

# Welcome to Kapi'olani Medical Center for Women & Children

## DEAR PARENT OF PEDIATRIC PATIENT:

By now, you have learned that your child needs specialized care, not available at your current medical facility. Your doctor has arranged to have your child transported to Kapi'olani Medical Center for Women & Children, where your child will receive the necessary services and care that they need.

We understand that this transition may make you a little nervous. To help ease the process, we've prepared the following packet to answer questions and address concerns you may have.

## INSIDE YOUR TRANSPORT PACKET YOU WILL FIND:

- Preparing Your Child for Transport
- What to Expect During My Child's Stay
- Frequently Asked Questions About Transport
- Travel Resources: Airlines and Hotel Accommodations
- Ground Transportation Resources

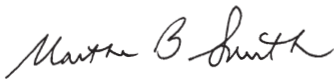
## EXPERT TRANSPORT TEAM

You can feel confident that your child will receive the best care possible while being transported. Your child will be accompanied by a highly trained Transport Team from Kapi'olani Medical Center that includes doctors, nurses and respiratory therapists who have specialized training in neonatal and pediatric transport medicine.

## ADDITIONAL QUESTIONS OR CONCERNS

If you have questions this packet cannot answer or other concerns about your child, please do not hesitate to ask a member of the Transport Team, a member of the Kapi'olani Medical Center team, or call us at 808-983-6000.

Sincerely,



Martha B. Smith  
Chief Executive Officer  
Kapi'olani Medical Center for Women & Children

# Preparing Your Child For Transport

Before the Kapi'olani Medical Center for Women & Children Transport Team moves your child, the doctor and nurses currently caring for your child will give our team a complete report on your child's condition and medical needs. Our team will then examine and prepare your child for transport. Be patient; this may take some time. Our Transport Team has your child's best interests in mind and needs to be thorough with the exam. Once they are finished, they will update you on your child's condition and answer any questions you may have.

## ON THE WAY TO KAPI'OLANI

For your child's safety and comfort, our Transport Team will place your child in an incubator or on a stretcher and will use special equipment to continuously monitor and treat your child during the trip.

## FROM O'AHU

If your child is being transported from a hospital on O'ahu, our Transport Team will use a special ambulance to move your child to Kapi'olani Medical Center. If there is space available in the ambulance, one parent can accompany your child.

## FROM NEIGHBOR ISLANDS

If your child needs to be transported to O'ahu from another island, our Transport Team may use a specially equipped airplane or helicopter.

Transport planes are small and have space and weight limitations. Sometimes there is no space for anyone other than the child and Transportation Team. Our team will make every effort to allow medically stable parents to accompany their child.

## ARRIVAL AT KAPI'OLANI

Upon arrival, our Medical Center Team will take over care from our Transport Team and evaluate your child's condition. Your child's health is our top concern. This is a good time for you to register your child. Simply head to the first floor, where you'll find Patient Registration. For additional directions, review our medical center map, found inside this packet.

## TRANSPORTATION TO OTHER FACILITIES

From time to time, our Transport Team needs to move patients to other medical facilities for procedures not done at Kapi'olani Medical Center. In the event that this needs to take place for your child, our Transport Team will transport your child in a similar manner outlined in the "From O'ahu" section.

## IF YOU CANNOT ACCOMPANY YOUR CHILD

In the event your child needs to travel to Kapi'olani Medical Center alone, our Transport Team will provide updates on your child's condition once he arrives and is settled.

After your child's arrival, you can stay in-touch and remain updated on your child's condition through the unit that your child is admitted to. Our Transport Team will give you this information when we call to update you.

## ADDITIONAL QUESTIONS OR CONCERNS

If you have questions or concerns about your child, please do not hesitate to ask a member of the Transport Team, a member of the Kapi'olani Medical Center team, or call us at **808-983-8662**.



# Frequently Asked Questions About Transport

The Kapi'olani Transport Team will provide your child with the excellent medical care possible during your trip to Kapi'olani Medical Center for Women & Children. They will also help to connect you to support services that may include social workers, behavior health providers, lactation consultants, spiritual support and March of Dimes NICU Family Support.

## WHO CARES FOR MY CHILD DURING TRANSPORT?

Your child will be accompanied by a highly trained Transport Team from Kapi'olani Medical Center that includes doctors, nurses and respiratory therapists who have specialized training in neonatal and pediatric transport medicine.

## WHAT HAPPENS WHEN THE TRANSPORT TEAM ARRIVES?

Before the Kapi'olani Transport Team moves your child, the doctor and nurses currently caring for your child will give our team a complete report on your child's condition and medical needs. Our team will then examine and prepare your child for transport. Once they are finished, they will update you on your child's condition and answer any questions you may have.

For your child's safety and comfort, our Transport Team will place your child in an incubator or on a stretcher and will use special equipment to continuously monitor and treat your child during the trip.

## CAN I TRAVEL WITH MY CHILD?

Transport planes are small and have little space and weight limitations. Sometimes there is no room available for anyone other than the child and Transport Team. Our team will make every effort to allow medically stable parents to accompany their child.

## HOW WILL I KNOW MY CHILD ARRIVED SAFELY?

Our Transport Team will update you on your child's condition once they arrive at Kapi'olani and get settled.

## WHAT HAPPENS WHEN MY CHILD GETS TO KAPI'OLANI?

Upon arrival, our medical center team will take over care from our Transport Team and evaluate your child's condition. Your child's health is our top concern. This is a good time for you to register your child. Simply head to the first floor, where you'll find Patient Registration. For additional directions, review our medical center map, found inside this packet.

If you are unable to accompany your child, you can stay in-touch and remain updated on your child's condition through the unit that your child is admitted to. You will get this information when we call to update you upon your child's arrival.

## SUPPORT SERVICES

The medical center team will help you identify initial support services and also will connect you with support services based on your child's needs. However, feel free to request to contact our social workers, chaplain, behavioral health support, lactation consultants or March of Dimes NICU Family Support.

## ADDITIONAL QUESTIONS OR CONCERNS

If you have questions or concerns about your child, please do not hesitate to ask a member of the Transport Team, a member of the Kapi'olani Medical Center team, or call us at **808-983-6000**.

## ADDITIONAL IMPORTANT NUMBERS:

Neonatal Intensive Care Unit (NICU):	808-983-8673
Pediatric Intensive Care Unit (PICU):	808-983-8681
Wilcox Pediatric Unit:	808-983-8322
Carter Pediatric Unit:	808-983-8310



# Travel Resources: Airlines and Hotel Accommodations

Below are resources for both air travel and hotel accommodations to make coordinating your stay on O'ahu easier. If you have questions or concerns, ask our Transport Team or contact our Social Services department once your child has arrived at the hospital.

## INTERISLAND AIRLINES

### Hawaiian Airlines

Reservations / Flight Information  
Toll-free 1-800-367-5320  
[hawaiianairlines.com](http://hawaiianairlines.com)

### Island Air

Reservations / Flight Information  
Toll-free 1-800-652-6541  
[islandair.com](http://islandair.com)

### Mokulele Airlines

Reservations / Flight Information  
Toll-free 1-866-260-7070  
[mokuleleairlines.com](http://mokuleleairlines.com)

## HOTEL ACCOMMODATIONS

You and your family members will need to arrange accommodations while your child is in the hospital. For your convenience, we have listed a few hotels below, including their phone numbers. Most hotels offer kama'aina rates.

\$ = less expensive      \$\$\$ = more

### Aqua Hotel & Resorts (Waikiki)

\$-\$\$\$ Toll-free: 1-866-940-2782  
[aquaresorts.com](http://aquaresorts.com)

- **Pagoda Hotel** (midtown)  
\$ Toll-free: 1-800-472-4632  
On O'ahu: 941-6611  
[Pagodahotel.com](http://Pagodahotel.com)

- **Park Shore Waikiki** (Waikiki)  
\$\$\$ Toll-free: 1-866-536-7975  
On O'ahu: 954-7426  
[Parkshorewaikiki.com](http://Parkshorewaikiki.com)

### Aston Hotels & Resorts (Waikiki)

\$\$-\$\$\$ Toll-free: 1-877-997-6667  
[Astonhotels.com](http://Astonhotels.com)

- **Aston at the Executive Centre Hotel** (downtown)  
\$\$ Toll-free: 1-855-945-4090  
On O'ahu: 539-3000  
[Astonexecutivecentre.com](http://Astonexecutivecentre.com)

### Outrigger Hotels & Resorts (Waikiki)

\$\$\$ Toll-free: 1-866-956-4262  
[Outrigger.com](http://Outrigger.com)

- **Ala Moana Hotel**  
(next to Ala Moana Center)  
\$\$\$ Toll-free: 1-800-446-8990  
On O'ahu: 955-4811  
[Alamoanahotel.com](http://Alamoanahotel.com)

- **Ohana Hotels** (Waikiki)  
\$ Toll-free: 1-866-956-4262  
[ohanahotels.com](http://ohanahotels.com)

### Pacific Beach Hotel (Waikiki)

\$\$\$ Toll-free: 1-800-367-6060  
On O'ahu: 922-1233  
[Pacificbeachhotel.com](http://Pacificbeachhotel.com)

### Ronald McDonald House

(Judd Hillside and Oahu Avenue)  
\$ On O'ahu: 973-5683  
[Ronaldhousehawaii.org](http://Ronaldhousehawaii.org)

### Sheraton Hotel & Resorts (Waikiki)

\$\$\$ Toll-free: 1-800-782-9488  
On O'ahu: 922-4422  
[Starwoodhotelshawaii.com](http://Starwoodhotelshawaii.com)

### Discount Hotels Hawaii

(hotel resource and reservations)  
808-394-2112  
[Discounthotelshawaii.com](http://Discounthotelshawaii.com)

Note: This information is provided as a guide to our patients. Kapi'olani Medical Center for Women & Children does retain a partnership with Ronald McDonald House for patient support services. Outside of this relationship, Kapi'olani is neither affiliated with nor endorses any of the companies listed above.



# Ground Transportation Resources

Listed below are a variety of ways to get around Honolulu. You will need to make reservations in advance if you decide to rent a car or take an airport shuttle to Kapi'olani Medical Center or to your hotel. Some of your options include a taxicab or TheBus. Please note that prices listed are approximate and are subject to change.

## RENTAL CARS

When you arrive at the airport, a shuttle will take you to the car rental pickup area.

<b>Alamo:</b>	1-800-327-9633 or 808-833-4585
<b>Avis:</b>	1-800-321-3712 or 808-834-5536
<b>Budget:</b>	1-800-527-7000 or 808-836-1700
<b>Enterprise:</b>	1-800-736-8222 or 808-836-2213
<b>Hertz:</b>	1-800-654-3011 or 808-831-3500
<b>National:</b>	1-888-858-6207 or 808-834-6350
<b>Thrifty:</b>	1-800-367-2277 or 808-952-4238

## TAXI SERVICE

The cost of taxi service varies according to traffic and distance. Please call ahead to get current rates. Taxi services are located outside of airport baggage claim. Walk to the median strip and speak with the taxi dispatch staff. Otherwise, to access taxi services listed, you need to call for a pickup.

For your convenience, we have listed a few of the companies below, including their phone number.

<b>AMPCO Express:</b>	808-861-8294
<b>Charley's Taxi &amp; Limousine:</b>	808-531-1333
<b>The Cab:</b>	808-422-2222

## AIRPORT SHUTTLES

Airport shuttle payment is cash or credit card. Call to make a reservation prior to flying into Honolulu. Please provide your airline and flight number when calling in your reservation.

<b>Hawaii Kai Airport Express Hui:</b>	808-396-6633
<b>Airport Island Shuttle:</b>	808-521-2121

## THEBUS (O'AHU TRANSIT SYSTEM)

808-848-5555 | TheBus.org

Cost one way (pricing as of March 2017; prices may change due to rate increases):

- \$2.50 for adults
- \$1.25 for students
- \$1 for seniors with Medicare (must show card)

If transferring from one bus to another, ask for a transfer voucher—(valid for two hours).

TheBus will only allow carry-on luggage that can be held on your lap. See TheBus routes below. You may want to confirm your destination with your bus driver as you board.

### From the airport to Kapi'olani Medical Center

- Bus stop located on the second level near departures
- Take the #19 or #20 (Waikiki) to King and Punchbowl, then transfer onto the #1, #1L, #2
- Get off at King Street and Kalakaua Avenue
- Walk 3 blocks to hospital

### From Kapi'olani to Waikiki hotels

- Bus stop located on King Street and Kalakaua Avenue
- Take the #2 (Waikiki)
- Ask bus driver for closest stop

### From Kapi'olani to Ala Moana Center

- Bus stop located on Punahou Street and Beretania Street.
- Take the #6, which will take you directly to the shopping center

**NOTE:** This information is provided as a guide to our patients. Kapi'olani Medical Center for Women & Children is neither affiliated with nor endorses any of the companies listed above.

# Transport Checklist

## DEAR REFERRING FACILITY,

In order to expedite the transfer of any neonate or pediatric patient, the Kapi'olani Transport Team has designated the following checklist for the items that we need prior to transfer. Please help us by collecting the items listed below to ensure a seamless transport between your facility and ours.

## PREPARING THE FAMILY FOR TRANSPORT

We request that you please provide the parent(s) or family of the child to be transported with our transport packet prior to our arrival. We also ask that you remind the parent(s) that we will make every effort to allow one medically stable parent to accompany their child during transport; all others will need to arrange their own transportation.

## REQUIRED ITEMS FOR TRANSPORT

- Signed Consent for Transport Services form
- Signed EMTALA form
- Signed Terms and Conditions of Service form (1 copy)
- Face sheet with insurance information and parental information (4 copies)
- Please FAX a copy of the face sheet to Admissions and Receiving Unit:
- Admissions (1 copy) – **808-983-6173**
- PICU (1 copy) – **808-983-8018**
- NICU (1 copy) – **808-983-6522**
- Air Ambulance paperwork (off island transport only)
- Copy of patient's chart
- Nursing summary (including type and amount of fluids given, allergies, any exposures to communicable diseases, medication given with times and routes given)
- Physician's Admission note
- Results of all lab work
- Copy of the ambulance record (if applicable)
- Transfer summary
- Copy of x-rays and/or scans
- State Department of Health Newborn Screening form

### For Neonatal patients only, please also include:

- Copy of mother's chart (for neonatal transport only)
- Prenatal record
- Delivery record
- Nursery admission record
- One tube of cord blood (for neonatal transport only).

If you have any questions, please feel free to contact the Transport Team at **808-983-6000**.

For questions regarding referrals, please contact the appropriate unit hotline:

**NICU: 808-983-8393**      **PICU: 1-800-KAP-PICU (1-800-527-7428)**

Thank you very much for your cooperation and assistance,  
The Kapi'olani Transport Team



## CONSENT FOR TRANSPORT TEAM SERVICES

I hereby request and give consent to Kapi'olani Medical Center for Women and Children, located at 1319 Punahou Street, Honolulu, HI 96826-1072 (hereinafter "KAPI'OLANI"), by and through its Transport Team, to transport the following individual (hereinafter "Patient") to a hospital or medical facility designated by me or to be determined by KAPI'OLANI'S Transport Team:

Patient Name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

Furthermore, I understand, acknowledge and agree to the following terms and conditions:

1. KAPI'OLANI reserves the right to decide whether to transport Patient, and will not be held liable or responsible for declining to transport Patient. KAPI'OLANI will notify the attending physician as soon as possible of its decision whether to transport Patient.
2. KAPI'OLANI will transport Patient to the medical facility designated by me unless, in the judgment of KAPI'OLANI'S Transport Team, it is in the Patient's best interest to be transferred to another hospital or medical facility. KAPI'OLANI retains the authority to decide, at any time during the course of transporting Patient, which medical institution or facility the patient should be transferred based in part on Patient's medical condition.
3. KAPI'OLANI is responsible for care of Patient only during such time that Kapi'olani has physical custody of Patient. It is understood that Patient is being transported by KAPI'OLANI'S Transport Team because Patient is seriously ill. Patient, during the transport process, may require medical treatment, including, but not limited to, anesthesia, operative procedures, blood transfusions, medication, etc. I hereby give my consent for such treatment as KAPI'OLANI'S Transport Team deems necessary to preserve life or bodily functions of Patient. We further understand that no promises or guarantee has been given or can be given by KAPI'OLANI'S Transport Team as to the success of care.
4. I understand and acknowledge that in the course of Patient's treatment and/or in making arrangements for Patient's care, Patient's individually identifiable health information will be shared with other providers, including the providers at the receiving medical facility, for treatment purposes.
5. I understand and acknowledge that patient's individually identifiable health information will be sent to Patient's insurance carrier for billing purposes for any treatment Patient receives at KAPI'OLANI including treatment for Human Immunodeficiency Virus (HIV) and/or Acquired Immune Deficiency Syndrome (AIDS), mental health diagnoses, and/or drug, alcohol or other substance abuse. I understand that if the organization authorized to receive Patient's individually identifiable health information is not a health plan or health care provider; the released information may no longer be protected by federal privacy regulations. I further understand and acknowledge that if Patient's medical records contain information relating to HIV and/or AIDS, prior to sending such information to Patient's health care insurer for reimbursement purposes, I do have the opportunity to make such reimbursement directly to KAPI'OLANI and shall make payment to KAPI'OLANI within thirty (30) days from the date of the bill. Otherwise, KAPI'OLANI will release the necessary information to Patient's health care insurer.
6. KAPI'OLANI, it's employees, officers, and physicians are released from any legal responsibility or liability for releasing the requested information as authorized.

By signing below, I agree to the above-listed terms and conditions, and represent that I have the authority to make decisions regarding the Patient's medical treatment.

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Witness: \_\_\_\_\_ Date: \_\_\_\_\_

**HAWAI'I  
PACIFIC  
HEALTH**

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



1319 Punahou Street | Honolulu, Hawai'i 96826  
T 808.983.6000 | Kapiolani.org