m. and 6:45 – 7:45 p.m. This time allows us to give reports, double-check medications and provide the safest care possible for all of our patients.

MSICU INFORMATION AND GUIDELINES PG.2

CARE TEAM:

We have several specialized support staff available to help navigate resources during your hospital stay. Please ask your nurse or the Patient Experience Representative at the front desk to help connect you with a Social Worker, Child Life Specialist or a member of the Chaplaincy. Resources they can help with include: meal vouchers, parking, places to stay and much more.

FAMILY WAITING ROOM:

Families and guests are welcome to use the Family Waiting Room. You will find a television, a refrigerator and a microwave in this room.

PHONES:

There is a black phone located at each of the bed spaces for parents to use. Directions on how to call out and listen to your voicemail messages are located on the phones.

PERSONAL BELONGINGS:

We encourage you to bring in stuffed animals, blankets, music boxes or pictures for your child. Please label all personal property with your child's name to prevent items from being misplaced.

RESTROOMS:

Visitor restrooms are available across from the Family Waiting Room. There is a shower in the MSICU family waiting room on 8 Berthiaume. You can check in with the front desk to see if it's available.

SAFETY:

Flowers, food, and latex balloons are not permitted at the bedside. **Videotaping and photography of staff caring for your child is not permitted.**

PLACES TO TAKE A BREAK:

The Hale Center for Families is located in the main lobby and offers many resources for families in a welcoming, quiet atmosphere. The Interfaith Chapel is located on the 1st floor of the Hale building. It is open 24 hours a day and offers a peaceful and comforting place for quiet reflection or prayer.

For additional information on our unit and the hospital, please see the Patient Experience Representative at the front desk and our Welcome Booklet located in your child's bedside.

MSICU SCHEDULE

DAILY SCHEDULE FOR TEAMS 1,2, 3, AND 4

6:30 am-7:30 am: Team 3 Surgical Rounds

8:15 am-8:30 am: Unit Bed-control Rounds (Card Flip Rounds)

8:30am-10:30am/11am: Teams 1, 2, & 4 Medical/Surgical Rounds

8:15 pm-8:30 pm: Unit Bed-control Rounds (Card Flip Rounds)

9:00 pm: Evening Rounds

CARD FLIP ROUNDS:

Card Flip or Morning Report occurs daily at 8:15 am and 8:15 pm. This is a time for the four MSICU teams to come together and go over the patient census for that day on the unit. They will also discuss any patients who may be transferred from the MSICU to an inpatient floor or new patients coming to the MSICU.



MEDICAL ROUNDS:

The MSICU has multidisciplinary rounds every day for each patient. During this time, the medical teams discuss your child's status and develop a plan of care to meet the needs of your child.

Parents/Guardians are welcome to attend rounds. Once the team has completed rounds on all their patients, a medical team member will check back in with you and allow time for questions and further discussions.

EVENING ROUNDS:

The MSICU has a separate evening team of doctors. This team of doctors rounds in a focused manner to address specific concerns about a patient's evening medical management. Unlike morning rounds, evening rounds are brief. Parents are welcome to listen in.

CARE TEAM INFORMATION



Throughout your child's stay, there will be many caregivers who will be taking care of your child. There is a picture wall by the Patient Experience Representative front desk where you can see the physician care team for the day as well as the MSICU Leadership Structure.

The Service Week for attendings is 7 days long, beginning on Thursday and ending on the following Wednesday.

TEAM 1 (7B):

Attending, Fellow, Residents

TEAM 2 (8B):

Attending, Fellow, Advanced Practice Providers

TEAM 3 (8B):

Attending, Fellows, Advanced Practice Providers

TEAM 4 (7B):

Attending, Advanced Practice Providers

PICTURES OF OUR STAFF

MSICU LEADERSHIP:



JEFFREY P. BURNS, MD, MPH
CHIEF, CRITICAL CARE



MONICA E. KLEINMAN, MD
ASSOCIATE CHIEF, CRITICAL CARE
CHIEF SAFETY OFFICER, PATIENT SAFETY & QUALITY



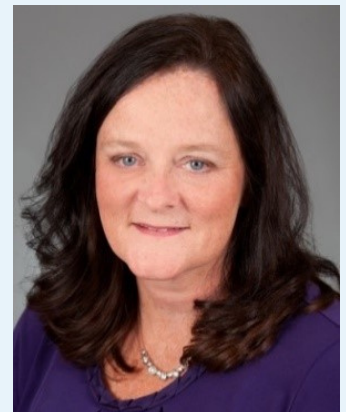
NILESH MEHTA, MD
ASSOCIATE MEDICAL DIRECTOR, MSICU



SALLY VITALI, MD
SENIOR ASSOCIATE, CRITICAL CARE
MEDICAL DIRECTOR, MSICU
MEDICAL DIRECTOR, RESPIRATORY CARE



PATTY HICKEY, PHD, MBA, RN, NEA-BC, FAAN
VICE PRESIDENT, CARDIOVASCULAR & CRITICAL
CARE SERVICES



MARY O'BRIEN, MHA/MSN, CCRN, NE-BC
DIRECTOR OF NURSING AND PATIENT SERVICES



KATE BECLA, RN, MSN, CCRN
CLINICAL COORDINATOR



HEATHER KENNEDY, RN, MSN, CCRN
CLINICAL COORDINATOR



YOUYANG YANG, MD
ASSOCIATE QI DIRECTOR

MSICU ATTENDING:



JEFFREY P. BURNS, MD, MPH
CHIEF, CRITICAL CARE



BEN ALBERT, MD



JENNIFER BLUMENTHAL, MD



DAVID CASAVANT, MD



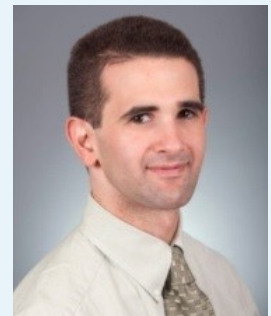
DENNIS DANIEL, MD



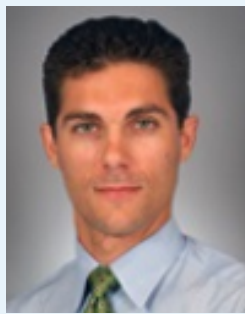
MELODY DUVAL, MD



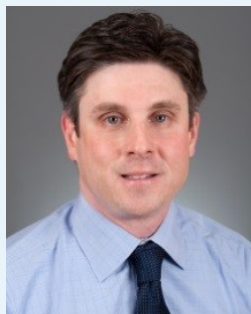
CHINYERE EGBUTA, MD



ALON GEVA, MD, MPH



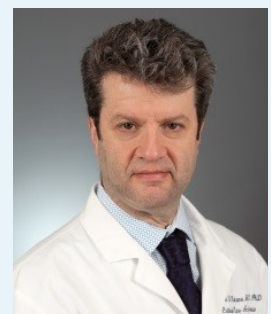
ROBERT J. GRAHAM, MD



DAVID B. KANTOR, MD, PHD



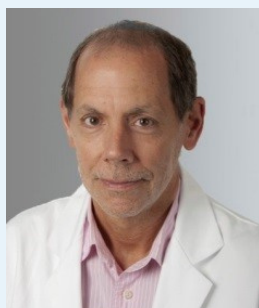
MONICA E. KLEINMAN, MD
ASSOCIATE CHIEF, CRITICAL CARE



DANIEL KOHANE, MD



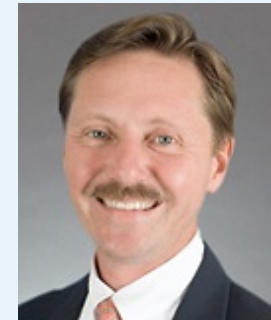
KATE MADDEN, MD



THOMAS MANCUSO, MD



ENID MARTINEZ, MD



MICHAEL MCMANUS, MD, MPH

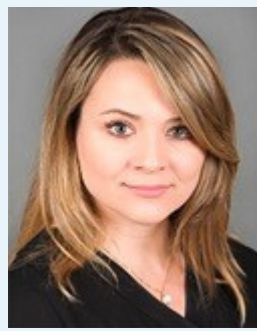
MSICU ATTENDINGS PG.2 :



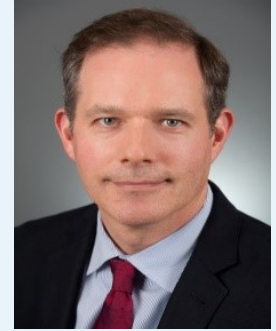
NILESH MEHTA, MD



JILL O'HARA, MD



JENNIFER PEREZ, MD



GREGORY PRIEBE, MD



**ADRIENNE RANDOLPH,
MD, MSC**



SANGEETHA RAO, MD



ANDREW RENUART, MD



JORDAN RETTIG, MD



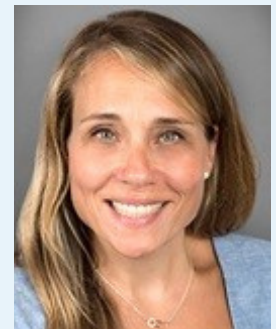
AMY SANDERSON, MD



AARON SPICER, MD, MAS



ROBERT D. TRUOG, MD



MEREDITH VAN DER VELDEN, MD



SALLY VITALI, MD



PETER WEINSTOCK, MD, PHD



TRACI WOLBRINK, MD, MPH



YOUYANG YANG, MD

SURGICAL ATTENDINGS



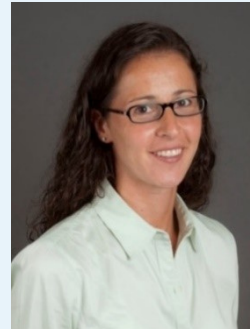
FAROKH DEMEHRI, MD



BELINDA DICKIE, MD, PHD



CHRISTOPHER WELDON, MD, PHD

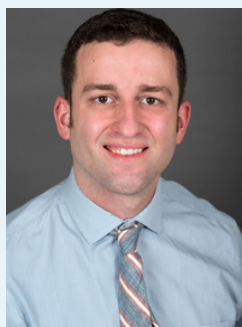


JILL ZALIECKAS, MD, MPH

SENIOR FELLOWS



CAMILLE JUTRAS, MD, MSC



MATTHEW LUCHETTE, MD

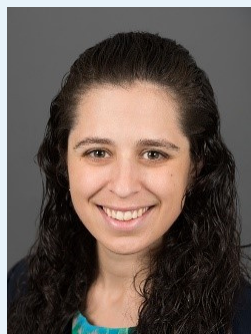


VIRGINIE PLANTE, MD

CHIEF FELLOWS (THIRD YEAR)



NAWARA ALAWA, MD, MPH



ASHLEY SAM, DO

FELLOW LEADERSHIP (THIRD YEAR)



SHANNON LELAND, MD, MPH

SENIOR FELLOW FOR RESEARCH



JILLIAN OLSEN, MD

SENIOR FELLOW FOR EDUCATION



UVARAJ PERIASAMY, MBBS, MD

*SENIOR FELLOW FOR QUALITY
IMPROVEMENT*

SECOND YEAR FELLOWS



NICOLE DUSTER, MD
RESIDENCY: UNIVERSITY OF
CALIFORNIA, SAN DIEGO



KEVIN MORRISON, MD
RESIDENCY: MCGRAW MEDICAL
CENTER OF NORTHWESTERN
UNIVERSITY



LENA SALEH, MD
RESIDENCY: CHILDREN'S NATIONAL
HOSPITAL WASHINGTON, DC



ZACHARY WINTHROP, MD
RESIDENCY: BOSTON COMBINED
RESIDENCY PROGRAM

SURGICAL CRITICAL CARE FELLOWS



NICOLE CIMBAK, MD



EMILY NES, MD



ASHLEY STOECKEL, MD



LENKA ILCISIN, MD

FIRST YEAR FELLOWS



MEERA BASU, MD
PEDIATRIC NEUROLOGY RESIDENCY:
BOSTON COMBINED RESIDENCY PROGRAM
CHILD NEUROLOGY RESIDENCY: BOSTON
CHILDREN'S HOSPITAL



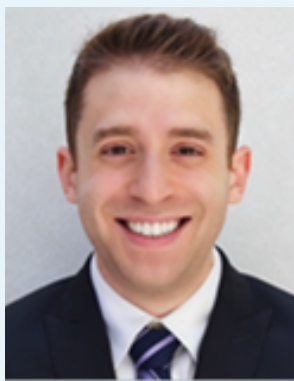
ROBIN CHIN, MD, MPP
PEDIATRICS RESIDENCY: CHILDREN'S
HOSPITAL OF PHILADELPHIA



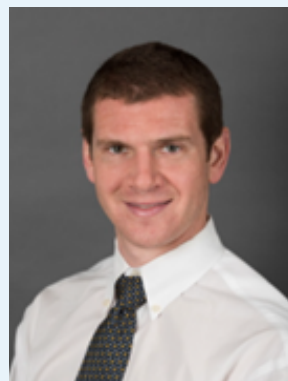
CARL BRITTO, MD, PHD
PEDIATRICS RESIDENCY: BOSTON
COMBINED RESIDENCY PROGRAM



NIBRAS EL SHERIF, MD
PEDIATRICS RESIDENCY: MAYO CLINIC
SCHOOL OF GRADUATE MEDICAL EDUCATION
CARDIOLOGY FELLOWSHIP: MAYO CLINIC
SCHOOL OF GRADUATE MEDICAL EDUCATION



JOHATHAN GABBAY, MD
PEDIATRICS RESIDENCY: BOSTON
COMBINED RESIDENCY PROGRAM



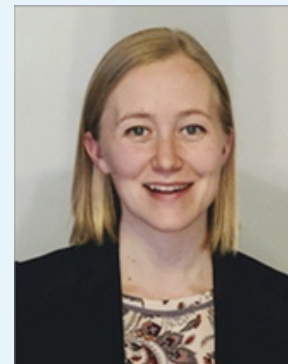
JASON KERSTEIN, MD
PEDIATRICS RESIDENCY: CHILDREN'S
HOSPITAL OF PITTSBURGH
CARDIOLOGY FELLOWSHIP: BOSTON
CHILDREN'S HOSPITAL



JACLYN MARRINAN, MD, MSC
PEDIATRICS RESIDENCY: BOSTON
COMBINED RESIDENCY PROGRAM



RUTH RIEDL, MD
PEDIATRICS RESIDENCY: BAYLOR
COLLEGE OF MEDICINE/TEXAS
CHILDREN'S HOSPITAL



KATHERINE ROSENGARD, MD, MBA
PEDIATRICS RESIDENCY: BOSTON
COMBINED RESIDENCY PROGRAM

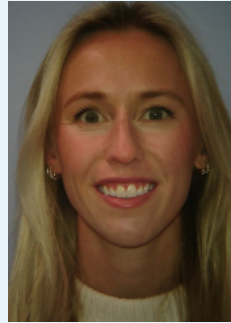
NURSE PRACTITIONERS



**MEGAN ADELSTEIN,
MSN, RN, CPNP**



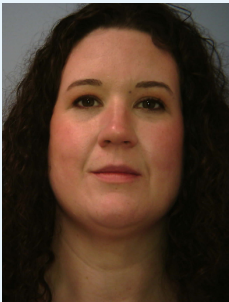
**KIM AGRESTA,
MSN, CPNP**



**CAROLINE BIEHL,
MSN, RN, CPNP-AC**



**MARY (MILLIE)
BRUGGER, CPNP**



**JOANNE
BUTTERFIELD,
FNP**



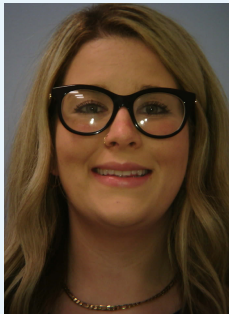
**EMILY
HAMILTON, MSN,
NP-C, CCRN**



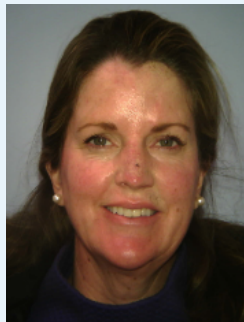
**LILIANA JIMENEZ,
MSN, RN, CPNP**



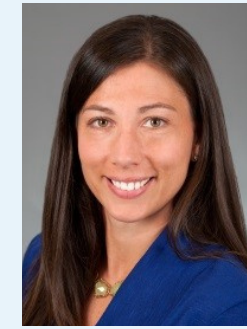
**LISA KEELER, RN,
CPNP-AC**



**HAILEY KENERSON,
MSN, RN, FNP-BC**



**MEAGHAN
MIDDLETON, MSN,
CPNP-PC/AC**



**KATIE ROY, DNP, RN,
CPNP-AC, FNP-BC**



**ETHAN (PAUL)
SCHULER,
DNP, RN, CPNP-
AC/PC**



**TRACY WALTON,
MSN, RN, CPNP**

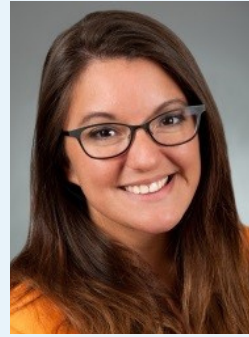
OTHER HOSPITAL SERVICES IN THE MSICU



KATELYN ARIAGNO, RD, LDN
CLINICAL NUTRITION SPECIALIST



SEAN D'ONOFRIO
CLINICAL NURSE SPECIALIST



MEGAN GALLUCCI, BS, CCLS
CHILD LIFE SPECIALIST



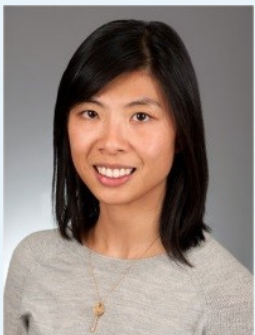
SEERAT KAPOOR, PHARM MD
CLINICAL PHARMACIST, ICU



MARY-JEANNE MANNING
APRN, MSN, PNP-BC, CCRN
CLINICAL NURSE SPECIALIST



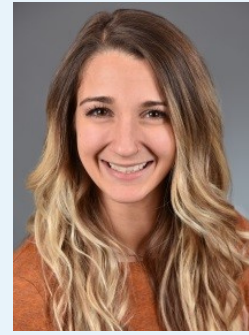
FERNANDA MEDERIOS
RN, BSN, CASE MANAGER



LIZA LI, PHARM D
CLINICAL PHARMACIST, ICU



RACHEL SANTIAGO, MS CCC-SLP
SPEECH- LANGUAGE PATHOLOGIST



MARIAH STEVENS, MS, CCLS
CHILD LIFE SPECIALIST

DESCRIPTION OF CARE GIVER ROLES

Attendings: Also known as Intensivists; doctors who are specially trained in the care and treatment of critically ill patients.

Surgical Attendings: Surgeons who oversee the care plan of a patient who is expecting or has had a complex surgery.

Advanced Practice Providers: Specially trained personnel with advanced degrees who work closely with the intensivists and attendings on clinical care.

Fellows, Interns, Residents: Doctors who have graduated from medical school and are continuing their medical education to specialize in a particular area of the hospital.

Charge Nurse: The Charge Nurse is present for a 12 hour shift and oversees all of the bedside nurses. The Charge Nurse is part of the Code Team, manages bed assignments for new patients, and is the point person for the nurses on duty during that shift.

Registered Nurse: Provides and holds ultimate responsibility for nursing care for patients and their families in the MSICU. These responsibilities include patient assessment, planning, implementation and evaluation for the patients in the MSICU. The nurse attends to the full range of human experiences and responses to health and illness.

Clinical Assistants (CA): Critical members of the care team in the MSICU. CA's work closely with the registered nurse assisting patients and families by supporting personal hygiene and daily living needs; providing comfort, transportation, and vital sign monitoring.

Clinical Nurse Specialist (CNS): A specially trained nurse who works with the ICU team, especially the bedside nurses, to maintain high quality patient care. The CNS's are clinical experts in pediatric critical care and also work with the patients and their families as a teacher and care provider. Unit based CNS's work with the ICU team to assist with providing quality patient care. They round with the medical teams in the morning and are available to provide support to the bedside nurse. Some of the areas in which they are especially helpful include skin care issues, central line care, and medication and pain control issues, and more.

DESCRIPTION OF CARE GIVER ROLES CONT.

Pharmacists: The role of the Pharmacist is to promote safe and effective medication therapy for all patients. They work with each team on the MSICU to decide the best medication to use based on the patient's individual needs.

Respiratory Therapists: ICU Specialists who are trained in caring for patients who have an array of breathing insufficiencies or need ventilator support.

ECMO Specialist: A Respiratory Therapist who specializes in caring for patients who require mechanical circulatory support (heart-lung machine). This therapist will provide constant care of any patient requiring ECMO.

Social Workers: Licensed professional dedicated to integrating the social and psychological needs of patients and families with their health care while they are in the hospital.

Case Manager: The case manager is a nurse who assists in the identification, planning and coordination of all services/resources necessary for patients to be discharged home safely or transition to other health care facilities. This is accomplished through a team approach by direct communication and coordination with the family, health care members and insurance.

Child Life Specialist: Enhance patients' emotional, social and cognitive growth during a hospital stay, giving special consideration to each child's family, culture, and stage of development. They can provide play opportunities to patients to help patients feel safer, express themselves and offer some control over the environment. They use developmental interventions and activities to help patients and families adjust to and understand the hospital and their medical situation including coping support during potentially painful or stressful procedures. They also provide sibling support for siblings near and far.

Speech-Language Pathologist/Augmentative Communication Program: Provides bedside assessment and intervention to enhance patients' communication during hospital admissions. Pending a bedside assessment, Augmentative and Alternative Communication (AAC) tools and strategies may be provided to enhance communication with staff, family, and loved ones.

Pastoral Care Staff: Hospital clergymen and women of varying denominations who provide religious support and counseling to patients and families both through visits to the patient's room as well as participation in religious practices.

HOW TO KEEP YOUR CHILD SAFE

BELOW ARE KEY INITIATIVES TO HELP TO KEEP YOUR CHILD SAFE WHILE THEY ARE HERE IN THE MEDICAL SURGICAL INTENSIVE CARE UNIT.

- 1. Confidentiality-** For patient confidentiality, we kindly ask that visitors stay at the bedside or in the family waiting area and not linger in the hallways.
- 2. Hand Hygiene is VERY important. See below to find out how you can ensure good hand hygiene!**

**VISITORS, PARENTS, AND STAFF
HELP US PROTECT**



OUR VULNERABLE PATIENTS

PRACTICE GOOD HAND HYGIENE!

USE AN ALCOHOL-BASED HAND SANITIZER

- BEFORE AND AFTER CONTACT WITH PATIENT
- BEFORE PUTTING ON AND AFTER REMOVING GLOVES
- BEFORE AND AFTER EATING
- AFTER COUGHING OR SNEEZING

WASH HANDS WITH SOAP AND WATER

- WHEN HANDS ARE VISIBLY SOILED
- AFTER USING THE BATHROOM
- AFTER CARING FOR PATIENT WITH CERTAIN INFECTIONS



Purell- Rub vigorously into hands, covering all surfaces until dry.

Soap and Water- Wet hands first then apply soap. Rub with friction all areas of hands and fingers for at least 15 seconds, then rinse.



3. ID Bracelet: Your child should have an ID bracelet on at all times. If you do not see one on your child, please contact your nurse.


4. Infection Control: Due to infection control issues, no visitors are allowed to have food or eat in the bed space. However, food is allowed in the family waiting room there is a dining area as well as a space to store your food (labeled with your name) in the refrigerator. Breast feeding mothers may order a tray from the BCH inpatient menu and eat in the family waiting room as well for a discounted price. You can inquire about the food voucher with the social worker who may be assigned to your care or the Administrative Assistant at the front desk.

For more information on infection control, please refer to the bedside poster, also found on the next page. Handouts are also located in parent rooms and in admission packets. If you have infection Control Questions or concerns, please let your nurse know.

5. Distraction- Free Time: RED ZONE: Research indicates that distractions can lead to medical errors. In an effort to provide a secure environment for your child and increase safety with high alert activities such as medication preparation/administration and bedside procedures, the healthcare team requests "distraction free time" which we refer as the "Red Zone" during high alert activities.

In the Medical Surgical Intensive Care Unit (MSICU) the following are times that Red Zone (interruption free time) will be activated:

- Shift Sign-out: From 6:45am/pm through 7:45am/pm for nurse to nurse report. As a reminder, an overhead announcement is made throughout the unit and the bedside nurse will remind the parent prior to shift sign-out and answer questions at this time.

- 
- During Medication Preparation and Administration: In the MSICU nurses prepare medications both at hallway medication stations and inside the child's room at the bedside.
 - Preparation/Performance of Procedures at the bedside:
 - Example are:
 - Intubation/Extubation
 - Central line placement
 - Drain placement

Prior to the procedures, the procedure will be explained to parents and time given for questions and answers. It is during the setup and implementation of the procedure that the "Red Zone" is activated.

6. Patient Safety: Flowers and latex balloons are NOT permitted at the bedside.

7. There is NO audio or video recording allowed in the MSICU. Only photographing your child is allowed. You must have consent in order to photograph staff.



Preventing Infections on 7 South



Hand Hygiene is the most effective strategy we have to prevent infection. Staff, parents and visitors should sanitize hands before and after every patient contact. We encourage you to ask hospital staff to sanitize their hands before examining your child.



Central Line Associated Bloodstream Infection "CLABSI"

Did you know? Caring for the line is important for preventing infection.

We keep dressings clean, dry and intact.



We bathe children older than two months with antiseptic cloths once per day.
(These cloths are NOT flushable!)
We avoid using bath basins.

We always scrub the cap before accessing the line.



We limit access and disconnection of lines (cluster labs, change meds to oral forms when possible).

Ventilator Associated Pneumonia "VAP"

Did you know? Germs that grow in the mouth can increase the chance of getting a VAP.

We brush teeth at least every six hours.
We use a toothbrush and toothpaste for children with teeth. For babies and children with sores or bleeding, we use gauze and sterile water.
We clean mouth with swabs and use lip moisturizer as needed.



We raise the head of the bed to 30-45 degrees to prevent aspiration.



Catheter Associated Urinary Tract Infection "CAUTI"

Did you know? Risk for infection increases 5% each day the catheter is in place. Bacteria begin to build up on the inside surface of the catheter within 24 hours.

We always keep the urine collection bag below bladder level, even during transport to/from procedures.



We do not let urine flow back into the bladder.
We avoid handling drainage tubing.

We remove all invasive devices as soon as possible

HOSPITAL AND FAMILY SERVICES

The Hale Family Center for Families: Location- Main Lobby: 617-355-6279 (phone)

The Hale Family Center for Families is dedicated to supporting patient families through their experience at Boston Children's Hospital. They collaborate with other departments and provide patient families with assistance navigating the hospital, resources, education, and information.

HOURS OF OPERATION

MONDAY-FRIDAY: 8AM-7PM

SATURDAY AND SUNDAY: 9AM-5PM

HOSPITAL HOLIDAYS: 9AM-1PM

Here are just a few of the *Center-based Resources* that they have to offer:

1. **Children's Activity Space:** Houses a variety of activities including books, videos, and games.
2. **Library:** Lends books on medical and developmental topics for children's and adult books, movies, and video games to hospitalized patients.
3. **Family Wellness:** Meditation, reiki, gentle yoga, massages (available for patients and their caregivers. Call 617-919-4319 to make an appointment).

Center-based Programs:

1. **On- Site Accommodations:** Booked out of the Hale Family Center for Families, 17 individual parent sleep spaces are located within the hospital for patient families with a patient in an intensive care unit. See your Social Worker for more information.
2. **Parking Program:** Parking for income eligible for inpatient families.
3. **Patient Family Housing:** Provides affordable accommodations for up to 35 families while their children receive the care and treatment they need. The program offers housing at two different locations: The House on Autumn Street and the Yawkey Family Inn. Inquires and reservations can be made by phone from 8:30am-4:30pm by calling 617-919-3450.



CATERING/FOOD SERVICES

COME EXPLORE OUR NEW CAFETERIA OPTIONS WITH THE TIMES OF OPERATION LISTED BELOW:



Chef's Playground- Monday-Friday
Breakfast: 6:30am-10am
Lunch: 11:00am- 2:00pm



Comfort- Monday-Friday
Breakfast: 6:30am-10:30am
11:00am-2:00pm



Subway- Every Day
Mon-Fri: 11:00am-6:30pm
Sat-Sun: 11:00am-6:30pm



Starbucks- Every Day
Mon-Fri: 6:00am-7:00pm
7:00am-6:00pm



Guilt Free Grill- Every Day
Breakfast: Mon-Fri: 6:30am-10:00am
Sat-Sun: 8:00am-10:00am
Lunch: Mon-Fri: 11:00am-6:30pm
Sat-Sun: 11:00am-6:30pm



Regina Pizzeria- Every Day
Mon-Fri: 11:00am-6:30pm
Sat-Sun: 11:00am- 6:30pm



Salads- Every Day
Mon-Fri: 11:00am-6:30pm
Sat-Sun: 11:00am- 6:30pm



Au Bon Pain
Open 24 Hours a Day for patients,
families, and employees.

- There are food vouchers available for those who qualify, inquire with the social worker who is assigned to your care to see where they can be used.
- Breast-feeding mothers are eligible for TWO meals or vouchers a day (a \$7.00 value). You can call the cafeteria by dialing extension 5-FOOD from a hospital phone and they will deliver the tray to the MSICU front desk. Food must be eaten in the Family Waiting Area.

VALET/PARKING OFFICE INFO:

PATIENT PARKING PROGRAMS:

1. Self Park: Patient and Family Garage and the 333 Longwood Garage

The Boston Children's Patient Family Garage is located directly across the street from our main entrance at 300 Longwood Ave. The garage is on the corner of Longwood Avenue and Blackfan Street with the entrance located on Blackfan Street. The closest address for the garage entrance is 31 Blackfan Street.

The 333 Longwood Garage is located one block from our main entrance at 333 Longwood Ave. The garage is on the corner of Longwood Avenue and Binney Street. The closest address for the garage entrance is 83 Binney Street.

The garages are open 24 hrs a day with reduced-rate validated parking available for patients and parents. The validated rate for both garages is \$10 for up to 24 hours (or one exit).

Parking tickets can be validated at the following Boston Children's locations:

- Main Lobby Desk: Monday through Friday, 6am to 11pm; Saturdays, Sundays, and Holidays 7am to 10pm
- Emergency Services: open 24hrs a day, seven days a week (Parking validation for emergency patients only)
- A limited number of clinics have validators located in their reception areas. Please ask about parking validation when you check in for your appointment.

2. Valet Parking Services

Valet Parking is available 24 hours a day at the main entrance of the hospital (300 Longwood Ave.) Normal garage rates apply and there is an additional \$5 charge for valet services. Vehicles with handicap placards are waived the additional \$5 charge for valet, but normal garage rates still apply.

Reduced rate validation is available for patients and parents using valet services with a maximum charge of \$15 for up to 24hrs. Validation for valet parking is available only at the Main Lobby Reception Desk and in the Emergency Services Department.

3. In-and-out parking

Keep your paid parking receipt and you can use it as a voucher for free same-day parking if you enter and exit the Patient Family Garage again before midnight. Just present your original paid receipt to the parking cashier when you're ready to leave again, and there will be no additional charge for your second visit up until midnight on the same day. Some restrictions apply.

4. Family-extended stay parking

Long-term visitors with a minimum of a three day stay can enroll in the Family Extended Stay Parking program and be issued a parking pass to enter and exit the Patient Family Garage without needing to visit the cashier station. Consecutive days can be added for \$10 per day with a minimum purchase of three days (\$30) and week-long cards can be purchased for a discounted rate of \$60 each (seven days for the price of six). With the Family Extended Stay Parking Program you are free to come and go as many times as you wish during the time period purchased. Some restrictions apply. Please visit the Boston Children's Information Desk or the Parking Office with your parent ID to purchase a Family Extended Stay Parking card.

5. Other Boston area parking options

Keep in mind that patient validation is available only at the Patient Family Garage located on the corner of Longwood Avenue and Blackfan Street and the 333 Longwood Avenue Garage located at 333 Longwood Avenue, non-patient visitors interested in other parking options might consider either the 375 Longwood Ave. garage (three blocks from the hospital) or the Center For Life Sciences garage (a block away at 3 Blackfan Street).

Listed below are sample rates for these two garages. Please keep in mind that all rates are subject to change:

375 Longwood Ave. garage

- \$12 for up to four hours
- \$25 for up to six hours
- \$31 for up to 24 hours

Center For Life Sciences garage

- \$22 for up to four hours
- \$28 for up to six hours
- \$40 for up to 24 hours

Phone ID Room:

The Photo ID Room is located in the Main Lobby of the hospital next to the information desk. Families can pick up visitor ID's at the ID Badge office located next to the Information Desk in the Main Lobby. If the ID badge office is closed, you will receive a temporary badge from the information desk.

Room MA 093-094***Hours of Operation:***

Monday-Friday: Parents 8am-3:45pm

Weekends/Holidays: 10:30am-3:45pm

Laundry Facilities:

Laundry facilities are located on Farley/first floor near the Farley/Pavilion elevators and the Garden Conference Room. You can go to the Hale Center for Families to obtain laundry key and detergent.

ATM Locations:

Within the Hospital: Bank of America and Citizens Bank ATMs are located across from the Fegan elevators on the 1st floor. There is also a Bank of America located at 333 Longwood Avenue across from the main entrance of the hospital.

THE CHAPLAINCY AT CHILDREN'S



Celebrating each person's spirit, courage, and hope in every season

The Spiritual Care Department serves the many constituencies within Boston Children's Hospital- our patients, families, caregivers and staff- by providing spiritual care and support that cultivates healing, wholeness and honors the dignity of each person.

Spiritual Care is not always about religion. Chaplains are trained to help people gain strength when exploring meaning and purpose, when facing isolation and lack of control, or when, in difficult situations, they struggle with long held beliefs.

What Chaplains offer patients, families, and staff:

- Supportive visits
- Compassionate listening
- Assistance in observing faith practices in the hospital.
- Rituals and sacraments when requested.
- Prayers of hope, healing, comfort and peace
- Consultation about a religious tradition or its ethical perspective
- Conversations about spiritual strengths, spiritual practices/coping skills and potential spiritual distress.
- Confidential support for staff

Contact Us

- Utilize the chaplain ON-CALL NOW option in the paging directory.
- Call the page operator at 617-355-6363

Our chapel, a quiet place

A peaceful multi-faith chapel is located on floor one in the Hale building and is always open. All are welcome to use this space for their own prayer or meditation. Scripture is available in the chapel as well as a prayer box for written prayers. Service times are posted on the chapel door. For other religious observance needs, chaplains can be requested for assistance.



CHAPLAINS- HONORING EACH PERSON'S SPIRIT, COURAGE, AND HOPE



REV. ROSS GOODMAN
DMIN



RABBI SUSAN HARRIS
MHL, BCC DIRECTOR



REV. ANN HAYWOOD-BAXTER
MDIV, BCC



SHANNON KIN
MDIV, BCC



REV. BETH LOOMIS
MDIV



HOBSON LOUIS
MDIV, BCC



IMAM IBRAHIM SAYER
MA, BCC



REV. MICHELE TORRES, MA
MHC, MDIV, BCC



MELISSA VELA, MDIV, BCC