

# Welcome to CHaD

At CHaD, “patient and family-centered” care is important to us. This means that as a caregiver, you know your child best. That is why we consider you part of the “care team” and encourage you to partner with us in the care of your child.

## What to Expect while your Child is in the Hospital

### Visitors

CHaD’s current visitor policy allows two adult caregivers on our inpatient unit at a time.

### Check in Process

Each day, please check in at front desk where you will be given a daily visitor sticker.

### Staying Overnight with your Child

One adult caregiver is encouraged to stay with their child overnight. There is a sleeper chair in each room and our staff can provide pillows and blankets.

### Medical Rounds

Once a day, your child’s medical team will visit your room to examine your child and discuss their treatment plan. Please ask questions and let them know if you have concerns. If you’d like to talk away from your child, you may ask the team to step outside of the room.

### Call Bell

You will find the “Call Bell” either on the patient’s remote or on the bed rail. Please use this to call staff about immediate patient needs.

### Room Phone

The phone in your child’s room is for you to use as needed.

### Playroom

At CHaD, we encourage play! Our playroom has toys, art supplies, books, and games for all ages. Please ask a staff member about visiting the playroom, or having someone bring items to your child. We also have DVDs and video game systems for use in your child’s room. *Please note that in-person visits to the playroom are currently limited.*

### Phone Reference:

Pedi / PICU Main Phone: (603) 650-7272

Patient and Family Relations: (603) 650-4429

Patient Financial Services: (800) 368-4783

Medical Records: (603) 650-7110

DH Pharmacy: (603) 653-3785

## Frequently Asked Questions

### How do I connect to the internet?

Go to your WiFi settings and select “D-H Guest.” You will be directed to a web page where you will need to agree to our terms of use.

### Can I use the shower in my child’s room?

Yes! Please use the bathroom/shower as your own. Our staff can provide towels.

### Where can I charge my phone?

You can ask your nurse to charge it for you and they will return it when complete.

### If I need to leave, how do I get updates about my child?

If you need to step away, please let your nurse know. You can call the Pedi Unit (603-650-7272) at any time for updates. You can also ask that someone from the team call you when there is something to share.

## Need something? Please ask!

*Items we have on hand for caregivers include:*

- Soap
- Toothbrush/Toothpaste
- Shampoo/Conditioner
- Comb/Brush
- Deodorant
- Feminine Hygiene Items
- Breast Pump
- Lip Balm
- Razor
- Blankets/Sheets/Pillows

There is a washer and dryer available in the Family Lounge for your use. *Please note that this is not available for patients on precautions.*

# Resources

## Food for Caregivers

### Food Trays & Vouchers

You can order a food tray by phone from the cafeteria using the menu in the room. One parent bedside meal tray is available free of charge at each meal time and will be delivered with your child's meal. If you prefer, you can request a food voucher for use in the cafeteria on Level 2 instead of the meal tray.

### Food Court on Level 3

Our Food Court includes Au Bon Pain, Sbarro, Cravins Country Market & Deli (a convenience store).

### Kitchenette on Unit

Visit any time day or night for coffee, water or snacks.



## Lodging

### David's House

David's House provides a home-away-from-home for CHaD families and is conveniently located on the Dartmouth-Hitchcock campus.

Visit: [davids-house.org](http://davids-house.org)

Email: [info@davids-house.org](mailto:info@davids-house.org)

Phone: 603-643-2298



## Gas Cards

### Fuel the Care

Irving's Fuel the Care program provides gift cards for gas to families driving an hour or more for specialty care at CHaD.



## Pharmacy

Located on Level 3 near the East Entrance. Our pharmacy allows caregivers to pick up medications before going home. It is also stocked with over the counter medications if caregivers need anything during their stay.

### More about CHaD

*As New Hampshire's only children's hospital, the Children's Hospital at Dartmouth-Hitchcock (CHaD) provides an extended system of care that offers advanced pediatric services. CHaD is committed to providing compassionate care, family resources and advocacy for children and their families. Our mission is to provide each child the best care, in the right place, at the right time, every time.*

*Caregivers are at the center of everything we do and we value your partnership in the care of your children. You know your children best, and we respect your role as your child's advocate and as the ultimate decision maker. Our goal is to provide you with all the information and education you need to understand your options, so you can make informed healthcare decisions that best serve your child and family.*