

# Being involved in your child's care

Education Information for Patients and Families

---

You are the most important person to your child. We want to work with you to give your child the best care. We want you to know what to expect, how to help us, and what to do if you have a concern. Your child can't always tell us if they are feeling worse or if something is wrong. You can speak up for your child if you feel your child's needs are not being met.

## How can I help?

Give us complete information about your child's health history. This includes things like:

- General health
- Food allergies
- Reactions to medicines
- Past surgeries
- Medicines your child is taking

## What kind of things should I tell you about?

Tell us if:

- you feel your child is not safe
- you are concerned about the care your child is getting
- you are concerned that your child's personal information is being shared with people who are not part of your child's care
- you notice a change in your child's condition

## Who should I tell?

- You should talk to the doctor, nurse, therapist, medical assistant or Ambulatory Care Technician (ACT) who is taking care of your child.
- If you feel like you are not being heard, you can always talk with one of our Patient Representatives. They will listen to you and make sure your concerns are heard. The phone number is: (559) 353-5425.

## How can I help keep my child healthy?

Keep your hands clean. Germs live everywhere. They live on your skin, hair, mouth, clothes, toys, door handles, and countertops. Dirty hands can spread germs that cause infections. Clean hands prevent the spread of infections. Keeping your hands clean is the most important thing you can do to stop germs from spreading.

## What can I do?

You must use soap and water to clean your hands:

- if you can see that your hands are dirty
- when you have touched body fluids
- after using the bathroom or changing a diaper

If your hands do not look dirty, you can use an alcohol-based hand sanitizer or gel like Purell®. The Gel In - Gel Out symbol at Valley Children's reminds everyone to clean their hands. Remember to



clean your hands often. Make sure other people clean their hands, too. It is okay to remind us to clean our hands when we come into or go out of the exam room.

There are other things you can do to help stop the spread of germs along with washing your hands.

- Cover your mouth when you cough or sneeze.
- Anyone who is coughing should wear a mask when around your child.
- Follow all isolation instructions. These will be explained to you by the nurse. Isolation instructions will also be posted on your child's door.
- You may need to wear gloves, a gown, and/or a mask to keep germs from spreading. This helps protect all of our patients and visitors.

## **How can I help keep my child safe?**

**Identification:** ID or identification bracelets or stickers with your child's name and date of birth should always be on your child. Before we give your child medicine or do a procedure we promise to check your child's ID. You may be asked more than once to tell us your child's name and date of birth. We ask these questions to keep your child safe while he is here.

**Prevent falls:** Do not leave your child alone on the exam table. To help keep your child from falling, keep one hand on your child when on the exam table.

**Safety with medicines:** You will be asked to tell us what kind of medicines your child takes at home. It is important that we get a complete list of all medicines your child takes, even if the medicines are taken once-in-a-while. This includes over-the-counter, prescriptions and herbal medicines. In the hospital, do not give your child medicine from home. We need to keep track of all of the medicines your child is getting. You can help keep your child safe by:

- knowing the name of the medicine your child is taking
- knowing why the medicine is needed, how often and how much
- telling the nurse if you think your child is about to get the wrong medicine

## **What things should I remember when I take my child home?**

- Your child may need to take new medicines.
- You will be given a list of ALL of your child's medicines—including new ones.
- Ask if there is something on the list that you have not heard about.
- Make sure you know what each medicine is for, how often your child should take it and when to start giving it.