



Beth Israel Deaconess
Medical Center



A teaching hospital
of Harvard
Medical School

Klarman Family Neonatal Intensive Care Unit



TELEPHONE NUMBERS

NICU (Reisman 9)
617-667-4042

Toll Free Line:
1-800-231-NICU
(6428)



Drawing by Sigmund Abeles, father of Max Abeles

Welcome to the NICU

Congratulations on the birth of your new baby! The following information has been developed to help you get to know the unit and the people who are caring for your baby.

The Klarman Family Newborn Intensive Care Unit (NICU) is a family-centered unit with specially trained health care professionals who work as a team to provide the best care and support for your baby, you and your family.

The NICU Team

Attending Neonatologist

Neonatologists are pediatricians who specialize in caring for newborn infants. Neonatologists at BIDMC are members of the Division of Newborn Medicine at Children's Hospital. As faculty of Harvard Medical School, they also teach and conduct research in the field of neonatology. An attending neonatologist is in the hospital 24 hours a day and is responsible for patient care in the NICU. During weekdays, two attendings share responsibility for the babies in the NICU.

Neonatology Fellow

Neonatology fellows are pediatricians who are in advanced training to become neonatologists. Neonatology fellows rotate through the NICU on a monthly basis.

Neonatal Nurse Practitioner/Physician's Assistant

Neonatal Nurse Practitioners (NNPs) are registered nurses who have received advanced education and training in the care of newborns. Similarly, Physician's Assistants work under the supervision of the Neonatologist to provide care to the infants in the NIUC including physical exams, diagnoses, clinical procedures and prescribing medications. They work as a team to provide 24-hour coverage in the NICU.

NICU Nurse

Your infant will have a primary care team of nurses who will coordinate his/her care from admission through discharge. Your baby's nurses will work with you as you learn to care for your baby and prepare to take him/her home.

NICU Patient Care Assistant

NICU Patient Care Assistants are specially trained to assist nurses in the NICU. They assist the NICU nurse in providing your baby with care such as feeding, taking vital signs and bathing.

NICU Dietician

The dieticians work closely with the NICU care team to ensure your baby's optimal nutrition and growth.

Neonatal Respiratory Therapist

Respiratory therapists assist with your baby's care if he/she needs supplemental oxygen or the assistance of a ventilator.

NICU Lactation Consultants

NICU Lactations Consultants are specially trained to help and support mothers whose babies are born prematurely, and

help identify and address the specific challenges in breastfeeding and pumping breastmilk that mothers of premature babies often face.

Neonatal Occupational/Physical Therapist

The occupational/physical therapist assists in supporting your baby's development during his/her NICU stay. The therapist works closely with staff and parents to maximize infant comfort and promote optimal development.

NICU Feeding Specialist

The feeding specialist in the NICU is a trained speech-language pathologist who specializes in feeding and swallowing issues in preterm infants. The feeding specialist is available to assist staff and parents assess oral feeding abilities and challenges, make recommendations and provide strategies to enhance or improve a baby's feeding skills.

NICU Pharmacist

The pharmacists work closely with the NICU care team to ensure the effectiveness and safety of medications. They also oversee the preparation of all intravenous nutrition preparations and medications, which your baby may require during his/her NICU stay.



NICU Social Worker

Social workers with experience in the field of maternal and child health provide support and counseling during your baby's hospitalization. They also will help you to identify appropriate community resources to meet your needs.

NICU Unit Coordinator

The Unit Coordinators at the reception area are a central resource for parents and NICU staff. The Unit Coordinators ensure the smooth flow of unit activities and coordinate admissions, discharges and transfers.

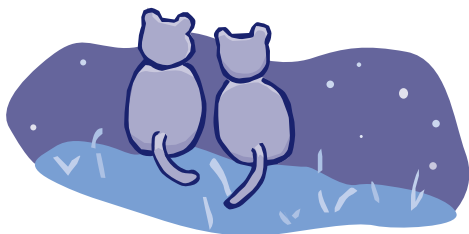
NICU C.A.R.E.S. for Families Program Administrator

The program administrator for the NICU C.A.R.E.S. for Families develops and facilitates social and informational programs to help families during their baby's hospitalization. In addition, the NICU C.A.R.E.S. program administrator helps families connect with other parents through mentoring programs.

Families & Visitors

We welcome families and their visitors to the NICU 24 hours a day, 7 days a week.

To protect the babies, all visitors should be free of infectious illnesses. Please read the sign posted outside the NICU door for further information.



- ❖ From 7:00-7:30 a.m. and 7:00-7:30 p.m. each morning and evening, the nursing staff is changing over, exchanging important information with the next nurse who will be caring for your baby. For this reason, and for privacy considerations, we ask that families remain in the rooms with their babies. During this brief time, the nursing staff will not be available, unless, of course, there is an emergency. Please plan accordingly.
- ❖ Because of space limitations, we can only accommodate two non-parent visitors per family at a time.
- ❖ Siblings of the baby may visit*. Please note they must check in daily with the Unit Coordinator to screen for potential infectious conditions.
- ❖ Other visitors must be at least 12 years old and accompanied by the baby's parent.
- ❖ If an emergency arises in the NICU, you may be asked to temporarily wait in the NICU waiting area.
- ❖ Parents may call at any time for progress reports about their infant.
- ❖ Limited and responsible cell phone use is generally permitted in NICU patient rooms, the Parent Walkway and Family Resource Room. Cell phones must be set to silence or vibrate mode prior to entering the NICU; non urgent calls should be made or taken outside of the unit.

* during high-infection times, such as flu season, visits by siblings to the NICU may be subject to certain restrictions.

Parking

Discounted parking is available for NICU parents. Please ask the Unit Coordinator at the Front Desk for specific information.

Infection Control

Hand washing is one of the most important ways to help prevent the spread of infection and illness. This is especially important in the NICU where exposure to germs can have serious effects on fragile babies.

When entering the NICU, please wash your hands at the sink with soap and warm water and dry your hands thoroughly.

Before entering your baby's room, please follow the same "Pump In/Pump Out" policy that all of our nurses, doctors, therapists and consultants follow. This simply means to apply hand sanitizer (Purell) before you enter the room ("Pump In"). Dispensers are located on the walls just outside each room. Rub the hand-sanitizer vigorously over your hands and between your fingers until the liquid dries. "Pump Out" when you leave the room.

Also, because of the infection risk associated with artificial nails, we recommend removing all artificial nails and appliques while your baby is in the NICU.



Confidentiality



- ❖ Staff members will discuss the condition or care of infants only with parents or clinicians or services that require this information to assure continued high quality care.
- ❖ We ask that visitors refrain from looking into the cribs or isolettes of other infants unless invited to do so by their parents.
- ❖ In order to maintain the privacy of individual patients and families, parents and visitors are asked to remain in their baby's room during the change-of-shift times, 7:00-7:30 a.m. and 7:00-7:30 p.m.

Security

We take your baby's safety seriously and the following measures have been established to optimize security.

1. Secure entrance – family members and visitors must identify themselves via the intercom outside the NICU for entry.
2. Parent ID badges will be provided by the NICU and must be worn and visible at all times while in the NICU. If you do not have a Parent ID, please check with the Unit Coordinator at the front desk.
4. Sign-in – all family members and visitors must sign in and sign out in the visitors log book at the Unit Coordinator's desk.
5. Departure must be through the main entrance past the Unit Coordinator's desk.

Your Baby's Personal Items

You are welcome to personalize your baby's bedspace. You may want to bring in a special blanket to place over your baby's isolette or a small battery operated tape recorder to play music or a recording of your favorite children's story. You may also bring in pre-washed clothes for your baby. Check with your baby's nurse for the correct developmental timing of these items.

Feedings

You may feed your baby either breast milk or formula. Breast milk is an ideal food for infants, especially if they are born early. Special premature formulas are also available. Whether you choose breast milk or formula, we will support your decision. Breast pumps are available in the NICU for you to use while you are visiting. Our lactation consultants are available to assist you with breast-feeding.

Development

The NICU staff will work with you to provide the most comfortable environment for your baby. Making your baby feel relaxed in a quiet and soothing setting will help your baby grow and develop. An occupational therapist and/or physical therapist may work with you on positioning your baby and teaching you about appropriate stimulation.



Family/Sibling Resources

Family Waiting Area is located outside the NICU.

Parent Walkway located in the hallway connecting the north and south sides of the NICU, contains a coat rack, sinks for washing breast-pump supplies, and an ice machine with filtered water.

- ❖ **Sam's Library** – a collection of children's books for you to read to your baby.
- ❖ **Parent Reference Library** – books written for parents of NICU patients. These books can be utilized in the NICU. A binder in the resource room lists the available books. Computers are available for parents use. Many families use them to check email or research topics related to their babies health.

Family Resource Room located inside the NICU, the Family Resource Room is a quiet place for you to relax, take a break from the bedside, enjoy the view, read or have a meal. The room is equipped with a refrigerator, microwave and sink for your convenience.

“Family Information Packets” are typically given at the first Family Meeting, and include information such as a NICU glossary of terms, developmental care and other resources.

Computers are available in the Family Resource Room for parents use. Many families use them to check email or research topics related to their babies health.

The Newborn Channel (Channel 46-English, Channel 47-Spanish) features several programs on topics of interest to new parents. It can be accessed in your post-partum room or in the family waiting room.

Choosing a Pediatric Provider

Infant CPR Training is recommended for all families. Instruction is available in the NICU and can be arranged with your nurse.

Transfer

We will ask you to identify the doctor or group practice who will care for your baby once he or she is home. If you need assistance, we will help you review a list of pediatric providers in your area.

Discharge

Some mothers first received their prenatal care in a referring community hospital. If this was true for your family, when your infant is medically ready, transfer back to your referring hospital's special care nursery will be arranged. If your care began at BIDMC but a hospital closer to your home has a special care nursery, transfer to this nursery may also be possible.



When your baby is ready to go home, you will be an important part of the discharge process. The NICU team will work with you to ensure a smooth transition from the hospital to home by sharing important information with you and your baby's pediatrician, and preparing you in advance about medications, follow-up appointments and who to call with questions.

Infant Car Seats

All newborns leaving the hospital by car must be placed in an infant car seat. Premature infants may require additional support for proper positioning. Car seat positioning screening is performed for all infants born at less than 37 weeks gestation. Please carefully review the instructions that came with your vehicle and car seat or check with your local police department for assistance in installing your car seat.



Refreshments



East Campus - Ullian Dining Area /

West Campus - Farr Building Cafeteria

Main Hours:

Breakfast 7:00 a.m. - 10:00 a.m.

Lunch 11:00 a.m. - 2:00 p.m.

Dinner 4:00 p.m. - 7:30 p.m.

Grill:

Breakfast 6:30 a.m. - 10:30 a.m.

Lunch 11:30 a.m. - 2:30 p.m.

Dinner 7:30 p.m. - 11:30 p.m.

Souper Salad

370 Brookline Ave (Shapiro Building)

617-232-5599

Mon - Fri 6:30 a.m. - 6:00 p.m.

Sat - Sun Closed

Starbucks

364 Brookline Ave (Shapiro Building)

617-277-2350

Mon - Fri 5:45 a.m. - 8:00 p.m.

Sat 7:00 a.m. - 6:00 p.m.

Sun Closed

Bertucci's

One Blackfan Circle (Children's Hospital Garage)

617-739-2492

Mon - Sat 11:00 a.m. - 10:00 p.m.

Sun 11:00 a.m. - 9:00 p.m.

Boloco (Inspired Burritos)

283 Longwood (across from Children's Hospital)

617-232-2166

Mon - Fri 7:00 a.m. - 9:00 p.m.

Sat - Sun 7:00 a.m. - 6:00 p.m.

Dunkin Donuts, East Campus Lobby

Mon - Fri 6:00 a.m. - 6:00 p.m.

Closed Sat and Sun.

Longwood Galleria

350 Longwood Avenue

Mon - Sat 6:30 a.m. - 10:00 p.m.

Sun 6:30 a.m. - 8:30 p.m.

Food Vendors

Beantown Burrito / Dairy Queen/Orange Julius /
Dunkin Donuts / LaCucina Di Capri / McDonalds /
Subway / Sami's Wrap n' Roll / Sushi Net

Longwood Grille & Bar

617-232-9770

Mon-Sat 6:30 a.m. - 1:00 a.m.
(food served until
midnight)

Sun 7:30 a.m. - 1:00 a.m.

Fenway Regal Cinema

Landmark Center - 201 Brookline Ave

617-424-6111

Sun - Thurs Noon - 10:45 p.m.
(extended hours Fri
and Sat)

Longhorn Steakhouse

Landmark Center - 201 Brookline Ave

617-247-9199

Sun - Fri 11:00 a.m. - 10:00 p.m.

Sat 11:00 a.m. - 11:00 p.m.

Best Buy Fenway

Landmark Center,

401 Park Drive at Brookline Ave.

617-536-1090

Sun 11:00 a.m. - 7:00 p.m.

Mon - Thur 10:00 a.m. - 9:00 p.m.

Fri 10:00 a.m. - 10:00 p.m.

The UPS Store:

423 Brookline Avenue

617-738-3372

Mon - Fri 8:00 a.m. - 6:30 p.m.

Sat 10:00 a.m. - 4:00 p.m.

Sun Closed

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Boston, MA 02215

www.bidmc.org



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