



### *Caregiver Frequently Asked Questions*

**Q: How long will my child be in the Emergency Department?**

A: We make every effort to transfer your child from the ED as quickly as possible. This is determined in part by the availability of beds on the Inpatient Unit. Please let us know how we can make your time in the ED as comfortable as possible while you are waiting.

**Q: Once admitted to the inpatient unit, how long will my child be in the hospital?**

A: Average length of stay on the inpatient unit ranges from a few days to a few weeks. This varies depending on the reason for admission, progress your child makes while here, and the resources available to your family in the community. Your child's treatment team will be able to provide more specific information as we work with you to develop a treatment plan. It is our goal to make your child's stay only as long as needed to address the problems that brought him/her to the hospital.

**Q: How can I get in touch with my child?**

A: We welcome your phone call at any time during the day or night and we have staff available to answer your call and provide information 24 hours/day. Patients are allowed to make and receive phone calls during specific times: M-F 6:30pm-9pm; Sat/Sun 2:30pm-4pm & 5:30pm-9pm. You can reach your child's inpatient unit by calling the direct number provided on admission.

**Q: Can I stay overnight with my child in the hospital?**

A: You will not be able to stay overnight in your child's room. We will work closely with you to schedule frequent opportunities for you to be involved in your child's treatment. This will include meetings with members of the treatment team, classes and groups designed to support you while your child is staying in the hospital, and meetings to help prepare you for his/her return home. You will also be able to visit and spend time with your child. We can assure you that staff are available 24 hours/day to ensure your child's comfort and safety.

**Q: How old are other patients on the inpatient unit?**

A: We treat children and adolescents through the age of 18. Our unit is divided into 2 "pods" based on age. Our Child pod is designed for patients up to 11 years old and our Adolescent pod is designed for patients 12-18 years old. While on the inpatient unit, your child will participate in age appropriate groups and activities.

**Q: Will my child have a private room?**

A: Yes! All patients have their own room, bathroom (with toilet, sink, and shower), bed, desk, chair, and closet.

**Q: Can other people visit my child in the hospital?**

A: Yes! Family members, including other children 12 years old and older, are welcome and encouraged to visit as often as possible during our unit's visiting hours. When your child is admitted, we will ask for a list of names and phone numbers of family members who will be visiting your child. Visiting hours are Monday-Friday 5:15pm-6:30pm and Saturday/Sunday & Holidays 2pm-4pm.



**Q: What can my child wear while in the hospital?**

A: Bring comfortable clothes for your child to wear at the hospital. Play or school clothes, such as T-shirts, sweatshirts, jeans, and jogging pants are typically what patients find most comfortable while here. Don't forget to bring socks, shoes, pajamas, underwear, and a jacket. Please remove drawstrings from pants and jackets as a safety precaution.

**Q: What else should I bring for my child?**

A: Patients are provided with hygiene products, but you can bring personal items (toothbrush, toothpaste, shampoo, body wash, etc.) from home if it makes your child feel more comfortable. You can also bring unframed pictures of family members or friends, favorite books, journals, markers, crayons, and coloring books. As a safety precaution, we ask that these items be free of wires, strings, and sharp objects.

**Q: What will my child eat while in the hospital?**

A: Each patient will order a hot breakfast, lunch, and dinner each day. Snacks (crackers, fruit, juice, etc.) are also available upon request throughout the day.

**Q: What about school?**

A: A professional educator is assigned to each patient's treatment team to help with educational needs. This teacher will work with the treatment team and your child's school to help him/her complete school assignments during hospitalization and make recommendations for a new or updated school plan for re-entry based on your child's individual needs. If you would like for your child to be able to work on school assignments while in the hospital, please contact your child's school to request assignments. Bring them with other school materials (laptops, textbooks, etc.) to the hospital in a separate bag.