

Welcome to Boston Children's Hospital



Whether your visit is planned or unexpected, your first time walking through our doors or your fiftieth, we are grateful that you have chosen to put your trust in us. We are here to help.

On behalf of all of us at Boston Children's, please know that we are here for you. Your safety, health, and well-being is our top priority.

Warmest regards,

A handwritten signature in blue ink, appearing to read "Kevin Churchwell".

Kevin Churchwell, MD
President and CEO

The safety of our patients, families and staff is our priority

Here's how you can help:



Speak up for safety. As our partners for safety, we encourage you to let a team member know any concerns you may have.



Wash your hands with soap and water or use Purell frequently.



Follow hospital masking guidelines and wear a hospital provided mask when and where asked.



Make sure the patient has their identification bracelet with them at all times.



Respect our requests for a Distraction Free Zone to improve safety of our patients during medication administration, procedures, and shift changes.



Parents/guardians/visitors of patients with contagious illnesses (COVID-19, flu, norovirus, etc.) **may be asked to follow special precautions.**



Wear a parent/guardian/visitor identification badge at all times.

After your visit or stay at Boston Children's, you may receive a survey about your experience. Your feedback is important and we hope to hear from you.

Patient, Family and Visitor Code of Conduct



At Boston Children's, our core values of kindness, respect, inclusivity, and teamwork are at the heart of everything we do. We expect all our staff, patients, families, and visitors to follow this code of conduct to support a safe and respectful environment for all:

NO disrespectful, aggressive, abusive, or violent behaviors including:

- Offensive or discriminatory comments about personal traits or identities
- Yelling, swearing, physical, or verbal threats
- Sexual or vulgar words or actions
- Refusing care based on personal traits or identities

NO purposeful disruption or obstruction of a patient's care or experience

NO photos, videos, or recordings without permission from staff

NO weapons or firearms

NO illegal drugs, marijuana, or alcohol

NO smoking, vaping, or use of tobacco products

If you violate these expected behaviors or pose a safety concern, we may:

- Call security and/or law enforcement
- Ask you to leave the patient care area or the facility

If you witness or are the target of any of these behaviors, please tell a staff member immediately.

Español



Português



Haitian
Creole



عربي



中国人



Your Stay at Boston Children's



Medical Rounds

Rounds are when doctors and other team members visit each patient to talk about how they are doing. They usually talk with the patient and/or caregiver about the plan of care. Most rounds happen in the morning yet there is no set schedule.

Patients, parents, guardians and caregivers bring valuable knowledge to care conversations. We encourage you to join rounds conversations to share information and ask questions.

The Hale Family Center for Families

A great place to access programs, services and guidance during your hospital stay. Come get a cup of coffee, use our computers, conference rooms and more.

- Monday–Friday: 8 a.m.–7 p.m.
- Saturday & Sunday: 9 a.m.–5 p.m.
- Main Lobby, Ground Floor

Patient and Family Resources

Staying Overnight

Sleeping arrangements may be available for one parent/guardian/caregiver in the patient's room. For sleeping options outside of the hospital, stop by the Hale Family Center for Families or visit bostonchildrens.org/stay.

Inpatient Room TV

The TV in your room connects to "Get Well," our interactive technology for education, communication and fun. Get Well aims to engage you and your child in the health care experience and improve your overall experience during your stay with us. The patient's care team may assist you with Get Well.

For Breastfeeding Parents

Boston Children's Hospital supports breastfeeding/chest-feeding and the use of Human Milk. Private lactation rooms and breast pumps for bedside use may be available.

Speak with your nurse for help with proper storage of breastmilk. We invite breastfeeding parents to order meals from the patient kitchen to be delivered to your patient room.

Fresh Food Court Menus

We offer a variety of menus to suit your dietary needs. Please ask your nurse for the menu that is right for you.

Patient Food Orders

- For patient meals, please dial 5-FOOD (5-3663) from your room phone or 617-355-3663.
- State the patient's name and room number.
- Please confirm the patient's diet needs with their nurse and communicate that to the 5-FOOD operator.

Additional Information

See "Helpful Information for Your Stay" for:

- Fresh Food Court hours
- Patient parking information
- Laundry
- Family Wellness Program
- Local accommodations

Visitor Policy

The visitor policy may change often as we work to keep our patients, families and staff safe.

- Visiting hours are from 12 p.m.–8 p.m. (except for parents/guardians).
- To provide an environment for rest and recovery our inpatient units practice quiet hours each afternoon and overnight.
- Visitors may be asked to wear a hospital provided mask for safety.
- Visitors should wash their hands every time before entering or exiting the room.

Documents and Information

- Patient, Family, and Visitor Code of Conduct
- Rights and Responsibilities for Patients, Patient Representatives and Families
- Notice of Privacy Practices
- Caregiver Authorization Affidavit
- Health Care Proxy
- Medical Information Release



You may access forms and information about your visit/stay at bostonchildrens.org/legal, or request a printed copy at any time.

Helpful Information for Your Stay



During a stay at Boston Children's Hospital, there are many people and services available to encourage, support, and guide you. Here are some tips for patients, parents, guardians and caregivers.

ID Badges

Parents/guardians/caregivers can get an ID badge at the Main Lobby information desk when a patient is admitted. Please wear the badge where it's visible when you leave your patient's room. You'll need your badge to get into your patient's unit and to use the elevators.

Paper badges expire, so please renew the badge each day or trade it for a photo ID badge at the Badge Office (next to the Information Desk).

Parking and Transportation

The Patient Family Garage is at 2 Blackfan Street, directly across the street from the hospital's main entrance. Valet parking is also available 24 hours a day at the main entrance.

- Validate your parking ticket at the Information Desk in the main lobby to get a reduced daily parking or valet rate.
- Vehicles with handicap placards are waived the additional charge for valet, but normal garage rates still apply. If you leave and reenter the garage before midnight, you can use your original paid parking receipt as a voucher for free same day parking. Show your receipt to the parking cashier.
- Visitors staying at least 1 week can enroll in the Family Extended Stay Parking program.
- Visit the cashier in the Patient Family Garage with your parent/guardian/caregiver ID badge.
- You may be eligible for financial help with parking, based on your income. Ask about this in the Hale Family Center for Families



617-355-6251

parking@childrens.harvard.edu

Hale Family Center for Families

The Center is located on the ground level ("B" in the elevators), near the main entrance to the hospital. Stop by for free coffee, to use the computers and conference rooms, and to learn about the Center's many programs and services.

Center staff are available to welcome you 7 days a week:

- Mon–Fri: 8 a.m.–7 p.m.,
- Sat–Sun: 9 a.m.–5 p.m.

617-355-6279

center.families@childrens.harvard.edu

Food

Meals and snacks are available at the hospital. There are also many food options nearby.

Hospital menus are available in many languages and for specific dietary needs (allergy-friendly, kosher, halal, gluten-free). Ask a nurse for a menu that's right for you.

Meals are free for patients and breastfeeding parents. Ask a care team member for information.

- Call 5-FOOD from your patient's room or 617-355-3663 to place food orders from 6:30 a.m.–7 p.m.
- Please let the 5-FOOD operator know any dietary requirements.

Nourishment Rooms (kitchens) or Family Lounges on inpatient units may have a limited supply of snacks and drinks along with microwaves. Please ask your care team for details.

The Fresh Food Court is on the ground floor of the hospital and features several eateries/cuisines. Open 7 days a week:

- 6:30–10:30 a.m.
- 11 a.m.–7 p.m.

A café, located in the Main Lobby next to the Hale Family Center for the Families.

Starbucks at the entrance to the Fresh Food Court is open:

- Mon–Fri, 6 a.m.–7 p.m.
- Sat.–Sun., 7 a.m.–6 p.m.

Nearby grocery stores

- Star Market, 33 Kilmarnock St.
- Stop and Shop, 1630 Tremont St.
- Trader Joe's, 1317 Beacon St.

The Longwood Galleria, 350 Longwood Ave., has many shops including a pharmacy, barber shop and a food court.

Many restaurants are within walking distance.

Laundry

Free, self-service laundry facilities are on Farley 1 and on each patient floor in the Hale Building. Free laundry detergent is available in the Hale Family Center for Families.

Places to sleep

When a patient is hospitalized overnight, 1 parent/guardian/caregiver may stay with the patient in their room. Chairs in most patient rooms fold out into cots. Some rooms have beds built into the window alcoves.

For sleeping options outside of the hospital, visit [bostonchildrens.org/stay](https://www.bostonchildrens.org/stay) or stop by the Hale Family Center for Families to learn more about our Patient Family Housing Program and community partnerships.

Take a break

Remember to rest, eat, drink plenty of water and ask your nurse if you need a break from bedside. You can visit:

- Outdoor gardens on the 1st Floor, 11th Floor (Main Building) or 1st and 12th Floors (Hale Building) offer a breath of fresh air. There are also two indoor garden spaces located in the Hale Building on Floors 8 and 10.
- The Multi-faith Chapel on the 1st floor of the Hale Building, for a quiet place for reflection and meditation.
- A Family Resource Room or family lounge.

Your care and well-being

We care about your well-being and want to make you as comfortable as possible while you are here. Please ask your nurse for items that you need to take care of yourself.

- Blankets/towels, a toothbrush, hair and skin care products and more are available.
- The Family Wellness Program offers free chair massage, Reiki, yoga, gentle stretching and other relaxing activities for parents/guardians/caregivers of hospitalized patients. Call 617-919-4319 to sign-up. Ask your nurse about services available.

- Your in-room TV offers "Get Well" for you to access educational videos, soft music and beautiful images. Also, Channel 19 has live, interactive programming from the hospital's own Seacrest Studios.
- BodyScapes Fitness, one block away at 77 Avenue Louis Pasteur, offers free access with your active parent/guardian ID Badge. Enjoy a free workout and shower.
- Privacy and support for breastfeeding parents is available at the hospital. Ask a care team member for information.
- Cell phone charging stations are available at the hospital.
- Find walking and running paths throughout the Emerald Necklace parks near the hospital.
- The Museum of Fine Arts and the Isabella Stewart Gardner Museum are also within walking distance.
- Walking maps of the area are available in the Hale Family Center for Families.

Get support

Ask to connect with someone in:

Social Work for emotional support, advocacy, and referral to services and programs to promote family wellbeing.

Case Management for the coordination of medically necessary care at home and in the community.

Spiritual Care for support facing uncertainty.

Child Life to help you/your patient understand the hospital environment and cope with medical procedures. Your child life specialist can also connect you with support programs, like:

- Artists in Residence
- Laughter League Clown Program
- Pawprints, Animal Assisted Activity Program
- Seacrest Studios
- Volunteers

Music Therapy, working as a part of your care team, to help you/your patient with music interventions during procedures, developmental care and for coping support.

Interpreter Services to help communicate your needs and understand information about your patient's medical care if English isn't your primary language.

The Way Home



No matter how long you stay with us, we want you to feel confident and ready when it is time to go. Here are some helpful steps for a smooth transition home.

Not all items will apply to everyone.

Medications

- Confirm care team has your preferred pharmacies
- Learn when and how to give medications
- If helpful, use the Medication Schedule in the Discharge Passport
- Pick up and double-check medications

Caregiving at Home

- Prepare home for caregiving needs
- Know the plan of care (nutrition, medication, etc.)
- Know what to look for and contact details for concerns after you leave
- Schedule follow-up appointments
- Share information with other caregivers

Education

- Sign up for the MyChildren's Patient Portal
- Confirm care team has primary care provider information
- Watch/read assigned education

Medical Supplies and Services

- Work with Case Management to get supplies and services when recommended by your care team

Logistics

- Arrange transportation and confirm safety equipment
- Pack up belongings
- Review, understand and sign discharge paperwork

If you have any questions during your stay, please ask!



For more details, download the Discharge Passport at bostonchildrens.org/sites/default/files/2024-04/patients-families-discharge-passport.pdf or ask for a printed copy at the front desk.