



Did you know? Brenner Children’s Hospital has:

- ▶ Pediatric specialists available 24 hours a day, 7 days a week to help care for your child.
- ▶ A multidisciplinary surgical team that is staffed with pediatric-trained specialists, including surgeons in each specialty, anesthesiologists, pediatric radiologists, emergency medicine physicians and critical care specialist.
- ▶ Level IV NICU, which is the highest level of neonatal care available, and is staffed 24/7 with board-certified neonatologists.
- ▶ Critical Care Transport service that provides transport- by ambulance, helicopter or fixed-wing plane – from referring hospitals to Brenner Children’s Hospital. Each team member is highly trained in neonatal and pediatric intensive care, emergency and transport medicine, flight physiology and trauma.
- ▶ A 146 bed facility serving 19 counties in western North Carolina and Southern Virginia.
- ▶ More than 140 board-certified pediatric specialists in over 30 types of pediatric medicine and surgery.
- ▶ Services for children with cancer, heart problems, fractures, emergencies and premature births, as well as more routine procedures such as tonsillectomies, hernia repairs and ear tubes.
- ▶ A dedicated pediatric emergency department staffed 24 hours a day, 7 days a week by pediatric specialists in a child friendly environment.
- ▶ The state’s 1st Level I Pediatric Trauma Center verified by the American College of Surgeons since 2011 and one of only 51 in the US.
- ▶ Verification by the American College of Surgeons and American Burn Association as a Pediatric Burn Center.
- ▶ Pediatric nurses that are specifically trained to care for pediatric patients. Brenner was the first hospital in the Carolinas to receive the coveted Magnet certification. This means we were recognized to provide the best in nursing care and uphold the tradition of professional nursing practice.
- ▶ Child Life Specialists who work with children and families in hospitals to help them cope with the challenges of hospitalization, illness, and disability.

For more information, go to brennerchildrens.org

Your child’s safety is our top priority.

Night Before Surgery

- ▶ Follow all pre-op instructions.
- ▶ Most patients should not eat or drink anything after midnight, but please refer to your child’s specific instructions.
- ▶ See **Tip sheet** on the back of this folder.
- ▶ Due to the need to accommodate urgent and emergent surgeries, we cannot inform you of the time to arrive for surgery until the day before. **If you have not heard about your schedule by 3 pm the day before your surgery, call 336-713-6000.**

Day of Surgery

- ▶ Leave valuables at home. The child’s parent or legal guardian will need photo ID and guardianship paperwork, if applicable.
- ▶ Have child remove all jewelry.
- ▶ If your child is going home after surgery, an adult must drive the child home. We cannot send a child home by bus or taxi. Plan to have an adult stay with the child during the recovery period after surgery. If there is no adult who can drive a child home and stay with the child, we may need to cancel the surgery.
- ▶ **Your child can bring one comfort item such as a favorite blanket, teddy bear, etc.**
- ▶ Park in Parking Garage “B,” on the Purple Level, for a fee of \$4.50. Please follow signs to the Purple level and Surgical Services parking. Should you need assistance, an attendant is on duty. Construction occurs from time to time, so be advised traffic route may narrow and you may be guided by barriers and signs that read, “Surgical patient drop off and pick up on purple level.” Or for an additional fee, valet parking is available at the main entrance, North Tower between 6am-6pm.

What happens after I arrive?

- ▶ Check in at Surgical Services (1st floor, Ardmore Tower) at the time given to you by Scheduling.
- ▶ You will wait in the child-friendly, pediatric waiting room where there are toys for your child to play with. We also have free wi-fi! Your child’s nurse will call you and your child back to get prepared for surgery. Please note, getting ready for surgery is a process that takes about an hour to complete.
- ▶ Your child’s surgical team will confirm his/her name, date of birth, type and location of your child’s surgery. For your child’s safety, the same questions will be asked several times as you proceed through the surgery process.
- ▶ If your child is older, the nurse may start an IV for him/her in the holding room. If your child is younger, the IV will be started in the operating room once the child is asleep and under anesthesia.
- ▶ You should remain in the waiting room until updated by the surgeon or a member of the surgical team. If you do need to step out, please inform the person at the desk so we can locate you.
- ▶ Please note there is no eating or drinking in the pediatric waiting room. This is for the safety of all children having surgery. If you leave the waiting room, please notify the receptionist so they will know where to find you, if needed.

Surgery Rooming Process

Our goal is to begin surgery at the scheduled time; however, the complex nature of surgery sometimes causes delays. Our team will always keep you informed of any delays.

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    graph LR
      A[Check In Waiting Room] --> B[Holding Room]
      B --> C[Operating Room]
      C --> D[Recovery Room]
    
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After Surgery: Recovery

After surgery, your child will be taken to the Post Anesthesia Care Unit (PACU: say PACK U) where he/she will wake up from anesthesia. Some children may go to the Pediatric Intensive Care Unit (PICU: say PICK U), Pediatric Intermediate Care Unit (PIMC), or Neonatal Intensive Care Unit (NICU: say NICK U) after surgery without stopping in the PACU. If this happens, someone will let you know where to wait until you can visit with your child.

The length of time a patient is in the PACU depends on:

- ▶ Type of surgery
- ▶ How fast they wake up from anesthesia
- ▶ Amount of pain or nausea
- ▶ Need for special treatments

It is common for some children to look pale, puffy or swollen after surgery. Children who have had intravenous medicine may have a very itchy nose. Don't worry if this happens to your child. It will go away.

Will my child be in pain? Your child may experience some pain after surgery. Our dedicated pediatric post anesthesia care nurses and pediatric anesthesiologists will help, and have medications available for your child. Your child's comfort and safety is our top priority.

For your child's safety, a pediatric anesthesiologist evaluates each child before the child is discharged from the PACU.

For children being discharged home from PACU:

- ▶ We cannot send a child home by bus or taxi. Plan to have an adult drive the child home stay with him/her during the recovery period after surgery.
- ▶ The doctor and nurse in the PACU may give you prescriptions for medications, if needed. They will give you guidelines to follow about your child's incision care and activities. If you are in need of a work note or school note, please let the team know and one will be provided for you.
- ▶ Some children will begin to eat or drink in the PACU

For children being admitted to the hospital from PACU:

- ▶ When your child is ready to leave the PACU, the waiting room staff will tell other family members who are still in the waiting room to meet the PACU nurse in the hall and go with the child to the room. Parents or primary caregivers may go into the room with their child. We ask other family members and visitors to wait in the waiting room until the child is settled into his or her room.
- ▶ **When can my child eat?** After the doctor orders a diet, you may have food delivered for your child. Dial 6-5900 for food orders.

Resources to help you prepare for your child's surgery:

- ▶ A Child Life Specialist can help you learn more about the hospital and take you on a tour. Please phone the Child Life Department at 336-716-9957 to arrange a tour.
- ▶ Child Life Specialists help children cope through play, preparation, education and self-expression activities. The specialist has experience dealing with children's and teen's reactions to illness and hospital stay.
- ▶ If you have been told your child might need equipment, supplies or nursing care after discharge, you might want to call a social worker or nurse case manager in our Care Coordination Department for advice at 336-716-5329.

Admission into the hospital:

You are a valuable member of the health care team and we want you to be informed during your child's stay at Wake Forest Baptist Health Brenner Children's Hospital. Here are some general guidelines for families and visitors upon admission to the hospital.

- ▶ **Visiting Hours:** Visiting hours at Brenner Children's are based on the individual needs of the patient. There are no set visiting hours.
- ▶ The hospital will not restrict, limit or otherwise deny family presence or visitation privileges on the basis of race, color, national origin, religion, sex, sexual orientation, gender identity, or disability.
- ▶ All family members, visitors, and clergy must have the permission of the parent/legal guardian to enter the nursing unit and/or patient's room, even when parents are present.
- ▶ Families will be asked to provide to staff a list of persons who may visit, in order to ensure the privacy and safety of our patients, families, and staff.
- ▶ **Restrictions:** When the condition of the patient indicates restrictions are necessary for the patients' welfare and recovery, additional visitation guidelines will be provided to the family.
- ▶ Family members/visitors will be asked to wash their hands before and after spending time with a patient. Family or visitors who have recently experienced fever, rash, nausea, vomiting, diarrhea, respiratory infection, chicken pox or any other communicable disease are subject to visitation restrictions.
- ▶ No more than two visitors at a time (excluding parents and siblings) may visit in the patient's room. Exceptions may be indicated due to patient condition or request.
- ▶ Visiting children must be supervised by an adult at all times.
- ▶ **Overnight:** accommodations are provided for one parent, or parent-designated visitor who is at least 18 years old (may not be a boyfriend or girlfriend of patient). Three quiet rooms are available for parents in the critical care units. Outside hospital accommodations include Ronald McDonald House and local hotels.
- ▶ Family members/visitors who demonstrate behavior that is disruptive, disrespectful or threatening to staff, patients or other visitors will be asked to leave at the request of the patient and/or staff.

Financial Services Guidelines

We understand your concerns about health care costs. This section will review your responsibilities concerning payment and phone numbers to call if you have questions about your bill.

Participating Insurance Plans—Wake Forest Baptist Health participates with many insurance companies, Medicare and Medicaid. Call your insurance company to confirm participation.

Bills/Claims—You will receive one bill from Wake Forest Baptist Health. It will include items such as, but not limited to, the costs for your child’s hospital room, doctor’s office, operating room, tests, medicines and supplies, doctors who interpret tests, doctors who do X-rays and doctors who see your child while they are in the hospital or clinic. As a courtesy, we will send your bill to your insurance company. If you choose to file your own claim or do not have insurance, you must “pay upfront” when you receive services.

Patient Responsibility—The amount patients need for payment is based on their benefits and estimated charges. We will send a bill for the balances to the responsible party.

Medicaid—If you are a Carolina Access participant, your primary care doctor (PCP) must refer you to Wake Forest Baptist Health. You may need to pay upfront for costs not covered by Medicaid.

Payment and Contact Information

If you have questions about your bill, call Wake Forest Baptist Health Customer Service at **336-716-3988** or toll-free at **888-663-6580**.

If you cannot pay your entire bill at one time, we may be able to help you. You may visit our Financial Counseling Department on the Main Floor, Reynolds Tower inside the Discharge Office or call **336-716-0681**.

- ▶ You may take a tour on the website **BrennerChildrens.org**.
- ▶ You may visit the Family Resource Center on the 7th floor of Brenner Children’s Hospital for books about children and surgery that you can check out.

Tips to help you get your child ready for surgery

The following tips may help you prepare you and your child for a hospital stay.

Infants (birth to 1 year)

- ▶ You should stay with your baby as much as you can. This way you can keep your baby’s normal schedule for feeding, bathing, and playing.
- ▶ We will explain the equipment used on your baby to help you feel more secure as you participate in your baby’s care.

Toddlers (1 to 3 years old)

- ▶ It is best to tell your child what to expect one to two days before surgery.
- ▶ Let your child choose a favorite stuffed animal, blanket, or toy to bring to the hospital.
- ▶ Give toddlers simple explanations to help them understand.
- ▶ Children do better when their parents stay with them. Tell your child that you will be with him or her as much as you can.

Preschoolers (3 to 5 years old)

- ▶ Prepare preschool-age children three to five days before their hospital stay. Reading books about the hospital is a good way to prepare children for their hospital stay.
- ▶ Ask your child what he or she thinks the hospital is and what will happen there. This will help you understand what he or she knows.
- ▶ Playing “hospital” or “doctor” before and after the surgery lets children show their feelings about the hospital stay.

School-age (6 to 12 years old)

- ▶ Give children specific information about what will be happening (what they will hear, smell and feel before, during and after surgery).
- ▶ Ask what they understand and help ease concerns and provide explanations to help understanding.
- ▶ Begin preparing your school age child for surgery one to two weeks ahead of time.
- ▶ Include children in conversations with medical staff. Otherwise, they may not understand what you’re talking about and be scared about what they’re hearing.

Teenagers (13 years and older)

- ▶ Include teens in conversations and decision-making.
- ▶ Use correct terms and provide honest information.
- ▶ Encourage your teen to ask questions.
- ▶ Offer teen books or pamphlets that talk about their condition or procedures.
- ▶ Give teens the chance to talk to medical staff without you in the room. They may have questions they are embarrassed to ask in front of you.

Anesthesia

An anesthesiologist supervises a team of nurse anesthetists and residents. During surgery children always have one or more members of this team with them. Children are never left alone. You may have some questions about anesthesia related to your child's surgery. Please review the information below. Your child's surgical team is also available to answer any of your questions about anesthesia.

What is anesthesia?

Anesthesia is the use of drugs to prevent pain and awareness during surgery or other medical procedures.

What is sedation?

Sedation is the use of drugs to relax the patient, and may be used with anesthesia.

Types of anesthesia

The anesthesia your child is given is based on the health, history, and the procedure.

- ▶ **General anesthesia**—affects the entire body. Your child will have no awareness or feeling. Your child may breathe gases or vapors through a mask or tube. Drugs may also be given through an intravenous (IV) tube.
- ▶ **Local anesthesia**—produces a loss of feeling to a small, specific area of the body by using a special medication to numb the area.
- ▶ **Regional anesthesia**—produces a loss of feeling to a specific region of the body.

Effects of sedation

- ▶ **Relaxed and awake**—your child can answer questions and follow directions.
- ▶ **Relaxed and drowsy**—your child may sleep. Your child may hear sounds and voices around them. Your child can be easily awakened when spoken to or touched.
- ▶ **Drowsy to lightly sleeping**—your child may have little or no memory. Breathing slows and your child may be given oxygen. Your child may sleep until the drugs wear off.

LORI'S GIFTS

336-716-4466

Provides a variety of gifts and essential needs that add to patients' comfort and morale during hospitalization.

North Tower Lobby, Main Floor:

Monday – Friday.....6:30 am–9 pm

Saturday–Sunday.....9 am – 8 pm

LAUNDRY

Progressive Care Building, Ground Floor Ardmore Tower West, Ninth Floor

Please call Patient and Family Relations at 336-713-2273 for directions and access to laundry facilities.

LODGING

The Hawthorne Inn and Conference Center

Owned and operated by Wake Forest Baptist Medical Center. Van service and special discounted rates available.
420 High St. SW, Winston-Salem, NC 27101
336-777-3000

Ronald McDonald House

Provides affordable lodging for family with children (under the age of 18) receiving treatment in our community's medical facilities.
419 South Hawthorne Road
336-723-0228.
Please call for more information.

MAIL SERVICES

Watlington Hall, Ground Floor

Monday – Friday.....8 am – 5 pm

MEDICAL LIBRARY

Coy C. Carpenter Library

Gray Building, First Floor

Please call 336-716-4691 for access.

Monday – Thursday7 am – midnight

Friday.....7 am – 7 pm

Saturday.....10 am – 7 pm

¹Speak Up: Anesthesia and Sedation. (2015). Retrieved 2015, from http://www.jointcommission.org/assets/1/6/Speak_Up_Anesthesia_infographic_final.pdf

Medical Center Amenities (continued)

PHARMACIES

Outpatient Pharmacy

North Tower Lobby, Main Floor..... 336-716-3363
 Monday – Friday..... 7 am – 9 pm
 Saturday–Sunday..... 9 am – 5 pm

Cancer Center Pharmacy

Cancer Center, First Floor 336-713-6808
 Monday – Friday..... 9 am – 6 pm

Piedmont Plaza Pharmacy

Piedmont Plaza I, Main Floor..... 336-716-5800
 Mon/Tues/Thur/Fri..... 8:30 am – 5 pm
 Wednesday..... 9 am – 5 pm

IMPORTANT PHONE NUMBERS

Main Medical Center..... 336-716-2011
 Patient Information 336-713-0003
 Emergency Department..... 336-713-9100
 Pediatric Emergency Department..... 336-713-9200
 Surgical Services Family Waiting 336-713-2515
 Comprehensive Cancer Center..... 336-713-6975

Hospital Services:

BestHealth 336-713-2378
 Billing..... 336-716-3988 or 877-938-7497
 Care Coordination 336-716-5329
 Child Live Services 336-716-9957
 Lori’s Gifts..... 336-716-4466
 Help Desk 336-713-6111
 (for trouble connecting to the free “WFBMCGUEST”
 wireless Internet network)
 Medical Records..... 336-716-3219
 Faith and Health Ministries 336-716-4745
 Patient and Family Relations..... 336-713-2273
 Volunteer Services..... 336-713-3514

BANKING

Wells Fargo Bank

South Building, Main Floor

ATM Locations:

Wells Fargo

North Tower Lobby, Main Floor
 South Building, Ground Floor

BB&T

Watlington Hall, Ground Floor
 Cancer Center, Fourth Floor

Allegacy

North Tower Lobby, Main Floor
 Adult Emergency Department Lobby

Suntrust

Ardmore Tower, First Floor
 Reynolds Tower, Main Floor (Financial Counseling)

CHAPLAINCY

Chapel and Worship Services

Davis Memorial Chapel is located on the first floor of Watlington Hall and is open 24 hours a day for prayer, meditation and reflection. Worship and prayer services are offered at the following times for patients, family members, and staff:

Mondays and Fridays..... Noon – 12:15 pm
 Wednesdays Noon – 12:30 pm

J. Paul Sticht Center

3rd Floor Activities Room
 Sundays 11 – 11:30 am

Spiritual Care

Chaplains are part of your health care team and offer care to people of all faiths. Chaplains are available in the Medical Center 24 hours a day for prayer and worship, to help with spiritual or emotional concerns, to consult on advance directives or simply to listen.

To contact a chaplain

Monday through Friday, 8 am – 5 pm:
 call 336-716- 4745
 All other times, please ask your nurse to page the on-call chaplain or call the hospital operator.

Medical Center Amenities

For the convenience and comfort for your child’s family members and friends, the Surgical Services waiting area has:

- ▶ Restrooms with infant changing tables
- ▶ Vending area with drinks and snacks
- ▶ Free WIFI
- ▶ Consultation rooms where your child’s physician may speak with you after surgery
- ▶ Staff and volunteers to answer any questions

PARKING

Patient/visitor parking decks are open 24 hours a day, seven days a week. The parking fee structure is as follows:

0 –15 minutes	FREE
16 minutes – 1 hour	\$1.50
1 – 2 hours	\$2.50
2 – 3 hours	\$3.50
3 – 24 hours	\$4.50

Parking Services accepts cash and Visa, MasterCard and Discover credit cards. 24-hour parking passes are available and enable the driver to enter and exit the parking deck an unlimited number of times within a 24-hour period from time of entry. These passes can be purchased from the parking deck attendants for

\$5.50 the first time you exit the parking deck.

Seven-day parking passes are available for patients and visitors who spend extended periods of time at our Medical Center. The passes are valid for seven consecutive days, starting the first time you enter the parking deck.

These passes can be purchased from the parking deck attendants for \$12 the first time you exit the parking deck.

20-visit parking passes are available for patients and family members who make frequent visits to the Medical Center. They do not have to be used consecutively. These passes can be purchased for \$40 by calling 336-409-9799.

continued

Medical Center Amenities (continued)

Parking Attendants on Duty

Deck A:

Daily..... 7 am – 10 pm

Deck B:

Weekdays..... 7 am – 10 pm

Weekends..... 7 am – 10 pm

Deck C:

Weekdays..... 7 am – 10 pm

Valet parking is available for \$10.

Main Entrance, North Tower:

Monday – Friday..... 6 am – 6 pm

Cancer Center:

Monday – Friday..... 7 am – 6 pm

PARKING LEVEL	EXIT FLOOR
RED	1
BLUE	1
ORANGE	G
PURPLE	M
GREEN	M
YELLOW	M

SECURITY ESCORTS

A free Security escort service is provided by our Medical Center's Security Department 24 hours a day. If you are going to your vehicle and would like an escort, please call 716-3305. A Security officer will promptly respond to your location and walk with you. Most escorts will respond to requests within five minutes.

TRANSPORTATION

Van Service..... 336-716-RIDE (716-7433)

The Medical Center offers a free shuttle van service running regular routes around campus and to some outlying areas.

Wheelchair transport..... 336-716-0007

INFORMATION DESKS

North Tower, Main Floor

Monday – Friday..... 7 am – 9 pm

Saturday and Sunday..... 8 am – 9 pm

Ardmore Tower, Main Floor

Monday – Friday..... 7 am – 9 pm

Janeway Tower, Main Floor

Monday – Friday..... 7 am – 3:30 pm

Janeway Tower, Ground Floor

Monday – Friday..... 7:30 am – 4 pm

Janeway Tower, First Floor

Monday – Friday..... 7 am – 3:30 pm

Sticht Center, Ground Floor

Monday – Friday..... 7 am – 3:30 pm

Cancer Center, First Floor

Monday – Friday..... 7 am – 3:30 pm

Cancer Center, Fourth Floor

Monday – Friday..... 7:30 am – 4 pm

DINING

The Medical Center offers room service dining through our "At Your Request" program. You will find a menu in your room. After reviewing the food options, you can place your order by dialing 6-5900 from your room phone (from an outside phone, dial 336-716-5900) any time from 6:30 am to 7:30 pm for the Sticht Center and from 6:30am to 7pm for all other areas. The "At Your Request" service is also available for family members and guests for a fee of \$5.99, payable by credit or debit card only.

Please see the menu for more information, and for a list of explanations regarding dietary restrictions put in place by your physician. Your nursing team will be happy to answer any additional questions you may have or assist you with placing your order.

Au Bon Pain®

Ardmore Tower, Main Floor

Open 24 hours

Cancer Center, Second Floor

Monday–Friday..... 7 am – 3 pm

Camino Bakery

Reynolds, Ground Floor

Monday–Friday..... 6 am – 5 pm

Saturday–Sunday..... Closed

Chick-Fil-A®

Reynolds, Ground Floor

Monday – Friday..... 10 am – 10 pm

Saturday 10 am – 8 pm

Sunday..... Closed

Fresh Inspirations Café

Ardmore Tower, Main Floor

Breakfast 6:30 am – 10 am

Lunch and Dinner..... 11 am – 8 pm

Starbucks®

North Tower, Main Floor

Monday – Friday..... 6 am – 6 pm

Saturday – Sunday..... 6 am – 2 pm

Subway®

Watlington Hall, Ground Floor

Monday – Friday..... 6 am – 9 pm

Saturday – Sunday..... 8 am – 4 pm

NEARBY RESTAURANTS

Cloverdale Kitchen

2251 Cloverdale Ave. \ Winston-Salem, NC 27103

336-725-4701 \ cloverdalekitchen.com

The Loop

Thruway Shopping Center

320 S. Stratford Road \ Winston-Salem, NC 27013

336-703-9882 \ looppizzagrill.com

Roly Poly Jonestown Plaza

300 Jonestown Road \ Winston-Salem, NC 27104

336-774-7659 \ rolypoly.com

Jimmy John's

237 S. Stratford Road \ Winston-Salem, NC 27103

336-721-7997 \ jimmyjohns.com

Jason's Deli

1005 Hanes Mall Blvd. \ Winston-Salem, NC 27103

336-794-0015 \ jasonsdeli.com

Mayberry

50 Miller St. \ Winston-Salem, NC 27104

336-724-3682

Midtown Café

151 S. Stratford Road \ Winston-Salem, NC 27104

336-724-9800 \ MidtownCafeDelivery.com

Kowloon Chinese Restaurant

2255 Cloverdale Ave. \ Winston-Salem, NC 27103

336-724-6907 \ kowloonchinesewinstonsalem.com

Papa John's

1330 S. Hawthorne Road \ Winston-Salem, NC 27104

336-748-8886 \ papajohns.com

Pizza Hut

593 S. Stratford Road \ Winston-Salem, NC 27104

336-768-9933 \ pizzahut.com

Fourth Street Filling Station

871 W. Fourth St. \ Winston-Salem, NC 27101

336-724-7600 \ theoldfourthstreetfillingstation.com

Note: Delivery fees and minimum orders may apply. Call for information.

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