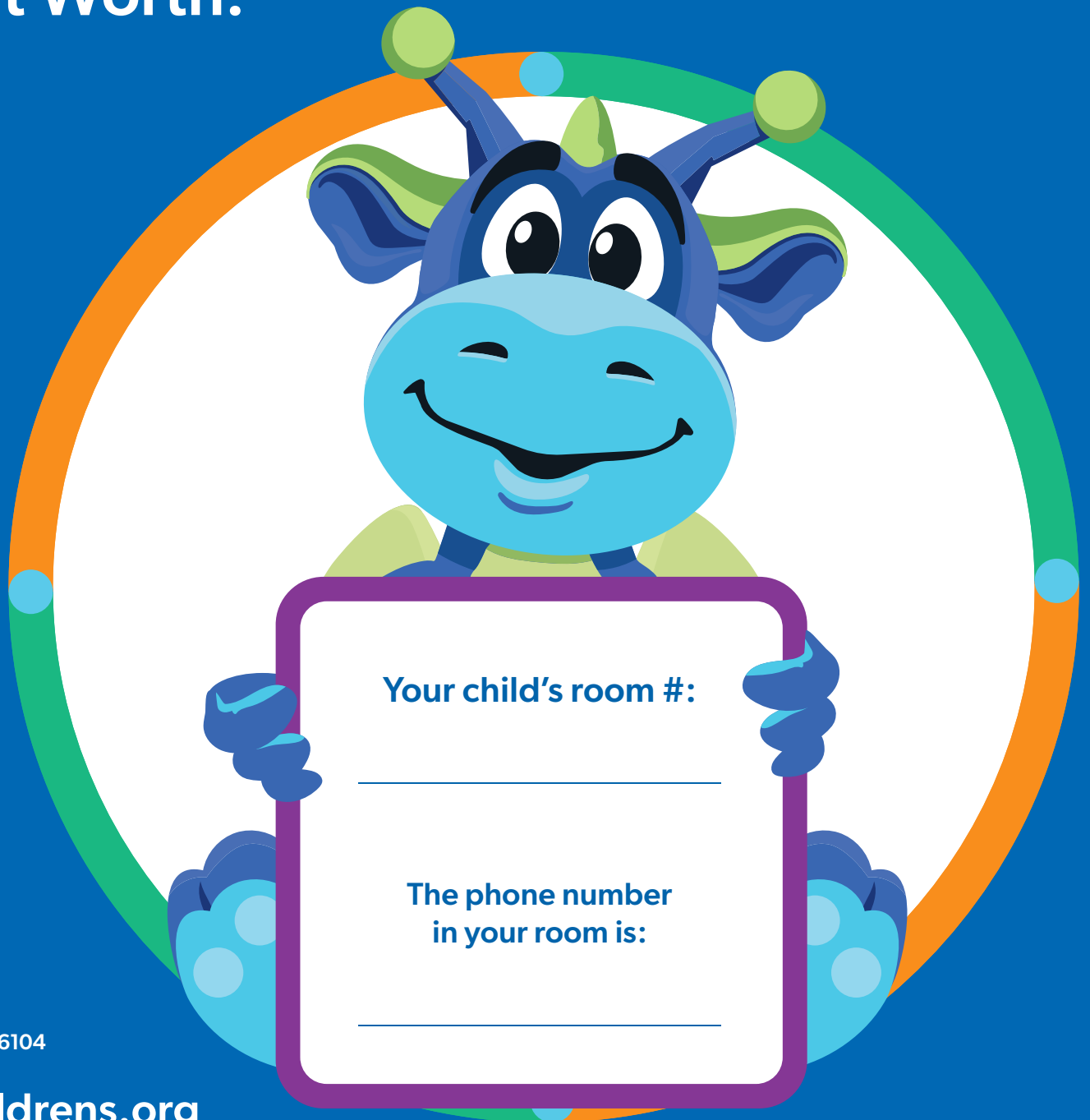


Welcome

A guide for your journey
at Cook Children's
in Fort Worth.



You know your child best.

You're an important part of your child's health care team. We're better together.

- Ask questions.
- Be sure to let us know if our answers aren't clear.
- Share information.
- Participate in bedside shift report.
- Use the communication board in your child's room to:
 - Remember the names of your child's health care team.
 - Write questions or notes to your doctor, nurse or other staff.
 - Write important things you want to remember.

Important numbers to know.

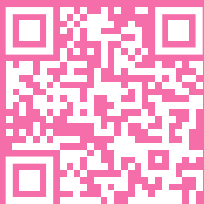
Dial 9 from the medical center for an outside number.

Call 10530 from any medical center phone or ask a child life specialist for daily event information.

Cook Children's Medical Center _____	682-885-4000
Billing Office _____	682-885-4432
Dodson Specialty Clinics _____	682-885-4000
Emergency Department _____	682-885-4093
Family Health Library _____	682-885-3060
Financial Counseling and Registration _____	682-885-4784
Language Services _____	682-885-4000
Medical Records _____	682-885-1012
Pharmacy _____	682-885-3142
Room Service _____	53663 from any medical center telephone
Security _____	682-885-1047



Put important numbers and information in your phone before you leave, including your child's doctors, specialty clinic(s), follow-up appointments and dates.



Download the MyCookChildren's app via the Apple Store or Google Play.

Convenience, connection, comfort.

Use the **MyCookChildren's app** to access everything you need during your stay. Our app is integrated with the technology in your room so you can:

- Know what to expect with an overview of your daily schedule.
- Learn who's taking care of you during your stay.
- Access lab, testing and diagnostic results more quickly.
- Review medication lists, both while you're in the hospital and once you go home.
- Navigate throughout the medical center with turn-by-turn maps.
- Access information about amenities that are designed to make your stay as comfortable as possible.



Get started at cookchildrens.org/mycookchildrens or **download the app** today.

What you'll find inside...

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Are you hungry?

Flip to page 10
for more info.



Welcome to Cook Children's, where good health care is like magic.



Hi, I'm Megan, and I want to say hello from all of us at Cook Children's.

Every child deserves health care designed just for them. At Cook Children's, those aren't just empty words. That's because we're more than a health care system — we're your friends, neighbors and even family members. In short, we're real people who really care. By seeing the world through your eyes, we see what you're going through — and the best way we can help you get to the other side.

That's what it means to deliver care that connects.

Here for you at every step,

Megan Chavez
Vice President, Cook Children's Experience

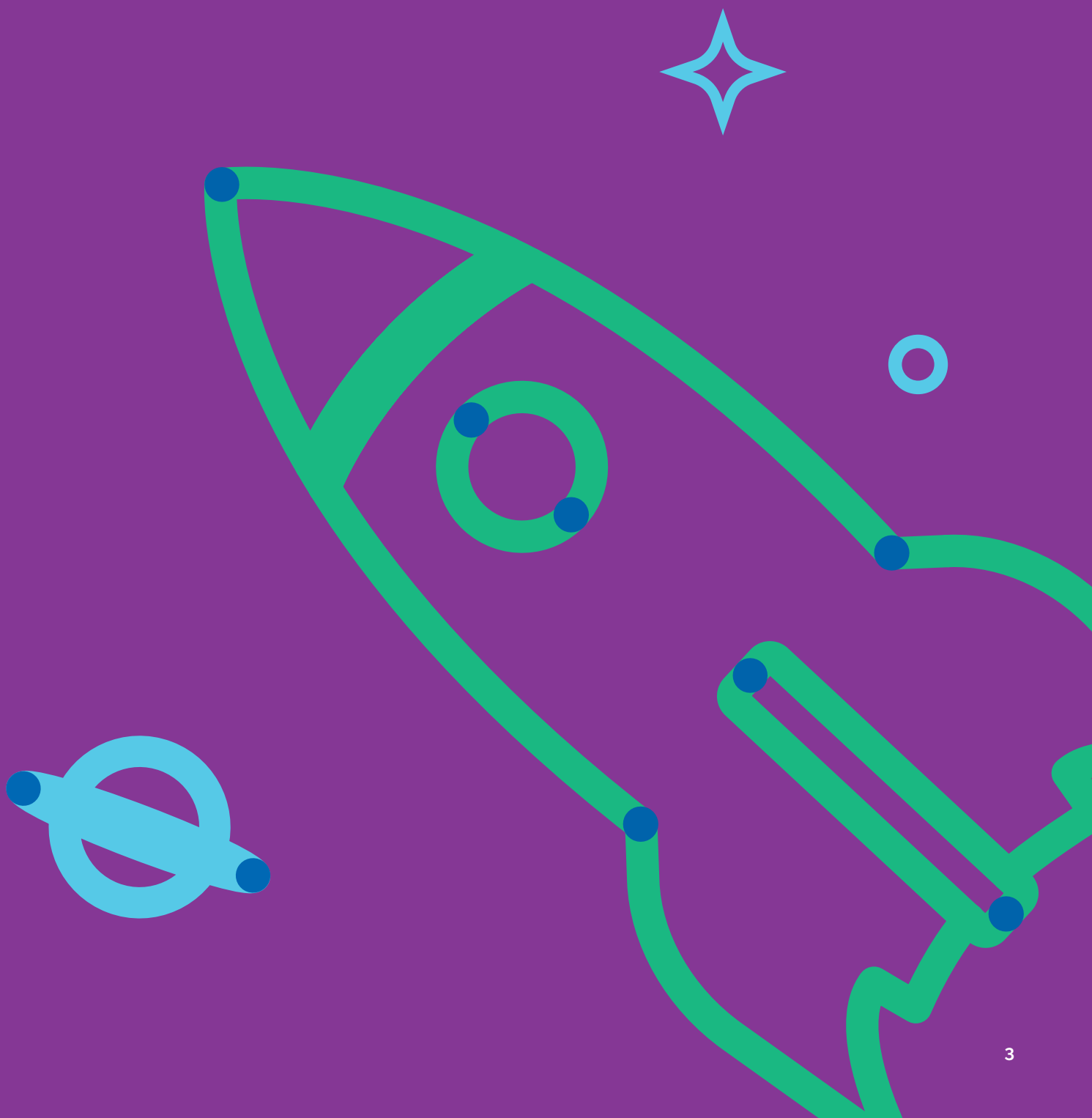




The essentials

Must-know information while you're here.

- 4 Support services
- 6 Tips from parents
- 8 Visitor information
- 9 Family-centered care
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We're here for you.

Child Life – 682-885-4048

- Our child life specialists help children, teens and their families understand and cope with their medical center stay.
- Your child may be eligible to go to school while in the medical center. Ask your child life specialist for more information.
- In addition to providing play activities, child life specialists can:
 - Talk with patients and siblings about diagnoses, procedures and treatment.
 - Support your child's coping with art and music.
 - Celebrate birthdays, holidays and other important life events.

Family Engagement – 682-885-1641

- Family Engagement staff members support you and your visitors. They connect, collaborate and enhance your experience through customer service, supportive programs and opportunities to hear parent perspectives. They also provide opportunities for parent expert volunteers to be involved whenever possible.
- Guest Relations specialists are at the information desks to answer questions about the medical center and help you with directions. We're here to elevate your experience.

Family Health Library – 682-885-3060

- Ask a librarian at the Family Health Library to help you find trustworthy health information.
- Call, email or visit the library on the first floor of the medical center. Information can be brought to your child's room, mailed to your home or emailed to you.

Email us: familylibrary@cookchildrens.org

Injury Prevention team – 682-885-3954

- Our injury prevention specialists can teach you about car seat, helmet and water safety.

Parents as Partners – 682-885-7123

- This program connects you with other parents who understand what you're going through.
- Parent mentors support and encourage families of children with chronic illnesses.
- Some Cook Children's parents also serve on family advisory councils.
 - They meet monthly to share ideas about improving the patient family experience.
- If you're interested in being a parent volunteer, please call the phone number above.

Patient representatives – 682-885-5325

- They're an advocate for the patient, parents and others who can make decisions for the patient by law.
- Listen to your concerns without judgment.
- Can help you share your experiences and feelings about issues with your health care team.
- They do a formal review of your complaints and grievances. These may include how we are caring for or treating your child, how we're providing services or your patient rights.
- Give you feedback from the team involved about your concerns.

Email us: patientrepresentative@cookchildrens.org

Registered nurse (RN) case managers – 682-885-6425

- RN case managers work with you and your:
 - Doctors.
 - Health care team.
 - Insurance company or Medicaid.
- They can help you get supplies and services you'll need to go home. RN case managers can also help plan long-term care for your child. Staff is available seven days a week, 8 a.m.-5 p.m.

Social work – 682-885-4240

- Social workers listen to concerns and provide support, counseling and resources. They can help you find:
 - A place to stay.
 - Transportation.
 - Ways to pay for medicines.
 - Insurance or Medicaid.
- Staff is available 24 hours a day.

Spiritual Care – 682-885-4030

- Spiritual Care exists to nurture you in difficult moments and joyful milestones.
- The chaplains provide spiritual, emotional and grief support for patients and families of all faiths through reflective listening and meaningful conversations.
- Our goal is for every child who spends the night here to receive a Prayer Bear accompanied by a storybook and blue prayer card.
- There are many faith communities that pray for our patients and families every day. You can add your child’s name to a prayer list by returning the completed blue prayer card to a chaplain, the chapel or nurses’ station.

Volunteer Services

- Volunteers at Cook Children’s wear green or blue shirts with vertical ID badges.
- They’ve passed background checks and completed special training for their roles.
- They can stay with your child if you need a short break.



Want to give back? Become a volunteer!

Volunteers are an important part of the patient experience at Cook Children’s. Through their gifts of time, talent and compassion, volunteers help children and their families have the best experience possible under their circumstances.

We don’t allow smoking, tobacco, vaping (e-cigarettes), alcohol, marijuana, illegal drugs or weapons on our property. You can ask a staff member at the nurses’ station where the closest tobacco smoking area is located.



Experiencing a crisis? Get help now.

You never know when a family problem or emergency will happen. If you’re not sure what to do in these moments, we have ideas to help you get started.



Things I wish I'd known earlier.

Parents on the Family Advisory Council share tips and resources they learned along the way.



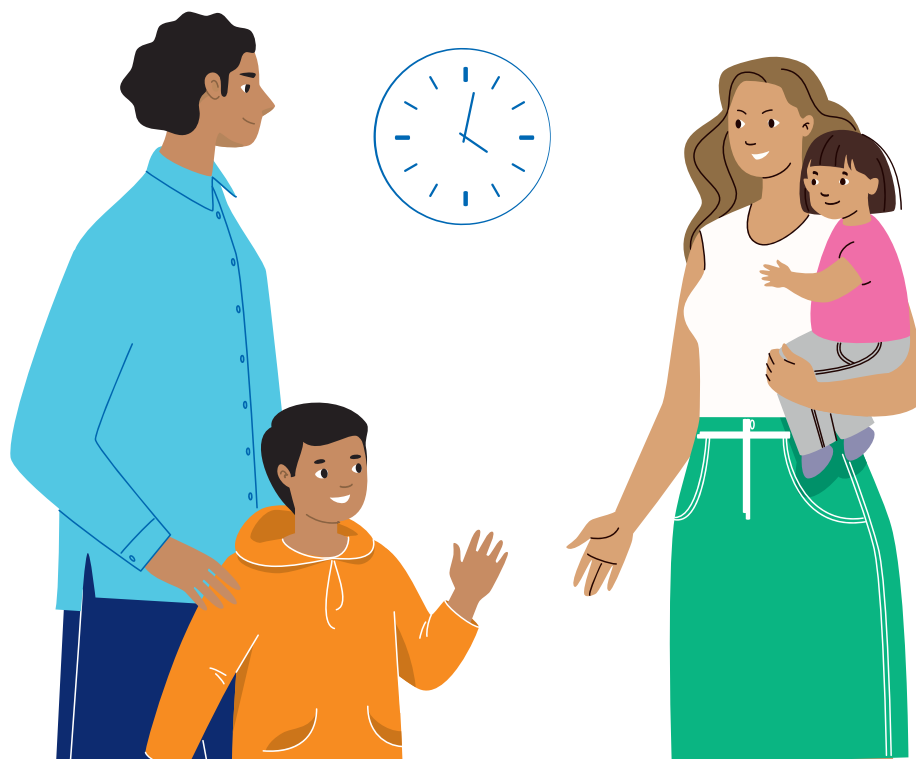
Wise words from a fellow parent

"Your strength isn't measured by having it all together – it's found in showing up each day, one breath at a time. While this may feel like a solitary journey, you aren't alone. We see you, we honor your path, and we hold space for all that you're carrying. Remember that taking care of yourself isn't selfish – it's necessary. Your child needs you strong, but that includes being gentle with yourself, too. Trust that you know your child best, and never hesitate to lean on others when you need to." — Melarie, parent



Access self-care materials.

Caring for yourself while also caring for a sick child can be a stressful and overwhelming experience. Taking time to support your own needs is essential for maintaining your mental health and well-being. Take a look at our resources to help make self-care a priority. It's good for you and your family!



1

You know your child best.

- Be involved in your child's daily bedside shift report.
- Share your concerns with staff members if something isn't right.
- If you don't feel like you're being heard, ask to see the nurse manager or call a patient representative at 682-885-5325.

2

Keep a notebook.

- Use it to organize information about your child's care.
- Keep a list of questions that you need to ask.
- The Family Health Library, located on the first floor, can help you find information about your child's condition or diagnosis.
- The library has computers, printers, a fax machine and notary for you to use at no charge.

3

In addition to providing play activities, a child life specialist can also:

- Talk with patients and siblings about diagnoses and treatment. They also can help prepare your child for procedures and other treatment changes.
- Help celebrate birthdays and other important life events.

4

Use our pharmacy!

- You can pick up and pay for your child's medicines at our Cook Children's Retail Pharmacy before you head home!
- Ask your nurse about our on-site pharmacy services.
- It may take a few hours to get your child's medicines filled. Parents need an ID to pick up a prescription.

5

Lend a helping hand.

- Contact us at parents@cookchildrens.org if you'd like help connecting with another parent. They can give you information, support and encouragement.

6

You can ask a social worker for help with:

- Job, lodging and child care issues.
- Medical insurance and/or other financial concerns.
- Problem-solving, community resources and crisis intervention.



Download our health care notebook to keep track of your child's health information.

7

Nurture your spirit.

- You're not alone on this journey. There are professionally trained chaplains who offer open-minded, compassionate care for people of all faiths and beliefs.

8

It's OK to take a break.

- You need to take care of yourself, too.
- Visit Camelot Court, take a walk or simply step outside for some fresh air.
- Ask your child's nurse or child life specialist if a volunteer is available to sit with your child while you do so.

9

Free laundry room!

- You can do your laundry right here at the medical center.
- Ask your nurse where the closest laundry room is located.
- Please be patient as the laundry room can be a busy place.

10

There are other food options.

- Each nurses' station has a list of local restaurants, including some that deliver to the medical center.

11

You can ask for help.

- There's support available for the whole family, including support groups for parents/caregivers and programs just for siblings.
- Ask your nurse, social worker or child life specialist for more information.

12

Have you lost something?

- Our staff has probably found it. Ask for help at the nurses' station.
- Belongings left in the room will be labeled with the patient's name and stored at the medical center.
- For lost electronics, contact Security Services at 682-885-1047.



Visitor information

**Visiting hours are 8 a.m.-9 p.m., daily.
You may spend the night with your child.**

You're not just a visitor to us. You're an important part of your child's care and a part of our Cook Children's family. Siblings and other children may visit, but not stay the night. If your child is in isolation, check with your nurse for the rules on visitation.

Tell your nurse if you or any visitor has traveled out of the United States. Don't allow visits from anyone who has:

- Fever
- Cough or runny nose
- Rash
- Diarrhea



**See the latest updates
before you travel.**

We're growing!

Our medical center is expanding to better serve our patients, families and staff members. As construction progresses, you may notice temporary changes to parking and walking paths around campus. We know these adjustments can be inconvenient, and we're committed to keeping you informed every step of the way so your visit can be as smooth as possible.

Family-centered care



At Cook Children’s, we believe in a family-centered approach to health care. We know that when a child is sick or injured, it affects the whole family. Because families play an important role in a child’s recovery and healing, we partner with them to provide the best possible care for kids.

Participation

We encourage and support you as part of your child’s health care team. You can participate in the care and decision-making for your child at the level you choose.

Respect and dignity

As part of your child’s health care team, we’ll listen to and honor your opinions and choices. We’ll also make sure your family’s knowledge, values, beliefs and culture are part of the planning and delivery of care.

Information sharing

Our team will talk with you and keep you up-to-date on your child’s care. You will receive timely, complete and accurate information so you can be part of the care and decision-making process.

Collaboration

Patients, families, health care team members and leaders work together to create and carry out policies and programs. Collaboration is the foundation of family-centered care.

For more information on family-centered care or advisory councils, email parents@cookchildrens.org or call 682-885-6181.

Ready for a bite to eat?

Order room service, and we'll deliver your meal directly to your child's room.

Family members and visitors can enjoy room service meals. Pay for these meals with room service coupons, which you can buy from any cashier in Camelot Court.

How to order room service:

1. Purchase room service coupons in Camelot Court between 6 a.m. and 10 p.m.
2. Once you're back in your child's room, ask your room service ambassador for a family menu.
3. Make your menu selection.
4. Call room service at **5-FOOD (5-3663)** with the phone in your child's room (or **682-885-3663** from an outside number) to place your order anytime between 7 a.m. and 8 p.m. Room service will let you know how many coupons you'll need.
5. We'll deliver the meal to your child's room within 45 minutes. Please have your coupons ready. The room service ambassador will collect the number of coupons needed.

Room service delivery staff cannot accept cash or credit cards. The coupons may not be used in Camelot Court, and they're non-refundable. Please see your room service ambassador if you have any questions.

If your child doesn't receive a tray due to diet restrictions, call **5-FOOD (5-3663)**. You may still use room service for yourself, family and visitors.



Need a late-night snack?

Goodies to Go is open daily (closed 5-6 a.m.).





Pain management

Your child's comfort is our primary concern.

- 12 Pain management
- 13 Comfort menu
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Pain management

Taking care of your child's pain is the concern of our entire health care team.

Pain is a feeling that hurts.

- Pain can be steady, aching, throbbing, stabbing, burning or pinching.
- Pain can last a short time, or the pain never seems to go away.
- Pain can be caused by an illness, a treatment, a disease, a surgery or an injury.
- Pain can be a symptom or the problem itself.

Some pain cannot be stopped, but we believe almost all pain can be controlled.

Parents, you're an important part of our pain team.

You know your child better than anyone else. You can tell us about even the slightest change in your child's behavior.

To help us better understand and learn about your child's pain history, we'll ask:

- How do you know when your child is hurting?
- What does your child do when in pain?
- How have you treated pain in the past? What worked? What didn't work?

Treating pain is ongoing.

- We'll regularly check your child for pain throughout your stay at Cook Children's.
- Your questions about your child's pain and treatment are very important to us.
- Please discuss your questions or concerns with any member of our health care team.
- Always let us know if our answers are not clear.

Comfort menu

Sometimes a visit to the doctor or hospital can be scary. Choose one or more of our comfort menu options below to help ease your child's pain, fear and anxiety.



Sugar water
(12 months old or less)



Comfort position
(Holding, breastfeeding, sitting or cradling)



Numbing
(Numbing cream or cold spray)



Buzzy®
(Cold vibration)



Distraction
(Offer something fun or interesting to focus on.)



Talk with your care team.
(Explore additional questions and discuss choices.)

With the comfort menu, we promise to:

- **Communicate:** We'll talk with you about options to help your child during medical procedures.
- **Collaborate:** You know your child best! Please tell us what works and what does not work. We'll partner with you and listen to you.
- **Create a plan:** Before your child's medical procedure, we'll work together to come up with a plan to make the procedure as easy, safe and comfortable as possible.



Measuring pain

We ask how your child feels at least every shift or as often as needed.

We check all children for their pain level at the time of each inpatient or outpatient visit. We make sure the pain is controlled:

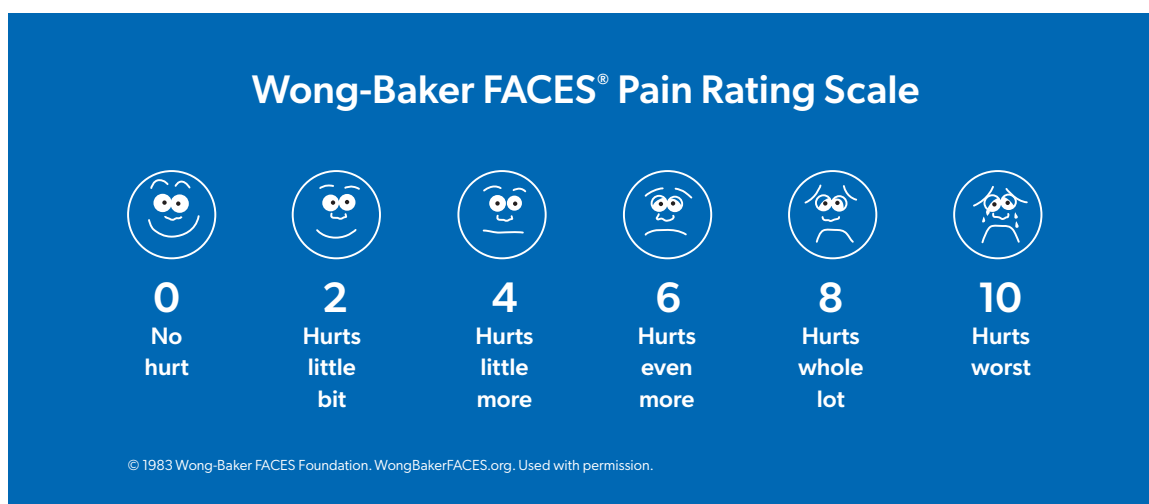
- Before and after we give medicine for pain.
- Before and after procedures when we use pain medicine.

We use three scales to measure pain.

1. Wong-Baker FACES® pain rating scale

We ask your child to point to the face that looks like they feel. We explain to the child.

- Each face is a child who feels happy or sad.
- This child may feel happy because they have no pain, or they do not hurt.
- This child may feel sad because they have some pain, or they have a lot of pain.



Pain faces work well for children as young as 3 years of age.

Pain rating scale 0 to 10

Older children may not need the faces to describe their pain level. Your nurse might ask your child to identify what number their pain level is from 0 to 10. If 0 is no pain at all and 10 is the worst pain that you ever felt, what number would your pain be?

N-PASS: Used in NICU

This is a clinical pain/agitation and sedation tool we use for neonates in the Neonatal Intensive Care Unit (NICU).

Comfort B: Used in PICU

We use this pain scale in the Pediatric Intensive Care Unit (PICU) and Cardiac Intensive Care Unit (CICU) for sedated and/or intubated patients.

FLACC scale

Children often show pain by acting differently.

- They may frown, draw up their legs, squirm or cry.
- The FLACC scale checks for pain when a child cannot talk. This may include a child younger than 3 years of age or children who are sleepy.

Categories	0	1	2
Face	No particular expression or smile	Occasional grimace or frown, withdrawn, disinterested	Frequent to constant frown, clenched jaw, quivering chin
Legs	Normal position or relaxed	Uneasy, restless, tense	Kicking, or legs drawn up
Activity	Lying quietly, normal position, moves easily	Squirming, shifting back and forth, tense	Arched, rigid, or jerking
Cry	No cry (awake or asleep)	Moans or whimpers, occasional complaint	Crying steadily, screams or sobs, frequent complaints
Consolability	Content, relaxed	Reassured by occasional touching, hugging, or being talked to, distractible	Difficult to console or comfort

Each of the five categories (F) Face; (L) Legs; (A) Activity; (C) Cry; (C) Consolability, is scored from 0 to 2, which results in a total score between 0 and 10. 2002©, The Regents of the University of Michigan. All Rights Reserved.

R-FLACC (Revised-FLACC) scale

We may use this scale for when a child cannot report pain due to developmental, intellectual or cognitive delay. This scale also includes your input. These pain behaviors are noted in italics.

Categories	0	1	2
Face	No particular expression or smile	Occasional grimace or frown, withdrawn, disinterested; <i>appears sad or worried</i>	Frequent to constant frown, clenched jaw, quivering chin; <i>distressed looking face; expression of fright or panic</i>
Legs	Normal position or relaxed; <i>usual tone or motion to limbs</i>	Uneasy, restless, tense; <i>occasional tremors</i>	Kicking, or legs drawn up; <i>marked increase in spasticity, constant tremors, jerking</i>
Activity	Lying quietly, normal position, moves easily; <i>regular, rhythmic respirations</i>	Squirming, shifting back and forth, tense; <i>tense, guarded movements, mildly a shallow/splinting respirations, intermittent signs</i>	Arched, rigid or jerking; <i>severe agitation, head banging, shivering, breath holding, gasping, severe splinting</i>
Cry	No cry (awake or asleep)	Moans or whimpers, occasional complaints; <i>occasional verbal outbursts, constant grunting</i>	Crying steadily, screams or sobs, frequent complaints; <i>repeated outbursts, constant grunting</i>
Consolability	Content, relaxed	Reassured by occasional touching, hugging, or being talked to, distractible	Difficult to console or comfort, <i>pushing caregiver away, resisting care or comfort measures</i>

Each of the five categories (F) Face; (L) Legs; (A) Activity; (C) Cry; (C) Consolability, is scored from 0 to 2, which results in a total score between 0 and 10. 2002©, The Regents of the University of Michigan. All Rights Reserved.

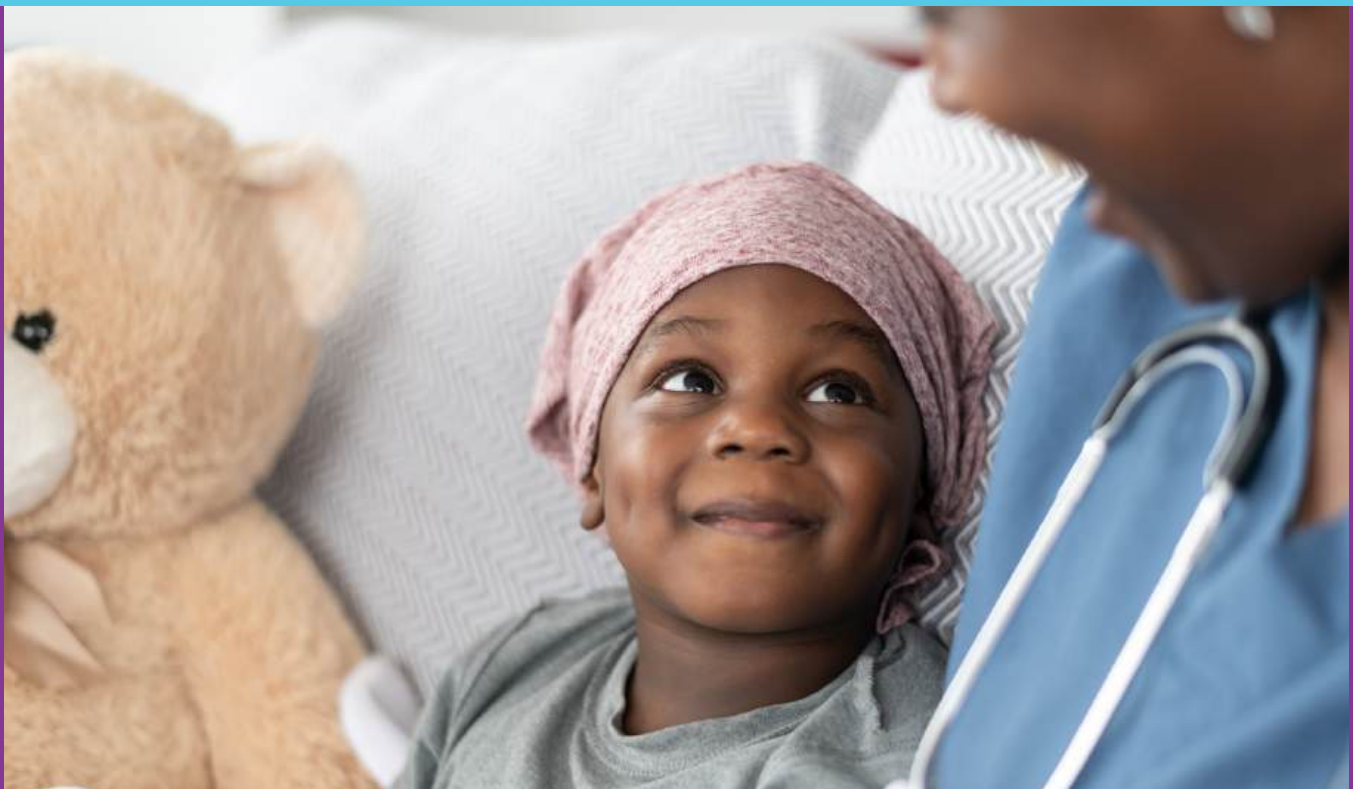


We want to hear from you. Your questions about your child's pain and treatment are very important to us.

Please always feel free to discuss your questions or concerns with any member of your child's health care team. These instructions are only general guidelines. Your doctors may give you special instructions. If you have any questions or concerns, please speak with your doctor.

Ways we can help with your child's pain.

Cook Children's Pain Management team specializes in caring for infants, children and adolescents with chronic and acute pain. Our goal is to connect our patients with tools that will help them cope with and overcome pain.



In addition to medicines, Cook Children's has several free complementary options for pain relief that your child can try.

Biofeedback uses special equipment to show patients how their body is working. By watching muscle tension, heart rate and breathing on a monitor, the child can learn how to make changes and control pain.

Cognitive behavioral therapy helps kids change the way they view pain. It uses thoughts, emotions and behaviors to improve coping skills.

Guided imagery uses the imagination to focus on images that can help boost the healing process.

Relaxation techniques help kids strengthen their ability to calm themselves.

Massage therapy is a gentle, non-invasive, therapeutic treatment that can ease both physical and emotional discomfort.

Acupuncture is the practice of inserting small, hair-thin, flexible needles in various pressure points to restore the body's natural energy flow. This can be helpful to various types of musculoskeletal pain, irritable bowel syndrome, fibromyalgia, nausea, vomiting and depression.

Acupressure utilizes the principles of acupuncture. The same points on the body are used as in acupuncture but are stimulated with finger pressure instead of inserting needles.

Animal-assisted therapy through our Sit...Stay...PLAY program uses expertly trained facility dogs to help relieve patients' pain.

Clinical aromatherapy is the therapeutic use of essential oils for the healing of patients. It can help treat conditions such as insomnia, nausea, vomiting, pain, inflammation and stress.

Music therapy gives patients a secure environment for playing, creating, singing or simply listening to music with a music therapist. Musical expression can help alleviate pain and anxiety, improve a child's mood, promote healing and encourage normal behaviors and development.

Creative arts includes art, music therapy, dance therapy and other creative outlets such as drama, filmmaking and creative writing.

Child life specialists work to help children understand their illness. They use play and other techniques to create emotional safety during medical procedures.

Spiritual Care team members understand that each person has a unique faith journey. They're always available to every patient and family for spiritual and emotional support.

Dieticians provide daily screening, assessment and counseling for patients that have a wide variety of conditions that affect diet, eating and growth. They work with the medical staff on diets and formula preparation.

Yoga therapy empowers people to use stress-reduction techniques to minimize pain and anxiety. Patients and parents can start healthy, lifelong physical, mental and emotional habits through yoga, mindfulness and socialemotional learning.

We know that helping your child cope with a diagnosis or treatment can be stressful.

Our social workers focus on the health of the whole family. They're trained to help families in times of physical, emotional and financial stress. Our Family Health Library can provide information about a condition, diagnosis, treatment or medicines

If you're feeling overwhelmed and need a break, our Volunteer Services team can provide a team member to comfort your child.



**For more information on any of these
complementary pain therapies or resources,
please discuss with a health care team member.**

[cookchildrens.org](https://www.cookchildrens.org)

Retail Pharmacy

Partnering with you for your child's prescription needs.



Our pediatric pharmacists make sure your child's medications are safe and effective.

It's important for you to know:

- What the medication treats.
- When and how much to take.
- Possible side effects.
- What food and drinks might cause problems.

What we offer

Our pharmacy specializes in medications for kids, teens and young adults.

We can:

- Fill your child's prescription before you leave the medical center or doctor's appointment.
- Deliver prescriptions to your child's room or specialty clinic.
- Provide compounding on-site.

- Let you choose different medication flavors.
- Offer over-the-counter medications.
- Refill prescriptions by phone.
- Call, text or email you when your prescriptions are ready.
- Make prescription transfers easy.
- Make pick-up easy with curbside delivery and designated parking spots.
- Offer all prescriptions you need at one convenient location for your whole family.

Made specially for your child

Most medications are made in specific strengths and forms. But this doesn't always work for children. Your child may require unique, specialized medications. Compounding is a way to create a prescription just for your child.

Convenient on-campus prescription delivery.

Our pharmacy makes it easy and convenient to fill your prescription before you leave the medical center. We can even bring them to your child's room or doctor's appointment.

1

If your doctor wants you to take home any medications, our pharmacy will prepare and deliver your medications directly to your room prior to discharge.

2

Be sure to have your prescription insurance plan information available. We'll handle any approvals and arrange everything with your insurance company.

3

You have the ability to opt out and use your own preferred pharmacy. Just inform your nurse.

4

If you have any questions about your discharge medications, ask your nurse or call the retail pharmacy to speak to one of our medication experts.





Locations

Retail Pharmacy #1

801 7th Ave.
Fort Worth, TX 76104
682-885-3142 phone
682-885-6916 fax

Hours

8 a.m. to midnight, every day.
Park in Terrell Avenue garage.

Dodson Retail Pharmacy

1500 Cooper St.
Fort Worth, TX 76104
682-303-3900 phone
682-303-3910 fax

Hours

8 a.m.-5:30 p.m., Mon-Fri
Park in P1 garage.
There are two reserved parking spaces on the first floor.



cookchildrens.org/pharmacy



Safety

We're all in this together.

22 Keeping your family safe

23 IV safety

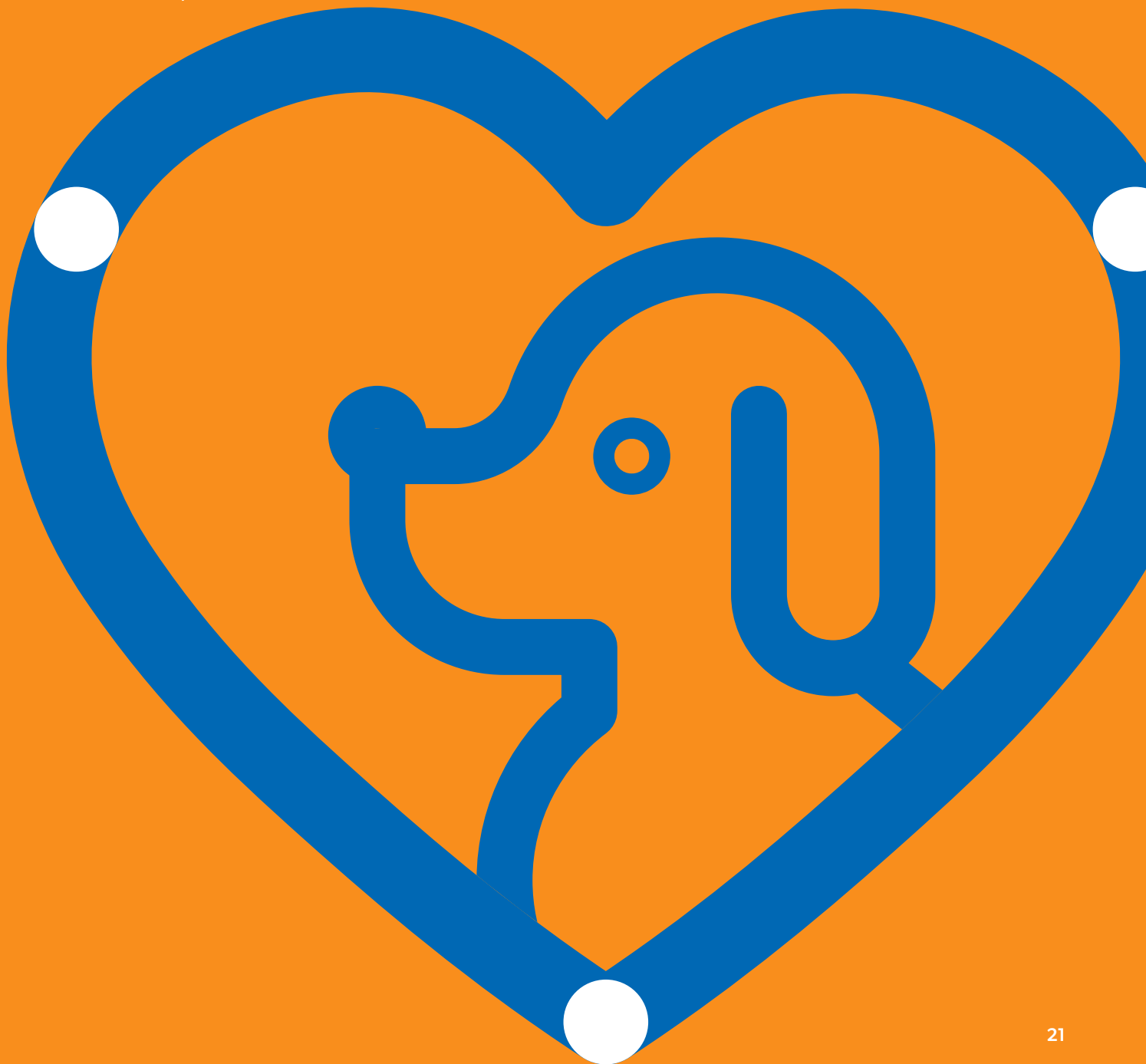
24 Hand hygiene

26 Isolation precautions

28 Preventing falls

29 Car seat safety

33 Safe sleep



Keeping your family safe.

All Cook Children’s staff members wear name badges that are horizontal. Our students and volunteers wear vertical name badges. You have the right to ask any person working with your child to see the badge if it isn’t visible.

Parents are given color-coded wristbands. It’s important to not lose or give the wristbands to anyone else. The color of the wristband tells staff members where your child is staying in the medical center. Tell your child’s nurse before leaving the floor. After 9 p.m., the only entrances open are near the 7th Avenue garage and the Emergency Department. Parents entering the medical center after hours will be required to check in and show their color-coded wristband at the visitation station desks.

The call button will help you reach your child’s nurse. If you cannot find the call button in your child’s room, ask anyone on your child’s health care team where it is and how to use it.

Parking is free for one parent or primary caregiver in the 7th Avenue garage. You must have your ID wristband to receive free parking. Parking tickets do not get stamped.

To prevent falls, keep the rails on the side of your child’s bed up at all times.

Patient and family privacy is important to us. You can trust Cook Children’s staff to protect your private information.



Families are also responsible to respect confidential information. You can only take pictures, videos and/or recordings of your family members. Do not include other staff, patients or their family members or guests in the picture or video.



Firearms are not allowed on any Cook Children’s property.



Latex balloons are not allowed. Mylar balloons are safe and can be purchased in our gift shop.



Read about PURPLE Crying.

Babies cry. In the first few months of life, they may cry a lot. Crying is the number one reason why parents shake and hurt their babies, but shaking a baby is very dangerous. Please ask us if you have questions or concerns about this safety issue.

Tiny veins deserve big protection.

Let's work together for IV safety.



An IV (intravenous line) is a small, flexible tube we place in your child's vein using a small needle. We use an IV to give your child fluids and medicines. We check the IV many times during the day and night, even when your child is asleep.

Here are three ways you can help us keep your child safe:



Touch

Touch the skin around the IV. Call your nurse if the IV site feels:

- Wet
- Tender
- Painful
- Firm
- Cold or hot



Look

Look at the area around the IV. Keep the area uncovered and easy to see. Look for:

- Swelling
- Bruising
- Redness
- Bleeding
- Pale skin around IV



Compare

Compare the IV area to the other side of your child's body. Make sure they look the same, not like this picture. Check often:

- Hands
- Arms
- Feet
- Legs

Speak up to keep germs away.

What is hand hygiene?

It's keeping your hands clean. Washing your hands is the best thing you can do so that you don't spread germs.

Where can you wash your hands?

There is a sink inside or just outside your child's room.

When should you wash your hands?

- When entering and leaving your child's room.
- Before and after diaper changes.
- After you use the toilet, blow your nose or sneeze.
- After you touch contaminated (dirty) items.
- Before and after you feed your child.
- When your hands look dirty.

Why is hand washing so important?

Washing your hands is the best way to prevent the spread of germs and illnesses.

Infections can spread among patients, health care workers and visitors. We're doing everything possible to prevent the spread of infection.

How should you wash your hands?

1. Wet your hands with warm water.
2. Add soap and rub hands together for 20 seconds.
3. Be sure to use soap on your wrists and thumbs, between fingers and under fingernails.
4. Rinse all the suds off with warm water.
5. Dry your hands with a clean towel.
6. Turn the water off with a paper towel so you don't touch the faucet handle.

How should you use hand gel?

When you don't see anything that needs to be washed off your hands, use hand gel. Hand gel helps make the germs we can't see go away.

1. Squirt hand gel into the palm of one hand. The amount should be the size of a quarter.
2. Rub your hands together gently for 20 seconds. Be sure to rub every part of both hands, including fingers, thumbs, fingertips, nails and even your wrists.
3. Let your hands dry off. Don't use a towel.

Who should wash their hands?

It's everyone's responsibility to wash their hands to help keep germs away.



Speak up! Remind everyone to wash their hands before visiting and taking care of your child. If a staff person does not wash or gel their hands when they come into your child's room, you can say, "I noticed you didn't wash your hands. Please wash them so we can keep germs away. Thank you."

Isolation precautions

To our parents or caregivers

If you are in isolation, it's because your child has germs that can spread to others and make them sick.

Who should follow isolation precautions? Everyone.

- Parents, caregivers and household members:
 - Any person living in the same house with the patient, including brothers and sisters.
- Visitors:
 - Family or friends who do not live in the same house.
- Staff:
 - All Cook Children's employees and volunteers.

What we do for all types of isolation.

Your child must stay in their room at all times, except for procedures. Parents must not visit other patients' rooms.

Everyone uses an alcohol sanitizer (gel) or washes hands before and after:

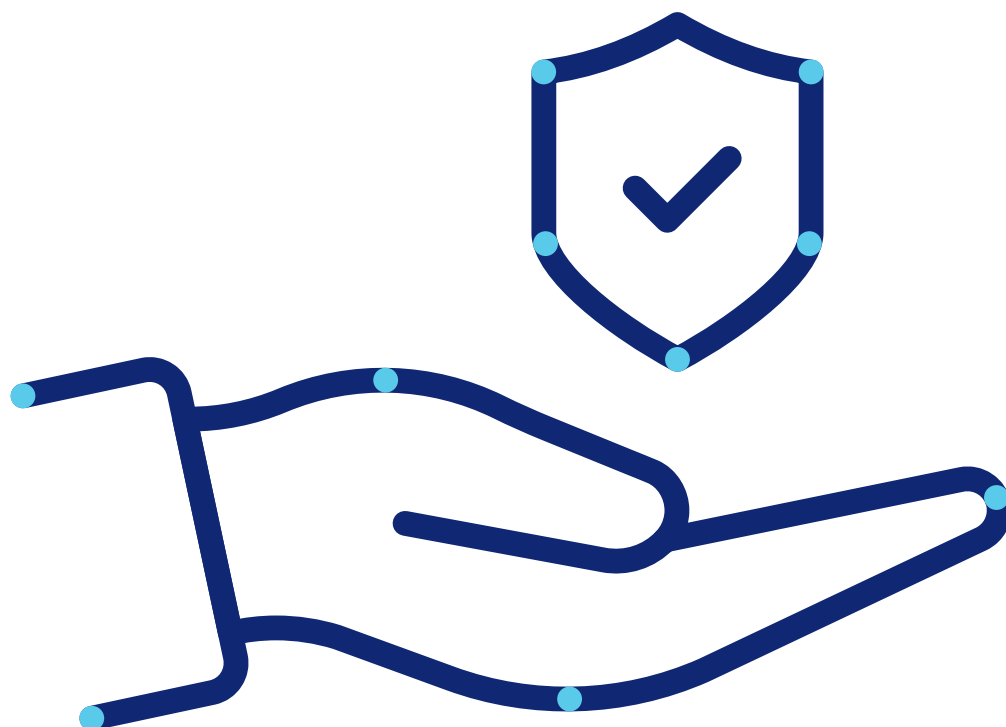
- Entering or leaving room.
- Feeding a child or changing a diaper.
- Putting gloves on and taking them off.

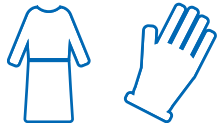
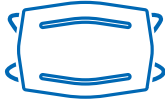
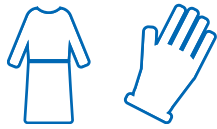

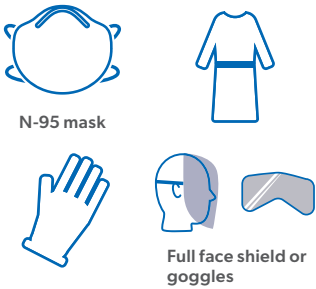
Playroom and toys:

- If you need toys or play activities, please call Child Life or your nurse.
- Siblings may not go into play room.

Different germs need different types of isolation.

- Always ask your nurse if you are not sure what to do.
- Please tell your nurse if you think someone is not following these precautions.



Isolation type:	How bad germs can spread to others:	What parents and caregivers do:
<p>Contact</p> 	<p>Bad germs can spread when people touch a child or objects around the child.</p>	<ol style="list-style-type: none"> 1. Limit visitors to parent or caregiver. 2. All staff will wear a gown and gloves when in the room.
<p>Respiratory</p> 	<p>Bad germs from your child's mouth or nose spread in the air. Germs in the air can spread to others.</p>	<ol style="list-style-type: none"> 1. Sick siblings should stay home until they're well. 2. Limit visitors to parent or caregiver. 3. All staff will wear a mask when in the room. 4. Your child will wear a mask outside of the room.
<p>Drainage or secretion</p> 	<p>Bad germs spread in fluids such as diarrhea or drainage from wounds or sores.</p>	<ol style="list-style-type: none"> 1. Limit visitors to parents or caregivers. 2. Staff may need to wear gown and gloves when in the room.
<p>Airborne</p>  <p>N-95 mask</p>	<p>These germs are light and can float in the air. Germs in the air can spread to others.</p>	<ol style="list-style-type: none"> 1. No visitors. Parents or caregivers only. 2. All staff will wear a special mask when in the room. 3. Your child will wear a mask outside of the room. 4. We keep your door closed.
<p>Strict</p>  <p>N-95 mask</p> <p>Full face shield or goggles</p>	<p>These germs can stay in the air and on surfaces. They spread to others when touching the child or objects near the child.</p>	<ol style="list-style-type: none"> 1. No visitors. Parents or caregivers only. 2. All staff will wear a gown, gloves and a special mask when in the room. 3. Your child will wear a mask outside of the room. 4. We keep your door closed.

Length of isolation depends on your child's illness. Common reasons for isolation:

- Following treatment
- Illness
- While waiting for test results

Be safe and prevent falls.

We need your help!



Safety is very important at Cook Children’s. Please help us keep all children protected and safe while in our medical center, clinics and play areas.

Close to 80% of children fall down with parents or staff standing close. Together, we can prevent most falls and injuries.

Babies and kids	Parents
Babies can move quicker than we think.	Keep crib rails up. Stay next to the crib anytime the rails are down.
Always play safe.	Closely watch your child during visitation. Keep your child near you during visitation. Playing with medical equipment is not safe.
Only climb on things made for climbing.	Ask about play areas where children can safely play and climb. Climbing on furniture is not safe.
Walk in the halls and rooms.	Walk next to your child and remind them not to run.
Wear something on your feet.	Keep shoes on children when walking out of the room and off the unit.
Be careful on high play equipment.	Always stand close to your child if they are on high play equipment.
Clean up after yourself.	Keep the floor in your area clear of toys, clothing and bags.
Tell adults how you feel.	Tell a staff member if your child seems dizzy, weak or sleepy. Tell a staff member if you’re going to leave the area.
A yellow armband means you’re at risk for falling. Do not get out of bed on your own.	Walk with your child, even to the bathroom, and stay with them. Tell a staff member if you’re going to leave the area.

Going home? Buckle up for safety.

Child passenger safety guidelines.



Protect your child the right way every time!

- Car crashes kill or seriously hurt more children than any other injury or illness.
- Seat belts are adult-sized and will not protect a small child in a crash.
- Children ride in the back seat until they are 13 years old.



It's the law! Texas Child Occupant Protection Law

Every child must ride in an approved car seat for their weight and height until they are 8 years old or taller than 4 feet, 9 inches. All other passengers in the car must wear a seat belt.

Use the right car seat.

- Choose a car seat that fits your child's weight, height, age and developmental level.
- Read your car seat manual to install the car seat correctly and for specific weight and height limits.
- Stay in each stage as long as possible. Your child's safety decreases in each stage. Don't be in a hurry to move to the next stage.
- Decide when to move to the next stage by your child's size, not age.

Four stages of safety for growing children.



1. Rear-facing

- Infants and children ride rear-facing as long as possible — until they reach the highest weight or height limit of their car seat.
- Rear-facing car seats will keep a child's head, neck and spinal cord in a safe position.
- Make sure harness straps are at or below your child's shoulders, the harness fits snugly and retainer clip is at armpit level.
- Never place a rear-facing car seat in front of an airbag.
- Most car seats have rear-facing weight limits for children up to 35 or 40 pounds. Don't worry if their feet touch the vehicle seat, they are still safe.



2. Forward-facing

- Once your child has outgrown a rear-facing car seat, move into a forward-facing car seat with a five-point harness. Use the harness to the highest weight or height limit allowed.
- Your child should stay in the forward-facing car seat as long as possible.
- Make sure harness straps are at or above your child's shoulders, the harness fits snugly and the retainer clip is at armpit level.



3. Booster seat

- Once your child outgrows the five-point harness, they move into a booster seat.
- A booster seat must be used with the lap and shoulder seat belt.
- A booster seat will "boost" your child up so the adult-sized seat belt fits correctly.
- The lap belt should fit at the top of the thighs or low on the hips. The shoulder belt is centered on the chest and shoulder.
- Use until the seat belt fits correctly. This is usually when your child is about 4 feet, 9 inches tall.



4. Seat belt

Children are tall enough for the seat belt when they can do all of the below:

1. Sit all the way back against the vehicle seat.
2. Bend their knees comfortably at the edge of the seat without slouching.
3. Rest their feet flat on floorboard.
4. Fit the lap belt at the top of the thighs or very low on the hips (not stomach).
5. Wear the shoulder belt centered on the chest and shoulder.
6. Stay in this position for the ENTIRE ride.

If your child can do some but not all of these, keep using a booster seat!

Keeping your child safe and protected is important to everyone at Cook Children's. Your questions are important to us. Please call Trauma Services at 682-885-3954 if you need help.

Patient name

Patient, parent or legally authorized representative

The health care provider talked to me about the information in this handout.

- I know what I need to do.
- I know why doing this is important.
- All my questions have been answered.
- I have a copy of this handout.

Printed name

Signed name

Your relationship to the patient

Date

Time

a.m. p.m.

For staff use only

Child-Passenger-Safety-Guidelines

Health care provider

Medical record number (MRN)

Printed name

Signed name

Date

Time

a.m. p.m.

Interpreter

Printed name

Signed name

Interpreter number

Date

Time

a.m. p.m.

Print or imprint patient information

MRN _____

CSN _____





Patient name

Patient, parent or legally authorized representative

The health care provider talked to me about the information in this handout.

- I know what I need to do.
- I know why doing this is important.
- All my questions have been answered.
- I have a copy of this handout.

Printed name

Signed name

Your relationship to the patient

Date

Time

a.m. p.m.

For staff use only

Bed-Sharing-Is-Dangerous

Health care provider

Medical record number (MRN)

Printed name

Signed name

Date

Time

a.m. p.m.

Interpreter

Printed name

Signed name

Interpreter number

Date

Time

a.m. p.m.

Print or imprint patient information

MRN

CSN





Bed-sharing is dangerous.

Many families believe that babies and young children have a natural need to sleep in the same bed with them. We call this “bed-sharing.” Keeping your child safe and protected is very important to everyone at Cook Children’s.

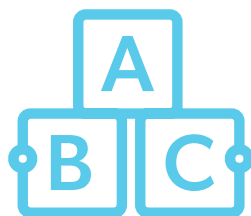
Dangers of bed-sharing

The American Academy of Pediatrics (AAP) warns caregivers that there are dangers when children sleep with adults. These dangers include:

- Suffocating or smothering.
- Being crushed by an adult.
- Getting trapped between the bed and a wall.
- Getting trapped between the mattress and the headboard or footboard.
- Falling.

Children have died when bed-sharing.

ABC’s of safe sleep



Alone

Your baby’s sleep area only needs a tight fitted sheet; no blankets, toys or loose bedding. A pacifier is okay as long as there are no clips, strings or toys attached.

On their back

Always put your baby to sleep on their back. Once they can roll to their tummy, it’s okay to leave them there.

In a crib

Babies should always sleep in their own crib, bassinet or pack and play.

These instructions are only general guidelines. Your health care provider may give you special instructions. If you have questions or concerns, please call your health care provider.

In the hospital

To keep your child as safe as possible:

- We don’t allow bed-sharing for infants under 12 months of age.
- If you fall asleep with your child, we’ll gently place your child back into their own crib or bed.

At home

- Don’t sleep with your child. When you get sleepy, place your child back into their crib or bed.
- Share a room with your for baby the first year. Room sharing lessens the risk of sudden infant death.



[Learn about safe sleep.](#)



Help us celebrate Cook Children's all-stars!

At Cook Children's, we like to honor those who go above and beyond.

Is there a nurse, staff member or team you would like to recognize for taking special care of your child? We'd like to hear from you!

You can nominate a nurse to receive one of our monthly DAISY Awards.

You can nominate an employee or department for an annual Family Choice Award.

The nomination information is on the back side of this page. You can submit your all-star for one area or all three. Your form then can be placed in one of the boxes marked DAISY and Family Choice Awards.

What you say means a lot to our staff. Thank you for taking time to share your thoughts.



Nominate a department, unit or clinic:

Has a Cook Children's team gone above and beyond to improve your experience at Cook Children's? If a department, unit or clinic has done something that stands out, let us know.

Department/unit/clinic: _____

Please mark the top two reasons for choosing this team.

- They respect us and show us that they care.
- They include parents in conversations, decisions and important events.
- They understand and help us understand.
- They listen and value our opinion.

Nominate an individual staff member:

Which Cook Children's staff member gave you and your child exceptional care? If they made your experience better, we want to recognize them. Please write their name and department here:

Name: _____

Department/unit/clinic: _____

Please mark the reasons this person made your experience memorable.

- This person cared about me and my family. They are compassionate, courteous and treated me with dignity and respect.
- This person involved me in my child's care. They encouraged me to ask questions and listened.
- This person helped us feel safe. I felt comfortable with them caring for my child.
- This person is an example of an outstanding employee and is a valuable part of the team.
- This person has a positive attitude and was helpful. They made our experience better.

Nominate a nurse:

The DAISY Award for Extraordinary Nurses recognizes nurses that provide incredible care. They are calm, focused and comforting. They know that "the little things" can make a big difference, and they listen with their ears and their heart. DAISY nurses meet the needs of their patients by providing excellent care and paying attention to your child's feelings and mental health.

Take a moment to nominate a Cook Children's nurse for the DAISY Award for Extraordinary Nurses.

Nurse's name: _____

Nurse's department/unit/clinic: _____

Your name: _____

I would like to nominate this nurse for the DAISY Award because:

Please take this form to one of the DAISY and Family Choice Award boxes or to a nurses' station. Thank you!

Patient rights and responsibilities

At Cook Children's, our number one concern is you and your child. We're committed to providing the highest quality of care and safety possible and to do everything we can to earn and keep your trust. This is part of how we keep our Promise to you and every family who relies on Cook Children's for care.

In keeping with our Promise, we have created a Patient and Parent Bill of Rights and Responsibilities. Should you have a concern regarding your child's care here, please let us know right away. While it's always nice to hear when we're doing a good job, it's every bit as important to know if there's something we can do to improve our level of service.

Here's a short summary.

Patients and parents have the right to:

- Understand my care and treatment plan.
- Be treated with respect.
- Keep in touch with family and friends.

Patients and parents have a responsibility:

- To take part in the treatment plan.

Patients, families and visitors are responsible for:

- Following Cook Children's safety rules.
- Using appropriate behavior and actions.

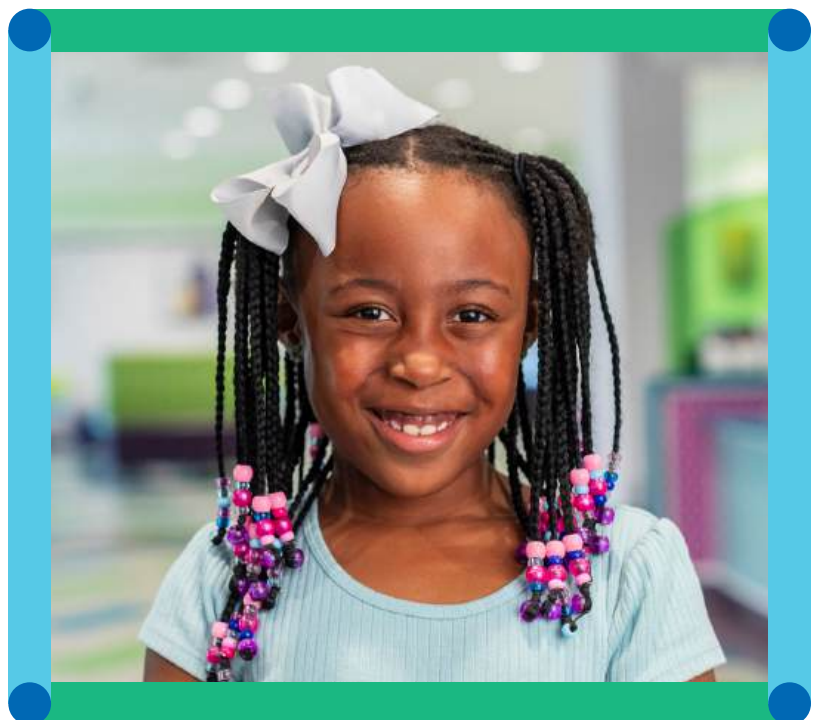
Issues and concerns

Please talk with your child's nurse or doctor if you feel our rights have not been respected.

If you need further help, you may also call the Cook Children's Patient Representative Department at 682-885-5325, 8 a.m. to 4:30 p.m., Monday through Friday (after hours, ask for the Nursing Supervisor).



Access the full Patient and Parent Bill of Rights and Responsibilities.



Language access services

English

ATTENTION: If you speak English, free language assistance services are available to you. Appropriate auxiliary aids and services to provide information in accessible formats are also available free of charge. Call 1-682-885-4000 or speak to your provider.

العربية (Arabic)

تنبيه: إذا كنت تتحدث اللغة العربية، فستكون خدمات المساعدة اللغوية المجانية متاحة لك. وتتوفر أيضًا مساعدات وخدمات إضافية ملائمة لتوفير المعلومات بتنسيقات يمكن الوصول إليها مجانًا. اتصل على 1-682-885-4000 أو تحدث إلى موفر الخدمة الخاص بك.

繁體中文 (Chinese)

注意: 如果您讲简体中文, 我们可为您提供免费的语言协助服务。还免费提供适当的辅助工具和服务, 以无障碍格式提供信息。请致电 1-682-885-4000 或与您的服务提供商联系。

Français (French)

À L'ATTENTION DE : Si vous parlez français, une aide linguistique gratuite est à votre disposition. Des aides auxiliaires et des services appropriés qui donnent des informations dans des formats accessibles sont également disponibles gratuitement. Appelez le 1-682-885-4000 ou parlez-en à votre prestataire.

Deutsch (German)

BITTE BEACHTEN SIE: Für den Fall, dass Sie Deutsch bevorzugen, stehen Ihnen kostenlos unterstützende Sprachdienste zur Verfügung. Dasselbe gilt für besondere Hilfsmittel und Hilfsdienste zur Bereitstellung von Informationen in zugänglichen Formaten. Bitte wählen Sie die 1-682-885-4000 oder wenden Sie sich an Ihren Gesundheitsdienstleister.

ગુજરાતી (Gujarati)

ધ્યાન આપો: તમે ગુજરાતી બોલતા હો, તો તમને ભાષાકીય સહાયતા માટે નિ:શુલ્ક સેવાઓ ઉપલબ્ધ છે. સુલભ ફોર્મેટમાં માહિતી પ્રદાન કરવા માટે ઉચિત પૂરક સહાય અને સેવાઓ પણ નિ:શુલ્ક ઉપલબ્ધ છે. 1-682-885-4000 પર કૉલ કરો અથવા તમારા પ્રદાતા સાથે વાત કરો.

हिंदी (Hindi)

ध्यान दें: अगर आप हिंदी भाषी हैं, तो आपके लिए मुफ्त भाषा सहायता सेवाएं उपलब्ध हैं। सुलभ फॉर्मेट में जानकारी उपलब्ध कराने के लिए उपयुक्त सहायक साधन और सेवाएं भी मुफ्त में उपलब्ध हैं। 1-682-885-4000 पर कॉल करें या अपने प्रोवाइडर से बात करें।

日本語 (Japanese)

注意: 日本語を話される場合は、無料の言語アシスタンスサービスがご利用になれます。アクセスできる形式で情報を提供するための適切な補助器具やサービスも無料でご利用になれます。電話 (1-682-885-4000) またはプロバイダーにご相談ください。

한국어 (Korean)

주의: 한국어를 사용하는 경우 무료 언어 지원 서비스를 이용할 수 있습니다. 접근 가능한 형식으로 정보를 제공하기 위한 적절한 보조 도구와 서비스도 무료로 제공됩니다. 1-682-885-4000으로 전화하거나 서비스 제공 업체에 문의하세요.

ພາສາລາວ (Laotian)

ແຈ້ງໃຫ້ຊາບ: ຖ້າທ່ານເວົ້າພາສາລາວ, ການຊ່ວຍເຫຼືອດ້ານພາສາໄດຍບໍ່ມີຄ່າໃຊ້ຈ່າຍ ມີໃຫ້ທ່ານ ອຸປະກອນຊ່ວຍແລະບໍລິການທີ່ເໝາະສົມເພື່ອໃຫ້ຂໍ້ມູນໃນຮູບແບບທີ່ເຂົ້າໃຈ ງ່າຍ ກໍມີໃຫ້ໄດ້ໂດຍບໍ່ມີຄ່າໃຊ້ຈ່າຍເຊັ່ນກັນ ກະລຸນາໃຫ້ 1-682-885-4000 ຫຼື ໃຫ້ສິນທະນາກັບຜູ້ໃຫ້ບໍລິການຂອງທ່ານ

فارسی (Persian)

توجه اگر به زبان فارسی صحبت می کنید، خدمات رایگان کمک زبانی برای شما فراهم می باشد. ابزارها و خدمات کمکی مناسب برای ارائه اطلاعات در قالب های قابل دسترس نیز به صورت رایگان در دسترس شما می باشند. با شماره 1-682-885-4000 تماس بگیرید یا با ارائه دهنده ی خدمات خود صحبت نمایید.

Русский (Russian)

ВНИМАНИЕ: Если вы говорите по-русски, вам доступны бесплатные услуги языковой помощи. Соответствующие вспомогательные средства и услуги для предоставления информации в доступных форматах также бесплатны. Позвоните 1-682-885-4000 или обсудите тему с поставщиком услуг.

Español (Spanish)

ATENCIÓN: si habla español, contamos con servicios gratuitos de asistencia lingüística para usted. Los servicios y las ayudas auxiliares apropiados para proporcionar información en formatos accesibles también están disponibles libre de costo. Llame al 1-682-885-4000 o hable con el profesional de salud que lo atiende.

Tagalog (Tagalog)

PAUNAWA: Kung nagsasalita ka ng Tagalog, mayroon kang magagamit na mga libreng serbisyo ng tulong sa wika. Mayroon ding mga naaangkop na auxiliary na tulong at serbisyo na magbibigay ng impormasyon sa mga accessible na format na magagamit nang libre. Tumawag sa 1-682-885-4000 o makipag-usap sa provider mo.

اُردُو (Urdu)

توجہ فرمائیں: اگر آپ اردو بولتے ہیں، تو زبانی معاونت کی مفت خدمات آپ کے لیے دستیاب ہیں۔ معلومات فراہم کرنے کے لیے قابل حصول فارمیٹس میں موزوں اضافی امداد اور خدمات بھی مفت میں دستیاب ہیں۔ 1-682-885-4000 پر کال کریں یا اپنے فراہم کنندہ سے بات کریں۔

Tiếng Việt (Vietnamese)

NƠI NHẬN: Nếu quý vị nói Tiếng Việt, chúng tôi sẽ cung cấp dịch vụ hỗ trợ ngôn ngữ miễn phí cho quý vị. Các dịch vụ và hỗ trợ bổ sung thích hợp để cung cấp thông tin ở các định dạng dễ tiếp cận cũng được cung cấp miễn phí. Gọi 1-682-885-4000 hoặc trao đổi với nhà cung cấp dịch vụ của quý vị.

We're dedicated to your experience.

Discrimination is against the law.

Cook Children's complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. Cook Children's does not exclude people or treat them less favorably because of race, color, national origin, age, disability or sex.

Cook Children's provides people with disabilities reasonable modifications and free appropriate auxiliary aids and services to help people with disabilities communicate effectively with us, including qualified sign language interpreters and written information in other formats. Cook Children's also provides free language assistance services to people whose primary language is not English, which may include qualified interpreters and information written in other languages. If you need reasonable modifications, appropriate auxiliary aids and services, or language assistance services, you can contact Cook Children's Language Services at 682-885-4000 or contact Kent Smith, Cook Children's Civil Rights Coordinator, whose contact information is below.

If you believe Cook Children's has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with Kent Smith, Vice President of Compliance, whose contact information is below.

Cook Children's Civil Rights Coordinator

801 7th Ave.

Fort Worth, TX 76104

682-885-8020 | civilrights@cookchildrens.org.

If you need help filing a grievance, Kent Smith, the Vice President of Compliance, is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at: <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services

200 Independence Ave., SW

Room 509F, HHH Building

Washington, D.C. 20201

1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at: <http://www.hhs.gov/ocr/office/file/index.html>.

This notice is available at Cook Children's website:

<https://www.cookchildrens.org/about/compliance/non-discrimination-policy/>.

Tell us what you need.

I need/necesito



Formula/milk
Fórmula/leche



Drink/water
Bebida/agua



Snack
Botana



Toys
Juguetes



Wipes
Toallitas



Diapers
Pañales



Bed linens
Ropa de cama



Blanket
Manta



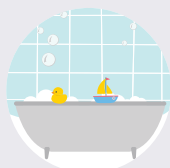
Towels
Toallas



Hospital gown
Bata de hospital

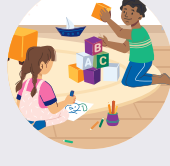


Toothbrush/toothpaste
Cepillo/pasta de dientes



Bath/shower
Baño/ducha

I need/necesito



The patient wants to go to the playroom
El paciente quiere ir a la sala de juegos



The patient wants to go for a walk
El paciente quiere dar un paseo



Please help me order food for the patient
Por favor, ayúdeme a pedir comida para el paciente



I want to hold my baby
Quiero cargar a mi bebé



Please reposition/turn the patient
Por favor, reposicione/gire el paciente



The patient needs help going to the bathroom
El paciente necesita ayuda para ir al baño

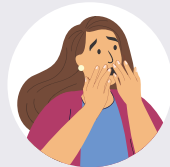
I need/necesito



The patient hurts - please page an interpreter
El paciente tiene dolor - por favor, llame a un intérprete



The patient feels sick - please page an interpreter
El paciente se siente enfermo - por favor, llame a un intérprete



I am worried - I want an interpreter
Estoy preocupada - Quiero un intérprete




I have questions for the: doctor/nurse/social worker/case manager/chaplain
Tengo preguntas para el: doctor/enfermero/trabajador social/administrador de casos/capellán



Please page an interpreter/ Por favor, llame a un intérprete

Share updates about your child with your nurse.



My baby nursed for this many minutes

My bebé amamantó por esta cantidad de minutos

My baby nursed this many times _____

My bebé amamantó esta cantidad de veces _____


5 10
15 20
25 30



My baby drank this many ounces (oz.)

My bebé bebió esta cantidad de onzas (oz.)

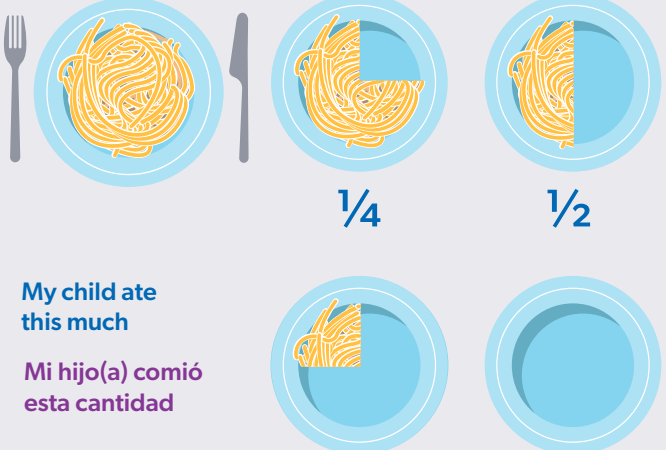
0 1/2 1
2 3 4
5 6 7
8 9 10



My child drank this much

My hijo(a) bebió esta cantidad

1/4 1/2
3/4 4/4



My child ate this much

My hijo(a) comió esta cantidad

1/4 1/2
3/4 4/4



My child ate at _____

My hijo(a) comió a las _____

My child drank at _____

My hijo(a) bebió a las _____



My baby used this many diapers _____

My bebé usó esta cantidad de pañales _____



My child peed this many times _____

My hijo(a) orinó esta cantidad de veces _____



My child pooped this many times _____

My hijo(a) defecó esta cantidad de veces _____



ZEROHarm
in any language

Things to remember

My child's main reason for this admission is:

Our goal for today is:

List important staff, their job and what they said:

In bedside shift report, we talked about:

Because I know my child best, it's OK to speak up about:

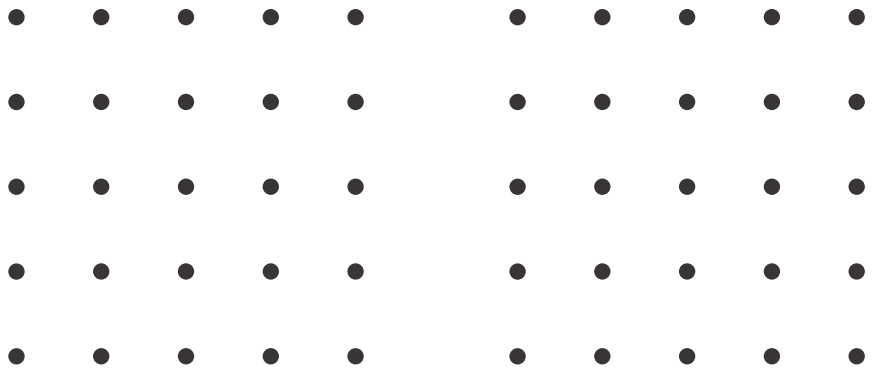
Doodles, dots, dragons

Take a break from the serious stuff.

Dots and lines

How to play:

1. Take turns drawing one line to connect two dots.
2. Try to complete a box.
3. If you finish a box, write your initial inside it and go again!
4. The player with the most boxes at the end wins.

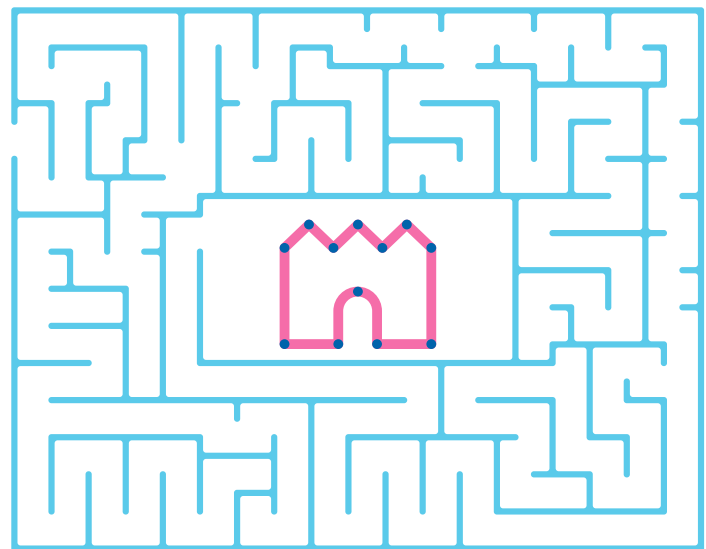


Game 1

Game 2

Magic maze

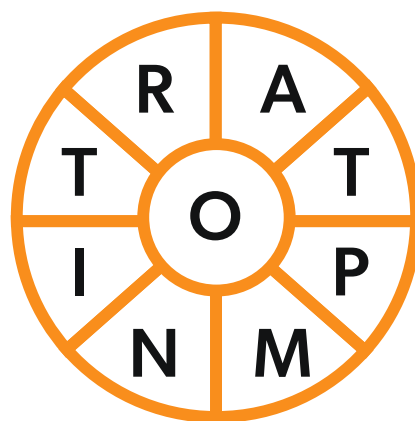
Can you find your way to our blue peaks?



Word wheel

How to play:

1. Use the center letter in every word.
2. Connect letters next to each other.
3. Find as many words as you can!
4. Optional: Use all letters for a bonus word!



1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____
10. _____
11. _____
12. _____
13. _____
14. _____
15. _____
16. _____
17. _____
18. _____

Bonus word: _____
(Nine letter word)

Answer: IMPORTANT



Maps and more

Shopping, food and things to do.

- 46 Shopping
- 47 Things to do
- 48 Places to eat
- 49 Campus map
- 50 PACT/FAST



Shopping



Build-A-Bear Workshop®

Brighten up a child's day with a new furry friend.

682-885-BEAR (2327) phone

- 10 a.m.-6 p.m., Mon-Fri
- 10 a.m.-5 p.m., Sat
- Noon-4 p.m., Sun



The Enchanted Castle Gift Shop

Purchase gifts, balloons, cards, flowers, toiletries, snacks, T-shirts and more.

682-885-6209 phone

- 9 a.m.-7 p.m., Mon-Fri
- 10 a.m.-5 p.m., Sat
- Noon-4 p.m., Sun



Peaks' Tech Zone

Our "techsperts" can help you learn about ways technology and make your health care experience more personalized.

- 8 a.m.-5 p.m., daily



Mirror, Mirror Hair & Nail Salon

Our licensed hair and nail professionals can help patients, families and guests feel refreshed!

682-885-3200 phone

- 9 a.m.-5 p.m., Mon-Fri



Cook Children's Retail Pharmacy

Fill your child's prescription before heading home. We also have non-prescription medicines available.

Retail Pharmacy #1

682-885-3142 phone

- 8 a.m. to midnight, daily

Dodson Retail Pharmacy

682-303-3900 phone

- 8 a.m.-5:30 p.m., Mon-Fri



Under the Peaks

We offer a wide range of items and apparel that everyone in the family will adore.

682-885-7325 phone

- 9 a.m.-5 p.m., Mon-Fri

Spiritual Care



Chapel

Regardless of your family's faith tradition, our chapel is always open to you and your family. Located on the second floor (directly above the gift shop).



Meditation room

The meditation room is a welcoming place for retreat and reflection where family members may spend moments in silence, prayer or meditation. It's located on the first floor of the medical center's South Tower, just past Goodies to Go.

For your convenience

We also have:

- Lactation rooms
- ATMs
- Vending machines
- Fitness and exercise options
- Lost and found
- Security escorts
- Cell phone charging stations
- Business center (mail services)

Call 682-885-7100 for more information on any of these services or stop by an information desk.

Things to do.



Indoor playground

The Pirate Cove Indoor Playground is available for kids up to age 11 with parent supervision.



Campus LEGO® model

It took more than 94,000 LEGO blocks, three LEGO master builders and nearly 860 hours to create this model of our campus.



Main Street Donor Wall

This wall honors our donors, whose gifts make it possible for Cook Children's to use the most advanced technology to care for the sickest children. Learn more at cookchildrens.org/giving.



Outdoor playgrounds

Patients, siblings and guests can play and have fun on the outdoor playgrounds. Check out the basketball hoop, checkers/chess, play equipment, bench swings, chalkboard, wishing well, dragon LEGO® model and a sensory/planting garden.



Family Health Library

With the help of a professional librarian, families can find information about a medical condition, diagnosis or treatment. The librarian can prepare a custom health information packet and have it delivered to the patient's room. Computers, printing, faxing and notary services are available free of charge.



Atrium

This area is typically used for special events, patient activities and as a gathering place for larger groups. Gatherings can be for anything from volunteer projects to a visit from the Dallas Cowboys!



Parent and family events

At Cook Children's, we understand that having a child in the medical center can be challenging. We hear you and we see you. Our parent events offer an opportunity to take a break and release some stress. Your child life specialist will have activity information or check out the event flyers on your unit.

Contact Family Engagement at 682-885-1641 or family.services@cookchildrens.org for more information.

Call ext. 10530 from any medical center phone for event times and locations.



Play is a powerful part of the healing process. In The Child Life Zone, patients can be creative and expressive. Kids can be kids, take a break from the medical environment and enjoy interacting with other patients.

Some of the many options available through The Child Life Zone include:

- Zone Central**
 Here you can do arts and crafts, play board games and observe the live studio broadcast.
- Recording studio**
 Our recording studio features drums, guitars, piano, singing, songwriting sessions and more.
- Broadcast studio**
 On channel 2 at our medical center, CLZ-TV airs original shows featuring patients and staff and provides patients a creative outlet 24 hours a day.
- The Flip Side**
 Our gaming room is for school-age kids in the morning and teenagers in the afternoon. It includes a pool table, air hockey, video games and more.
- Bomar Library**
 Patients can check out books to bring to their room during their stay.



Visit or call us at 682-885-7027 to learn more about our activities and events. Hours vary.



Places to eat.



Starbucks®

Need a cup of coffee? Visit our Starbucks for pastries and hot sandwiches.

682-885-7109 phone

- 6 a.m.-8:30 p.m., Mon-Fri
- 6 a.m.-4:30 p.m., Sat-Sun
- Closed Thanksgiving, Christmas and New Year's Day



Zooty Fruity® Yogurt Shop

If you're looking for a sweet treat, stop by for a smoothie or a yogurt with 37 topping choices.

682-885-2053 phone

- 8 a.m.-4:30 p.m., Mon-Fri



Goodies to Go

Visit Goodies to Go, located near the Emergency Department and our pharmacy, for snacks you can grab on the run.

682-885-3040 phone

- Open daily (closed 5-6 a.m.)



Camelot Court Cafeteria

Located on the first floor; you can choose from many dining options.

682-885-5052 phone

- Deli open 11 a.m.-10 p.m., daily
- Homestyle and alternative stations are open 11 a.m.-2 p.m. and 6-10 p.m., Mon-Fri
- Grill open 6 a.m.-10 p.m., daily
- Pizza and pasta station open 11 a.m.-10 p.m., daily
- Salad bar and international station open 11 a.m.-10 p.m., Mon-Fri



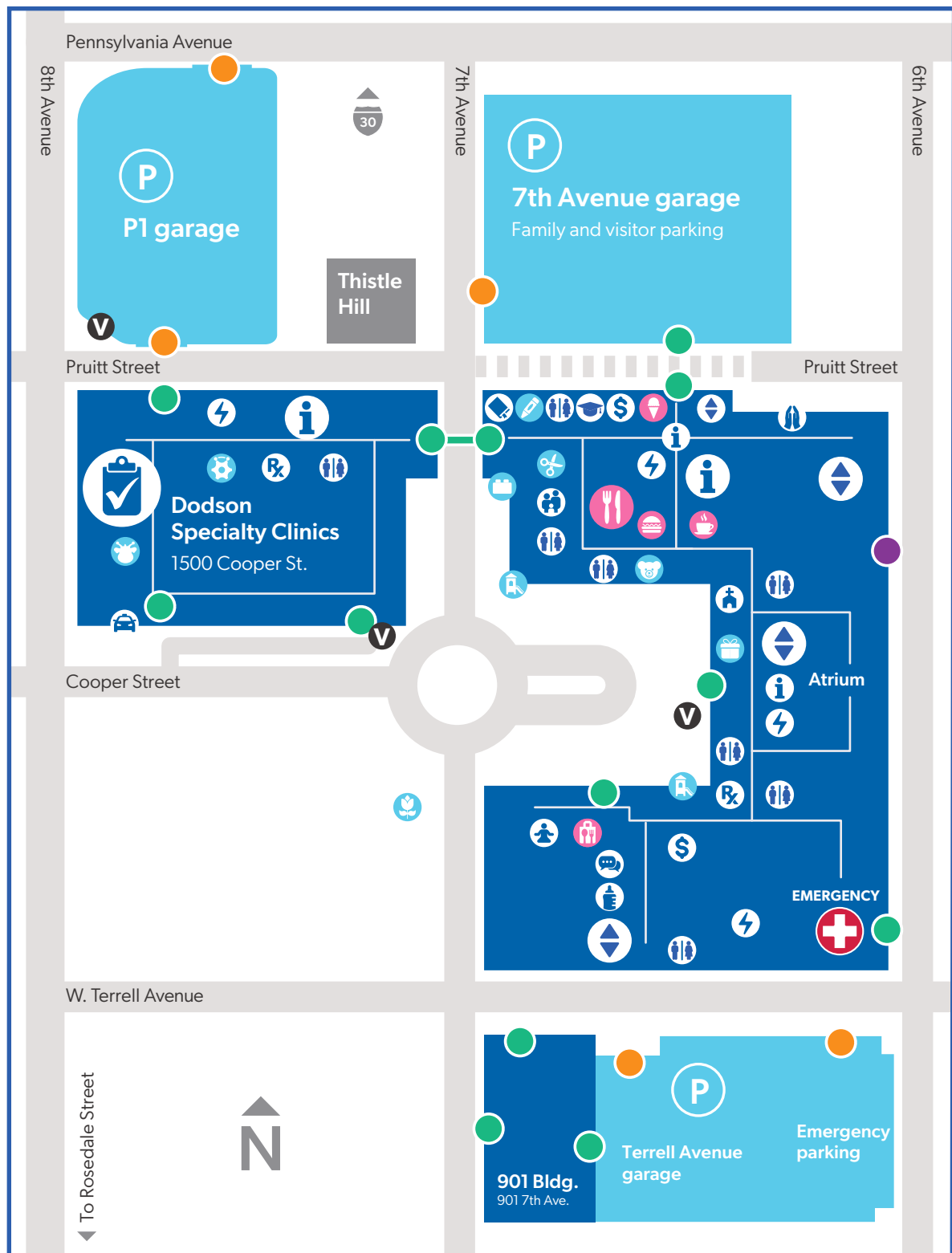
Chick-fil-A®

American fast food restaurant chain and the largest chain specializing in chicken sandwiches.

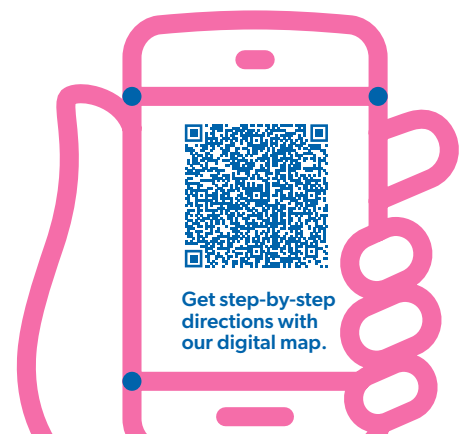
682-885-5052 phone

- 6 a.m.-10 p.m., Mon-Sat
- Closed Sundays, Thanksgiving, Christmas and New Year's Day

Exceptional amenities for everyone.



- | | | | | | | |
|--------------|-----------------------|-----------------------------|-------------------------|-----------------------|----------------------------|-------------------------|
| EMERGENCY | Parking | Car entrance | Pedestrian entrance | Curbside pick-up | Valet | Building |
| Registration | Family Health Library | Family support meeting room | Meditation room | Chapel (second floor) | Spiritual Care | Patient Learning Center |
| Information | Restrooms | Charging station | South conference room 1 | ATM | Uber/Lyft drop-off/pick-up | Retail Pharmacy |
| Elevators | Lactation room | | | | | |



PACT

Participation
Agreement for
Communication and
Teamwork

PACT is our agreement to work with you as a team to provide excellent care for your child.

As a care provider, I agree to...

- ✓ Explain information in a way that you and your child can understand.
- ✓ Deliver excellent care in managing the pain and comfort level of your child.
- ✓ Respect that you know your child best.
- ✓ Listen to and address your ideas and concerns in a clear and kind way.
- ✓ Encourage you to participate in rounding, bedside shift report and care planning for your child's procedures and treatments.

As a parent, I agree to...

- ✓ Ask questions if I don't understand what you're telling or showing me.
- ✓ Help develop a plan for controlling my child's pain and providing comfort.
- ✓ Be willing to listen to and respect your knowledge and skills as a health professional.
- ✓ Tell you about my concerns in a clear and kind way.
- ✓ Care for my child and participate in the discussions about my child's treatment plan.

FAST

Family
Activated
Safety
Team

If you're worried that your child is getting worse and the situation is becoming an emergency, please tell us right away.

What do I do?

1. Call the Family Activated Safety Team (FAST).
2. Tell your child's nurse. He/she can look at your child and gather information to give the FAST team when they arrive.

How?

Call ext. 11111 from any medical center phone.

Tell them:

- Your child's name.
- Your room number.
- That you need the FAST team.

ZEROHarm
in any language

Interpreter?

¿Intérprete?

؟یروف مچرتم تنأ له

Interprète?

؟یکن وراپژ

Mkalimani?

Phiên dịch viên?

I need...

Necesito

મને ની જરૂર છે

J'ai besoin de

مړل اي ترا هت هز

Ninahitaji

Tôi cần

