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Patient Guide

Key Information for Your Stay



Speak Up

Take Charge of Your Child's Care

Quick Reference

For Amenities During Your Stay

Patient Story

Carley's Road to Recovery



Atrium Health
Levine Children's

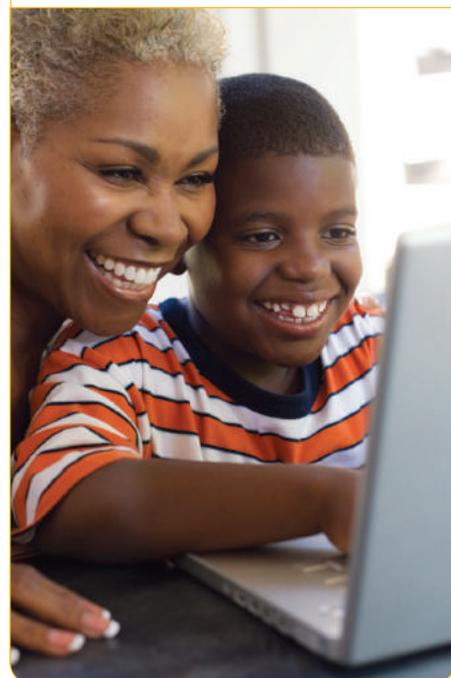
Phone Directory

Hospital Services

Main	704-381-2000
Calling From Inside	Dial the last five digits only
Security	704-355-3333
1st Floor	
Billing	704-512-7171
Gift Shop	704-381-2052
Patient Information/Lobby	704-381-2020
2nd Floor	
Chapel and Chaplain	704-381-2150
Family Resource Library	704-381-2100
3rd Floor	
Cafeteria	704-355-2113
Children's Emergency Department	704-355-6580
4th Floor	
Pediatric Rehabilitation	704-381-4100
5th Floor	
Day Hospital	704-381-5100
Infusion Center	704-381-5250
Surgery Center	704-381-5200
6th Floor	
Cardiovascular Intensive Care Unit (CVICU)	704-381-6100
Pediatric Intensive Care Unit (PICU)	704-381-6100
7th Floor	
7A Medical Observation	704-381-7520
Neonatal Intensive Care Nursery	704-381-7900
Neonatal Progressive Care Nursery	704-381-7100
Pediatric Dialysis	704-381-7734
8th Floor	
Pediatric Progressive	704-381-8100
9th Floor	
Medical/Surgical	704-381-9100
10th Floor	
Medical/Surgical	704-381-0100
11th Floor	
Oncology/Hematology, Adolescents, BMT	704-381-1100

Share Your Story

- ▶ #MyLevineChildrens
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- ▶ Twitter 



Phone Tip

Calling from inside the hospital? Dial the last five digits only.



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Take Charge of Your Child's Care

- **Quick Reference Guide**
- 5 Ways to Fight Infections
- Protect Your Child's Health
- Prevent Falls
- Pay Attention to Pain

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Welcome to Atrium Health



Our Mission, Vision and Core Values

Our Mission:

To improve health, elevate hope and advance healing – for all.

Our Vision:

To be the first and best choice for care.

Our Core Values:

Our values are Caring, Commitment, Integrity and Teamwork.

Thank You for Trusting Us

It's quite remarkable to think back to our system's humble beginnings when a group of ambitious, young clinicians, not being satisfied with the services available to the public, relentlessly lobbied for a new hospital to better meet the needs of the community.

Over time, we have evolved from these simple roots, expanding our services with every step and collaborating with others in new ways to ensure that each and every one of our communities and patients has access to the world-class care they deserve.

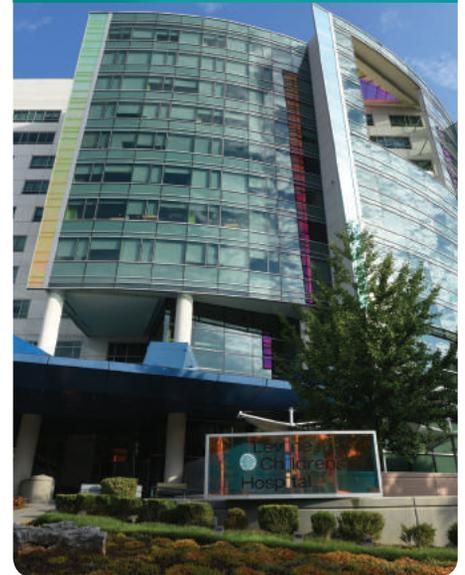
Today, nearly 80 years later, I'm proud to say we're known as one of the nation's leading healthcare organizations. And our mission, to improve health, elevate hope and advance healing—for all, is forever bound to our rich heritage.

This means that we want to make your stay with us the very best it can be. So please, ask us your questions and let us know how we can improve your care, your comfort or your experience.

It's our honor and privilege to care for you.

Warm Regards,

Eugene A. Woods
President & Chief Executive Officer
Atrium Health



Our Commitment to Care

Patient Experience— What You Should Expect

The experience of patients and their families is a crucial component of the healing process. At Levine Children's Hospital, our patients are at the center of everything we do. With every interaction, we strive to elevate the level of world-class care our patients receive.

We listen and strive to meet their needs by providing family-centered care that keeps you safe, promotes your healing, and includes, informs and inspires you. We realize that healthcare is complex, but our team-based approach and commitment to superior, personalized care help make Levine Children's Hospital easier for patients and families to navigate and understand.



Family-Centered Care

At Levine Children's Hospital, caring for children and their families goes beyond medical procedures. It means providing excellent clinical care, explaining that care to the patient and family, and respecting the diversity of each family.

No one is more of an expert on your child than you. The team at Levine Children's Hospital respects the knowledge you have about your child and will work with you to develop a care plan.

Our Guiding Principles

- ◆ Quality of Care
- ◆ Respect for Families
- ◆ Family Education
- ◆ Partnership

Family and Teen Advisory Council

At Levine Children's Hospital, we strive to create an environment in which family members and professionals work together to meet a child's healthcare needs. Our Family and Teen Advisory Councils were created to help patients, family members and hospital staff communicate and work well together, improve our quality of care, and bring the needs of the community to the attention of hospital staff and administration. The Family and Teen Advisory Councils meet monthly. For more information, contact the family-centered care coordinator at 704-381-7251.

Our Commitment to Care CONTINUED



Patient Satisfaction Matters to Us

It is our goal to provide you with excellent care and service. If, however, you have a complaint or concern while your child is a patient, you may contact your child's nurse or the nursing supervisor, or you may call the Customer Care Line at 703-355-8363.

If you choose to identify an issue after your child is discharged, you may contact the Care Line or send a letter to:

Levine Children's Hospital Patient Experience Department

P.O. Box 32861
Charlotte, NC 28232

Your concern will be investigated thoroughly, and it is our intent to provide a letter to you outlining our findings within seven days. Although we want to resolve your concerns at the local level, it is your right to make a complaint directly to the North Carolina Department of Health and Human Services (State Survey Agency) and/or The Joint Commission.

NC Division of Health Services Regulation

Complaint Intake Unit
2711 Mail Service Center
Raleigh, NC 27699
ncdhhs.gov/dhsr/ciu/complaintintake.html
1-800-624-3004

The Joint Commission

Email: patientsafetyreport@jointcommission.org
1-800-994-6610

Family Care Conferences

You should understand the health goals and treatment of your child. We offer family care conferences to families, especially those who have complex or long-term health issues. A family care conference includes the members of your child's healthcare team whom you feel would contribute to discussing and making a plan. You can request a family care conference by calling the Clinical Care Management department at 704-355-3189.



Rapid Response & Code Care



How to Call Code Care

Dial 5-5000 from any phone within the hospital to activate a Code Care.

You will be asked:

- Your name
- Room number
- Patient's name
- Patient's concern (what issues is he or she having?)

Signs to Look For

Warning signs that a patient is getting worse:

- Changes in heart or breathing rate
- Large drop in blood pressure
- Much more or much less urine output
- Appearing confused or unable to think as clearly as usual
- Whenever something just doesn't look or seem right with the patient

Special Support to Prevent Emergencies

One of the ways we give safe and great care to children is through our **Pediatric Rapid Response Team (PRRT)**. The purpose of this team is to check any child whose health seems to be getting worse. The team takes steps before there is a medical emergency. The PRRT is made up of a doctor, a pediatric intensive care nurse and a pediatric respiratory therapist. This team is in the hospital at all times.

As a parent, you know what is normal for your child better than anyone. If you are worried about changes in your child's health, please speak with any member of your child's team. Talk about your concerns and ask about calling PRRT. The team can check on your child and work with the doctor to make any needed changes to your child's care.

What Is Code Care?

Problems can happen any time a patient is in the hospital. Code Care can help before there is a medical emergency. Code Care is a help line that patients and families may use to get immediate assistance if you or your family member thinks you are getting sicker and/or you feel there has been a breakdown in communication regarding care. A hospital staff member will respond within minutes of being called to help your nurse assess your needs.

Fast Facts About Your Stay

An A-Z Guide to the Most Frequently Asked Questions



Visiting the Hospital?

Thanks for taking the time to support your child's care and recovery. See page 15 for important visitor information.

ATMs

 ATMs are located on the first floor of Levine Children's Hospital near the X-Ray Café and vending machines, on the third floor of Carolinas Medical Center, at the entrance to The Market Café in the main hospital, and at the main hospital entrance near the Children's Emergency Department.

Balloons

 Only mylar balloons are allowed in your child's room. Latex balloons present a hazard to patients who suffer from extreme latex allergies.

Caregiver and Well-Being

 Your health and well-being are very important to us. Walking can give you an energy boost and clear your head. We have several walking trails around the hospital. We suggest you walk with a partner if you walk outside by the greenway or in the neighborhoods by the hospital. We also are located close to various fitness centers. If you need assistance locating one, please ask your child's nurse.

Fresh Air Areas

We have several areas to allow patients and their families to get outside for sunshine and fresh air. On the first floor, you can enjoy a snack or play a board game at the tables in the courtyard off the atrium. On the seventh floor, neonatal families have a courtyard with rockers and tables. This area can only be used by our neonatal families. On the 12th floor, you can find a play area with activities and seating.

Cell Phones

 Cell phones and wireless communication may be used throughout the hospital, except as specified in certain areas. In rare cases, cell phones and wireless communication can interfere with certain medical equipment, and you may be asked by hospital staff to shut off your device.

Chaplain

 We have a board-certified chaplain to support children and families with any spiritual, religious or emotional needs. Our family-centered approach ensures that the chaplain is attentive to your family's beliefs, practices and circumstances. The chaplain also is available to help you contact a representative from your religious community or faith group. To request a visit from the chaplain, please ask a staff member, or call 704-381-2150.

Charging Stations

 There are charging stations for Apple and Android devices in the Junior League of Charlotte Family Resource Center on the second floor. It's open Monday through Friday, 8:30 A.M. to 5:00 P.M.

Family Lounge Area

 Located on every floor, these areas are designed for families to relax. Most lounge areas have a TV, an ice machine and a coffee maker, as well as a variety of seating options. A child's play area can be found close by. Lounge areas are open 24 hours a day.

Fire Drills

 We have fire drills. If you hear an alarm, stay where you are. If it is a real fire, hospital staff will help you, and visitors will be told how and where to go. Please do not use the elevators during a fire drill or real fire.

Gift Shops

 The Levine Children's Hospital gift shop is located on the first floor between the reception desk and the elevators. Call 704-381-2052 for more information.

Hours:

Monday through Friday: 9:00 A.M. to 7:00 P.M.

Saturday: 10:00 A.M. to 5:00 P.M.

Sunday: 11:00 A.M. to 5:00 P.M.

Hospitality Cart

The Hospitality Cart is filled with free personal items. You may select toiletry items, books, magazines and snacks. The cart will make its rounds daily.



Interpreters

 Interpreter services are available at no cost for patients and families of patients who are hearing impaired or who do not speak English. We will assess your need for interpreter services on your child's admission, but please contact your child's nurse at any time if you need these services.

Laundry

 A washer and dryer are available for families to use on floors 4, 6, 8, 9, 10 and 11. Please ask your nurse for more information.

Mail and Flowers

 Your child can receive mail daily in his or her room. Flowers are delivered Monday through Friday from 4 to 7 P.M. and on Saturday from noon to 2 P.M. Mail should be addressed as follows:

Patient Name and Room Number
c/o Levine Children's Hospital
1000 Blythe Blvd.
Charlotte, NC 28203

Mail received after your child's discharge will be forwarded to your home. Stamps are available for purchase in the gift shops. Please note that flowers are not allowed in the intensive care units.

Medicines from Home

 Please do not bring any medicines (prescription, over-the-counter or illegal drugs) to the hospital. All medicines your child needs while at the hospital have been prescribed by your child's doctor, are dispensed by the hospital pharmacy and administered by a trained professional. If you need an over-the-counter medicine for yourself, like headache or upset stomach medicine, you can purchase it at our gift shop.

Newspapers

 The Charlotte Observer is available for purchase in the Levine Children's Hospital gift shop on the first floor and from newspaper vending machines in Carolinas Medical Center. There also are copies of the local newspaper in our Family Resource Library on the second floor.

Parking

 Parking for parents and other visitors is located in the Blythe parking deck to the left of the main entrance to Carolinas Medical Center. Handicapped parking is available. Free parking is provided for a patient's parent or guardian during a hospital stay or when having outpatient tests or procedures. To get free parking, please stop at the main lobby desk on the first floor.

Patient Meals

 Meal trays are delivered to patients for breakfast, lunch and dinner. Snacks are provided as needed. A hospitality associate will meet with you each day to discuss meal choices for your child. Continental breakfast is served in the family lounge.

One meal ticket per day is provided to a parent or guardian of a pediatric patient. These tickets can be used at the dining locations in Levine Children's Hospital and Carolinas Medical Center, except for Panera Bread, Starbucks and Caribou Coffee.

Pharmacy

 The pharmacy is located on the second floor of the Medical Center Plaza, next to Levine Children's Hospital. Our pharmacists work closely with your doctor to have your child's medicines ready so there is no delay when you're ready to go home. For more information or to speak with a pharmacist, call 704-355-6900.

Fast Facts About Your Stay CONTINUED

An A-Z Guide to the Most Frequently Asked Questions

Phone



All pediatric patient rooms are equipped with telephones. The telephone number in your child's room has a 704 area code, a 381 prefix and the four digits of the room number. For example, if your child is in room 8005, the phone number is 704-381-8005.

- ◆ To make a local call outside the hospital, dial 9 + the number. There is no charge for local calls.
- ◆ To place a long-distance call, dial 9 + 0 + the number. The operator will ask for billing instructions (credit card, collect, calling card, etc.)
- ◆ For questions, dial 0 for the hospital operator.

Seacrest Studios



At Seacrest Studios, our patients can:

- ◆ interview celebrity guests
- ◆ host their own radio or TV shows
- ◆ learn to use professional audio/video equipment
- ◆ join in weekly activities like trivia and bingo
- ◆ request songs

Studio programs are broadcast to patient rooms so every kid can be part of the fun. To listen, tune in to channel 99. To call in from your room phone, dial 6-RYAN.

Security



Security is available 24 hours a day if you have any security needs. Call 704-355-3333 from any phone.

Smoking



Smoking and/or the use of any tobacco products, including e-cigarettes, is not permitted anywhere inside the hospital or on hospital grounds. We encourage you to stop tobacco use to improve your and your child's health. If you would like more information or assistance, ask a member of your child's healthcare team.

You also can get help from these free resources: 1-800-Quit-Now (1-800-784-8669) and 1-866-Quit-Yes (1-866-784-8937)

Special Needs



If you have a disability and need special accommodations during your stay, please let your nurse know. We will respond to all requests

for reasonable accommodations as quickly as possible.

Spiritual Care



A short nondenominational service is held every Wednesday at 11:00 A.M. in the chapel. Children of all ages are invited to participate.

Our chapel is located on the second floor of Levine Children's Hospital, toward the front of the hospital, and is open 24 hours a day.

Staff ID



All personnel caring for your child should have their identification badge displayed above the waist. Please ask to see it if it is not showing.



Transportation

Buses (CK Rider)

 Bus stops are located on Kings Drive in front of the hospital, Blythe Boulevard under the pass-through of Medical Center Plaza's parking deck and on Scott Avenue by the Scott Avenue Parking Deck. For more bus route information, call 704-336-RIDE or 1-866-779-CATS.

Volunteers

 Our volunteers are a valuable asset to our staff and family members. Each volunteer is screened and trained for his or her duties. Volunteers are here to help with non-medical needs. Please do not hesitate to ask our volunteers questions or for their assistance. If you have any questions about our volunteers or our program, please call 704-355-2105.

Whiteboards

 The whiteboard in your child's room will provide important information, including the names of caregivers. This information is updated every shift. The board is used to communicate the goals and expectations for care that are important to you and your child. Please use the board to ask questions, understand who is caring for your child and give us important information about your child.

Wireless Internet Access

 Levine Children's Hospital provides free wireless access to the internet throughout the hospital. Please ask a staff member if you need help connecting. The Family Resource Library on the second floor has computers available for family members to use. This area also has printers and copiers. You also can access the internet throughout the hospital's television system.

Meal and Snack Options

Cafeteria

 The Market Café, located on the third floor of Carolinas Medical Center, offers a full-service cafeteria with many food options. You will need your visitor badge to get through the doors of Levine Children's Hospital. Call 704-355-2113 or the menu hotline at 704-355-7149 for more information.

Hours: 5:30 A.M. to 3:00 A.M. (closed 3:00 A.M. to 5:30 A.M.)

Family Snack Areas

 Located on each pediatric unit near the nurse's station, snack areas have food and drinks for children and families to enjoy between meals. They are equipped with refrigerators, microwave ovens, coffee makers and ice machines, and are available 24 hours a day.

X-Ray Café

 Located on the first floor of Levine Children's Hospital, the café offers a limited menu with kid-friendly options, salads and a variety of hamburgers.

Hours: Monday through Friday, 7:00 A.M. to 10:30 A.M. and 11:00 A.M. to 8:00 P.M.; Saturday and Sunday, 11:00 A.M. to 7:00 P.M.

Panera Bread

 Located on the first floor of Carolinas Medical Center, the café has sandwiches, salads and hot items. **Note:** Panera Bread does NOT accept meal tickets.

Hours: 6:00 A.M. to 9:00 P.M. daily

Chick-fil-A

 Chick-fil-A is located on the Mezzanine Level of the Carolinas Medical Center Plaza. Access to the plaza is through the third-floor Sky Bridge. You will need your visitor badge to get through the doors of Levine Children's Hospital.

Hours: Monday through Thursday, 7:00 A.M. to 5:00 P.M.; Friday, 7:00 A.M. to 4:00 P.M.

Starbucks

 Starbucks is located in Morehead Medical Plaza on the third floor. Access to Morehead is through the third-floor Sky Bridge. You will need your visitor badge to get through the doors of Levine Children's Hospital. **Note:** Starbucks does NOT accept meal tickets.

Hours: Monday through Friday, 5:30 A.M. to 9:00 P.M.

Vending Machines

 Vending machines offering beverages and snacks are located on the first floor of Levine Children's Hospital near the X-Ray Café. They are available 24 hours a day, seven days a week.

Caribou Coffee

 Caribou is located in Levine Cancer Institute on the third floor. Access to Levine Cancer Institute is through the third floor Sky Bridge. You will need your visitor badge to get through the doors of Levine Children's Hospital. **Note:** Caribou Coffee does NOT accept meal tickets.

Hours: Monday through Friday, 6:00 A.M. to 4:00 P.M.

Hospital Resources

Find Out More About Our Hospital's Offerings

The Junior League of Charlotte Family Resource Library

The Family Resource Library is located on the second floor of Levine Children's Hospital to the right of the elevators. Our qualified medical librarian maintains a variety of books, pamphlets and videos to educate you about your child's illness, medications, treatments and procedures. She can assist you with an internet search of your topic, as well. If you do not want to leave your child to find information, our librarian can do the search and deliver it to you in your hospital room or send it to your home. Just ask your child's nurse for assistance or call the library at 704-381-2100.

The library is open Monday through Friday from 8:30 A.M. to 5 P.M. and offers a copy center, computers, fax machine, lounge area and children's play area.

Hospitality House of Charlotte

The Hospitality House of Charlotte is a 22-bedroom facility available for families with a patient of any age being treated at a local hospital. The Hospitality House is open 24 hours a day, 365 days a year. To request a room, please ask a hospital staff member for a referral.

The Hospitality House is located close to the hospital at: 1400 Scott Ave.

Charlotte, NC 28203

For more information, please visit hospitalityhouseofcharlotte.org, call 704-376-0060, or email info@hhocharlotte.org.

Ronald McDonald House of Charlotte

Located in the 1600 block of East Morehead Street, the Ronald McDonald House of Charlotte is for out-of-town families of sick children. Guests are referred by the hospital. The House offers an extended network of support and connection to others going through similar hardships. In return for staying at the House, guests are asked to make a small donation if possible. For more information, please visit rmhofcharlotte.org or call 704-335-1191.

Children's Specialty Centers

Levine Children's Hospital provides a variety of specialized outpatient pediatric services. We cater to the needs of infants, children and adolescents, as well as

their families. Through our many specialty centers, our physicians bring treatments closer to your home. For more information or locations of our specialty centers, please visit LevineChildrens.org.

One-Day Surgery Center at Carolinas Medical Center

The center is located on the first floor of Medical Center Plaza. Patient drop-off is located off Harding Place, between Morehead Medical Center and Medical Center Plaza.

School Program

By participating in the hospital school program, school-age children can continue to achieve academic goals and interact with peers. Classroom and bedside support is available to patients who meet the five-day or more inpatient requirement. Our certified teacher collaborates with the student's classroom and/or homebound teacher and healthcare professionals involved with the patient's care to provide appropriate educational services. Educational sessions are provided in a classroom setting or at bedside, as medically appropriate. Contact our school teacher at 704-381-0156.

Giving Back

If you would like more information on how to get involved in fundraising activities, events or make a charitable gift, please contact the Atrium Health Foundation at 704-355-4048 or givecarolinas.org.



Pet Therapy

Levine Children’s Hospital is proud to offer a pet visitation program to our patients. Specially trained pets can visit with you in your room. You can request pet therapy through your TV using GetWell Network.

Child Life Services

The Child Life team provides support to patients and their families in many ways. Certified Child Life Specialists are trained in child development and coping within the hospital environment. Child Life Assistants promote normal childhood experiences within the hospital through activities at the bedside, playroom time, and other programs and services. The Child Life team serves both inpatient and outpatient areas. For more information, ask your nurse to refer you to your unit’s Child Life teammate.

Arts For Life

Arts For Life is a pediatric arts-in-health program that supports patients and families. The Arts For Life staff facilitates visual art and creative writing activities to promote well-being, reduce stress and encourage positive healthcare experiences for children and their families. For more information, call 704-381-6340.

Music Therapy

Our board-certified Music Therapists have extensive training in clinical, evidence-based music interventions. These needs may include developmental stimulation, self-expression, calming/soothing, coping, procedural support and/or rehabilitation. With approval from a doctor or nurse practitioner, patients and families may have an opportunity to use their favorite songs in sessions that include active listening, instrument playing or even songwriting. For more information, ask your nurse or unit Child Life Specialist to contact a Music Therapist.

Beads of Courage

Levine Children’s Hospital is proud to partner with Beads of Courage, an organization that provides Arts-in-Medicine to help children with serious illness record, tell and own their stories of courage. Levine Children’s Hospital offers this program to patients with eligible Hematology, Oncology, Cardiac or other chronic conditions. Patients enrolled in Beads of Courage are given specific beads to honor milestones and other moments of courage throughout their medical journeys. For more information, ask to speak with the Beads of Courage Ambassador on your unit. You also can visit the website at www.beadsofcourage.org.

GetWellNetwork

Your TV now has features to help make your stay better. All features are free and help you to:

- ◆ learn about your health
- ◆ learn about your new medicines
- ◆ make your room a calming, restful place
- ◆ let your healthcare team know what you need
- ◆ pass the time with movies, TV and games
- ◆ connect to the internet and listen to music

We are partners with you in your care. During your stay, messages appear on your TV screen. Some of these messages will give you information about your care. Some will ask you to complete a task or answer questions. Please answer as soon as you feel ready. We value your honest feedback.

See page 12 in this guide for instructions on how to use your TV.

How to Use Your Pillow Speaker

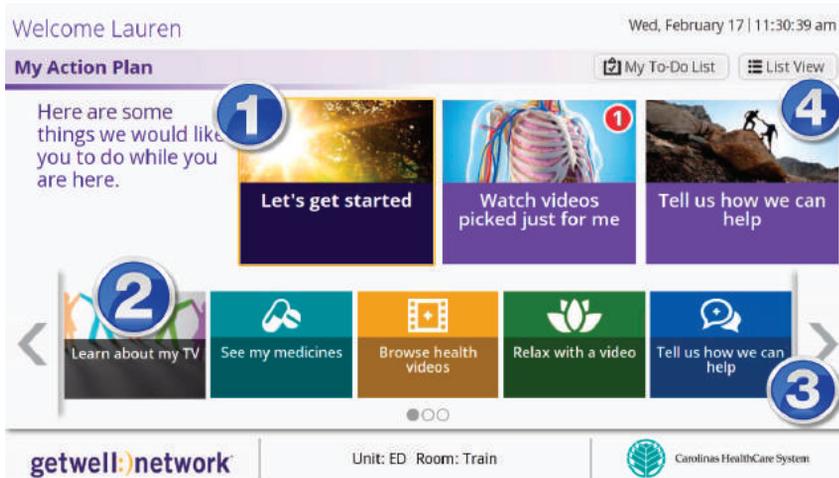
The diagram shows a white pillow speaker remote control with a speaker grille at the top. The remote has several buttons and a numeric keypad. The following table lists the buttons and their functions:

Button	Function
NURSE (Red circle with white cross)	Call your nurse
Menu (Green circle)	Pull up onscreen controls
Directional pad (Blue square)	Move selection box among onscreen features
Select (Yellow circle)	Select an onscreen option
Back (Blue circle with left arrow)	Go to previous screen
Home (Blue circle)	Go to Home Screen
Health (Blue circle)	Go to Health videos
TV (Blue circle)	Go to TV channels
Web (Blue circle)	Go to internet
Movies (Blue circle)	Go to free movies

Hospital Resources CONTINUED

GetWellNetwork

How to Use Your TV



- 1 Things you need to do**
These three boxes are things we need you to do—like watch videos picked by your care team, tell us about your pain or tell us how we are doing.
- 2 Learn about your TV**
Click on this space to learn about each feature on your home screen.
- 3 Patient favorites**
Find the things you use most with just one click. Use the left and right arrows to see more options.
- 4 Switch the list view**
Click this button to see a different menu style.

How to Use Your Keyboard

- | | | | | |
|--|--|--|--|---|
| 
Menu | 
TV | 
Back | 
? | 
:)
Home |
| Pull up onscreen controls | Go to TV channels | Go to earlier screen | GetWellNetwork Help Desk for technical issues | Go directly to home screen |



Move finger across scroll pad to move onscreen cursor. Tap the scroll pad to choose a feature.

TV Channel Listings

Digital Channel #	TV Channel #	Digital Lineup	Digital Channel #	TV Channel #	Digital Lineup
65-1	22	Bloomberg	78-2	41	The Weather Channel
65-2	23	C-SPAN	78-3	21	BBC America
65-3	43	MTV	78-4	63	Univision (National Feed)
65-4	73	ESPN Classic	78-5	75	Telemundo
65-5	52	Comedy Central	78-6	30	Nickelodeon
65-6	49	E!	79-1	3	CBS HD (Local)
65-7	59	BET	79-2	9	ABC HD (Local) 7
65-8	31	Lifetime	80-1	4	PBS HD (Local)
66-1	32	CNN HD	80-2	6	NBC HD (Local)
66-2	28	USA HD	81-1	8	FOX HD (Local)
66-3	37	Bravo HD	81-2	11	CW HD (Local)
67-1	55	Food Network	82-1	5	PBS HD (Local) WUNG
67-2	71	ESPNews	82-2	12	MyTV (Local) WMYT
67-3	29	Freeform	82-3	2	Independent (Local) WAXN
68-1	38	Animal Planet HD	83-1	69	NFL
68-2	45	FX HD	Digital Channel #	TV Channel #	Music Lineup
68-3	74	Travel Channel	87-5	80	Music Choice: Kidz Only
69-1	46	HGTV HD	87-6	81	Music Choice: Throwback Jamz
69-2	70	NBC Sports HD (was Versus)	87-7	82	Music Choice: Rock Hits
69-3	51	Science Channel	87-8	83	Music Choice: Gospel
70-1	57	Fox News HD	87-9	84	Music Choice: Indie
70-2	64	Syfy HD	87-10	85	Music Choice: Hit List
75-2	24	TBS in HD	87-11	86	Music Choice: Party Favorites
75-3	36	A&E HD	87-12	87	Music Choice: Today's Country
76-1	39	ESPN HD	87-13	88	Music Choice: Hip-Hop Classics
76-2	68	ESPN2 HD	87-14	89	Music Choice: Rap
77-1	26	TNT HD	87-15	90	Music Choice: Hip-Hop and R&B
77-2	58	National Geographic HD	87-16	91	Music Choice: Classic Rock
78-1	14	News 14 Carolina	87-17	92	Music Choice: R&B Classics

Hospital Resources CONTINUED

Digital Channel #	TV Channel #	Music Lineup	Digital Channel #	TV Channel #	Music Lineup
87-18	93	Music Choice: R&B Soul	87-36	111	Music Choice: 70s
87-19	94	Music Choice: Alternative	87-37	112	Music Choice: Solid Gold Oldies
87-20	95	Music Choice: Metal	87-38	113	Music Choice: Pop Country
87-21	96	Music Choice: Rock	87-39	114	Music Choice: Tropicales
87-22	97	Music Choice: Reggae	87-40	115	Music Choice: Mexicana
87-23	98	Music Choice: Soft Rock	87-41	116	Music Choice: Sound Scapes
N/A	99	Seacrest Channel	87-42	117	Music Choice: Smooth Jazz
87-24	126	Music Choice: Pop Hits	87-43	118	Music Choice: Toddler Tunes
87-25	100	Music Choice: Y2K	87-44	119	Music Choice: Stage and Screen
87-26	101	Music Choice: 90s	87-45	120	Music Choice: Teen MC
87-27	102	Music Choice: 80s	87-46	121	Music Choice: Musica Urbana
87-28	103	Music Choice: Pop Rhythmic	87-47	122	Music Choice: Love Songs
87-29	104	Music Choice: Dance/ EDM	87-48	123	Music Choice: Adult Alternative
87-30	105	Music Choice: Contemporary Christian	87-49	124	Music Choice: Jazz
87-31	106	Music Choice: Pop Latino	87-50	125	Music Choice: Blues
87-32	107	Music Choice: Classic Country	87-59	127	Singers and Swing
87-33	108	Music Choice: Romances	87-61	128	Easy Listening
87-34	109	Music Choice: Sounds of the Season	87-62	129	Classical Masterpieces
87-35	110	Music Choice: Country Hits	87-63	130	Light Classical

Visitor Information

Play Passport

Patients, their siblings and other children can attend an activity outside of the patient's room, including visiting a playroom, but they must present a Play Passport signed by their nurse before entering an event space.



Keeping Your Child and Family Safe

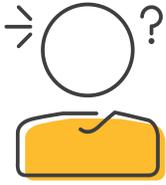
For the safety of your child, everyone at Levine Children's Hospital must wear an identification badge while in the hospital. Parents, additional family and guests should stop at the reception desk on the first floor to get an identification badge with their picture on it. You are required to wear the badge above your waist with the picture showing. Lanyards will be provided to each family to hold your identification badge.

- 1. Family and guests are allowed to visit as patient condition allows.** Every effort is made to grant the wishes of the patient and family members in support of a family-centered approach to care.
- 2. We may not allow entry to family members and guests on any unit or to the entire hospital when it is best for our patients.** We understand how important family and friends are to your child and the healing process, but the health of your child is the most important. Guest policies may change for certain age groups or for all non-patients and can last until the hospital decides that the risk has decreased. Reasons for limiting or stopping visitation may include cold and flu season when community infections are very high, or when patients on a certain unit are at greater risk of becoming sick when exposed to certain germs. The hospital will provide information to families when guest visitation is limited or stopped, and will encourage families to help decrease their child's chance of getting another illness.
- 3. Brothers and sisters are allowed at the hospital.** Siblings should be in good health and free of any contagious disease. Brothers and sisters are not allowed to stay overnight. They also may be limited due to unit conditions. For example, in the Pediatric Intensive Care Unit and the Cardiovascular Intensive Care Unit, guests must be at least 12 years old to visit. The nurse manager has to pre-approve any change to these rules.
- 4. In the Neonatal Intensive Care Nursery or Neonatal Progressive Care Nursery, sibling visits are by appointment.** The bedside nurse decides when a brother or sister can visit. This is based on the patient's condition and unit activity. The first visit should be arranged by the Child Life Specialist. During cold and flu season, there is no sibling visitation to decrease the risk of your hospitalized infant getting sick. Notices will be posted in the unit when siblings are not allowed to visit.
- 5. The pediatric rehabilitation floor allows immediate family members on the unit any time of the day.** All other guests are asked to come after 4 P.M. This will allow patients to finish their therapy sessions. One family member (over 18 years of age) may room in with the patient. Any changes to the one family member rule must be approved by the nurse manager.
- 6. In the Day Hospital and Surgical Support Center, guests are allowed as patient condition allows.** Up to two immediate adult family members are allowed in the pre- and post-surgical areas at a time. Please arrange with the charge nurse before any siblings come onto the unit. All guests should be in good health and free of any contagious disease.

Take **Charge** of Your Child's Care

You are the center of your child's healthcare team. Let this special guide help you get the best results from your family's hospital stay.

You're in **charge.**



You are the center of your child's healthcare team. Know what's happening every step of the way.

Always **double-check.**



Pay attention and make sure your child is getting the right treatments and medicines from the right hospital staff.

Know your **child's medicines.**

Understand what they treat, why he or she needs them and how to take them for the best results.

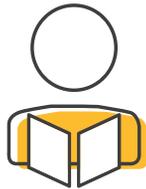


Speak up.

Ask questions and voice concerns. It's your child's body and you have the right to know.

Educate yourself.

Learn about your child's medical condition, tests and treatment options.



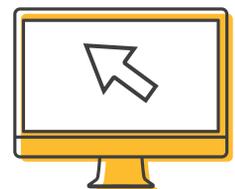
Find a support person.

Pick someone to help speak up for your child's care and needs.



Check before you go.

Make an informed decision when selecting additional healthcare services. Choose only accredited providers who meet patient safety and quality standards. Go to www.qualitycheck.org to learn more.



Quick Reference Guide

For Patients and Families



We Can Help

We are here to partner with you to make your stay as comfortable as possible. Please ask if you need:

- ◆ hairbrush, comb, shampoo, soap
- ◆ toothbrush, toothpaste, mouthwash
- ◆ deodorant and lotion
- ◆ baby wash, baby wipes, diapers, diaper cream, formula, bottles/nipples, pacifier
- ◆ dish soap, laundry soap
- ◆ tissues
- ◆ breast pads, maxi pads
- ◆ blankets, pillow
- ◆ grab-and-go snacks



Other Free Services

- ◆ TV system – cable, movies, information about LCH, patient education, audio/video mode
- ◆ wireless internet
- ◆ family snack room – food and drinks
- ◆ washer and dryer – on all units
- ◆ Child Life Specialists give education and support for children
- ◆ hospitality cart filled with personal items
- ◆ Pizza Night – 3rd Thursday of every month from 5:00 P.M. to 6:00 P.M. in the 10th floor playroom

Other Amenities in Levine Children's Hospital

- Gift shop–1st floor
- ATM– 1st floor near X-Ray Café & 3rd floor in Market Café
- Vending machines–1st floor near the X-Ray Café
- Family Resource Library & Chapel–2nd floor
- Discovery Garden–12th floor
- Outdoor patio–1st floor
- Seacrest Studios–1st floor

Quick Reference Guide

For Patients and Families



A Social Worker Can Help

- Worried about cost?
- You or your patient need extra support?
- Need a place to stay?
- Need a ride home?

A social worker is assigned to you. Ask your nurse to reach out if you need help.



Dining Choices

- ◆ Market Café – 3rd floor, Carolinas Medical Center
- ◆ X-Ray Café – 1st floor, Levine Children’s Hospital
- ◆ Panera Bread – 1st floor, Carolinas Medical Center
- ◆ Chick-fil-A – Mezzanine, Medical Center Plaza
- ◆ Starbucks – 3rd floor sky bridge between Medical Center Plaza and Morehead Medical Plaza
- ◆ Caribou Coffee – 3rd floor, sky bridge to Levine Cancer Institute



Visit Our Library

Rather than reading about your child’s health issue online, come see our librarian.

- ◆ 2nd floor – Monday through Friday, 8:30 A.M. to 5:00 P.M.
- ◆ You may also call the librarian at 704-384-2110.
- ◆ On your TV, use GetWellNetwork “How Can We Help.”
- ◆ Massage therapy – every Tuesday from 1:45 P.M. to 4:30 P.M. (parents may sign up for 15-minute sessions in the library)



On Your TV

Your TV is packed full of information and entertainment.

- ◆ Learn about your child’s health issue(s) and medicine.
- ◆ Watch videos picked for you based on your child’s diagnosis.
- ◆ Enjoy relaxation channels, music, movies and games.
- ◆ Use the internet.

Quick Reference Guide

For Patients and Families



Seacrest Studios

1st floor. From your room, watch Channel 99 or call 6-7926 (6-RYAN) to request a song or participate in events.

Tuesday

Studio School Time

3rd Tuesday of month at noon.

Wednesday

BINGO

Every Wednesday at 3:00 P.M.

Thursday

iHeart Art Craft Show

Every Thursday at noon.

Friday

Seacrest Idol Lip Syncing

Every Friday at 3 P.M.

Keep an eye out for special events popping up all the time. Event calendars are in the elevators and on the units.



Share Your Story

- #MyLevineChildrens
- Facebook 
- Instagram 
- Twitter 



Quick Reference Guide

For Patients and Families

Atrium Health is not associated with or paid to promote any of the local businesses listed. This is primarily a tool for your use.

1. Panera Bread – CMC Lobby
2. Chick-fil-A – Medical Center Plaza
3. Starbucks – Morehead Medical Plaza
4. Duck Donuts
5. Menchie's Frozen Yogurt
6. Jersey Mike's Subs
7. Brixx Wood Fired Pizza
8. Outback Steakhouse
9. Moe's Southwest Grill
10. JJ's Red Hots
11. Bad Daddy's Burger Bar
12. Pizza Hut
13. Dunkin' Donuts
14. Fortune Cookie Chinese Restaurant
15. Mama Ricotta's
16. Hickory Tavern
17. Chipotle
18. Wendy's

19. Circle K – Gas
20. Shell – Gas

21. Wells Fargo
22. ATM – LCH Lobby
23. Bank of America

24. Harris Teeter
25. Trader Joe's
26. Best Buy
27. Target

-  Restaurants
-  Shopping
-  Banking
-  Gas Station
-  Little Sugar Creek
-  Greenway



5 Ways to Fight Infections

Take Charge of Your Child's Care

The hospital is a place people go get well, but your child could come in contact with germs that can make him or her feel worse. Reduce the chance of infection by having your child take these safety precautions.

1. Help your child wash his or her hands.

- ◆ after touching hospital objects or surfaces
- ◆ before eating
- ◆ after using the restroom

2. Ask hospital staff members to clean their hands.

This should be standard practice, but don't be afraid to remind them if they forget or to ask them to wear gloves when touching your child. Ask visitors to clean their hands too!

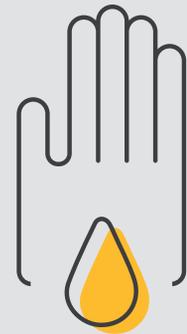
3. Cover if you are sick. If your child gets an infection, limit the spread of germs by teaching your child to sneeze and cough into tissues that are promptly thrown away, and avoid touching other people. Ask the staff if there is anything else your child should do—like wear a surgical mask—to prevent the spread of germs.

4. Keep an eye on bandages or dressings. If a dressing on a wound or IV becomes loose or wet, let your nurse know. Also if your child has a catheter or drainage tube, tell your nurse if it becomes loose or dislodged.

5. Keep vaccinations up-to-date. Make sure your child is as protected as possible from the spread of infection. Check with hospital staff about whether it's safe for your child to receive any vaccines he or she might need.

For Visitors

Tell friends and family not to visit if they are sick. And make sure all your child's guests wash their hands when they enter the room.



Cleaning Tip

Have your child use soap and water or alcohol-based hand sanitizer under nails, in between fingers, and on the palms and backs of hands. Sing a song with your child—like “Happy Birthday”—to make sure he or she washes for at least 15 seconds.



Protect Your Child's Health

Take Charge of Your Child's Care



Speak Up

If you have questions or concerns about your child's care, you have the right to ask and get a response from your doctor or nurse that makes sense to you. To help, share your answers to these questions with hospital staff.

- ◆ What language would you prefer to speak?
- ◆ Do you need glasses, hearing aids or other devices to help with talking to hospital staff?
- ◆ Do you prefer to hear, see or read health information?
- ◆ Do you have any cultural, ethnic or religious-based special needs?

And Remember, Take Charge of Your Communication:

- ◆ **Ask About Jargon:** If you hear a medical term you don't understand, ask what it means.
- ◆ **Teach Back:** After you get instructions or an explanation, repeat back what you thought you heard so you can double-check that you understood.
- ◆ **Take Notes:** Write down any key facts your doctor tells you so you won't forget.



Arm Band and Patient ID

When your child is admitted to the hospital, a staff member will place a patient identification band on your child's wrist or ankle. It is important that your child keep this band on at all times.

Staff members will verify your child's identity either by looking at the band or scanning the barcode on it before giving medications or treatments. The information on your child's band will include name, date of birth, account and history number.

Please check your child's band to make sure the name and date of birth are correct.

Double-Check

Always double-check your child's name with staff to avoid errors.

Prevent Falls

Take Charge of Your Child's Care

While your child is here, he or she may feel dizzy or weak. Illness, procedures, medicines or even just lying down for too long can make your child less steady on his or her feet.

To keep your child safe:

- ◆ Make sure your child knows how to use the nurse call button.
- ◆ Let the nurse know if you plan on leaving the room.
- ◆ Make sure the bed or crib is locked and as low to the ground as possible.
- ◆ Ask the doctor or nurse about how much activity is okay for your child.
- ◆ Pay special attention if your child needs crutches, a walker or a cast. Your child may not be familiar with how these items feel or are used.
- ◆ Help your child if he or she needs to go to the bathroom or get up for any reason. Let the nurse know if you need extra help.
- ◆ Make sure your child wears nonslip socks or footwear.
- ◆ Keep your child's favorite or often-used items within easy reach (glasses, remote, toys, etc.).
- ◆ Make sure your child doesn't play on medical equipment like wheelchairs or IV poles.

With your help, we can make sure your child stays safe.



Fall Risk

Doctors and nurses will check on your child regularly to see if he or she is at risk for a fall. If this happens, your child may have to wear a special ID band, and special rules may be in place to protect your child. If you have questions about your child's fall risk, please talk to his or her nurse.

Pay Attention to Pain

Take Charge of Your Child's Care



Only your child knows how much pain he or she is in, so it's important to ask about it regularly. You may want to explain that doctors use pain as a clue to help figure out what's wrong. It also helps them find ways to make your child feel better, so it's important to speak up when he or she feels pain.

Ask your child, then share with your nurse.

- ◆ Where does it hurt?
- ◆ When does it hurt?
- ◆ Is the pain in one place or lots of places?
- ◆ Does anything make the pain feel better or worse?

Is your child acting differently?

Sometimes your child may have trouble telling you about pain. Pay attention to what your child says and does. The following signs may help you figure out how much pain your child has:

- ◆ not eating
- ◆ quieter than usual
- ◆ doesn't want to play
- ◆ whining or crying more than usual
- ◆ holding a sore part of the body

If you notice these symptoms, your child may be in pain. Make sure to talk to your child's doctors and nurses about his or her pain levels throughout your stay.

Ask About Pain Medicine

Is your child getting uncomfortable? Do you think the pain medicine isn't working? Speak up. Your child may need to get more of the current pain medicine or switch to a different kind to get relief. Managing your child's pain will help with the healing process. Keep asking your child about pain, then talk to the doctor or nurse.

Ask your child: How bad is it on this pain scale?

Wong-Baker FACES® Pain Rating Scale



0
No
Hurt



2
Hurts
Little Bit



4
Hurts
Little More



6
Hurts
Even More



8
Hurts
Whole Lot



10
Hurts
Worst

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Using Antibiotics Safely

Pay Attention to Dosage

When the doctor prescribes an antibiotic for your child, pay attention to the label. It's important to make sure you're giving the right dose for the right amount of time. Visit www.cdc.gov/antibiotic-use for tips on using antibiotics after discharge.



Take Steps to Improve How These Medicines Work

Antibiotics can be life-saving medicines, but using them incorrectly can harm your child's body. Giving your child antibiotics when you shouldn't can allow more resistant (tough to treat) bacteria to grow. This makes it harder for your child's body to fight bacterial infections in the future.

While your child is in the hospital, the doctor will review his or her medicines, including antibiotics, regularly. The doctor may change the dose or stop giving your child the antibiotic if it's not needed anymore. If your child needs to take antibiotics at home, it's important to finish them unless the doctor gives you different instructions. This helps to make sure the antibiotics will help your child if he or she ever needs them again.

You can improve how you take antibiotics at home by taking these simple steps:

- ◆ **Wash hands.** This is one of the best ways to prevent the spread of germs that cause infections and keep your child and family healthy.
- ◆ **Ask about symptom relief.** Talk to the doctor about how to relieve your child's symptoms so he or she can feel better.
- ◆ **Only give antibiotics for infections caused by bacteria.** Antibiotics don't help illnesses caused by viruses, like colds and the flu.
- ◆ **Ask about watchful waiting.** Some bacterial infections can get better without antibiotics. The doctor may recommend waiting a few days to see if your child gets better before giving antibiotics.
- ◆ **Take antibiotics as prescribed.** Even if your child feels better, do not skip doses or stop giving an antibiotic early without approval from your child's doctor.

Tips for Giving Medicine

You may have trouble getting your child to take medicine at home. If so, try these tips:

- ◆ **Pills:** Crush it and mix it into a soft food, like applesauce.
- ◆ **Syrup:** Ask your pharmacy for flavoring you can mix in.
- ◆ **Syringe:** Squirt it on the inside of the cheek where there are no taste buds.

Some medicines should not be crushed or mixed—these could make the medicine not work as well. Always check with your pharmacist before making changes to how you give your child medicine.

Ask Me 3



How to Play an Important Role in Your Child's Care

It's important for you to be involved in your child's healthcare by understanding his or her condition and treatment. But don't worry—learning more about your child's care doesn't mean you have to become a medical expert. In fact, you can become more informed just by asking your child's doctor three simple questions:

- 1. What is my child's main problem?** Asking this question can help you better understand your child's condition and why it's important to treat it.
- 2. What do I need to do to help my child?** Making sure your child follows his or her treatment plan is a key part of managing his or her condition.
- 3. Why is it important to do this?** The details of your child's treatment may seem small, but they can have a big impact on his or her health. For instance, your doctor may have your child start a special diet or take medicines at certain times of the day or night. Make sure you understand all of the benefits and risks involved with any request.

No one is more invested in your child's health than you are, so don't be afraid to ask your doctor for more information. After all, the more you know, the more confident you'll feel about your child's treatment and recovery.

Source: Ask Me 3, an education program seeking to improve communication between patients and healthcare providers, is a registered trademark of the National Patient Safety Foundation.

Tips to Take Charge of Communication

- ▶ **Ask About Jargon:** If you hear a medical term you don't understand, ask what it means.
- ▶ **Teach Back:** After you get instructions or an explanation about your child's care, repeat back what you think you heard, so you can double-check that you understand.
- ▶ **Take Notes:** Write down any key facts your child's doctor tells you so you won't forget.

Patient Rights

You Have the Right to the Best Care

Patient Rights

1. A patient has the right to respectful care given by competent personnel.
2. A patient has the right, upon request, to be given the name of his/her attending physician, the names of all other physicians directly participating in his/her care, and the names and functions of other healthcare persons having direct contact with the patient.
3. A patient has the right to every consideration of his/her privacy concerning his/her own medical care program. Case discussion, consultation, examination and treatment are considered confidential and shall be conducted discreetly.
4. A patient has the right to have all records pertaining to his/her medical care treated as confidential except as otherwise provided by law or third-party contractual arrangements.
5. A patient has the right to know what facility rules and regulations apply to his/her conduct as a patient.
6. The patient has the right to expect emergency procedures to be implemented without unnecessary delay.
7. The patient has the right to good quality care and high professional standards that are continually maintained and reviewed.
8. The patient has the right to full information in laymen's terms, concerning his/her diagnosis, treatment and prognosis, including information about alternative treatments and possible complications. When it is not possible or medically advisable to give such information to the patient, the information shall be given on his/her behalf to the patient's designee.
9. Except for emergencies, the physician must obtain the necessary informed consent prior to the start of any procedure or treatment, or both.
10. A patient has the right to be advised when a physician is considering the patient as a part of a medical care research program or donor program. Informed consent must be obtained prior to actual participation in such program, and the patient or legally responsible party may, at any time, refuse to continue in any such program to which he/she has previously given informed consent. An Institutional Review Board (IRB) may waive or alter the informed consent requirement if it reviews and approves a research study in accord with federal regulations for the protection of human research subjects, including U.S. Department of Health and Human Services (HHS) regulations under 45 CFR Part 46 and U.S. Food and Drug Administration (FDA) regulations under 21 CFR Parts 50 and 56. For any research study proposed for conduct under a FDA "Exception from Informed Consent Requirements for Emergency Research" or a HHS "Emergency Research Consent Waiver" in which informed consent is waived but community consultation and public disclosure about the research are required, any facility proposing to be engaged in the research study also must verify that the proposed research study has been registered with the North Carolina Medical Care Commission. When the IRB reviewing the research study has authorized the start of the community consultation process required by the federal regulations for emergency research, but before the beginning of that process, notice of the proposed research study by the facility shall be provided to the North Carolina Medical Care Commission. The notice shall include:
 - ◆ the title of the research study;
 - ◆ a description of the research study, including a description of the population to be enrolled;
 - ◆ a description of the planned community consultation process, including currently proposed meeting dates and times;
 - ◆ an explanation of the way that people choosing not to participate in the research study may opt out; and
 - ◆ contact information including mailing address and phone number for the IRB and the principal investigator.
11. A patient has the right to refuse any drugs, treatment or procedure offered by the facility, to the extent permitted by law, and a physician shall inform the patient of his/her right to refuse any drugs, treatment

Patient Rights CONTINUED

- or procedures and of the medical consequences of the patient's refusal of any drugs, treatment or procedure.
12. A patient has the right to assistance in obtaining consultation with another physician at the patient's request and expense.
 13. A patient has the right to medical and nursing services without discrimination based upon race, color, religion, sex, sexual orientation, gender identity, national origin or source of payment.
 14. A patient who does not speak English or is hearing impaired shall have access, when possible, to a qualified medical interpreter (for foreign language or hearing impairment) at no cost, when necessary and possible.
 15. The facility shall provide a patient, or patient designee, upon request, access to all information contained in the patient's medical records. A patient's access to medical records may be restricted by the patient's attending physician. If the physician restricts the patient's access to information in the patient's medical record, the physician shall record the reasons on the patient's medical record. Access shall be restricted only for sound medical reason. A patient's designee may have access to the information in the patient's medical records even if the attending physician restricts the patient's access to those records.
 16. A patient has the right not to be awakened by hospital staff unless it is medically necessary.
 17. The patient has the right to be free from needless duplication of medical and nursing procedures.
 18. The patient has the right to medical and nursing treatment that avoids unnecessary physical and mental discomfort.
 19. When medically permissible, a patient may be transferred to another facility only after he/she or his/her next of kin or other legally responsible representative has received complete information and an explanation concerning the needs for and alternatives to such a transfer. The facility to which the patient is to be transferred must first have accepted the patient for transfer.
 20. The patient has the right to examine and receive a detailed explanation of his/her bill.
 21. The patient has a right to full information and counseling on the availability of known financial resources for his/her healthcare.
 22. A patient has the right to expect that the facility will provide a mechanism whereby he/she is informed upon discharge of his/her continuing healthcare requirements following discharge and the means for meeting them.
 23. A patient shall not be denied the right of access to an individual or agency who is authorized to act on his/her behalf to assert or protect the rights set out in this Section.
 24. A patient or, when appropriate, the patient's representative has the right to be informed of his/her rights at the earliest possible time in the course of his/her hospitalization.
 25. A patient and, when appropriate, the patient's representative have the right to have any concerns, complaints and grievances addressed. Sharing concerns, complaints and grievances will not compromise a patient's care, treatment or services.
 - ◆ If a patient has a concern, complaint or grievance, he/she may contact his/her nurse, the nursing supervisor, or call the Customer Care Line at 704-355-8363.
 - ◆ If the patient issues are not satisfactorily addressed while the patient remains hospitalized, the investigation will continue. The intent is to provide the patient a letter outlining the findings within seven days.
 - ◆ If a patient chooses to identify a concern, complaint or grievance after discharge, he/she may call the Customer Care Line at 704-355-8363.
 - ◆ The patient has the right to directly contact the North Carolina Department of Health and Human Services (State Survey Agency) or The Joint Commission.
 - ◆ NC Division of Health Services Regulation
Complaint Intake Unit 2711
Mail Service Center
Raleigh, NC 27699
www2.ncdhhs.gov/dhsr/ciu/complaintintake.html
1-800-624-3004
 - ◆ The Joint Commission
Email: patientsafetyreport@jointcommission.org
1-800-994-6610
 26. The patient has the right to participate in the development and implementation of his/her plan of care, including his/her inpatient treatment/care plan, outpatient treatment/care plan, discharge care plan and pain management plan.

27. The patient or, when appropriate, the patient's representative has the right to make informed decisions regarding his/her care. The patient's rights include being informed of his/her health status, being involved in care planning and treatment, and being able to request or refuse treatment. This right must not be construed as a mechanism to demand the provision of treatment or services deemed medically unnecessary or inappropriate. Making informed decisions includes the development of their plan of care, medical and surgical interventions (e.g. deciding whether to sign a surgical consent), pain management, patient care issues and discharge planning.
28. The patient has the right to formulate advance directives and to have hospital staff and practitioners who provide care in the hospital comply with these directives.
29. The patient has the right to have a family member or representative of his/her choice and his/her own physician notified promptly of his/her admission to the hospital.
30. The patient has the right to personal privacy. Privacy includes a right to respect, dignity and comfort, as well as privacy during personal hygiene activities (e.g. toileting, bathing, dressing), during medical/nursing treatments, and when requested as appropriate. It also includes limiting release or disclosure of patient information such as patient's presence in facility, location in hospital or personal information.
31. The patient has the right to receive care in a safe setting. A safe setting includes environmental safety, infection control, security, protection of emotional health and safety, including respect, dignity and comfort, as well as physical safety.
32. The patient has the right to be free from all forms of abuse or harassment. This includes abuse, neglect or harassment from staff, other patients and visitors.
33. The patient has the right to be free from restraints of any form that are not medically necessary or are used as a means of coercion, discipline, convenience or retaliation by staff.
34. The patient has the right to be free from seclusion and restraints, of any form, imposed as a means of coercion, discipline, convenience or retaliation by staff.
35. A patient has the right to designate visitors who shall receive the same visitation privileges as the patient's immediate family members, regardless of whether the visitors are legally related to the patient by blood or by marriage.

Patient Responsibilities

1. Patients, and their families when appropriate, are responsible for providing correct and complete information about present complaints, past illnesses, hospitalizations, medications and other matters relating to their health.
2. Patients and their families are responsible for asking questions when they do not understand their care, treatment and service or what they are expected to do.
3. Patients and their families are responsible for following the care, treatment and service plans that have been developed by the healthcare team and agreed to by the patient.
4. Patients and their families are responsible for the outcomes if they do not follow the care, treatment and service plan.
5. Patients and their families are responsible for following the hospital's rules and regulations.
6. Patients and their families are responsible for being considerate of the hospital's staff and property, as well as other patients and their property. It is a felony to assault a healthcare worker.
7. Patients and their families are responsible to promptly meet any financial obligation agreed to with the hospital.

Ethics Committee

During your child's treatment at Levine Children's Hospital, situations may arise that present ethical dilemmas about your child's care. Examples include decisions to stop medical treatment and interpreting living wills. The Ethics Committee of Carolinas Medical Center and Levine Children's Hospital is available for consultation in cases when the patient, family and doctor need assistance in reaching a decision about such issues. The attending doctor, patient, family member or a member of the Levine Children's Hospital staff involved in the care of your child may refer a case to the committee for review. For more information, call 704-381-2000.

If you would like to bring a matter to the committee, please call the operator and ask to speak with the chaplain.

How do I get copies of my medical records?

You will need to complete a release form. When the form is complete, you can mail or fax it. For more information or to obtain a form, go online to: www.carolinashealthcare.org/for-patients-visitors/medical-records.

Notice of Nondiscrimination

Carolinas HealthCare System complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. Carolinas HealthCare System does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

Carolinas HealthCare System:

Provides free aids and services to people with disabilities to communicate effectively with us, such as:

- ◆ Qualified sign language interpreters
- ◆ Written information in other formats (large print, audio, accessible electronic formats, other formats)

Provides free language services to people whose primary language is not English, such as:

- ◆ Qualified interpreters
- ◆ Information written in other languages
- ◆ If you need these services, call 1-800-821-1535

If you believe that Carolinas HealthCare System has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

Steven B. Martin Vice President

Carolinas HealthCare System
720 East Morehead St.
Charlotte, NC 28204
704-355-3777 (phone)
704-355-7449 (fax)
steven.martin@carolinashealthcare.org

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 704-355-2000.

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 704-355-2000。

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 704-355-2000.

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 704-355-2000번으로 전화해 주십시오.

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 704-355-2000.

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 704-355-2000 (رقم هاتف الصم والبكم)

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 704-355-2000.

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 704-355-2000.

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 704-355-2000.

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 704-355-2000.

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 704-355-2000.

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。704-355-2000まで、お電話にてご連絡ください。

ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសាដោយមិនគិតថ្លៃ គឺអាចមានសំរាប់អ្នក។ ចូរទូរស័ព្ទ 704-355-2000 ។

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 704-355-2000 पर कॉल करें।

ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 704-355-2000.

Civil Rights Complaint

You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, Steven B. Martin, Vice President, is available to help you.

You also can file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Ave. SW
Room 509F, HHH Building
Washington, DC 20201
1-800-368-1019
TDD: 800-537-7697

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Car Seat Safety



Guidelines for Safe Use

Using a car seat is the best way to keep your child safe in the car—but it can only protect your child if it's used correctly. It's important to follow the instructions that come with your car seat. Read them ahead of time, then practice installing the car seat and strapping in your child. This way you'll know how to use it when you need it.

Make sure your child is protected in the car seat by following these tips:

- ◆ Use a rear-facing car seat for infants and toddlers up to age 2. In an accident, the back of the car seat will help protect the baby's head, neck and torso.
- ◆ Don't dress your child in bulky clothing like a big coat. The straps won't be tight enough to secure your child. Dress your child in thin layers. If it's cold, put a coat or blanket over the straps.
- ◆ Use the pinch test when tightening the harness straps. If you can pinch the straps into a fold, then it needs to be tightened. But don't make them too tight—make sure you can stick your finger between the strap and your child's body.
- ◆ Double-check that the car seat is secured each time you take it in and out.
- ◆ Only use items that came with your car seat. Using extra items like belt tighteners and extra padding can affect how well the car seat protects your child.

Remember that your car seat should meet the Federal Motor Vehicle Safety Standard 213. It will say this on the label.

Avoid the Front Seat

All children under age 13 should sit in the back seat. This is the safest place for your child if you are in a car accident. Front-seat air bags protect adults and teens in car accidents, but can seriously hurt infants and children.

Need Help With Your Car Seat?

If you need help installing your car seat, a certified Child Passenger Safety Technician (CPST) can help you for free. Some fire stations have CPSTs, but call ahead to double-check. You also can visit www.nhtsa.gov/equipment/car-seats-and-booster-seats to find a CPST near you.

Patient Story



"I'm very happy with how I'm doing."

—Carley Keller,
gastroenterology patient

With the Right Treatment, Carley is Back to Being Herself

If you saw Carley Keller today, you'd see an energetic 15-year-old girl who's as healthy as she is full of life. You'd never guess that, less than a year ago, she was a shell of the person she is now.

When Carley was 14 years old, she began having an array of symptoms, from abdominal pain to weight loss. A cheerleader with a vibrant personality, she suddenly felt tired all the time and just wasn't herself. "I couldn't even make it at school for the whole day, so I only went for half the day. And I also couldn't cheer, which was the hardest part," says Carley.

Carley's mom, Crecia, knew something was wrong with her daughter and brought her to Levine Children's Hospital, where Carley was diagnosed with ulcerative colitis. Ulcerative colitis is an autoimmune disease that can affect the entire colon and causes inflammation and ulcers.

Though the diagnosis was far from easy, Carley and her family found solace in an answer. "We were in a hole for so long. We didn't really know what was wrong, so when I got diagnosed, I was like, 'Okay, I can probably get better. It's going to get better from here,'" recalls Carley.

A Solution Without Surgery

At the time of her diagnosis, Carley's condition was so aggressive, there was a chance she'd need surgery to have her colon removed. But fortunately, her care team found the right balance of medication and infusion to best manage her disease—without surgery.

"We were able to control her inflammation to the point that she started gaining weight, her iron levels improved—and now she's very healthy, active and energetic," says Victor Piñero, MD, the medical specialty director for the Levine Children's pediatric and hepatology division.

Carley continues to be grateful for the care she received at Levine Children's Hospital, home to the largest gastroenterology group in the Carolinas. And she's especially grateful for her care team and Dr. Piñero, who she says always talks to her about everything and works to get the best treatment for her. "I was just so happy that we found him as a doctor," she says.

Back and Feeling Great

Since her diagnosis and treatment, the Carley Keller everyone knows and loves is back—back to school full-time, back to cheerleading and back to being herself.

"I feel great! I think that I'm hopefully in remission and that I can do all the things I used to do, that I couldn't do for a little bit," she says. "I'm very happy with how I'm doing."

Ulcerative colitis couldn't stop Carley—who still got straight A's in school through it all. And now that she's feeling better, there's nothing standing in her way. She hopes to one day go to Clemson University and become a dermatologist.

But first, she's going to get her driver's license.

MyCarolinas

Manage Your Health Information

MyCarolinas is an online health management tool that allows you to securely access portions of your family's medical record and communicate with your doctor's office.

With MyCarolinas, you can view your health information, including:

- ◆ doctors' notes
- ◆ allergies and medications
- ◆ test results
- ◆ immunizations

You can also:

- ◆ schedule appointments
- ◆ send a message to your doctor's office
- ◆ send prescriptions
- ◆ pay bills and more

Can I access my child's health record on MyCarolinas?

A parent or guardian of a pediatric patient can request access to and manage the child's personal health information until the child reaches the age of 13. Online access is terminated on the child's 13th birthday.

Once your account is activated, you can request access to your child's account if they are under the age of 13.

To access your child's account:

1. Log in to your account.
2. Click on "Settings" and "Request Family Access."
3. Click on "Request access to a minor's record" and fill in the required information.
4. Your request will be reviewed, and access will be approved in 48 to 72 hours.

You will need your child's Social Security Number or Carolinas HealthCare System Medical Record Number (MRN).

Can my teen (13 to 17 years old) access health records through MyCarolinas?

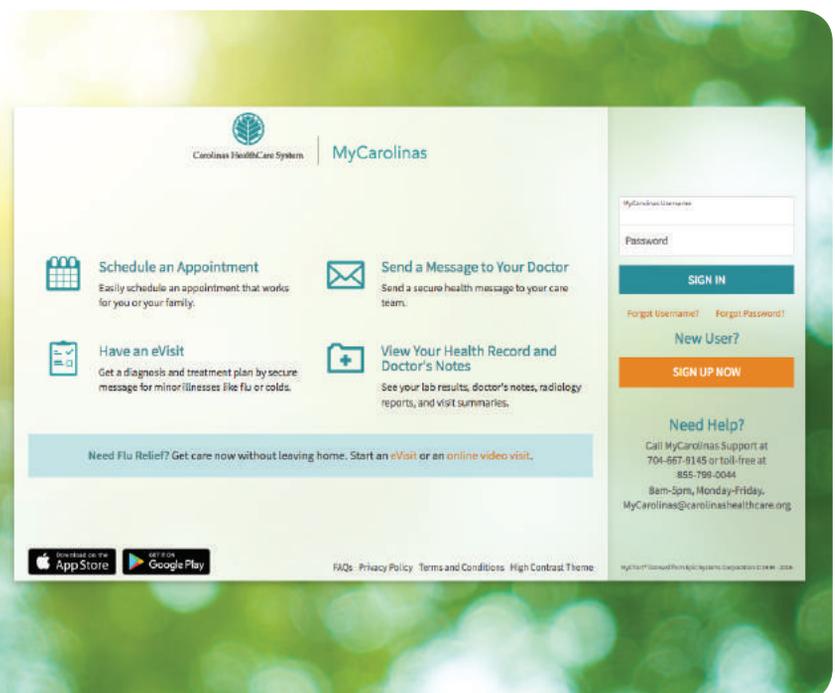
Ask your child's provider about how your teen can set up a free MyCarolinas account. Your teen will receive an email invitation to the email they provide to set up their account within 48 hours of their visit.

How to Sign Up

If you are a patient of Carolinas HealthCare System, you can sign up for an account online at my.carolinashealthcare.org/MyCarolinas/Signup.

If you are not a patient of Carolinas HealthCare System or have questions, please contact the MyCarolinas Support Team at 704-667-9145, Monday through Friday, 8:00 a.m. to 5:00 p.m., or email mycarolinas@carolinashealthcare.org.

Download the Carolinas mobile app at the App Store or Google Play.





Alex, 11



Alisha, 6 months



Theo, 6



Carley, 16



Titus, 6



Emmett, 6

All Kids Deserve

The Best

Levine Children's Hospital

Ranked in 6 Specialties by U.S. News & World Report



SHARE YOUR STORY WITH US!

Facebook, Twitter, and Instagram icons followed by the hashtag #MyLevineChildrens