

NICU Family Guidelines

healthier



Our NICU is designed to involve you in the healing process of your baby because you play an important role in their well-being.

NICU ROOM



808-983-8673

Welcome to the Neonatal Intensive Care Unit at Kapi'olani Medical Center for Women & Children

Having a baby can be one of the most joyous occasions in your life. When the unexpected happens, all of us at Kapi'olani are here to support you and meet the needs of your baby. Our Neonatal Intensive Care Unit (NICU) is designed to involve you in the entire healing process. You play an important role in your baby's well-being, and we encourage you to actively participate in your baby's care – ask questions, join in daily rounds and become involved in discharge planning so that you may learn all you can about the care and treatment of your baby.

While in the NICU, your baby will receive highly specialized care from an experienced team led by our board-certified neonatologists. Around-the-clock care is comprised of nurses, respiratory therapists, neonatal nurse practitioners, physician hospitalists, pediatric residents and neonatal fellows. Other members of our NICU team include social workers, dietitians, pharmacists, behavioral health specialists, lactation consultants and staff from our rehabilitation department.

In this booklet, you will learn more about participating in the care of your baby and visitor guidelines. In the next few days, we will talk with you about our parental partnership agreement. This is an intensive care unit, and guidelines have been put in place for the safety of your baby.

We are dedicated to caring for your baby, and we want to thank you for choosing Kapi'olani Medical Center for Women & Children.

Sincerely,

Your Neonatal Intensive Care Patient Care Team

**HAWAII
PACIFIC
HEALTH**

**KAPI'OLANI
MEDICAL CENTER
FOR WOMEN & CHILDREN**



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CREATING A HEALTHIER HAWAII



Hand-Washing

Hand-washing is the most important thing we must all do to keep your baby healthy. If you see that someone forgets to wash their hands or use hand sanitizer, please remind them.

Remove Jewelry First

Jewelry can give germs a place to hide, even after hand-washing.

- Please wear minimal jewelry.
- If wearing rings, bracelets or a watch, please scrub them well or remove for the duration of your visit.

Wash

All family members and visitors must first wash their hands at the scrub sink before entering the NICU.

- Clean under your nails with a nail pick.
- Wash hands up to the elbows with soap for 20 seconds.
- Dry hands.
- Apply surgical scrub to hands and forearms.

Hand Sanitizer

Germs are all around. Hands can pick up germs from anything you touch, such as your phone, purse, clothing, etc.

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



Safety

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

Monitoring

We have many ways that we are able to monitor your baby when in the NICU.

- Staff will frequently check on you and your baby.
- When your baby's monitor alarms, your nurse will be sent this information even if he or she is not in your room.
- Please do not touch monitors or any medical equipment.

ID Badges

All staff must wear a Kapi'olani ID badge.

- This badge should be visible at all times.
- Never give your baby to someone who is not wearing a Kapi'olani ID badge.

Parent ID Bands

- Parents are issued ID bands on admission.
- Do not discard your ID bands. They will be needed for your baby's discharge home.





Locked Doors

The NICU is a secure and locked unit. We monitor everyone entering the unit.

- Do not hold the door open for other parents or visitors to enter.
- Only your visitors may enter the unit with you.
- Do not allow anyone to walk in behind you as you enter.
- No food or drinks are allowed into the unit, with the exception of a closed container of water.

Storage of Personal Items

- Please do not bring any valuables with you.
- All personal belongings must be kept in the designated parent closet and should not be kept out on the counters.
- Please do not bring any clothing or linens for baby from home for infection control purposes. These items will be provided.
- The medical center is not responsible for any lost or stolen items.

Contact Your Nurse

- Your baby's nurse will write their name and phone extension on the whiteboard.
- There is a phone in each room that is available to use for local and in-hospital phone calls.

Environment

- The floor in your room should be kept clear of clothing, bags, etc., at all times.
- Footwear must be worn at all times.
- No decorations are permitted on windows to prevent fire hazards and to ensure a clear view of your baby at all times.

Safety Zone

Kapi'olani has a zero-tolerance policy for aggressive behavior and violence.

- No weapons, alcohol, recreational drugs, tobacco products, lighters or flammable liquids are allowed.

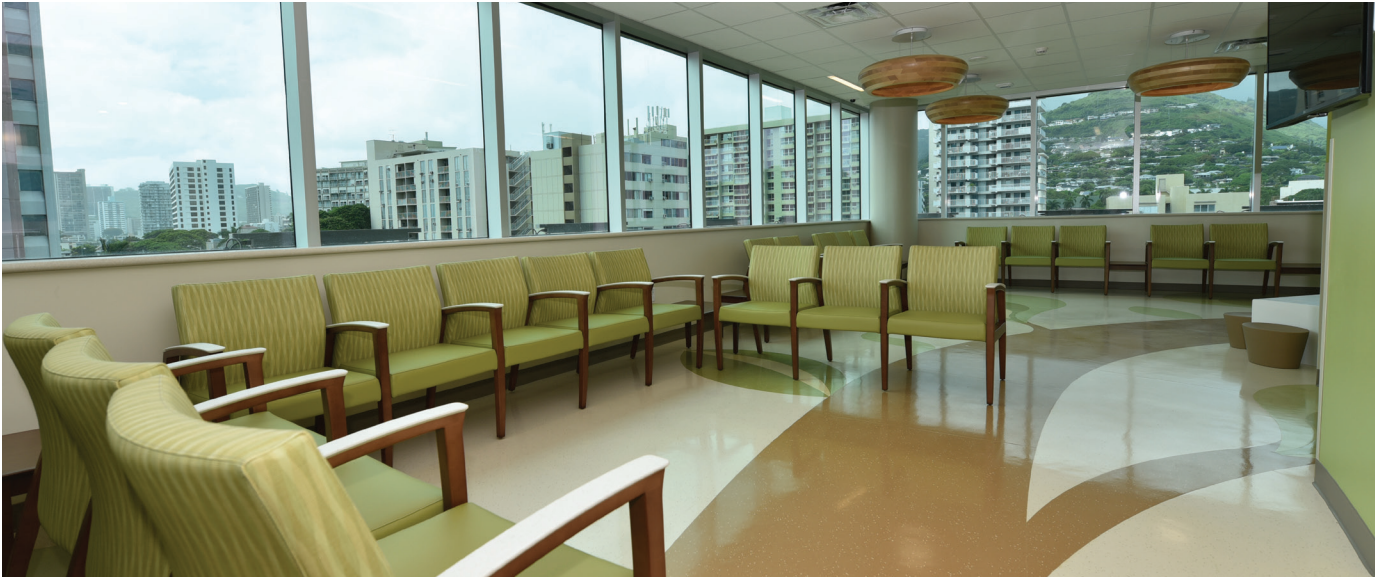


Communication

Telephone Information

Only parents may receive information over the telephone about their baby.

- You will receive a passcode.
- You will be asked for the passcode each time you call to check on your baby.
- No information will be given without a passcode.
- Do not share your passcode with anyone. This is one way to keep your baby's information private and safe.
- Phone calls will not be transferred to the nurse between the hours of 7-8 a.m. and 7-8 p.m. during shift change.



Lights, Sounds and Personal Technology

Babies in the NICU are sensitive to lights and sounds.

- Please use earphones when listening to music or when using a computer.
- Please keep your personal cell phone on silent or vibrate mode, and use your telephone when away from your baby's bedside.
- Have your visitors use the waiting room when visiting with each other.
- You may take pictures and video and send text messages of your baby.
- If you would like to take a picture with a staff person, please ask for their permission.
- Always sanitize your hands after touching any personal items and before touching your baby.
- Check with your nurse before adjusting the lights; your baby's needs come first.

Bedside Report

We invite you to join us during our bedside shift change report at 7 a.m. and 7 p.m., but this may occur at other times. Please do not interrupt the nurses' report. Questions may be asked when the report is complete, and any questions regarding plan of care should be asked during medical team rounds.

- Only parents may attend bedside report.
- Visitors will be asked to leave.
- Your nurse will be sharing information about your baby's progress and condition during the report.
- Your baby's plan of care will be updated every 12-24 hours on the whiteboard.
- You are encouraged to write down questions you may have on the parent section of the whiteboard.

Medical Team Rounds

You are also invited to join our medical team in morning rounds, which occur between 8 a.m. and noon.

- Only parents may attend medical team rounds.
- Visitors will be asked to leave.
- The medical team will be discussing plan of care, progress reports and the current condition of your baby.
- Your thoughts and concerns are very important.



Visitors

In the NICU, you are a parent, not a visitor.

- Visitation for all others is 11 a.m.-8:30 p.m.

The unit is closed to visitors from 7 to 8 p.m. for evening shift change.

- Only two people are allowed at the bedside at one time, even in the case of multiple births. Some exceptions may apply.
- All visitors must be at least 18 years of age or older.
- Visitors will be checked for possible signs of illness or infection before being allowed to enter the NICU.
- We may ask visitors to leave if we are concerned about their current health.
- Visitors may be asked to limit the length of their visit based on your baby's status.
- There may be emergent situations when visitors may be asked to leave the unit temporarily.

Parent Support

Having a baby in the NICU is very stressful. Getting support from your family and friends is very important for you. If you would like to designate someone to visit your baby when you are not here, you may provide a support list.

- Support persons may visit your baby when you are not able to between 5 a.m. and 11 p.m.
- Support persons must be at least 18 years of age or older.
- Support persons may not bring in any visitors.
- You may select up to four support persons.
- Support persons may not receive any information about your baby.
- Support persons may not stay overnight.
- Support persons may not change and must remain the same throughout your baby's hospital stay.
- Support persons must show ID before entering the NICU and will be screened for signs of illness and infection.





Staying Overnight in Your Baby's Room

You are invited 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 postpartum care for mom. We encourage you to rest and recover at home before considering staying overnight with your baby.

Behavior and Clothing

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

- No swearing or use of profane gestures.
- No sexual activity.
- Appropriate clothing should be worn at all times.

Overnight Safety

The NICU will be closed from 11 p.m. to 5 a.m.

- If you will be spending the night with your baby, please be in the unit by 11 p.m.
- For the safety of you and your baby, no one will be allowed into the unit after 11 p.m. unless approved by NICU management. Some exceptions may apply.

Sleeper Chair

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

- Linens will be provided.
- No outside pillows, sheets or blankets will be allowed into the unit for infection control purposes.
- The sleeper chair is made for one person to use at a time.
- Your chair may be opened into a bed after 9 p.m.
- Please change your bed back to a chair by 8 a.m.

Lighting

- Lighting will be lowered in the room at night to provide a restful environment for your baby.
- Lights will be turned on during assessment times to allow your nurse a clear, bright view of your baby.

Wake-Up Time

- Wake-up time is by 8 a.m.
- Please pick up and put away all of your personal belongings.
- Please fold and place clean linens in the closet for later use.
- We are happy to replace linens as needed.

Personal Space

Bring personal items you need for an overnight stay.

- Please keep personal belongings, hospital linens and supplies off the floor.
- Personal items may only be kept in the designated area.
- Balloons, plants or flowers are not allowed in the NICU.



Kitchenette

A kitchenette is available just outside of the NICU for parent use.

- Please be considerate of others and clean the area you use.
- All food and drinks need to be labeled with name, date and time.
- The refrigerator will be cleaned at 10 p.m. Food that is not labeled correctly and/or greater than 24 hours old will be thrown out.
- Please wash, dry and put away all items after use.
- The NICU is not responsible for any lost or stolen items.



Showers

There are four showers for parent use in the NICU.

- Showers are available on a first-come, first-served basis and are to be used by one person at a time.
- For the comfort of others, please keep showers clean and free from your personal belongings.
- As a courtesy to others, please limit shower times.
- Please provide your own toiletries for showers.
- Towels and wash cloths are provided.
- Place used towels and wash cloths in laundry bin.
- After showering, please be fully dressed when exiting bathroom.
- Please wear slippers/shoes, if possible, for your safety.
- Please notify your nurse when you are done with your shower so environmental services can clean.



Parent Respite Areas



Respite Area

- There are three respite areas located on the mauka (mountain) side of the unit.
- Please keep the area clean.
- Noise level should be kept at a minimum.
- Visitation and conversation should be reserved for the waiting room outside of the unit.
- No sleeping in respite areas.
- Do not leave children unattended.



Parking

- Self-parking is free for parents.
- You may receive up to two parking passes.
- Go to the Admissions Office, located on the first floor.
- Give them your name and inform them that you have a baby in the NICU.



Wireless Internet

- Kapi'olani offers free wireless internet service.
- Go to your device's wireless network connections and select "WC Guest" network.
- Open a web browser, and you will be redirected to a disclaimer page.
- You must "Accept" the acknowledgement in order to connect.

Helpful Information for Visitors

Visiting Hours and Guidelines

General Visiting Hours: 11 a.m.-8:30 p.m.

Smoke-Free Facility

Kapi'olani Medical Center is a smoke-free facility. Patients and visitors are asked to refrain from smoking tobacco products (or items giving the appearance of smoking, such as electronic cigarettes) anywhere on campus.

Dining Room

Our Dining Room is open from 6 a.m. to 3 a.m. It is located on the second floor of the Diamond Head Tower and serves hot meals during the hours listed below. Additionally, we have salads, sandwiches, snacks and drinks available during open hours.

Meal Dining Room Hours:

Breakfast: 6 a.m. – 9 a.m.

Lunch: 11 a.m. – 2 p.m.

Dinner: 4:15 p.m. – 3 a.m.

Starbucks

Starbucks Coffee is located in our Dining Room and is open 24 hours a day.

Outpatient Pharmacy

For the convenience of our patients and their family and friends, a pharmacy is located on the first floor of the main hospital to fill your prescription and over-the-counter medication needs.

Pharmacy Hours:

Monday–Friday, 8:30 a.m. – 5 p.m.

Saturday, 8:30 a.m. – 12:30 p.m.

Closed on Sundays.

ATM Machines

For your convenience, ATM machines are located in the main hospital lobby and the Diamond Head Tower lobby.

Gift Shop

You can purchase gifts, flowers, novelties, greeting cards, candies and toiletries at our Gift Shop, located just off the lobby in the main hospital.

Gift Shop Hours:

Monday-Friday, 9 a.m. – 7:20 p.m.

Saturday, 9 a.m. – 12:30 p.m.

Closed on Sundays and holidays.

Newspapers

The Honolulu Star-Advertiser is available for purchase on the second floor in the Dining Room. The daily paper costs \$1 and the Sunday paper costs \$2.25.

Chapel

Hale Pule Chapel is located on the second floor of the main hospital. The Diamond Head Tower Chapel is located on the second floor of the Diamond Head Tower. Our chapels offer a contemplative setting for prayer or meditation. Both chapels are open 24 hours a day.

Parking

Convenient valet parking is available for a fee of \$8, Monday-Friday, 8 a.m-4 p.m. Enter off Bingham Street and see the valet at the hospital driveway entrance.

Parking is also available in our medical center parking garage for \$3 for the first two hours; \$5 for 2-4 hours; \$9 for 4-8 hours; \$25 beyond 8 hours. There is a \$25 fee for lost tickets.

Patient Relations

If you have any questions, call our patient relations coordinator at 808-983-6067.