

# PARENT/ CAREGIVER HANDBOOK

Everything you need to know about your upcoming visit to Arkansas Children's Hospital



**Arkansas  
Children's**

HOSPITALS • RESEARCH • FOUNDATION

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## CONTACT INFORMATION



Address: 1 Children's Way, Little Rock, AR 72202

Main Hospital Number: (501) 364-1100

Security: (501) 364-4444



### HOURS

#### Main Entrance

Open daily 5:30 a.m.–9 p.m.

After hours, enter through the Emergency Department



#### Emergency Department Entrance

Open 24 hours a day, 7 days a week

#### Main Hospital Lobby:

Monday–Friday, 7 a.m.–10:30 p.m.

Saturday–Sunday, 9:30 a.m.–6 p.m.



#### Wi-Fi Network: ACH-Guest



#### Arkansas Children's is a tobacco-free campus.

In an effort to promote good health, and in compliance with state law, the entire ACH campus is a tobacco-free environment. No cigarettes, including e-cigarettes, or tobacco products may be used or sold on our campus. For assistance with quitting tobacco, contact the Tobacco Interventionist at (501) 364-4396.



### FINANCIAL COUNSELING

Need assistance with insurance enrollment, making a payment, or asking about payment plans?

Visit one of our financial counselors in person or call (501) 364-1230 (ext. 41230 from an internal phone).



# AN INTRODUCTION TO ARKANSAS CHILDREN'S CARE CENTER



Parent and caregiver centers are a critical and essential resource in a healing environment for children, and we are here to provide you with the essentials at a time it's needed most.

This handbook serves as a place where you as a parent and caregiver can learn about community resources, visiting guidelines, safety, and finding your way for every step of your stay. We work with families to ensure that each child gets the best possible care. Use these resources to prepare for your visit to Arkansas Children's.

## OUR MISSION, VISION AND VALUES

We champion children by making them better today and healthier tomorrow.

### Our Promise:

Unprecedented Child Health.  
Defined and Delivered.

**Safety** and **Excellence** frame our work. **Teamwork** and **Compassion** place people at the center of all that we do.



## HOW WE CAN BETTER SERVE YOU

Patients and families are at the center of everything we do at Arkansas Children's. We believe that families and caregivers are the primary sources of strength and support for the children, adolescents, and adults served by the hospital. This handbook provides you with everything so that you can be everything to your loved ones.

**{ WE TAKE CARE OF YOU, SO THAT YOU CAN TAKE CARE OF YOUR LOVED ONES }**



# RESOURCES FOR FAMILIES AND CAREGIVERS

The following resources are available to all patients and families. Don't see what you need? Ask your child's nurse's station for assistance.

## ARKANSAS CHILDREN'S RESOURCE CONNECT | POWERED BY FINDHELP

Search for free or reduced-cost services like medical care, food, job training, and more.

### Resource categories available to you:

Food	Money
Housing	Care
Goods	Education
Transit	Work
Health	Legal

Scan this QR code to access local community resources such as food banks, clothing and housing aid.

[resources.archildrens.org](https://resources.archildrens.org)



## DINING OPTIONS

### In-Room Dining for Patients



Patients who eat table food may order from daily menus, depending on dietary restrictions and doctor's orders. Patients

can order kid-friendly choices from our room service menu 7 a.m.–7 p.m. each day at (501) 364-3663 (ext. 43663 from an internal phone).

Menus are available from your child's nurse's station.

### Family & Visitor Dining

Please ask your nurse for directions to these locations.

- Capitol Café: 6 a.m.–8 p.m. daily (2nd Floor, Main Hospital)
- Riverbend: 8 p.m.–midnight daily (1st Floor, Sturgis Building)
- Daily Grind: 7 a.m.–2 p.m. (1st Floor, Main Lobby)

For caregivers who cannot afford their meals while at ACH, please contact the Family Service Assistant in the Central Family House (501) 364-1247, for information on our Caregiver Meal Assistance Program.

*For late night admissions, please ask your nurse if you need after-hours meal information.*



## CHILD LIFE



Since group activities are restricted, Arkansas Children's is proud to provide a virtual child life

experience on Channel 36, which includes programming such as BINGO, painting demonstrations and science demonstrations. Arts and crafts, books and coloring sheets are also available for in-room activities.

## EDUCATION



High School, The Hospital School Program has certified school teachers to help with children in grades kindergarten–12. You can contact them at (501) 364-4449 (ext. 44449 from an internal phone). Group drop-in sessions are held: Monday, Wednesday, Thursday and Friday from 9–11:30 a.m.



# RESOURCES FOR FAMILIES AND CAREGIVERS



## AUTOMATED TELLER MACHINES (ATM) AND FUNDS BY WIRE

An ATM is located near the gift shop in the main lobby. Several MoneyGram sites are located within a few miles of the hospital if wired funds are needed (please remember that identification is required). These locations include:

### **Metro**

1624 S. Broadway St.  
(501) 371-0661  
8 a.m.–10 p.m. 7 days a week

### **Edwards Cash Saver**

1701 Main St.  
(501) 376-3473  
8 a.m.–9 p.m. 7 days a week

### **Ace Cash Express**

1100 E. Roosevelt Rd.  
(501) 372-4886  
Monday–Friday: 8 a.m.–7 p.m.  
Saturday: 9 a.m.–6 p.m.  
Sunday: Closed

## BREASTFEEDING MOTHERS



Private breastfeeding areas are located throughout the hospital. Please ask your nurse or Family Service Assistant for the location nearest you.

## CHAPEL



Visitors of all faiths are welcome in our chapel located on the 2nd floor near the cafeteria. Nondenominational services are held at 9:30 a.m. Monday through Friday.

## FAMILY RESOURCE CENTER AND SAFETY ZONE



The Family Resource Center offers books and media available for check out to help patients and families learn more about their health and disease processes. The resource center also offers a business center with phone, computers, and fax available for use. Hours are Monday–Thursday, 9 a.m.–5 p.m. and Friday, 9 a.m.–noon.

**The Safety Zone**, located in the Family Resource Center, is a place where patients and families can receive education on a variety of safety topics as well as no-cost safety products. Topics covered include:

- Home/kitchen safety (burns/scalds, bathroom, falls, drowning, choking, etc.)
- Safe sleep for infants (safe sleep space, handling periods of crying, and reduction of co-sleeping)
- Motor vehicle safety (car seats, seatbelt use, and teen driving)
- Recreational safety (four-wheelers, bicycle/wheel sports, and drowning)
- Intentional injury (suicide and firearm)

For more information, or to receive a tour, call (501) 364-2157 after 1 p.m.

A community Safety Baby Shower is held in the Safety Zone on the first Friday of every month from 1:30–3:30 p.m. Patients and non-patients may sign up to attend a shower by calling the Injury Prevention Center at (501) 364-3400.

## GIFT SHOP



**Playaway Gift Shop** is located on the 1st floor at the front of the hospital. In addition to clothing and toys, we offer a selection of sundry items including shampoo, deodorant, shaving items, laundry detergent and over-the-counter medicines. The gift shop can also take phone orders from family members and friends for delivery to the patient's room. To contact the gift shop, please call ext. 41209 from an internal phone. Friends or family can reach the gift shop at (501) 364-1209. Gift shop hours: Monday–Friday, 7 a.m.–5 p.m.; Saturday and Sunday, 1–4 p.m.

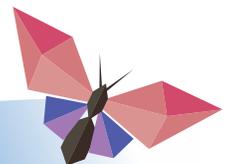
## OVERNIGHT ACCOMMODATIONS FOR FAMILIES



ACH provides sleeping arrangements for at least one caregiver per patient either in the child's room or in one of the Family Houses. Guides to nearby lodging and referrals to the Ronald McDonald House (down the street from the hospital) are available through the Family Service Assistant at (501) 364-1247 (ext. 41247 on an internal phone).

### Shower, Laundry Facilities, and Personal Hygiene Items

- Multiple shower and laundry locations are available throughout the hospital. The Family Service Assistant in any critical care Family House or the Central Family House on the 2nd floor will direct you to the closest one and provide small packages of laundry detergent at no cost.
- Sample-sized packets of personal hygiene items are also available for families who arrived in an emergency.



## VISITATION GUIDELINES

UPDATED MARCH 2023



Visitation guidelines are subject to change. Please visit [archildrens.org/visitorguidelines](https://www.archildrens.org/visitorguidelines) for the most up-to-date information.



### To keep our patients, families and team safe, please follow these visitor guidelines when visiting an Arkansas Children's campus:

- Visiting hours are 9 a.m. – 9 p.m.
- **Inpatient/Emergency Department/Surgery:**  
Parents/caregivers are not considered "visitors," and we will make every effort to allow parents/caregivers access to their child at all times. In non-critical care areas and in patient rooms, there is no limit on the number of visitors; as long as the number of visitors does not negatively impact patient care. If the patient is in a shared room, a maximum of two visitors are allowed at a time.
- **Outpatient clinics:**  
A patient may bring the number of people they feel necessary to adequately support them. The size of the exam room and clinical care needs of the patient may limit the number of visitors who can accompany the patient.
- Visitors under 12 must always be accompanied and supervised by an adult.
- Visitors 12 – 15 years old must be accompanied by an adult.
- Visitors 16 – 17 may be unaccompanied by an adult during normal visiting hours.



### VISITOR SCREENING

Parents and visitors should not enter any Arkansas Children's location if they are experiencing respiratory symptoms. Any Arkansas Children's facility visitor may be asked to take a wellness screening. **Parents/legal guardians will not visit if they have symptoms such as fever of 101 or greater, persistent cough, diarrhea or draining wound not covered by a dressing.**

**Exceptions for the Intensive Care Unit:** Anyone with signs of potential illness (elevated temperature, coughing, sneezing, etc.) will be restricted from visiting to prevent the potential spread of infection to patients.

Adult visitors who enter through any entrance of ACH/ACNW will be asked for identification for ease of information entry into the Visitor Management System.

Each visitor will be issued a visitor badge specific to the desired destination in ACH/ACNW.

- Outpatient and Emergency Department visitors will receive a wristband and visitor sticker.
- Inpatient visitors will receive a wristband at the entrance and an inpatient access card at the unit level.
- Visitors must always wear their wristband, sticker or guardian badge.
- Visitors seen on patient floors without any of the above must return to an entrance.
- Each day, visitors will exchange the previous day's inpatient access card for a current day inpatient access card or guardian badge.



### EXPECTATIONS OF VISITORS

- Please be mindful that this is a children's hospital. **Abusive or aggressive language will not be tolerated.**
- We ask that you refrain from wearing clothing that is revealing, or has graphic or suggestive language printed on it.
- While your comfort is important to us during your stay here, we also ask that you do not wear pajamas outside of sleeping areas. We appreciate your efforts to help keep this a child-friendly environment.
- Also, please be mindful of strong scents such as colognes or body odor.





## BEFORE YOUR STAY

# SAFETY

The safety of our patients, families and team is our #1 priority. Your role in safety is important. Please work with your ACH caregivers to stay safe while in the hospital.

## ASK US

- If we have washed our hands if you don't see us do so.
- To check your child's ID band before giving any medication or doing any procedures.
- If you think something is different in your child's treatment or medications that you do not understand.
- If you don't understand what's happening with your child.
- About alarms going off or changes in your child's condition.
- If we know about your child's allergies to any medicines and make sure the ACH Team places a red allergy band on your child.



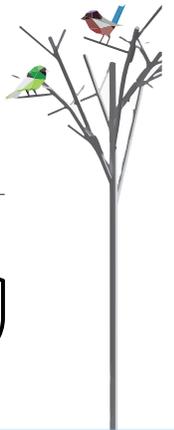
## YOUR PERSONAL SAFETY

- Wear your Parent ID Badge and wristband at all times to support ACH Security's efforts to prevent unauthorized people from entering the hospital.
- Please do not sleep on the floor.
- No guns, other weapons, alcohol or illegal drugs are allowed on hospital property.
- Overhead announcements are made to alert of possible danger; nursing staff will give you additional information about these codes and any actions you need to take, if any.
- In accordance with state law, tobacco products and smoking are not allowed on ACH property.
- Use Security to escort you to get to your car after hours.



## ALWAYS

- Ask questions about new medications or treatments.
- Make sure that your child wears their hospital identification band at all times.
- Keep side rails up at all times.
- Make sure your child sleeps in the bed or crib alone due to the risk of suffocation or other injury.
- Be sure that staff members with your child have an ACH picture badge.



## SECURITY SERVICES

ACH Security staff is here for your protection and convenience. **Lost and Found** items are kept at the security office. Contact this staff on an ACH phone at ext. 44444. To call from a cell or outside phone, dial (501) 364-4444.



## COVID-19 SAFETY MEASURES

**CLEANING** – We use a 10-step cleaning process with a disinfectant effective against COVID-19. We give extra attention to high-touch surface areas, including light switches, sink faucets, restroom door handles, toilets and flushers, bedrails, bedside tables, shower handles/rails, telephones and call buttons.



**MASKING** – Masking is required only for patients or visitors showing symptoms of respiratory illness or who have had a COVID-19 exposure. Please remember that while masks are no longer required in most cases, they help keep patients and others safe. If you do not have a mask, we will provide a new, unused mask at the door.



# FINDING YOUR WAY & PARKING

Finding your way around the Arkansas Children's Hospital campus and various buildings can be challenging.

Please make sure you confirm the following prior to your visit: your **building destination**, the closest **visitor and patient parking area** and eventual **interior department, clinic, area or patient room destination** if it applies. Your appointment letter should indicate which clinic or service your appointment is located at.

This information can be reviewed on the hospital website or on printed material that can be provided to you prior to your visit.

The **Arkansas Children's app** is designed to be your "go-to" for managing your child's health. It provides tools for managing everyday health decisions, like the symptom checker and first aid steps. Our experts and your doctors are just one tap away on this free mobile app, which also includes access to MyChart, hospital maps and parenting advice.



## GETTING FROM HERE TO THERE

Overhead and wall signs direct you to different areas. Hospital area maps are also posted on the ACH website. If you are confused, just ask any hospital employee (you'll know them because of the ACH identification badge!) for assistance.

For a map of our hospital campus and parking lots please visit [archildrens.org/locations](http://archildrens.org/locations)

### FACILITIES LIST

1 Arkansas Children's Hospital	8 Professional Building 2	14 Circle of Friends Clinic	19 IS Operations
2 South Wing	9 Research Institute	- Complex Care	20 Arkansas Children's Simulation Education Center
3 General Pediatric Clinic	10 Nutrition Center	- Growth & Development	21 Professional Building 3
4 Sturgis Outpatient Clinics Building	11 Human Resources	- Newborn Clinic	22 Information Services Building
5 Professional Building 1	12 David M. Clark Center for Safe and Healthy Children	15 HIPPIY USA	
6 Ronald McDonald House	13 Dennis Developmental Center	16 Professional Building 4	
7 Energy Building		17 Arkansas Children's Care Network	
		18 PHO/Managed Care	

SHUTTLE STOP

Arkansas Children's Hospital is a Non-Smoking Campus

# WHO YOU'LL MEET DURING YOUR STAY

### Parents and Caregivers:

You are not a visitor, but an important member of the healthcare team because of your vital role in taking care of your child. You are welcome to stay here 24 hours a day as long as your child is hospitalized. Be sure to get a **Parent ID Badge** from the Admissions desk and wear it at all times while here.

### Medical Emergency Team (MET):

This group is a designated team of medical professionals that responds to support staff when notified and to ensure that appropriate care is delivered to the patient. The MET team provides immediate and effective response to non-ICU inpatient units, Day Medicine, Dialysis, Sleep Lab, Hematology/Oncology Clinic, and Radiology when the patient's condition is perceived to be declining and additional support is required at the bedside.

### Other Personnel:

During your stay, you and your child may be visited by other healthcare professionals from departments including social work, child life and education, volunteers, respiratory care, chaplain, laboratory, radiology, pharmacists, clinical nutrition, rehabilitation, speech, patient transport team, and discharge planning. The ACH family also includes many behind-the-scenes workers such as accountants, administrative assistants, food service workers, housekeepers and others who contribute significantly to the quality of your overall stay.

### Interpreters:

For assistance with communication in languages other than English, call our Interpreters' Office at (501) 364-6590 (ext. 46590 from an internal phone).

### Patient and Family Representative:

Representatives are here to assist you in resolving concerns, passing along compliments, and/or helping get your questions answered about the hospital stay. Call the Representative at (501) 364-1198 (ext. 41198 from an internal phone.)



## STAYING CONNECTED

*Due to COVID-19 restrictions, some areas of the hospital will be closed and hours may differ. Please check with the nurse's station or Family Service Assistant for updated information.*

### Telephones

- Phones are provided in each non-critical care patient room and in some critical care rooms.
- Local calls are free of charge; the phone number for the room is **(501) 364-room number**.
- **The main hospital number is (501) 364-1100.** You may call the **hospital operator** from within the hospital by dialing ext. **41100** or simply **"0."** Our hospital operator will assist you in calling any department or person at ACH. If you know the party's extension, just dial the five-digit extension.
- Between 9 p.m. and 7 a.m., calls to individual rooms will be answered by our switchboard; in an emergency, these calls may be forwarded to the nursing station.
- Local calls = 9 + area code + the local number. Long distance calls = 9 + 1 + area code + phone number. Place long distance calls by using a calling card or calling collect.
- If your child is in one of the intensive care areas, ask callers to reach you in that Family House during normal visiting hours. These waiting rooms also have a message center to check upon entering.
  - o Cardiovascular Intensive Care Unit Waiting Room (CVICU) (501) 364-5480
  - o Pediatric Intensive Care Waiting Room (PICU) (501) 364-1800
  - o Intensive Care and Burn Waiting Room (ICU) (501) 364-1247
  - o Neonatal Intensive Care Waiting Room (NICU) (501) 364-7025



### Cell Phone Etiquette

When using a cell phone in public areas, patients and families should follow these guidelines:



- Avoid using profanity.
- Avoid using the cell phone and devices in an area where others are sleeping.
- Be aware of others around you and minimize their exposure to your conversation at all times.
- If using the camera feature, photos should not include other patients or staff without permission.
- Please discontinue use of your cell phone and devices when the health care professional needs to speak with you.
- Please use ear buds when possible.
- Video and/or audio recording of staff or other patients is not allowed unless permission is granted.

### Mail

- Postage stamps are available for purchase in the Playaway Gift Shop as well as a **post office collection box** for outgoing mail. Outgoing mail is picked up Monday–Friday. A USPS mailbox is also available at the front entrance of the main hospital.
- **Patient mail** is delivered daily to the bedside or the respective waiting room for intensive care areas.
- Ask for patient mail to be addressed: **Patient's Name (Parent's name), Room Number (if known), Arkansas Children's Hospital, 1 Children's Way, Little Rock, AR 72202-3591.**



### Computer and Internet Use

- Computer and internet access are available in the **Family Connection Center** by the main entrance and in various Family Houses.
- **E-mail greetings** may also be sent to patients using the hospital's Create a Card service at [www.archildrens.org/ecard](http://www.archildrens.org/ecard); these messages will be delivered daily to the family and/or patient.





## GOING HOME

Your child's doctor will let you know when your child is ready for discharge. If care will be needed at home, a case manager from the Discharge Planning Department may be asked to help arrange that care. The case manager will work closely with you, the community agency providing the care, and the insurance company so that discharge goes well. To contact a Discharge Planner directly, please call (501) 364-1200 (ext. 41200 internally).



### Remember:

- Get prescriptions filled for home.
- Check out through the Admissions Department, and get your child's free ACH t-shirt.
- Be certain to have an age-appropriate, properly installed car seat.
- Get your child's discharge instructions for home and any follow-up appointments.

## PHARMACIES NEAR ARKANSAS CHILDREN'S HOSPITAL

**ACH Pharmacy**—Located on the 1st floor of the Sturgis Building.

Monday–Friday 8:00 a.m.–6:00 p.m. Closed: Weekends and Holidays

- The ACH Pharmacy will only fill prescriptions for patients and ACH employees, which limits the insurance companies that are accepted. All Arkansas Medicaid patients can have their prescriptions filled.
- Parents may always present the pharmacy with their insurance card to see if their plan is accepted.
- ACH is a compounding pharmacy meaning they can custom-blend certain oral medications other pharmacies are unable to.
- ACH can fill prescriptions for those patients who have no insurance or who need financial assistance without charge when they pick up their medication.
- ACH Pharmacy typically fills the first prescription(s) for a patient, and then transfers the refills to a pharmacy closer to the patient to save travel time for subsequent refills.



### Walgreens

(501) 371-9229  
1601 Main Street  
Little Rock, AR 72206  
8 a.m.–10 p.m. 7 days a week

### City Pharmacy

(501) 374-6565  
1801 Broadway Street  
Little Rock, AR 72206  
Monday–Friday: 8:30 a.m.–6 p.m.  
Saturday: 8:30 a.m.–1 p.m.  
Sunday: Closed

### Cornerstone Pharmacy

(501) 246-5451  
1701 Main Street  
Little Rock, AR 72206  
Monday–Friday: 9 a.m.–6 p.m.  
Saturday: 9 a.m.–12 p.m.  
Sunday: Closed

### Kroger Pharmacy

(501) 375-5645  
1100 E. Roosevelt Road  
Little Rock, AR 72206  
Monday–Friday: 8 a.m.–8 p.m.  
Saturday: 9 a.m.–6 p.m.  
Sunday: 10 a.m.–5 p.m.







**WE CHAMPION CHILDREN BY MAKING THEM  
BETTER TODAY AND HEALTHIER TOMORROW.**



1 Children's Way • Little Rock, AR 72202 • (501) 364-1100

[archildrens.org](http://archildrens.org)