



Woman's

exceptional care,
centered on you

family guidelines

**Newborn and Infant
Intensive Care Unit**

Welcome!

Having a baby can be one of the most joyous moments in your life. When the unexpected happens, all of us at Woman's are here to meet your baby's special needs as well as support you. You and your baby will get the best care available; since 1968, Woman's has helped families like yours through every aspect of pregnancy and caring for newborn babies.

You are a vital part of our team, because without you, your baby's care is not complete. We want you to be involved in your baby's care. If you are not sure how, we will help you figure that out.

Our goal is to help you know your baby and to prepare you for taking your baby home. You will receive a baby care guide and a list of learning opportunities. These tools will introduce you to the unit and help you understand the care your baby is receiving. As you review the guide, we encourage you to write notes and questions you may have.

In this booklet, you will learn more about family presence and visitor guidelines. In the coming days, we will talk with you about our parent partnership agreement. We are an intensive care unit, and all of these guidelines have been put in place for your baby's safety.

We are dedicated to our center's mission of "working compassionately with families to provide excellent care," and we want to thank you for choosing Woman's.

Sincerely,

Your Newborn and Infant Intensive Care Unit patient care team

Family Guidelines for the NICU

Hand Washing

This is the most important thing we all must do to keep your baby healthy.

If someone forgets to wash their hands or use hand sanitizer, please remind them.

Remove Jewelry First

Large, bulky jewelry can give germs a place to hide, even after hand washing.

- Please remove bulky jewelry before you wash your hands.

Wash

All family and visitors must first wash their hands at the scrub sink.

- Wash hands up to the elbows for 15 seconds with soap and water.

Hand Sanitizer

• Germs are all around you. Your hands can pick up germs from your phone, clothing, purse, computer, etc.

- **Use hand sanitizer before and after touching your baby.**
- Remind everyone to sanitize their hands before they touch your baby.

Safety

Safety is always a high priority at Woman's. The following guidelines will help us keep your baby safe.

Monitoring	<p>We have many ways that we are able to monitor your baby's health when in the NICU.</p> <ul style="list-style-type: none">• Staff will frequently check on you and your baby.• When your baby's monitor alarms, this information will go to your baby's nurse even if he is not in your room.
ID Badges	<p>All staff at Woman's Hospital must wear an ID badge.</p> <ul style="list-style-type: none">• This badge must be easy to see and read.• Never give your baby to someone who is not wearing a Woman's ID badge.• If your baby is moved from his room, the staff member must also have a badge with baby footprints on it. <p>Parent ID Badge</p> <ul style="list-style-type: none">• Parents are issued an ID sleeve and are required to wear a picture ID when entering the unit.
Locked Doors	<p>The NICU is a locked unit. We check and approve everyone entering the unit.</p> <ul style="list-style-type: none">• Do not hold the door open for other parents or visitors.• Only your visitors may walk in with you.• Do not allow anyone to walk in behind you.
Storage of Valuables	<ul style="list-style-type: none">• Please do not leave valuables unattended.• The NICU is not responsible for any lost or stolen items.
Environment	<ul style="list-style-type: none">• Keep the floor in your room clear of clothing, bags, etc.• Wear hard-soled shoes or slippers at all times.• No door decorations; this is to prevent fire hazards and allow us to have a clear view of your baby.
Safety Zone	<p>Woman's Hospital has a zero tolerance policy for aggressive behavior and violence.</p> <ul style="list-style-type: none">• No weapons, alcohol, recreational drugs, lighters or flammable liquids.• If you have concerns for another baby, please get a nurse. Do not go into another patient's room.

Communication

Baby Care Guide

In the mailbox in your baby's room, you will find a Baby Care Guide booklet.

- This is yours to keep and write notes in.
- This can be used for reference in the NICU and caring for your baby.

Telephone Information

Only parents can receive telephone information about their baby.

- You will get a passcode.
- You will be asked for the passcode number when you call to check on your baby.
- No information will be given without the passcode.
- Do not share your passcode with anyone. This is one way we keep your baby's health information private and safe.

Lights, Sounds and Personal Technology

Lights and sounds often bother babies. When you are with your baby:

- Use headphones or ear buds to listen to music or for computer use.
 - Only talk on your telephone when away from your baby's bedside.
 - Please ask your guests to use our waiting area for visiting with each other.
 - You are welcome to send text messages and take pictures of your baby.
 - We ask that you not use a flash because this can bother some babies.
 - If you want a staff person in a picture, please ask them if this is OK.
 - Always sanitize your hands after touching any devices and before touching your baby.
 - Ask before adjusting the lights; your baby's needs come first.
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Bedside Report

We invite you to join us during our bedside shift change report, usually at 6:30 AM and 6:30 PM. This may also occur at other times.

- Parents may be present during the bedside shift report.
- Visitors will be asked to leave.
- In the evening, children may stay as long as they don't disrupt your ability to participate and the nurse's ability to communicate clearly; this is a critical time for clear communication.
- Your nurse will share information about your baby's day and condition during the bedside report.
- Your thoughts and concerns are very important.
- Your baby's plan of care will be updated every 12 hours on the dry erase board (whiteboard).
- You are encouraged to write down the questions you may have on the parent section of the board.

Breast Milk Storage

- When bringing breast milk to the NICU for your baby, please verify each bottle has the correct name and account number with a staff member.
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Visitors

You are a parent, not a visitor.

- Visiting hours for all others are 9:00 AM-9:00 PM.
- Only two visitors may be with you and your baby at one time, even if you have multiples.
- Visitors will be screened for possible signs of illness or infection before entering the NICU.
- We may ask visitors to leave if they have a temperature over 100°F or we are concerned about their health.
- Visitors may be asked to limit the length of their visit based on your baby's condition.
- Visitation is limited during sibling time.
- Parents must give NICU permission for clergy to visit if they are not employed by Woman's Hospital. After a brief health screening, they may visit unescorted, but will not be given patient information.

Support List

Having a baby in the NICU is stressful. Getting help and support from your family and friends is very important. If you would like to designate someone else to visit without you present, you can arrange a support list.

- Support persons may visit your baby when you are unable to.
 - Support persons must be 18 years of age or older.
 - Support persons cannot bring other visitors in with them.
 - You may place up to four family members or friends on this list.
 - Support persons cannot receive information about your baby.
 - This list cannot change. These same four people will remain on your support list throughout your baby's hospital stay.
 - Support persons must show ID and will be screened for signs of illness.
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Brothers and Sisters

Visits

It doesn't take long for a brother or sister to develop strong feelings for a newborn baby. We encourage regular visits from siblings.

- Siblings must be accompanied by one or both parents.
 - If the parent is alone, you may have one visitor assist you with your visiting children.
 - Siblings must be two years and older.
 - All visiting children must be healthy.
 - We will check each child for signs of a possible illness or infection.
 - Visiting hours for siblings are between 9:00 AM-9:00 PM each day.
 - Siblings cannot stay overnight in either the patient room or waiting area.
 - Siblings may not use the parent lounge at any time.
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Make Visits Fun

The NICU can be scary, so it's important to prepare your child for the many different sights and sounds in our unit.

- Younger children should have shorter visits since they do not have long attention spans.
 - Parents are responsible for the siblings behavior. The staff will ask you to remove a disruptive sibling.
 - The NICU waiting room includes a children's play area. All children must be accompanied by an adult while in this area.
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Staying Overnight in Your Baby's Room

You are welcome to stay overnight to participate in your baby's care. Your baby's room is designed with your baby's needs in mind. The NICU is not the proper environment for providing immediate postpartal care for mom. We encourage you to rest and recover at home before considering staying overnight.

Behavior / Clothing

We do ask our parents to always show respect for our staff and other families.

- No swearing or use of foul gestures.
- No sexual activity.
- Wear appropriate clothing at all times.
- If in question, please ask us.

Sofa

Baby's room can accommodate one parent staying overnight, typically to practice baby care and bonding.

- All linens will be provided by the hospital.
- No outside pillows, sheets or blankets will be allowed in the unit for infection prevention purposes.
- Please change your bed back into a sofa in the morning.

Lighting

- In order to provide your baby with a restful environment, we will lower the lighting in the room at night.

Wake Up Time

- Wake up time is 8:00 AM.
- Please pick up and put away all of your personal belongings.
- Please fold and place clean linens in the bedside drawer for later use.
- We will be happy to replace linens as needed.

Personal Space

Bring only items you need for an overnight stay.

- Please be sure bags, blankets and personal items are kept off of the floor.
- Please limit stuffed animals to sizes no larger than your baby.
- Balloons, plants, door decorations or flowers are not allowed in the NICU.

Parent Lounge

The parent lounge is a quiet place to take a break, have a meal or meet other parents away from your baby's bedside.

Parents Only

Because of limited space, only parents can use the parent lounge.

- **No children or visitors are allowed.**
- You may visit with your guests in the NICU waiting room.
- If you want to enjoy a meal with your family, we invite you to go to Woman's Way Café on the first floor of the hospital.

Food

- Bins for storing food in the cabinets and refrigerator will be available.
- Place all of your food items in a disposable container.
- Personal dishes are not allowed. They may break or get thrown away.
- Label all foods in the refrigerator with your baby's room number as well as the date and time. Your name is optional.
- Food must be thrown away after two days.
- Do not take food that you did not bring.
- **This area may be monitored by video.**
- **Privileges may be restricted if these rules are violated.**

Computer

You may use your own laptop computer.

- Please remember, we are not be responsible for any damage or theft.
- You may use the desktop computer available in the lounge.
- Please be mindful of your time spent on the computer.

Laundry

A washer and dryer for parent use are located in the parent lounge. The washer and dryer are for your baby's clothes only.

- Please ask the front desk staff for a detergent and dryer sheet. We ask you only use these sheets; other products will leave buildup in the machines.
- Please do not overstuff the washer and dryer.
- If laundry from another baby is left in the washer or dryer, please notify the front desk. Do not remove it yourself.
- Please do not abandon your laundry. Abandoned laundry will be labeled and dated, then placed in the Lost and Found basket. After one week, the laundry will be discarded.
- Please do not remove the laundry baskets from the lounge.
- Woman's is not responsible for lost or stolen items. Please label all items.
- Please notify your baby's nurse or front desk staff once you have completed your laundry so the machines can be cleaned for the next use.

We look forward to working with you
in the care of your baby!

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womans.org



Woman's exceptional care, centered on you

Founded in 1968, Woman's is a nonprofit organization, governed by a board of community volunteers, providing medical care and services in order to improve the health of women and infants, including community education, research and outreach.