



# Patient & Family Handbook

This booklet is yours to keep.

# Our Promise to You

We make those we serve our highest priority.

We expect everyone at Vanderbilt to keep these promises to you and your family.



**Include** you as the most important member of your health care team



**Respect** your right to privacy



Work with you to **coordinate** your care



**Communicate** clearly and regularly



**Personalize** your care with a focus on your values and needs



Serve you and your family with **kindness** and **respect**

We welcome your feedback. If you have comments or concerns about your child's care, contact our Office of Patient Relations at [ChildrensHospitalVanderbilt.org/information/patient-relations](https://www.ChildrensHospitalVanderbilt.org/information/patient-relations) or (615) 322-6154.

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## Welcome to Monroe Carell Jr. Children's Hospital at Vanderbilt!

Welcome to our hospital. Caring for your child the best way possible is our number one goal.

The most talented doctors, nurses, and other health care providers will work with you in a team approach that we call family-centered care. We want you to take an active role in your child's care. Ask questions. Feel welcomed as part of the team.

Please keep this guide handy for writing down questions, knowing your child's rights and responsibilities as a patient, finding places to eat, and finding campus phone numbers.

Thank you for the honor of caring for your child.

All our best,

The Monroe Carell Jr. Children's Hospital at Vanderbilt Team

# Your Care Journal

Use this to write down any questions you have.

Date \_\_\_\_\_ My child's room number \_\_\_\_\_

My child's doctor(s) \_\_\_\_\_  
\_\_\_\_\_

My child's nurse(s) \_\_\_\_\_  
\_\_\_\_\_

Other members of the care team: \_\_\_\_\_  
\_\_\_\_\_

My child's medicines \_\_\_\_\_  
\_\_\_\_\_

Daily goals \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Things to tell my child's care team

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Questions I have

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If you need more copies of this journal, ask your child's nurse.



# OUR FOCUS VALUES



## FAMILY-CENTERED CARE

Doctors, nurses, and other health care providers change, but family is constant in a child's life. Families deserve complete and unbiased information with support each step of the way. All patients and families are treated with equal care and respect.



## ONE TEAM

The team is made up of patients, families, doctors, and staff. The spirit of Children's Hospital is built on respect and open communication.



## CONTINUOUS IMPROVEMENT

Highest quality patient care is our first priority and obligation to the community. Continuous improvement is necessary to sustain the quality of care our patients deserve.



## UNIQUE ENVIRONMENT FOR CHILDREN

A family-friendly, developmentally appropriate environment that is safe and clean is essential to healing.



## SAFETY

Safety is of the utmost importance and a part of our culture at Children's Hospital. We work together to eliminate serious harm and to keep patients safe.



# Help keep your child safe

## Follow the 1, 2, 3 Back to Basics

This program promotes health and healing, while also lowering the risk of infection.

These are the basics:

- **1** bath (or shower) every day to lower the number of germs on your skin.
- Mouth care at least **2** times a day to keep your mouth healthy.
- Being active at least **3** times a day to keep your body strong.



## Follow our handwashing rules

Ask everyone who comes into your child's room to wash or foam their hands first. Our rule is: **every entry, every exit, every patient, every time!**

## If there are Contact Precautions signs on your child's door, do what they say

This is very important and will help prevent the spread of infection.

## Tell us if your child has any allergies or eats a special diet

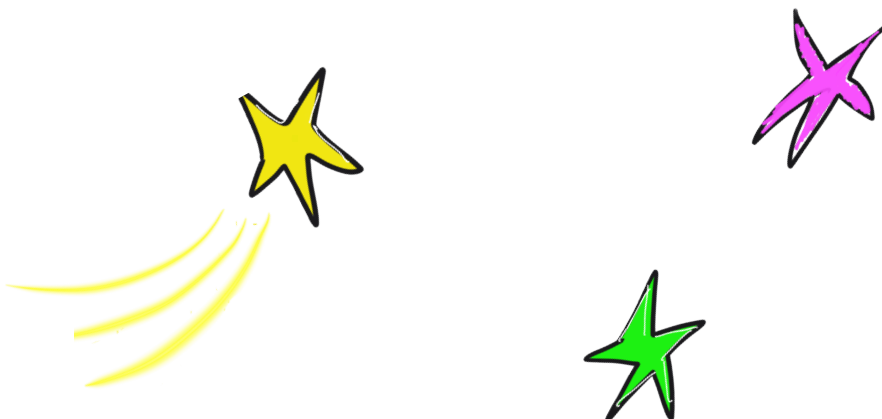
This includes allergies or bad reactions to food, medicines, or dyes. Also, tell us if your child can only eat certain foods.

## Do not bring latex balloons into the hospital

They're a safety hazard and are not allowed at any time. Shiny, foil (mylar) balloons are OK.

## Practice medicine safety

- Keep a list of your child's medicines with you, including all vitamins and herbal supplements.
- Tell us about any medicines your child is allergic to.
- Tell us if your child's medicines do not look right to you at any time.



## Call 1-1111 If your child is having a medical emergency

This is our Family-Initiated Rapid Support Team (F.I.R.S.T.) system. Call 1-1111 from any hospital phone for help. For all non-emergency concerns, talk to your child's nurse.

## Help prevent falls

Being in the hospital raises your child's fall risk. They're sick, in a new place, have equipment attached to them, and may be taking medicines that affect their balance.

Yes:

- Have your child sleep in the hospital bed or crib.
- Keep the bed rails up when your child is in their bed or crib.
- Ask for help when moving your child.
- Have your child wear grippy socks or shoes anytime they walk around.

No:

- Do not leave your child's room until you put up the bed rails and tell your child's nurse.
- Do not hold your baby or child if you're sleepy or tired.
- Do not let your children run, climb, or jump anywhere in the hospital.

## Safe Sleep for babies



Follow the **A, B, C's of Safe Sleep.**

- A Alone.** No loose blankets, clothing, or toys in the crib.
- B Back.** Always put your baby on their back to sleep—at night and at nap time.
- C Crib.** Your baby should always sleep in their crib.

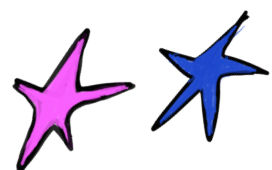
## ID bands on at all times

- Make sure your child **always** has their ID band on. If it's missing, ask us for another.
- Make sure the information on the band is correct.
- Always show your child's band before they have tests or take any medicines.
- Wear your own parent or guardian ID band at all times.

When we come to care for your child, we'll ask for your child's name and check their band. We'll wear our hospital badges at all times. This way, you'll always know who we are. Never let anyone transport or care for your child if they're not wearing a badge.

## Flu season? Get the flu shot!

It's very easy to spread the flu (influenza). The flu can be very dangerous and can make people very sick. This is why it's so important for your child to get the flu vaccine **every year.** Before you leave the hospital, ask your child's nurse or doctor about getting the flu shot.



If your child is having a medical emergency, call 1-1111 for Rapid Response!

# Meet your child's care team

Doctors, nursing staff, and some therapists wear badges with colored stripes on them.

**Attending physician:** The doctor who supervises your child's overall care.

**Consulting physician:** A doctor, often a specialist, who's called in by the attending physician to treat a specific part of the body.

**Resident physician:** A licensed medical doctor who's studying to be a specialist.

**Fellow:** A licensed doctor who's part of a 1 to 3 year program to get more specialized experience.

**Physician's assistant (PA):** A provider with advanced clinical training who works under the supervision of a physician and assists with patient care.

**Nurse practitioner (NP):** A registered nurse with a masters or doctorate degree and advanced clinical training.

**Registered nurse (RN):** Provides care or coordinates care.

**Clinical staff leader (RN):** Coordinates all patient care on the unit during a shift and makes sure patients' needs are met.

**Case manager:** A nurse who manages your child's plan of care. They help schedule follow-up appointments, deliver medical equipment, answer insurance questions, and more.

**Patient care services manager:** A manager who's in charge of the patient care staff on your child's unit. This role is usually held by a nurse. Talk to the manager if you have any problems or concerns.

**Respiratory therapist:** Helps with lung or breathing problems and treatments.





Other team members wear badges that are all white with no stripes.

**Care partners:** Help with patient care under the direct supervision of a registered nurse.

**Child life specialists:** Work with patients and families to reduce the stress of being in the hospital. They help your child cope through play and will also give support during tests and treatment. We also have a school teacher, music therapist, and art therapist.

**Guest services representatives:** Work in our hospitals and clinics and wear Vanderbilt gold jackets. Ask them if you need directions or information, including questions about places to stay and other services. (615) 322-1000.

**Health care students:** Children's Hospital is a teaching hospital. Students may work with members of your health care team. Students don't make any decisions about your child's medicines or treatments.

**Medical receptionists:** Support the units in different ways, including helping you make appointments for your child. They usually sit at the front desk.

**Pharmacists:** Can tell you all about your child's medicines and answer any questions you have about their medicines.

**Rehab specialists:** Physical, speech, or occupational therapists who help patients get back their strength and movement; the skills they need for play, learning, and self-care; and their ability to talk, swallow, or think.

**Social workers:** Give emotional support and counseling to patients and families, identify needs, and make referrals to resources in the community.

**Spiritual care:** Chaplains are here to give spiritual and emotional support to all who need it.

**Volunteers:** Work in many different areas of the hospital and are here to help patients, families, and staff members. You can easily recognize them by their blue vests. All volunteers complete a screening and orientation process, including background checks and health screenings.



All employees and volunteers are required to wear their ID badges at all times.  
If someone's not wearing a badge, don't let them transport or care for your child!

# Patient and family services

## ATM machines

On the 2nd floor near Children's Way Café.

## Chapel

The chapel is for everyone. It's always open and is on the 2nd floor.

## Charging station

You can charge your computers, phones, and other devices at the station on the 2nd floor.

## The Friends Shop

This is the Children's Hospital gift shop. It's on the 2nd floor.

- Open weekdays: 10 a.m. to 4:30 p.m.
- (615) 936-6186

## Financial assistance

We're here to help. Call us if you need help with your billing statements, estimates, out-of-pocket costs, or if you need financial assistance.

- Patient estimate questions: (615) 936-6639
- Financial counselor assistance: (615) 936-3938
- Billing statement questions: (615) 936-0910

## Interpreter Services

This service offers interpreters free of charge to patients and families with limited English-speaking ability or who are deaf. Your interpreter may help you in person, on the telephone, or on a video screen. We also have services for patients and families who are hard of hearing, visually-impaired, or blind.

Tell your provider if you need an interpreter or other help. For an American Sign Language (ASL) interpreter, call Bridges directly at (615) 248-8828 (voice/TTY).

## Junior League Family Resource Center

- Open weekdays: 8:30 a.m. to 4:30 p.m.
- (615) 936-2558 or toll free (888) 288-0391

The center is on the 2nd floor. Inside is a health library with information on children's medical conditions, disabilities, and other health topics. Resource center staff can make a packet of information for you about your child's condition and deliver it to your child's room or mail it to your home. A family business center with computers that are free to use is also located here.

## Lactation rooms

We have lactation rooms with breast pumps in them. You can find them throughout the hospital. Ask a staff member to show you where.

## Laundry rooms

You can find laundry rooms throughout the hospital. Ask your nurse for locations and supplies. Washers and dryers are free. Stay with your laundry, or check on it often.



## Mail and shipping services

There's a U.S. postal service mailbox and a FedEx box on the 2nd floor.

## Medical records

If your child is younger than 18, you have a right to ask for a copy of their medical records. You can request these records online or in person.

- To request medical records online, fill out the medical release form located on our website at [ChildrensHospital.org/information/release-medical-information](http://ChildrensHospital.org/information/release-medical-information).
- To request records in person, go to the Children's Hospital Admitting Department. The department is located at Suite 1025, and open Monday to Friday, 8:00 a.m. to 4:30 p.m.

If you have questions, call (615) 322-2092, Monday to Friday, 7:00 a.m. to 6:00 p.m.

## Outdoor sitting areas

Places to sit outside and relax are on the 1st, 4th, and 6th floors.

## Outpatient pharmacy (2nd floor)

- Open weekdays: 7 a.m. to 7 p.m.; Saturday: 9 a.m. to 1 p.m.; Closed Sunday
- (615) 936-6337

## Patient meals

If you need a meal for your child during the day, call Room Service at (615) 936-4780. You can order from 7 a.m. to 7 p.m. You can also preorder meals and arrange delivery times.

Room service will work with you and your child's dietitian to get your child the foods they like, while following any diet restrictions. If you have any questions about your child's food, we're happy to help you contact their provider. A nutritionist is available on request.

*If you're a mom who's breastfeeding*

Talk to your child's nurse about your food options.

## Patient Relations

These team members are here to answer your questions and help you with any needs or concerns you have about your child's visit.

- On weekdays, from 8 a.m. to 5 p.m., call (615) 322-6154
- After hours, call the Children's Hospital operator at (615) 936-1000

## WiFi: Connect for free

- Login: **VUMCguest**
- Password **vumcguest**

The first time you open a browser window after logging on, you'll be asked to accept the network policy. VUMCguest is not a secure network, so be careful about the information you send.

*Call if you need help signing on*

- (615) 343-HELP (4357); or
- 3-4357, if you're using a hospital phone



# Services by floor

## 1st floor

- Diagnostic Imaging
- Emergency Department
- Outdoor Garden
- Patient Registration
- Valet Parking

## 2nd floor (Main Street)

- ATM machine
- Chapel
- Charging stations
- Children's Way Café
- Conference Center and Theater
- DVD Kiosk
- Friends Shop (gift shop)
- Information Desk
- Junior League Family Resource Center
- Patient Relations
- Performance Stage
- Pharmacy
- Seacrest Studios
- Sibling Playroom
- South Garage Entry

## 3rd floor

- Rascal Flatts Surgery Center
- Special Procedures

## 4th floor

- Family Courtyard
- Neonatal ICU
- Postpartum couplet care

## 5th floor

- Patient Rooms
- PICU
- Ronald McDonald House Family Room

## 6th floor

- Myelosuppression Unit
- Outdoor Play Area
- Patient Rooms
- Teen/Young Adult Cancer Lounge

## 7th floor

- Patient Rooms
- Playroom (up to age 10)

## 8th floor

- Patient Rooms
- Schoolroom
- School Age and Teen Activity Room (ages 11 to 18)

## 10th floor

- PCICU
- Pediatric Cardiology
- Playroom (up to age 10)

## 11th floor

- Cardiac Overflow
- NICU
- Organ Transplant
- Playroom (up to age 10)
- Rehab Gym



# Sending mail to a patient

Letters and cards are a great way to make a patient's day!

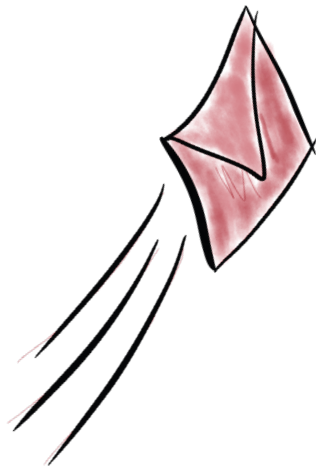
## Send mail to

Monroe Carell Jr. Children's Hospital at Vanderbilt  
2200 Children's Way (Room #)  
Nashville, TN 37232

*Include these 3 things on the envelope:*

- the child's first and last name
- the hospital room number
- a return address.

If we get mail after a patient has gone home, we'll forward it to their home address.



# Visiting, play, and special events

## Visiting

General visiting hours are 7 a.m. to 9 p.m. Ask your child's nurse for the hours specific to their unit.

- Parents and guardians have ID bracelets. Make sure you wear yours at all times so we know who you are.
- Overnight visitors must wear their visitor passes at all times. These passes are at the nurses' station in each unit. Visitors are people other than the child's parents or guardians.

## Patient and sibling lounges and playrooms

### *For patients*

Each area is designed for children of a certain age:

- **6th Floor:** Teen/Young Adult Cancer Lounge
- **7th Floor:** Playroom (children up to 10 years)
- **8th Floor:** School Age and Teen Activity Room (children 11 to 18 years)
- **10th Floor:** Playroom (children up to 10 years)
- **11th Floor:** Playroom (children up to 10 years)

Each area is located near the elevators behind the greeter's desk on its floor. If your child can't leave their room, you're welcome to borrow toys and games from the playrooms.

### *For siblings*

We also have a place for your other children to play. This playroom is on the 2nd floor and is for all children older than 18 months. Volunteers may be available to play with your child there.

### *Hours for all areas*

- Mondays to Thursdays: 10 a.m. to noon, 2 to 4 p.m., and 6 to 8 p.m.
- Fridays: 10 a.m. to noon and 2 to 4 p.m.
- Weekends and holidays: 11 a.m. to 2 p.m.

## Ronald McDonald House Family Room

This family room is on the 5th floor behind the greeter's desk. It's open 9 a.m. to 9 p.m. Monday through Sunday, when volunteers are available. You can get snacks and drinks there.

## Special events

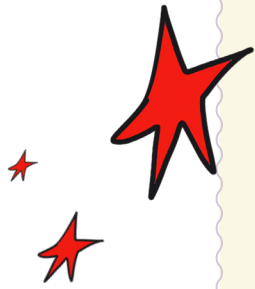
These events happen during the week and offer an enjoyable, healing atmosphere for you and your child.

These events may be held on the performance stage, in the theater, or in Seacrest Studios (all on the 2nd floor). Special events may also be in the playrooms. Check the calendar of events in your unit or in the elevators to see what's happening.

Special events are often broadcast on channel 44 or 46 on the TV in your child's room. This way, your child can still enjoy them, even if they can't leave their room. To take part in interactive programs, such as bingo games, or to request songs at Seacrest Studios, call 6-RYAN from the phone in your child's room.



# TV channel guide



2	ABC	21	Disney XD
3	PBS	22	Boomerang
4	NBC	23	The Hub
5	CBS	24	Nick Toons
6	FOX	25	TV Land
7	The Learning Channel	26	ABC Family
8	Planet Green	27	Galavision
9	The Discovery Channel	28	Univision
10	Animal Planet	29	Relaxation
11	The Science Channel	30	The Travel Channel
12	The Weather Channel	31	NASA
13	Food Network	32	EZ TV (patient education)
14	Home & Garden Television	33	EZ TV (patient education)
15	ESPN	34	EZ TV (patient education)
16	ESPN 2	36	EZ TV (patient education)
17	CNN	44	Children's Hospital broadcasts, San Diego Zoo Channel
18	FOX News Channel	46	Seacrest Studios broadcasts
19	Hallmark Movie Channel		
20	Disney Channel		

## Patient education videos (EZ TV channels 32, 33, 34, and 36)

Dial 4-5678 from your room phone. Punch in the number for the video you want to watch.

If the video doesn't play like it should, call the Help Desk at 3-HELP (3-4357). Give them your patient room number. Tell them the 4-digit video number, title, and the channel the video is supposed to play on. And describe the problem you're having.

## Interactive games and activities

Channels 44 and 46 have interactive games and activities that your child can join in on, even if they can't go in person.

## DVDs

You can check out DVDs from a kiosk on the 2nd floor. Ask a team member for help getting a movie checkout card.

## If your TV isn't working like it's supposed to

Ask your nurse to call Plant Services at 2-2041.

# Food



## In the Children's Way Food Court (2nd floor)

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### Vandy Café

*For hot entrees and sides, wraps, sandwiches, and more.*

Open weekdays:

- Breakfast: 6 to 10:30 a.m.
- Lunch: 11 a.m. to 2 p.m.

Low-cost choices include \$1 breakfast items, pudding parfait, cheeseburger, small french fries, coffee, and fountain drinks.

### Ben & Jerry's

- Weekdays: 11 a.m. to 10 p.m.
- Saturday: Noon to 9 p.m.
- Closed Sunday

### Subway

- Weekdays: Open 7 a.m. to 11 p.m.
- Saturday: 7 a.m. to 10 p.m.
- Sunday: 7 a.m. to 9 p.m.

### Suzie's Espresso

*For coffee, beverages, sandwiches, and baked goods.*

- Weekdays: 6:30 a.m. to 5:00 p.m.
- Closed on weekends.

### Taco Bell and Pizza Hut Express

Open every day: 10 a.m. to 11 p.m.

## At the Adult Hospital

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### Courtyard Café

*For breakfast, hot meals, sandwiches, salads, soups, and Mexican and Chinese foods.*

On the 2nd floor of the adult hospital.

- Weekdays: 6 a.m. to 6:30 p.m.
- Weekends: 6 a.m. to 2 p.m.

### Au Bon Pain

*For sandwiches, soups, salads, and baked goods.*

In the brick courtyard near the visitor elevators in the adult hospital.

- Weekdays: 5 a.m. to midnight
- Saturday: 6 a.m. to 11 p.m.
- Closed Sunday

## Vending machines

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Vending machines are located throughout the hospital and available at all times.



## My Health at Vanderbilt

### Our secure, online patient portal

An account at **My Health at Vanderbilt** will let you connect with your child's providers and help you keep track of your child's health. With full access you can:

- see your child's medical information, including lab and test results
- send and get messages with your child's doctor's office
- ask for an appointment
- learn more about your child's conditions.

#### To enroll:

Take a valid photo ID to your child's Vanderbilt doctor's office or to the Family Resource Center and ask a staff member to help you. If your child is between 13 and 17 years old, you and your child will fill out a form that says your child agrees that you can access their account.

**Sign up for your account today. It's easy and free!**



### Visit our website, and follow us on social media

ChildrensHospitalVanderbilt.org  
MySouthernHealth.com

Twitter: @VUMCchildren  
Facebook.com/ChildrensHospital  
Instagram: @VUMCChildren

Pinterest: @VUMCChildren  
YouTube.com/VanderbiltChildrens

# Learn more

## BioVU

This program collects DNA from Vanderbilt patients to learn how our differences affect our health. We use blood that would be thrown away after a test to collect DNA for BioVU. Learning more about our DNA could help improve health care for everyone. If you don't want your child's blood to be used for this program, it's easy to tell us no. To learn more, call BioVU at (866) 436-4710.

## The Daisy Award

This is an international award program that honors and celebrates the skills and compassion that nurses provide every day. It's a way for you to thank a nurse! Learn more at [VUMCDaisy.com](http://VUMCDaisy.com).

## Alcohol

Unauthorized use or possession of alcohol is not allowed on the medical center campus.

## Guns and weapons

Vanderbilt University Medical Center prohibits anyone other than on-duty police officers from carrying firearms on campus.

## We're a tobacco-free campus

No tobacco or smoking products of any kind may be used on the medical center campus. If you smoke, vape, or use tobacco, we encourage you to quit.

## Learn more about caring for your child at home



## Homeward Bound

This program can teach you many of the skills you need to handle an emergency at home. We offer classes on CPR (cardiopulmonary resuscitation); how to care for children after heart surgery; and how to take care of NG tubes, G-tubes, GJ-tubes, tracheostomies, and central lines. We also have classes to help you learn how to correctly install a car seat.

These classes are held inside the Junior League Family Resource Center on the second floor of Children's Hospital. Your child's nurse can help you sign up.



Our goal is for your child to be back at home as soon as possible while keeping them safe. Your providers will help you plan for your child's care after you leave the hospital. If you have any questions or concerns about caring for your child at home, let us know.

## When it's time to go home

- We'll talk to you about what you'll need to do to care for your child at home.
- We'll give you written information that describes how to care for your child at home. You may want to put these papers in the pocket of this booklet.
- If your doctor has asked you to come back for a doctor's appointment in one of Vanderbilt's clinics, the medical receptionist can make that appointment for you.
- You'll need to plan ahead for your child's ride home. If you need any help getting your child home, please tell your nurse. When your child's ride is here, we'll help you and your child get to the car.

## Car safety tips

We need to know that your child has a safe ride home. If they're required to use a car seat, it's not legal for you to let them ride in your car without one. These are the things you need to do:

- Make sure that all passengers are properly restrained in your vehicle. Do not let any child ride without the correct car seat or seat belt.
- Properly installed car seats shouldn't move more than one inch side-to-side and front-to-back.
- The car seat harness clip should be level with the child's armpit.
- Have your car seat checked by a certified child passenger safety technician. For more information and to find a list of child safety seat fitting stations in Tennessee and Kentucky go to [ChildrensHospitalVanderbilt.org/carseats](http://ChildrensHospitalVanderbilt.org/carseats).
- Children younger than 12 should always ride in the back seat.

We also recommend that you review and stay up to date on the Tennessee Child Restraint Law.

Learn more: [ChildrensHospitalVanderbilt.org/program.kohls-stay-seat-smart](http://ChildrensHospitalVanderbilt.org/program.kohls-stay-seat-smart)



# Patient rights and responsibilities

We will treat you without regard to your race, nationality, religion, beliefs, age, disability, sex, sexual orientation, gender identity or expression, or source of payment.

*You have the right to considerate and respectful care, including the right to:*

- be safe from abuse or harassment
- have your pain treated
- have your doctor and a friend or family member told that you are in the hospital
- be free from being restrained or secluded, unless needed for your care
- wear appropriate clothing or cultural or religious items as long as doing this doesn't interfere with your treatment
- know the names of the people caring for you, what they do, and who they work for
- have an interpreter at no cost if you need one
- have an assistive (service) animal or aid if you need one
- see your bills and have them explained to you
- talk with other doctors (at your own expense)
- have your complaints handled fairly. Your care will not be affected if you share any complaints with us.

*You have the right to privacy, including the right to:*

- be examined in as private an area as possible
- have someone of your own sex with you when you are examined
- have your medical information kept private, as provided by law
- not have any photos or videos taken of you unless you agree to this, except as needed to treat you.

*You have the right to be involved in all aspects of your care. This includes the right to:*

- know what your problem is and what this might mean for you
- share in decisions about your care, including getting information in a way that you can understand
- be told what you can expect from your treatment, its risks and benefits, other choices you may have, and what might happen if you are not treated at all
- have your wishes for advance care (living will, power of attorney) or organ donation followed
- meet with an ethicist, chaplain, or advocate to talk about ethical issues and policies
- refuse tests or treatment (as far as the law allows) and be told what might happen if you do
- leave the hospital (as far as the law allows) even if advised against it. If this happens, we will not be responsible for any medical issues that may result
- be involved in research only if you agree to this in writing
- be given information about any ongoing care you may need after you leave the hospital. You will not be sent to another place without being told why
- have a support person of your choice with you in the hospital or clinic exam room unless the presence of that person interferes with your care or other patients' care.

*To keep you safe, we encourage you to become actively involved in your care by:*

- confirming to us which part of your body will be operated on
- reminding us to check your ID band before we give you medicine or blood
- making sure we wash or foam our hands before caring for you
- checking for our ID badge
- asking questions
- knowing what medicines you are taking and why.

*It is your responsibility to:*

- give us truthful and complete information about your health, medicines, and insurance
- ask any questions you may have about your treatment and what you need to do to take care of yourself
- follow your plan of treatment
- give us a copy of any living will, power of attorney, or donor forms you may have
- follow all hospital and clinic rules, including the no smoking policy
- respect other patients, visitors, staff, and property
- tell us if you are concerned about or notice any changes in your condition
- make sure your bills are paid
- go to all of your appointments and be on time
- let us know if you are concerned about your privacy.

*If you have concerns or complaints:*

Any member of our staff can help you contact Patient Relations at (615) 322-6154.

You may also contact the Joint Commission at (630) 792-5800 or [JointCommission.org](http://JointCommission.org).

*Or you may contact the Tennessee Department of Health:*

State of Tennessee  
Department of Health Care Facilities  
West Tennessee Regional Office  
2975 Highway 45 Bypass  
Jackson, TN 38305  
Phone: (800) 778-4504  
Fax: (731) 512-0063

If you have TennCare and have problems getting medical care, ask for a copy of the TennCare medical appeal form. You may also contact:

TNCARE Solutions  
PO Box 593  
Nashville, TN 37202-0593  
Phone: (800) 878-3192  
TTY/TDD: (800) 772-7647  
Español: (800) 254-7568

*This information is available in Spanish upon request.*

*Solicite la versión en español de esta información.*

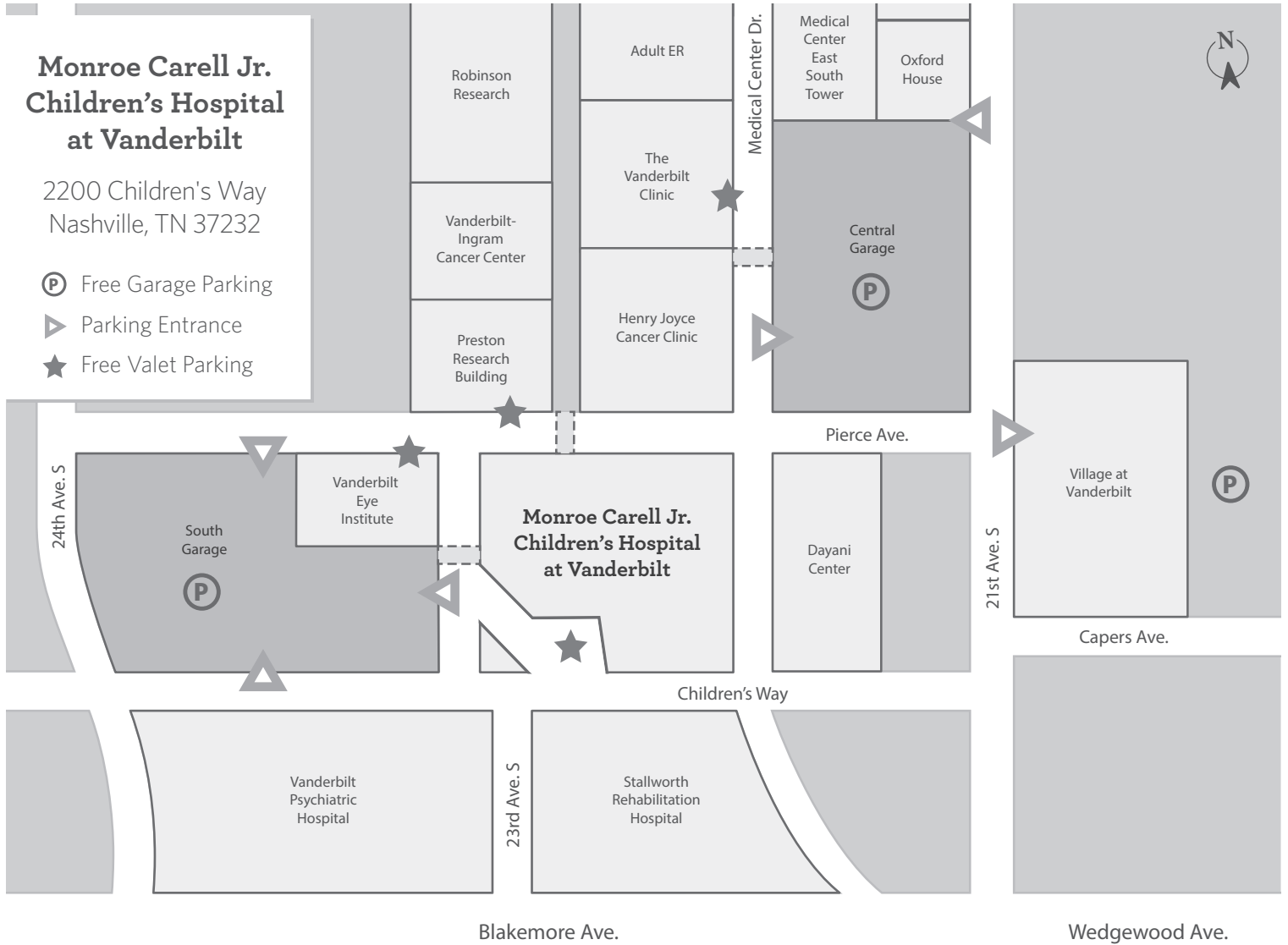
# Phone numbers

Admitting .....	(615) 936-4338
Billing .....	(615) 936-0910 or (866) 488-4677
Child Life Services .....	(615) 936-4575
Friends Shop .....	(615) 936-6186
Housekeeping Services .....	(615) 936-8240
Junior League Family Resource Center .....	(615) 936-2558
Lost and Found .....	(615) 343-5371
Medical Records .....	(615) 322-3398
Operator .....	(615) 936-1000
Parking, Shuttle Bus, and Valet .....	(615) 936-1215
Patient Affairs .....	(615) 322-6154
Patient Information .....	(615) 322-1000
Patient Meals .....	(615) 936-4780
Pharmacy .....	(615) 936-6337
Police .....	(615) 322-2745
<i>In case of emergency at home</i> .....	911
Post Office in Medical Center North .....	(615) 322-2290
Ronald McDonald House .....	(615) 343-4000
Social Work .....	(615) 936-2113
Spiritual Care .....	(615) 936-0425



If your child is having a medical emergency, **call 1-1111** for Rapid Response!

# Campus Map



Need health information? Visit our health and wellness library at [ChildrensHospitalVanderbilt.org/library](https://ChildrensHospitalVanderbilt.org/library).  
The site includes medical pictures, interactive tools, and videos.

**[ChildrensHospitalVanderbilt.org](https://ChildrensHospitalVanderbilt.org)**

# Get Involved



## Join the Family Advisory Council

The Family Advisory Council (FAC) at Monroe Carell Jr. Children's Hospital at Vanderbilt is an important way for families to communicate with hospital leaders. The council works with hospital team members to improve patient care and satisfaction. Joining FAC is one way to share your support for our hospital.

[ChildrensHospitalVanderbilt.org/FAC](http://ChildrensHospitalVanderbilt.org/FAC)  
(615) 936-2558

## Give Feedback

Your feedback is important to us. It's the best way to ensure we're delivering on our Patient and Family Promise and giving the best care possible. If you receive a survey, please take a few moments to fill it out and return it.

## Volunteer

Children's Hospital strives to give more than excellent health care. We provide hope, comfort, and convenience for our patients and families. Our volunteers help make this happen. They make a difference. You can, too.

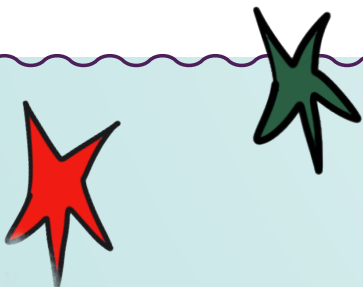
[ChildrensHospitalVanderbilt.org/volunteer](http://ChildrensHospitalVanderbilt.org/volunteer)  
(615) 322-2379

## Give a gift

Our hospital depends on gifts from individuals and organizations to provide the best patient care available. We recruit the top pediatric specialists in the country, use the best medical equipment, do research to find cures for childhood diseases, and offer a comfortable, family-centered environment that promotes healing.

No children are ever turned away because their families aren't able to pay. Gifts of any size make a difference.

[VanderbiltHealth.com/giving](http://VanderbiltHealth.com/giving)  
(615) 936-0230  
[MedicalGiving@VUMC.org](mailto:MedicalGiving@VUMC.org)



**Children's Hospital Information (615) 936-1000**