# Phone Directory

## Hospital Services

<table>
<thead>
<tr>
<th>Floor</th>
<th>Service</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Main</td>
<td></td>
<td>704-381-2000</td>
</tr>
<tr>
<td>Calling From Inside</td>
<td></td>
<td>Dial the last five digits only</td>
</tr>
<tr>
<td>Security</td>
<td></td>
<td>704-355-3333</td>
</tr>
</tbody>
</table>

**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

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

### Share Your Story
- #MyLevineChildrens
- Facebook
- Instagram
- Twitter

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For more details check out our Brand Guidelines.
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Carley’s Road to Recovery

Visit LevineChildrensHospital.org
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.
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.

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
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?)

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.

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

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.

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.

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

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.

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.

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.

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
WD Logistics for 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.
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
- Call your nurse
- Pull up onscreen controls
- Move selection box among onscreen features
- Select an onscreen option
- Go to previous screen
- Go to Home Screen
- Go to Health videos
- Go to TV channels
- Go to internet
- 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**: Pull up onscreen controls
- **TV**: Go to TV channels
- **Back**: Go to earlier screen
- **?**: GetWellNetwork Help Desk for technical issues
- **:) Home**: 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

<table>
<thead>
<tr>
<th>Digital Channel #</th>
<th>TV Channel #</th>
<th>Digital Lineup</th>
<th>Digital Channel #</th>
<th>TV Channel #</th>
<th>Digital Lineup</th>
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<tr>
<td>65-1</td>
<td>22</td>
<td>Bloomberg</td>
<td>78-2</td>
<td>41</td>
<td>The Weather Channel</td>
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<td>23</td>
<td>C-SPAN</td>
<td>78-3</td>
<td>21</td>
<td>BBC America</td>
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<tr>
<td>65-3</td>
<td>43</td>
<td>MTV</td>
<td>78-4</td>
<td>63</td>
<td>Univision (National Feed)</td>
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<td>73</td>
<td>ESPN Classic</td>
<td>78-5</td>
<td>75</td>
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<td>52</td>
<td>Comedy Central</td>
<td>78-6</td>
<td>30</td>
<td>Nickelodeon</td>
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<td>49</td>
<td>E!</td>
<td>79-1</td>
<td>3</td>
<td>CBS HD (Local)</td>
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<td>59</td>
<td>BET</td>
<td>79-2</td>
<td>9</td>
<td>ABC HD (Local) 7</td>
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<td>5</td>
<td>PBS HD (Local) WUNG</td>
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<td>Animal Planet HD</td>
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<tr>
<td>87-18</td>
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<td>87-20</td>
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<td>Seacrest Channel</td>
<td>87-42</td>
<td>117</td>
<td>Music Choice: Smooth Jazz</td>
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<td>Music Choice: Country Hits</td>
<td>87-63</td>
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<td>Light Classical</td>
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</tbody>
</table>
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
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
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

Map not to scale.
The hospital is a place people go to 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.

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**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.

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**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.
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. You child may be 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

<table>
<thead>
<tr>
<th>Score</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>No Hurt</td>
</tr>
<tr>
<td>2</td>
<td>Hurts Little Bit</td>
</tr>
<tr>
<td>4</td>
<td>Hurts Little More</td>
</tr>
<tr>
<td>6</td>
<td>Hurts Even More</td>
</tr>
<tr>
<td>8</td>
<td>Hurts Whole Lot</td>
</tr>
<tr>
<td>10</td>
<td>Hurts Worst</td>
</tr>
</tbody>
</table>

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.
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.

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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.

The Medical Care Commission may publish all or part of the above information in North Carolina Register, and may require the institution proposing to conduct the research study to attend a public meeting convened by a Medical Care Commission member in the community where the proposed research study is to take place to present and discuss the study or the community consultation process proposed.

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
or procedures and of the medical consequences of the patient’s refusal of any drugs, treatment or procedure.

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

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


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

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 tightening 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 can also visit www.nhtsa.gov/equipment/car-seats-and-booster-seats to find a CPST near you.
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,’” says Carley.

With the Right Treatment, Carley is Back to Being Herself

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 Piñeiro, 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. Piñeiro, 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.
All Kids Deserve
The Best
Levine Children’s Hospital
Ranked in 6 Specialties by U.S. News & World Report

SHARE YOUR STORY WITH US!

Atrium Health
Levine Children’s

#MyLevineChildrens