



Patient information

Welcome to the children's ward



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Introduction

On behalf of the team of the pediatric ward we welcome you and your child on our department. We realise that this is not an enjoyable experience for you and your child. Our employees are doing the best they can to make your stay as pleasantly as possible.

At the registration desk you received a welcome brochure. This brochure contains the general information about administration, discharge, non-medical guidance, accommodation, etc. You can also find this information on the internet: www.azturnhout.be.

We hope that this brochure is a good source to guide you through the admission of you and your child on this ward. If you have any further questions about the operation of the paediatric department, you can always contact one of the employees.

We wish you and your child a pleasant stay in the AZ Turnhout hospital and a quick recovery.

Charter AZ Turnhout child friendly hospital



AZ Turnhout engages to use a child-friendly approach.
The children's ward has drawn up a charter to make the children's stay in hospital as pleasant as possible.
This charter contains 10 articles that encourage a child-friendly approach in AZ Turnhout.

AZ Turnhout Child-friendly hospital

- 1 We only admit children if care at home or as an outpatient cannot be provided.
- 2 At any time, children can ask for a confidant to accompany them. We help and encourage parents to be present and take part in the care of their child.
- 3 Children and parents are entitled to information adapted to the age and comprehension of the child.
- 4 Children and parents have the right to all the information necessary to give their consent for examinations, medical procedures and treatments.
- 5 We avoid any unnecessary treatments and examinations.
- 6 Unless in circumstances beyond our control, children will not be admitted to adult wards.
- 7 Children have the right to play and receive learning assistance appropriate to their age and physical condition. They have the right to stay in a stimulating and safe environment (adapted to their age).
- 8 Children will be treated and cared for with respect and understanding by specially trained staff.
- 9 Children will be looked after by the same (optimally cooperating) people as much as possible.
- 10 We respect people's privacy.



Presentation of the team

Paediatricians

AZ Turnhout

Campus Sint-Jozef
Tel. 014 44 44 01

Dr. K. Delanghe
Dr J. Eelen (pediatric gastro-enterologist)
Dr. L. Geyskens
Dr. A. Lemay (pediatric endocrinologist)
Dr. D. Libeert
Dr. M. Martens
Dr. L. Pattyn (Medical head of department)
Dr. J. Vandersnickt (pediatric rheumatologist)
Dr. A. Van Roest (pediatric neurologist)
Dr. L. Vercammen (pediatric gastro-enterologist)
Dr. A.M. Wijnants

Other physicians

Paediatric cardiologist, genetics, surgeons, orthopaedists, urologists, ophthalmologists, otorhinolaryngologists, etc.

Doctors in training

Head of nursing

Evelien Smets
Tel: 014 44 42 45

Team of nurses

Tel: 014 44 42 41 – 014 44 42 40

Logistic assistants

Game guides

Psychosocial worker

 **Child psychologists**




 **Social service**

 **Physiotherapist**

 **Nutritionists**

 **Cleaning staff**

 **Students nursing**

-  2nd and last year nurses in training
-  Observational and work experience placements at secondary education level
-  Orthopedagogy internship

What to take with you to the hospital?

- 🐾 Identity card
- 🐾 Assurance document(s)
- 🐾 Favourite cuddle toy (bear, doll, etc.)
- 🐾 Pacifier
- 🐾 Toys
- 🐾 Pajamas
- 🐾 Underwear (light clothes, with wide or short sleeves)
- 🐾 Slippers
- 🐾 Optional: casual clothes
- 🐾 Towels, washcloth, soap
- 🐾 Toothbrush, toothpaste, hairbrush
- 🐾 Thermometer (not an ear thermometer)



Visiting hours

The visiting hours for parents are unrestricted. Even when there's no rooming-in, you can enter the children's unit at every moment of the day.

When the condition of your admitted child is acceptable, visit is allowed by brothers, sisters and friends from every age. If your child has a health problem, specific arrangements are made for siblings. Every visitor needs to stay in the room of your child.

Visitors are welcome on the ward between 2pm and 8pm. Try to spread the visits as much as possible, we do not recommend more than two visitors at the same time.

Operation of the children's ward

In the medical field

- 🐾 During the period of one week, there will be one specific doctor responsible for the unit. This doctor will visit your child every morning of your stay, together with the doctors in training and nurse of your child. It's possible that



this doctor isn't your trusted paediatrician. Anyhow, every doctor is well informed about your child's situation by his or her medical file.

- 👉 Starting from 8am you can expect the doctor in your room. At that moment he will decide what will happen the rest of the day. If you are not there, the nurse of your child can give you this information later. When you want to talk to the doctor personally, you can always ask the nurses to make an appointment for you.
- 👉 Always ask the doctor about medical information and results. The nurses are not allowed to give you this kind of information. Urgent information or results will obviously be given to you automatically.

👉 On nursing area

- 👉 There are always nurses on the ward (day and night). Your child will be tended to by the same nurses as much as possible. In that way we can create an atmosphere of familiarity between children, nurses and staff.
- 👉 At the entrance of the children's ward, you can find our presence board (nurses, doctors, etc.). Here you can see who is taking care of you and your child / that specific day. The colours of the paint represent the two parts of the unit. There is one nurse responsible for each unit. To know which one is your color you can take a look at the door of your child's room (purple, green, blue and orange).



- 👉 On your left side you can see which paediatrician/doctor in training will be passing by. You can find who is also taking care of your child so it's stay on our ward will be as easy and pleasant as possible.

- 👉 At night, there usually are two nurses responsible for the care and sleep of the little patients.
- 👉 Before every shift there's a briefing. This briefing is necessary for the nurses to be acquainted with the condition of your child. The nurses will write a report about your child in the nursing file.

👉 On paramedical area

We try to work together with the same physiotherapist, child psychologist, nutritionist and social services as much as possible.

The head of nursing will coordinate the teamwork between the different employees.

Schedule

- 👉 Breakfast will be served at around 8am.
- 👉 In the morning the patients will be nursed and the rooms will be cleaned.
- 👉 Every morning there's a visit of the paediatrician. During this visit you can ask any necessary questions.
- 👉 Lunch will be served at around 11.30am.
- 👉 A snack will be provided at around 3pm.
- 👉 Dinner will be served at around 4.30pm.
- 👉 During the day the prescribed examinations and treatments of your child will take place.
- 👉 After the visiting hours (8 pm) and the evening round of the nurses, the patients will go to sleep.
- 👉 May we ask the parents to ask for the bottle feedings themselves. In that way the children can follow their own personal schedule.

Rooming-in

- 👉 All parents have the opportunity to stay with their children over the night (= rooming-in). When you choose for rooming-in, there are three possibilities:
 1. Night
 2. Night + breakfast
 3. Night + all-in (= breakfast, lunch and dinner)

You need to tell the nurses which option you prefer. Your choice is valid for the whole stay of your child in the hospital. Rooming-in is only possible for one of the two parents. There will be an extra fee for the rooming-in.

The trustee must be 18 years old or older. You can make use of a divan or folding bed. The unit will take care of the bedding. It's the responsibility of the parents to cover up the bed during the day.




On the ward there are two showers that are at your disposal. You have to bring your own shampoo, soap, etc.

- 👉 At the entrance of the ward there's a seating area for the parents which is called 'zitruimte'. You can relax here or drink a cup of coffee/tea. This area is only accessible for the staying parent. In the microwave you can warm any dishes that you brought with you.
- 👉 When your child is very ill or there's danger of contamination, we might restrict the visits of relatives. The doctor and nurses will give more information when these measures have to be taken.
- 👉 If you have to leave your child alone for a longer period for urgent reasons, please let the nurses know. She will look after your child, while you're away.
- 👉 In this ward the parents' participation is requested. Parent participation means helping the nurses with **the basic care** of your child. It also includes involvement of the parents in the daily treatment/care of their child. Of course the nurses will help you if necessary. The nurses perform all medical procedures and are responsible for your child's treatment. When your child needs any care during the night, we'll also wake you up.
- 👉 If you want to use the phone in your room, you will need to use the code that you received at the reception when you arrived at the hospital.
- 👉 Please respect the privacy of the other patients. Don't enter their hospital rooms.



Basic care of your child

Taking temperature

-  At least 2 times a day (8am – 4pm)
-  We ask the parents to check the temperature of their child more often when your child is having a fever.
-  Please alert the nurses starting from 38.5°C, so we can give medication to reduce the fever.

Washing and weighting always in the morning

The nurses will help you wash and weight your child when he/she is connected to an infusion. The nurse will arrive in the morning, you can ask to help you with the basic care of your child.

Nutrition

In the interest of your child we ask you to give your child the prescribed (paediatrician) nutrition. Whenever possible, we try to follow the normal schedule of your child (bottle feeding). Just ask the nurses.

Because of the rules concerning hospital hygiene, we also offer the bottle feeding in disposable bottles of the hospital. If you do want to use your own bottles, be sure they 're sterilized before using. You can pore the milk in your own bottle in your room.

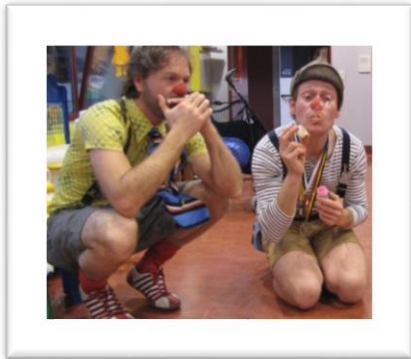
Pain

We will frequently ask your child whether he/she's in pain. If that is the case we will use a pain score to evaluate the evolution. In that way we can immediately react with adequate pain medication if that is necessary. We give your child pain medication according to the pain protocol of the unit.



Entertainment on the unit

When you enter the unit, the playroom is on your left. Your child can play in this room if it has the permission of the paediatrician. **The game guidance** is present during the week from 9am until 1pm. You can read more about the rules on the information sheet on the playroom door.




Every Wednesday morning, there are visits from **the cliniclowns** on the children's ward. The clowns only visit children who are older than one year.

The psychosocial worker of the children's section provides additional support by:


- 🐾 Preparing children and parents before a surgical operation.
- 🐾 Accompanying and distracting your child when they undergo a painful procedure/examine (and the parents are not around).
- 🐾 Playing with your child when it's not allowed to go to the playroom.
- 🐾 Listening to parents and children's concerns during the hospital stay.
- 🐾 Giving further information about the admission to the unit (anamnesis).
- 🐾 Giving guided tours on the unit (after making an appointment) so your child is better prepared.
- 🐾 You can always visit the ward in advance. Make an appointment with the psychosocial worker. You can look around and ask him/her all your questions.

Safety of your child

Patient identification









-  When admitted, we put an identification bracelet around his/her wrist with the last name, the first name and the date of birth on it. AZ Turnhout sticks to safe cure. That is why we give much attention on wearing this bracelet, during the whole of the stay. On various moments we will ask about name, date of birth and we will ask to show us the bracelet. In all circumstances, it will be clear which is your child, even when it's impossible for him/her to tell it him/herself. Please ask the nurse for a new bracelet, when it was cut off, for instance to put a drip.

Hand hygiene

-  May we ask you to wash and disinfect your hands after every toilet visit or when you have changed a diaper. Also disinfect your hands when you leave the hospital room with the disinfectant at the door of every room.

Prevention of falling

1. General guidelines prevention of falling

- Safe floor
 -  No material can lie around in order to prevent the child of stumbling.
 -  In particular, one must pay attention on cables and wires. The young child shall never ride around with the stand of the drip, when it's alone.
 -  When there's spilling on the floor, it should be removed immediately, so the child is not going to slip.
 -  Be extra careful when the child is taking a shower. When needed, guidance is provided.
- All within reach.
 -  All objects often used by parents of child, such as glasses, phone, something to drink...
 -  The child must never be left alone on a nursing cushion. All necessities should be within reach.
 -  The alarm device should be easy reachable for parent and/or child, when alone.
 -  The nurse always must be informed when a parent leaves the ward.

- **Low level off the bed**
 - 👉 The bed always must be put on the lowest level. The child can never sleep in the spare bed. It's dangerous to fall or to hurt himself.
 - 👉 When the child has had an operation or an investigation under anaesthetics, increases the possibility of vertigo by coming up. The child should sit up for a while, before coming up slowly. It must be supported when coming up the first time.
- **Avoid socks and bad footwear**
 - 👉 It should be avoided to walk on bad socks.
 - 👉 We would like to ask the parents to provide well suitable, wide footwear with flat soles, which enclose well about the feet.
- **Use suitable tools**
 - 👉 The nurse will ascertain whether there's need for a wheelchair, a barred bed or another tool in order to give the best of care to the child.
- **Put on the brakes of wheeling tools**
 - 👉 The child and the parents are advised never to lean on wheeling or unsafe tools, such as the stand of the drip, the bedside table, the doorhandle..
- **Provide enough light**
 - 👉 The curtains are opened in the morning. A sufficient amount of light is provided.
 - 👉 At night, a nightlamp may be put on in order of good orientation when the child has to use the bathroom. (the switch is to be found right next to the entrance of the room.)

2. Additional guidelines for newborns, toddlers and pre-schoolers (0 to 4 years)

- **The barred bed**
 - 👉 The nurse enquires about the sleeping habits of the child at home. We try to take it into account as much as possible. Maybe the child is sleeping in a normal bed at home and yet we put him/her in a barred bed at the ward. This is a matter of safety. Usually a barred bed is much safer when waking up after narcosis or when left alone in the room. Older children with a mental or physical disability also can have a barred bed.
 - 👉 The bars always should be closed completely.
 - 👉 In order to avoid climbing out of the bed, no toys should pend on the bed, nor shouldn't there be left in the bed any boxes or high toys that the child can climb on.
 - 👉 When a parent is not feeling well, he/she should put the child immediately in a safe way to bed with the bars completely up. Afterwards the nurse is to be warned.

- During the nursing
 - 👉 The child should never be left alone on a nursing cushion. All objects should be within reach. The cushion must always be placed with the raised side towards the nurse/parent to prevent a possible fall.
 - 👉 The child should never be left alone in bath.
- To sit
 - 👉 A child can only be put in a highchair under surveillance.
 - 👉 When a child sits in a maxi-cosi or buggy, it has to be fasten. Furthermore, it should never be left alone.
- Outside the room
 - 👉 Children shouldn't play in corridors, service rooms or stairwells.
 - 👉 They cannot be left alone in the playroom.
 - 👉 Please, be with your little one, when he/she leaves the room.

Certificates

Make sure you ask the paediatrician about certificates for school, work, insurance, etc. This brochure also contains a sheet where you can fill in which certificate(s) you need.

In order to have a smooth delivery of the certificates at the moment of demission, we would like to ask you to fill in the forms in an accurate way. If you have a hospital insurance, you have to bring the forms as quick as possible.

Back home (demission)

The paediatrician decides on the day and hour of demission. This depends on the treatment of your child. When you leave the hospital, you get a demission letter with instructions by the paediatrician. If necessary you also get an appointment for a reassessment of your child at the consultation.

Finally

During your stay you may have come up with suggestions or remarks that are important for us (as a team) and for the other patients to know about.

May we please ask you to put these suggestions/remarks in the yellow post-box called '*ombudsdienst*' at the main entrance?

Thank you for your consideration!

We sincerely hope that this brochure has provided you with all the information you need about the children's ward.

We wish you and your child a pleasant stay at our unit, a good return home and an prosperous recovery.

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Blijf op de hoogte via www.facebook.com/azturnhout



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