

# Information about staying in hospital

Dear Family

Admission to hospital is associated with lots of questions. With this information leaflet we would like to briefly introduce you to the children's hospital.

The patient's and their family's well-being is the main focus of our work. It is important to us that parents, as well as children and teenagers are constantly

### **We would like to welcome you to Zürich children's hospital.**

The children's hospital cares for sick and injured children of all ages, ranging from babies to teenagers. Treatment and support is provided by staff from medical, nursing and therapy departments who are specially trained in the needs of children, teenagers and their families.



informed about the current treatment and care in an age-appropriate way. Operations are only carried out with parental consent and/or the agreement of a child or teenager who is capable of making judgements.

If you have any questions or suggestions during your stay please contact the relevant nursing staff and doctors or the ward manager.

We aim to make your stay at the children's hospital Zürich as pleasant as possible.

## Preparation for hospital

So that you can prepare yourself for admission to hospital and to allay any fears you may have, we would like to pass on a few tips to you.

For younger children, dolls, puppets or a doctor's kit are helpful to prepare them through play for their time in hospital. Books and illustrated stories to do with hospitals can also support this.

The children's hospital offers regular hospital preparation tours for families so that they can prepare themselves better and find out more details.

You can find hospital tour dates, further information and book suggestions on our website

<http://www.kispi.uzh.ch>

## Hospital admissions organisation

Patients are admitted to a specialist ward, depending on their illness and age. On the wards, children of similar ages usually share a room.

### Visiting hours

- Parents can visit at any time and there is no limit to how long they stay with their child.
- Siblings and other visitors are also welcome. It is important that they are healthy themselves (e.g. don't have a cold) and have not had any contact with people with contagious diseases.

We ask you to discuss visits with the nursing staff and to stick to the ward's visiting times.

We ask for your understanding that the number of visitors or visiting times may have to be restricted should the patient's health, nursing care or lack of space make this imperative.

### Parents overnight stays

One of the parents or an adult of your choosing has the option of sleeping on a bed in the child's room.

When patients are on the intensive care unit, neo-natal or baby wards there is no possibility of staying overnight in the patient's room. We do however offer you

the opportunity to sleep close to the ward, by arrangement.

Parent rooms are available in the direct vicinity of the children's hospital. You find more information about this on the enclosed information leaflet or on our website <http://www.kispi.uzh.ch>

### **Childcare service**

For children aged 3 years and older there is a childcare service available near the main entrance from Monday to Friday between 1:30 pm - 4:30 pm.

### **Parking spaces**

Parking spaces are available in the main building's car park (entrance in Steinwiesstrasse on the corner of Pestalozzistrasse) and a limited number in the Pestalozzistrasse. We recommend you to use public transport.

### **Catering facilities**

During your stay you are entitled to eat at the staff restaurant. By purchasing a guest card from the cash desk of the restaurant you will receive meals at a reduced price. There is also a vending machine near the main entrance.

### **Media (telephone, internet, television)**

Mobile phones can interfere with sensitive medical equipment. Please comply with the relevant instructions or ask on the ward in which areas you are allowed to use them.

Apart from on the intensive care unit, neo-natal and baby ward, each patient's room has its own secure telephone connection. Telephone cards can be bought from the machine in the main entrance. There is also a computer with internet access in the main entrance. On request, wireless access can be set up for patients and parents in the patient's room.

Televisions can be used on the wards by arrangement with the nursing staff. Please show consideration to other patients.

### **Quiet room**

You can find the quiet room in the main entrance next to information. It offers you a space to take an undisturbed break.

## Packing list for the hospital stay

We ask you to bring all medical papers (for example, vaccination card, health book, blood group card, insurance card) with you for the hospital admission procedure.

The children's hospital caters to the need of children of all ages. On request we can provide pyjamas, nappies, body care products, baby milk, dummies and toys as well as towels for parents who are staying overnight on the ward.

We can offer you a wide range of baby milk powder, food for all age groups and special diets. On admission the nursing staff will ask you about your child's eating habits. If you place importance on special, home-made products

please bring these with you on the day of admission (please bring baby milk powder in new unopened packets). We are of course happy to support you if you are breastfeeding your child. If your child cannot be breastfed after an operation or for other reasons, we can provide you with a breast pump. Your milk is then kept in our milk kitchen for your child.

Personal favourite items make hospital stays easier, create a familiar environment and shorten the day. We recommend that you bring the items listed in the blue box below with you from home.

### Babies

- Baby milk for waiting times on day of admission
- Comforter, dummy, music box, cuddly toys and usual items they sleep with.
- Their medication and medication plan

### Children and teenagers

- Slippers, comfortable underwear, socks, trainers and pyjamas
- Toiletry items
- Things to pass the time (e.g. CD or MP3 player with headphones, books, puzzle books, games, laptop etc.)
- Their medication and medication plan

## Hospital stay

### The nursing and treatment team

Many people, occupations and specialists are involved in a patient's treatment. Appointments must be agreed and coordinated which can lead to waiting times. We aim to keep you constantly updated, to bridge the waiting time and keep it as short as possible.

To guarantee a smooth handover and exchange of information, everything is continuously recorded in the patient history.

### Nursing

Qualified nursing staff are used round the clock on the wards. Despite shift work we place great importance on continuity in patient care. A nurse will be assigned to your child and act as its primary nurse. This nurse will be responsible for the child's care and support throughout its stay at the hospital. On admission you will meet with them so that they can get to know your habits and needs and you can jointly organise the care. The primary nurse is your contact person for any questions and concerns. She will inform you about any planned nursing care and prepare you for leaving the hospital.

Working together with you is very important to us. If you wish, we are happy to involve you in the care.

### Doctors

The doctor in charge is the initial contact person for diagnosis and all information about further treatment and therapy.

Depending on the patient's illness, several doctors and specialists are involved in support and therapy. Senior physicians are consulted on a regular basis.

Doctor's visits take place twice a day. Planned diagnostic and therapeutic measures will be discussed with you after such a visit. Surgeons and anaesthetists provide you with detailed information in a consultation before any planned surgery.

### Therapy

Depending on need, physiotherapy, ergotherapy, psychomotor skills, speech therapy and nutritional advice may be involved.

### Kindergarten, workshops, school

Depending on their age and length of stay in hospital, children and teenagers are supported by a kindergarten teacher or school teacher.

Workshops and lessons take place in the hospital and kindergarten rooms from Monday to Friday. Lessons are also carried out in the patient's room, depending on their state of health.

### **Psychological support**

Child and adolescent psychologists or psychiatrists trained in supporting families are included in treatment, depending on the illness or at the family's request. They will gladly put you in touch with external advisory services.

### **Social counselling**

Social counsellors will inform you about options to ease the burden both in hospital and at home. You can talk to them about family, insurance and financial issues. They will also be happy to put you in touch with parent groups and self-help organisations.

### **Voluntary service (IDEM)**

For children who are hospitalised for a longer period of time, there is the option of using a voluntary helper to relieve the burden on parents. They will visit the child twice or three times a week and play with them. You can find out more from the nursing staff and social counsellors.

### **Pastoral care**

During their visit to the hospital pastoral carers offer you the opportunity to talk. They will gladly consider your request for additional support.

### **Interpreting**

If required, patients and parents may request the presence of an interpreter during consultations and visits.

## **Training and research work**

**As a university hospital, the children's hospital is charged with training future doctors, nurses and therapists.**

Junior assistants are medical students who are about to complete their studies. They complete an internship at the children's hospital during which they are assigned to a ward doctor.

Practical examination courses take place regularly for medical students from the University of Zürich. Under the guidance of experienced doctors, they learn how to examine and diagnose children. We depend on your support and ask you to consent to these examinations.

As a training institution for care professions, students from different professional groups work in our nursing teams. They are employed according to their level of training and are also supported by vocational trainers and qualified nursing staff.

As a university institution, the children's hospital has a research commitment. The aim of research is to offer patients information, treatment and support which is appropriate to their age and stage of development. We comply with internationally agreed standards. Research is never an end in itself. The improvement in children's and teenager's quality of life serves as the yardstick for our work. Studies involving patients must be approved by the ethics commission and may only be carried out with parental consent and / or consent of a child of teenager who is capable of making judgements.

## Hospital discharge

We prepare you and your child for discharge from hospital. If specific care and therapy are required after hospital discharge, these are planned in advance to guarantee the best after-care.

Usually you are discharged at the latest by 4.00 pm.

Before you go home, you and the relevant person from the medical and nursing department will hold a discharge meeting.

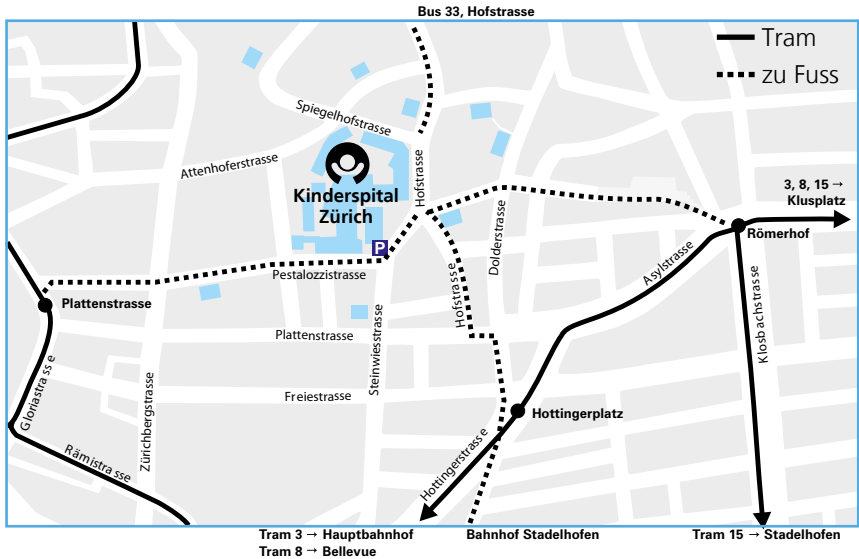
## Patient advice

If there should be any problems with the treatment or support of your child, it is important that you inform us about these.

Please contact your nursing team, the ward manager, your doctors or our patient advice directly. You can reach patient advice by phone on 044 266 81 35, by post, using our leaflet „Your opinion is important to us“ or by email at [patientenberatung@kispi.uzh.ch](mailto:patientenberatung@kispi.uzh.ch)

**Your concerns, wishes, criticism helps us,  
to constantly improve the quality of our service.**

## How to get to the children's hospital



Main train station: → Tram 3 Direction Klusplatz until the Hottingerplatz \* stop

→ Tram 6 Direction Zoo until the Platte\* stop

Bellevue: → Tram 8 Direction Klusplatz until the Hottingerplatz\* stop

Stadelhofen: → Tram 15 Direction Klusplatz until the Römerhof\* stop

\*From these stops it is about a 10 minute walk to the children's hospital.

### Kinderspital Zürich

Universitäts-Kinderkliniken

Steinwiesstrasse 75

8032 Zürich

Telefon 044 266 71 11

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[www.kispi.uzh.ch](http://www.kispi.uzh.ch)