



Being Involved in Your Child's Care

Education Information for Patients and Families

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. It is important that we have your help because you know your child best. You can use page three to write down your questions.

How can I help?

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

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

You can speak up for your child if you feel your child's needs are not being met. Tell your child's nurse or doctor 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

If you feel like you are not being heard, call one of our Patient Representatives. They will make sure your concerns are heard. The phone number is: (559) 353-5425.

How can I help keep my child safe from germs?

Clean hands prevent the spread of infections. Keeping your hands clean is the most important thing you can do to stop germs from spreading. Use soap and water to clean your hands:

- if you can see dirt on your hands
- 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. Clean your hands often. Make sure other people, including your child clean their hands, too. Remind us to clean our hands when we come into or go out of your child's room.

In addition to keeping hands clean, general cleanliness is important to fight off germs. During your child's hospital stay it is important that the following daily care is provided:

- Bathing (this may include special cloths)
- Oral care
- Diaper changes
- Room tidiness
- Wiping down of surfaces with anti-germ wipes

Your help is appreciated and encouraged. Please let us know if you run out of items to provide this care.

We will provide linen changes and environmental services daily.

Other helpful reminders to stop the spread of germs:

- Cover your mouth when you cough or sneeze.
- Anyone coughing must wear a mask when around your child.
- Follow all isolation instructions.
- You may need to wear gloves, a gown, and/or a mask. This helps protect all of our patients and visitors.



Are there any other ways to help protect my child?

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, do a procedure or before surgery we promise to check your child's ID.

To prevent falls we:

- Keep side rails up on the bed or crib.
- Help your child walk. He may be unsteady from medicines he is taking or because he is not feeling well.
- Press the call button if you need help getting your child out of bed.

How can I help keep my child safe with medicine?

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. Tell us:

- the names of the medicines your child is taking
- 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

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. When you go home:

- 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.

What should I do before a surgery or procedure?

Before surgery or a procedure, the doctor will explain what is going to happen to your child. You should know why your child needs to have this surgery or procedure. The doctor will tell you about any risks. You should have all your questions answered before signing consent.



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You may be told your child can not have anything to eat or drink. We call this "NPO", which means nothing by mouth. To keep your child safe, it is important that you and your child follow the instructions that are given.

You may be asked more than once to tell us your child's name and date of birth. You will be asked to tell us what type of surgery or procedure your child is having. We ask these questions to keep your child safe while he is here.

The doctor may mark the site on your child's body where he is having surgery. This will be done in front of you. This is done so that you can see the site is marked correctly. You can help us by making sure that the correct part is marked.

Preventing infections if your child is having surgery

- Your child may be washed with a special cloth before surgery.
- We clean the skin again just before surgery.
- You will be given information about how to prevent infections after surgery.

Questions I have for the nurse or doctor:
