



SECTION VI: RESOURCES AND SUPPORT FOR YOUR STAY AT CHILDREN'S HOSPITAL-MINNEAPOLIS

(Note: the material in this section is provided by Children's Hospital)

CHILDREN'S MINNEAPOLIS

(pediatric hospital and specialty clinics)

2525 Chicago Ave. S.

Minneapolis, MN 55404

(612) 813-6000

Children's Minneapolis is centrally located in a residential neighborhood 2 miles south of downtown Minneapolis. Its campus is part of a larger complex of health care facilities in the immediate area.

The hospital is easily accessible from all parts of the region via Interstate highways or by local arterial streets.

To reach the hematology/oncology clinic, call:

- Minneapolis – (612) 813-5940

PARKING

A parking ramp is located on campus. State permits are required for designated handicapped accessible parking places. There are also a limited number of free and metered parking spaces on nearby streets.

If you will be visiting for several days, you can purchase discounted parking stickers from the

hospital cashier, located on the second floor of the hospital (weekdays 8:00 to 11:00 a.m. and 12:00 to 4:00 p.m.).

WHILE YOU STAY WITH US

We encourage you to spend as much time with your child as possible. Your child especially needs your love and attention during this time. We understand, however, that not all families are able to devote every day to the hospital, and that every parent needs to spend some time away from the hospital.

When you're with your child:

- We encourage you to be with your child during uncomfortable tests or procedures. You know how best to comfort your child. However, we respect your decision not to be present during a procedure. Ask your nurse or child life specialist about these issues.
- Let your child express fears, and show that you respect them. Be reassuring and encourage questions. When you answer, be truthful and use words your child can understand.
- Don't deny that there are unpleasant aspects to being in the hospital. Explain that uncomfortable procedures or tests are done to help doctors and nurses find out how your child's body is working, and to help your child stay well. They are not punishment.
- Don't use the hospital or painful treatments, such as a shot, as a threat to make your child behave.
- When your child doesn't understand something, he or she may make up an explanation that's far worse than reality. Try to give an honest explanation of new or strange things. Ask for help from a staff member about things you don't understand.
- The stress of a hospital stay may cause your child to act less mature than usual. Your child may ask for help with things that he or she usually does alone. This is normal. Your understanding and support will help your child adjust. Your child will eventually return to the things he or she did before coming to the hospital.
- It is usually possible for one parent or guardian to sleep overnight in your child's room, depending on the needs of your child, your needs as the parent or guardian, and whether space is available. If it is not possible to sleep in your child's room, you may be able to stay overnight in another area of the hospital. Your nurse can discuss guidelines to consider when deciding whether to room-in with your child.

When you leave your child's room:

- Before you go, please let your child's nurse know that you are leaving. Being away from a parent can be a difficult part of a hospital stay for children, especially those under age 5 or 6. We want to support both you and your child at times when you are apart.
- Try short separations at first. Take a 10-minute break and slowly extend the length of time you're gone.
- Always tell your child that you're leaving and when you'll be back. (It may be tempting to leave while your child is occupied, but that may make your child feel abandoned.)
- With younger children, describe when you'll be back in terms of familiar daily routines, like "I'll be back after dinner." Often kids are confused about time in the hospital.
- Write down important phone numbers for an older child.
- Explain that when you return, you'll always be able to find your child. Sometimes children don't want to leave their rooms for the playroom or tests because they fear their parents won't be able to find them.
- When you return, you may feel anger or rejection from your child. This is normal—children who have trouble separating may also have difficulty reuniting. Try to overcome your hurt and let your child approach you in his or her own way. Don't let a negative reaction prevent you from visiting.
- When you can't visit, phone calls can help show you care.

HELPING TEENAGERS

Our Adolescent and Young Adult coordinator will meet with you at the beginning of your treatment and stay with you every step of the way—helping you take advantage of beneficial resources in the hospital and in the community at large. In addition, your coordinator can connect you with patients in similar situations—providing a sense of community through outings, support groups, and organized activities.

Teens react to hospitalization much differently than younger children. Visits from family are important, but teens may alternate between wanting their families nearby and wanting privacy. Ask your teen how he or she feels.

You can be very supportive. Encourage your child to ask questions, take part in activities, and take an active role in the hospital experience. Remember that being away from friends can be stressful for some teens. They may wonder, "Do they still like me? What's going on that I

am missing?” You can encourage your teen to stay in touch with friends and encourage friends to visit the hospital.

Once home, work together to help your teen resume the routines of school, work, home, and social life while following any guidelines from the doctor or nurse at the time of discharge from the hospital.

FAMILY RESOURCE CENTER

The Family Resource Center provides a quiet, comfortable, and soothing environment where patient families can find up-to-date health information, connect with community resources, learn about child safety and development, or simply escape the stress that comes with being in the hospital.

www.childrensmn.org/patientfamily/hospital-amenities/family-resource-centers

Location: Children’s – Minneapolis

The Cargill Family Resource Center, 2nd floor, near the Welcome Center

(612) 813-6816; (612) 813-7926 - Fax

Open from 7:00 a.m. to 5:00 p.m. Monday–Friday; Staffed 9:00 a.m. to 5:00 p.m.

Monday–Friday; Weekend hours vary

Free Services and Amenities

The resource center is staffed with supportive, caring professionals who are available to assist families with the following free services and amenities:

- Children’s Minnesota is proud to provide patients, families, and staff with an onsite Geek Squad® Precinct on the Minneapolis campus for drop-in consulting and service support. Expert Geek Squad® agents are available to assist families with computers, tablets, DVD players, gaming systems, cameras, cell phones, and other consumer technology devices—with all services provided at no cost to patients and their immediate families. They have laptops, iPads, handheld gaming systems, movies, etc. available for patient families to check out and utilize during their stay. They also have cameras available to check out and offer printing services for photos.
- Library services, including reference assistance and customized information packages for consumer health, parenting, and community resource questions
- Computers for internet access and other business applications
- CaringBridge™, an internet service that helps parents create a personalized, secure web page to stay in touch with friends and relatives through an online journal, photo

album, and guestbook. For more information about the RIS-CaringBridge collaborative website designed for sarcoma patients, see Section V of this Notebook.

- Photocopier, fax machine, digital photo card readers, and scanner
- Information about local hotels, restaurants, parks, bus lines, and recreational activities for children and families
- Leisure activities including magazines, novels, cross-stitch kits, and knitting supplies
- Complimentary beverages and breakfast snacks
- Personal hygiene kits for emergency admissions

Please note: Information and resources provided by the Family Resource Center are intended for reference purposes only and should not be interpreted as medical advice or instruction. Please discuss specific concerns or questions with your health care provider(s).

SARCOMA TREATMENT AT CHILDREN'S HOSPITALS

Children's hematology/oncology program consistently achieves treatment results ranking it as one of the top ten programs in the United States. Children's treats the majority of children with cancer and blood disorders in Minnesota and provides patients with access to a variety of clinical trials of groundbreaking new treatments. Through our renowned solid tumors program, patients experience unparalleled family support, a nationally renowned pain management team, and compassionate, coordinated care.

The Solid Tumor Program at Children's

Children's solid tumors program is one of the largest of its kind in the Upper Midwest. We treat children for all types of solid tumors, including rhabdomyosarcoma, Wilm's tumor, neuroblastoma, hepatoblastoma, osteosarcoma, and Ewing sarcoma.

Children's treatment results for many types of solid tumors rank among leading hospitals in the Surveillance, Epidemiology and End Results (SEER) Program.

Children's offers a range of aggressive therapies for solid tumors, including surgery, radiation therapy, chemotherapy, stem cell therapy, or a combination of these therapies.

A team of pediatric-trained specialists, including radiation oncologists, surgeons, anesthesiologists, pain management specialists, psychologists, nutrition/dietary specialists, pharmacists, exercise medicine professionals, physical therapists, occupational therapists, child life specialists, social workers, and others work together to provide your child and family with coordinated, compassionate care.

The solid tumors program offers access to a variety of clinical trials and new experimental agents.

- **If you are a family member** looking for a Children's hematologist or oncologist, please call our clinic at Children's – Minneapolis at (612) 813-5940.
- **If you are a health professional** looking for a consultation or referral information, please call Children's Physician Access at 1-866-755-2121 (toll-free) and ask for the on-call hematologist/oncologist.

CHILDREN'S - MINNEAPOLIS SERVICES

Children's - Minneapolis is attached via tunnel to Abbott-Northwestern Hospital. Families are welcome to take advantage of many of the services offered at Abbott-Northwestern as well.

Cafeteria

The Children's - Minneapolis Cafeteria (Starz Café) serves breakfast, lunch, and dinner (see this week's menu). Take-out food is available. A complimentary breakfast of snacks for families is also available in the Family Resource Center Monday–Friday beginning at 7:00 a.m. and Saturday and Sunday beginning at 8:30 a.m. Snacks include granola bars, oatmeal packets, raisins, coffee, tea, hot cider, and cocoa.

Chapels

The chapel is located on the first floor and is available to persons of all faiths. Worship services are offered at the chapel at Abbott Northwestern Hospital. Information about these services is posted in Children's chapel. For more information about chaplaincy services, call (612) 813-6253 or ask the nursing staff to page the unit chaplain.

Child Life Specialists

The child life staff at Children's Hospitals and Clinics help make every child's health care experience a positive one. They work with children and adolescents to minimize the stress children can feel during hospital stays or visits to the clinics, emergency rooms, radiology, or surgery areas.

This work is crucial to a child's emotional health because medical settings can be a new, unfamiliar world for children and teens, with the potential for them to develop fears and misconceptions. We build on children's strengths, using many techniques to help them adjust to their medical experiences.

- Child Life - Children's – Minneapolis - (612) 813-6259

<https://www.childrensmn.org/services/family-services/child-life-specialists/>

Dietitians

Dietitians specialized in pediatric nutrition follow all of our patients and are available for consultation on special nutritional needs such as modified diets and formula, and other supplemental feedings.

Discharge Planners

Before your child is ready to go home, discharge planners will help coordinate the health care needs your child will require at home. Talk to your child's nurse to arrange a meeting with a discharge planner.

Family Lounges

Family lounges are located on or near each unit. Free coffee and tea are available in each lounge. Ask your child's nurse where the washer and dryer are located. In addition to a bed in the room where your child stays, there are separate sleeping accommodations available near the lounges.

Family Relations Liaison

They can help you when you have concerns or comments about your child's care. Contact them at (612) 813-7393.

Family Resource Center

The Cargill Family Resource Center, (612) 813-6816, located on the second floor of the hospital, provides a warm, quiet place for families to read, relax, view videos, connect with other families, or search for resources on the internet. It is a community-wide resource available to families who have children in the hospital, outpatient families, and those visiting Children's. A complimentary breakfast of snacks for families is also available in the Family Resource Center Monday–Friday beginning at 7:00 a.m. and Saturday and Sunday beginning at 8:30 a.m. Snacks include granola bars, oatmeal packets, raisins, coffee, tea, hot cider, and cocoa.

Gift Shops

The Storybook Gift Shop—located in the second floor skyway—sells toys, balloons, books, cards, gifts, and personal items. All profits are donated to programs and services at Children's. Abbott Northwestern Hospital also has a gift shop, which is located in the hospital's lobby.

Storybook Gift Shop hours:

- Sunday 9:00 a.m. to 5:00 p.m.
- Monday–Friday 7:00 a.m. to 8:00 p.m.
- Saturday 9:00 a.m. to 5:00 p.m.
- For phone orders or other information, call (612) 813-6855.

Health Plan Coverage Confirmation

Children's Hospitals and Clinics has contracts with all major health maintenance organizations, preferred provider organizations, and insurance companies. Children's also accepts patients covered by medical assistance plans from Minnesota, Iowa, North Dakota, South Dakota, and Wisconsin. Call your health plan to confirm coverage for a visit to Children's.

Hospital Room Features for Children

Each room has a television, phone line, and X-box gaming system, as well as a mini-fridge to store items from home or save leftovers in. Videos are available for checkout. A computer on a rolling cart, stocked with CD-ROM games, can also be brought into your child's room. All rooms feature built-in beds for a parent to sleep in.

Internet Access

To protect patients and their families, it is Children's policy to block content and Web sites that may affect their safety and security. This includes Web sites with obscene or inappropriate content and access to social networking sites that may expose children to internet users who have harmful intentions.

Interpreters

Language and sign language interpreters are available for you and your child at no charge. Let the nurse know if you or your child needs an interpreter to help understand instructions and procedures.

Library

The Betty Malkerson Children's Library, located on the 6th floor, offers computers, stories on CD, a wide selection of books and magazines, as well as resource materials for children and teenagers. Programs include daily bookwagon rounds, storytimes, games, and Animal Ambassadors Reading Fun. Hours are Monday through Friday from 9:00 a.m. to 12:00 noon, and 1:00 p.m. to 5:00 p.m. You may call us at (612) 813-6265.

Meals

At Children's - Minneapolis, we offer patients room service dining—a healthy way to make sure kids eat what they want, when they want it. Parents, or the nursing staff if families are not available, help children select and call in their food choices. The meal then arrives within 45 minutes.

Medical Records

Copies of patient medical records are available from our Release of Information Department. You must fill out a Release of Information form. Processing usually takes four or five working days. See www.childrensmn.org/your-visit/after-your-visit/your-medical-records/getting-copies-of-medical-records/ for more information and to learn more about patient, parent, and legal guardian access to medical records. Patients and parents also have access to their electronic medical record via MyChart.

Overnight Accommodations

Contact the Cargill Family Resource Center (612) 813-6816 for information about nearby hotels and other accommodations that offer special medical rates for patient families. The center is located on the second floor behind the Welcome Center.

Outdoor Play Areas

A second floor deck features a large play structure, basketball court, and picnic tables. The deck can be accessed through the Sibling Play Area or the Family Resource Center.

Playrooms

Child life specialists maintain playrooms full of toys, colorful play structures, art supplies, and games on each floor of the hospital. Playrooms are the center of activities, including cooking, movie days, visits from zoo animals, and bingo. Special efforts are also made to accommodate children who need to stay in their rooms. Some items for teens include a pool table and video games.

School Program

Children who are away from school 15 consecutive school days or longer can continue their studies with a teacher from the Minneapolis public school system. Sessions are limited to one 50-minute session per day. You will be asked to sign an authorization form to permit your child to participate in the school program. Contact one of our social workers to communicate your child's needs to the hospital-based schoolteacher.

Sibling Play Area

If you would like to spend time alone with your child who is in the hospital, your other children (over age two) may stay in the sibling play area on second floor at Children's - Minneapolis. The hours for the sibling play area are posted on its door or can be obtained by calling the Information Center at (612) 813-7051.

Special Programs

Each week is packed with special programs planned by child life specialists. Patients can work with a master gardener to plant and care for seedlings, spend time with a puppy brought to visit by a Humane Society volunteer, see performances by singing groups, or receive visits from celebrities. Check with the child life specialist on your floor to find out the week's schedule.

Support Groups

Mental health professionals, chaplains, nurses, and social workers provide support and therapy groups for children, adolescents, and parents. Call the Family Resource Center at (612) 813-6816.

Volunteers

Volunteers provide many services including assisting the nursing and child life staffs on nursing units, in the clinic and in the emergency department; delivering flowers; and managing the toy and library carts. See www.childrensmn.org/support-childrens/volunteer/ for more information.

Web Pages for Patients

Sometimes parents have relatives and friends all over the world who are concerned about a child in the hospital. At www.caringbridge.org, parents can build a web page for their child and post daily updates on the child's condition. A computer is available for parents on the second floor in the Family Resource Center