

| PARENT INFORMATION

The Hospital Stay



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Person and occupation designations always apply to both genders.

Parent information, new version January 2018 using simple language.

A brochure from Zurich Children's Hospital

*The function of simple language is to be understandable to a large degree. This publication tries to achieve this by simplification (Ledergerber 2015: Leichte Sprache unter dem Verständnis von Inklusion, p.33)



Welcome to Children's Hospital Zurich!

In the children's hospital, sick and injured children of all ages are cared for. Employees who are specially trained for the needs of children and their families are responsible for treating and caring for them.

The child and their family stay with us at the centre. The well-being of the patients and their parents is important to us. Children and parents are informed about treatments and care. Surgery is only performed if the parents and/or the able child consent to it.

Do you have questions? Ask your responsible nurse or doctor.

We wish your child a speedy recovery and as pleasant a hospital stay as possible!

How you can prepare your child for a hospital stay



For younger children, dolls, puppets or a junior doctor's toy kit can be helpful so that they can play «hospital». There are also picture books and films which cover the topic of hospitals. You can find book suggestions on our website: www.kispi.uzh.ch/spitalaufenthalt
We can advise you, please feel free to ask.



You can also take part in a hospital tour for families as a preparation for your hospital stay. You can find information here: www.kispi.uzh.ch/spitalvorbereitung



What to pack for the child from home

All patients

- Medical documents such as vaccination certificate, health booklet, blood type card, insurance certificate, emergency ID
- Own medications and medication plan
- Personal items (e.g. cuddly toys) that the child likes to have

Newborns

- One or several bottles for the first day in the hospital
- One new, unopened can of bottle formula
- Blankets, dummies, music boxes, cuddly toys: everything the child likes to have when going to sleep
- If available: a baby sleeping bag and a carrier

Children and adolescents

- Comfortable clothes: Slippers and gym shoes, underwear, socks, trainers, pyjamas, t-shirts with loose sleeves
- Body hygiene products
- Entertainment options (e.g. music devices with headphones and chargers, laptops, books, puzzle books, games, etc.)



Important questions about the hospital stay

Which room is your child going to?

Each child goes to the ward which is specialised for their age and illness.

Children are almost always accommodated in rooms with several beds (2 or 4). The other children in the room are mostly the same age as your child. However, for medical or other reasons, this is not always possible.

What will your child receive at the children's hospital?

- For every age: Pyjamas and body hygiene products
- For newborns: Nappies, dummies, wet wipes
- Entertainment options (books, colour pencils, etc.)
- Food and drinks

We will ask you about your child's eating and drinking habits.

We have diets for many illnesses. There are also many types of bottle formula for newborns.

Do you have special products that we do not have in the hospital? Ask us beforehand. You can bring your own products with you on the first day. Please only bring new, unopened packages.

Do you breastfeed your child? We have milk pumps and can store the milk for your child. We have a special milk kitchen for this.

Can parents sleep in the hospital?

Father or mother can sleep next to the child on an extra bed. Unfortunately, we do not have a lot of space, which is why only one person can sleep here at a time.

We have towels and linens for you when you spend the night here. You can also have breakfast on the ward. On many wards, there is a drinking water cooler.

There are wards where parents cannot spend the night.

For these situations, however, we have a parent room close to the hospital. Please ask your nurse.

More information on sleeping in hospital:

www.kispi.uzh.ch/elternunterkunft



What are the visiting times?

Parents and siblings have free visiting times. All other visitors are welcome between 2 pm and 8 pm.

Visitors who bring children into the hospital must look after them. Another option is the babysitting service (see «parent services» chapter).

Please be healthy when you come to the hospital, i.e. not with a cold.

Please arrange all visits with the team. It can be the case that only a short visit is possible, if the health and care of the child demand this.

Unfortunately, we do not have a lot of space, so please limit the number of people visiting the child together.

How does hospital discharge take place?

We prepare you and your child for being discharged. Before you go home, there is a discussion with you and your child, the doctor, and the nurse.

Together, we plan whether your child needs anything after being in the hospital (e.g. a course of treatment). This means your child gets everything required for their health after the hospital stay. Hospital discharges normally take place before 10 am.



We treat and care for your child

Team

Your child is treated by many people with different occupations and by specialists. We try to coordinate all appointments well. Sometimes, however, there are waiting times. We keep the waiting times short, if possible, and keep you informed. The team documents all of their work in your child's patient history. This means that everyone is always well informed.

Care

The qualified nursing staff work in shifts 24 hours a day. Each time the shift changes, information is exchanged about each child. This guarantees a good quality of care.

Your point of contact is a nurse (involved nurse). You can tell this person everything about what they are doing.

The involved nurse is responsible for the care and support of your child. From conversations with you, they learn the habits and needs of your child. The nurse keeps you informed about everything that is planned during care and which responsibilities you can take on. If you wish, you can organise the care together with the nurse.

Working together with you is very important for the staff.

Doctors

A doctor is responsible for treating your child.

They make the diagnosis and give you information about your child's treatment. They also answer your questions. Sometimes, they also get advice from specialist doctors.

There is a doctors' visit once or twice a day. Here, they discuss what is necessary to examine or treat your child.

If an operation is necessary, you will have a discussion with the surgeon and anaesthetist. Please ask the questions which are important to you.

Therapy

Has the doctor prescribed therapy for your child?

The children's hospital offers the following types of therapy:

- Physiotherapy
- Ergotherapy
- Psychomotor therapy
- Speech therapy
- Dietary counselling
- Art and expression therapy

School and nursery

The hospital school team look after your child from Monday through Friday.

Your child can attend lessons at the school and workshop.

This depends on the age of your child and the duration of their hospital stay. The hospital school also has a nursery.

If your child is not allowed to leave their bed, the teacher visits them in their room.



Training and research at the Children's Hospital

Training

The children's hospital is a university hospital and works with the University of Zurich. For this reason, it has the task of training specialists (doctors, nursing staff, therapists). We also offer continuing education for these specialists.

Perhaps you will run into a «junior assistant» on the ward sometime. These are medical students who are about to finish their studies. They are doing an internship at the children's hospital which will last for several weeks. They are assigned to a ward doctor for this time.

Medical students at the University of Zurich regularly attend courses at the children's hospital. They learn from experienced doctors how to examine children and how they can determine an illness. The children's hospital is very happy when you as parents agree that students undertake these examinations on your child.

Diverse nursing occupations can also be learnt at the children's hospital. In your ward team, there are various trainees and students. In their day-to-day work on the ward, they perform tasks which correspond to their level of training.

Trainees and students are supported by vocational trainers and qualified nursing staff.

Research

As a university hospital, the children's hospital is obliged to perform academic research. This research is very important for the children's hospital. It makes it possible to continually improve examinations, treatments, and care of patients. This makes the quality of life of children and adolescents better.

The children's hospital works in accordance with internationally recognised quality standards.

Sometimes, academic studies are carried out with patients.

These studies require authorisation from the Cantonal Ethics Committee. They also require the permission of the parents and/or the able child and adolescent.



If you would like to know more about the use of patient data for research purposes, please take a look at the video on vimeo.com/253940341



We advise the parents

Patient counselling

Do you have problems or criticisms? It is important that you tell us. We can look for solutions together. We are also happy when you have suggestions and positive feedback. Your criticisms, your suggestions help us to improve the quality of care at the children's hospital.

Please contact your nursing team, the head nurse, your doctors or the patient counselling service.

You can reach the patient counselling team:

- by telephone at +41 44 266 81 35
- using the form on the website: www.kispi.uzh.ch/feedback
- by mail using our flyer «Your opinion is important to us»
- via email to patientenberatung@kispi.uzh.ch

Psychological support

Depending on your child's illness, child and youth psychologists can help you as a family. The psychologists have been specially trained for this.

The doctor and you as parents can request their help. If you as parents wish, you can also get advice from specialists outside of the hospital.

Social counselling

Do you have problems with insurance or financial difficulties? Can no one visit your child, because everyone has to work? Ask the social counselling service.

They can also help you if you have to talk to your employer, authorities, or other people. The social counselling service also has many contacts to other specialist departments which can offer you assistance.

Parental relief

Does your child have to stay in the hospital? Does this mean that you sometimes do not have time to visit them? Through the «Aladdin Foundation», volunteer helpers visit and play with your child.



Would you like to make use of this assistance? Then ask the nursing team or get more information on the children's hospital website: www.kispi.uzh.ch/elternentlastung

Pastoral work

The hospital pastors can come to you on the ward. They are happy to support you, if you wish.



Parent services

Patient administration (main entrance)

This is where patients sign in for a hospital stay.

Reception (main entrance)

Here, you can obtain a lot of information about:

- Room numbers
- Babysitting service
- Parking
- Parent cards for discounted meals in the restaurant

Further facilities (main entrance)

- ATM (Raiffeisen)
- Vending machines for snacks and drinks
- Babysitting service
- Quiet room
- Computer with internet access (WIFI: password KISPIGAST1)

Babysitting service (by the main entrance)

- Monday to Friday, from 1.30 pm until 4.30 pm.
- The babysitting service is free of charge. It is offered by volunteer helpers.
- The babysitting service is for all children (from 3 years) who are in the hospital with visitors of patients.
- Advance booking is not necessary.



Media (telephones, photo/video cameras, internet, television)

- Please ask on the ward whether mobile phones are allowed. Sometimes they are not allowed because they interfere with medical devices. Exceptions to this are using phones in flight mode or via the children's hospital internet.
- Each patient bed has a telephone with its own number. You can obtain a telephone card from the patient administration desk.
- There are no telephones by the beds in the following wards: Intensive care ward, neonatology and the baby ward.
- Main entrance: Here, you will find a computer with an internet connection.
- Patients and parents can use the WIFI in the whole hospital. The password is: KISPIGAST1
- Television: Please speak to your nursing team and consider other people.
- Photos and films: You may only take and publish photographs of yourselves and your child.
- Own baby-monitors and similar appliances are not allowed.

Eating and drinking for visitors

You can eat in the restaurant. Please obtain a parent card from the reception. With this, you can benefit from a lower price. There are vending machines for snacks and drinks at the main entrance.

Parking

It is better to travel to the hospital using public transport (tram and bus). We only have a few parking spaces. You can see where the parking spaces are on the map. If you park for more than three hours, you will be given a discount. Please ask at the reception at the main entrance.

«Quiet room»

Do you need a moment of peace to think? You can use our «quiet room» for this. This is at the main entrance opposite reception.

«My Light»

«My Light» is an art installation by James Turrell. This is a room you can enter with an elliptical light source. The room is located between «Labor 2» and «Oberes Haus 1». It is open every day from 9 am until 9 pm. There is a key at the main reception at the main entrance of the children's hospital.

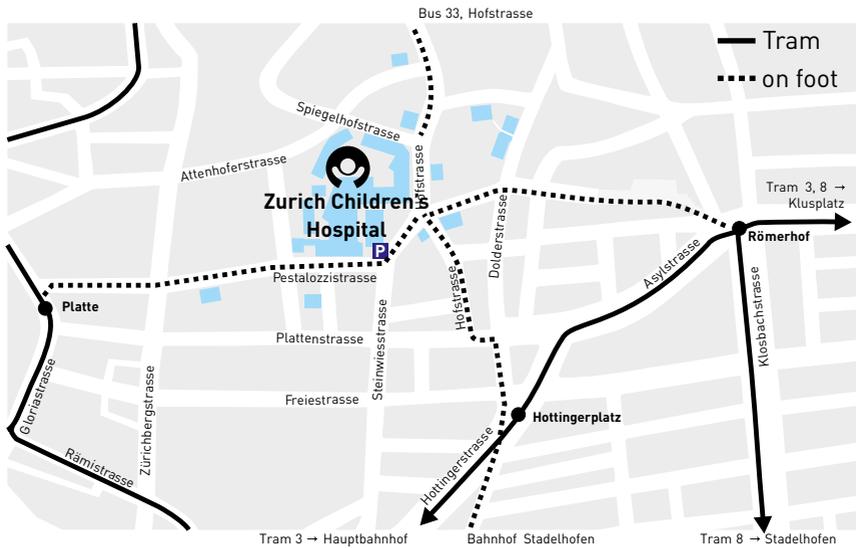
«Kiwanis-Lounge»

You can also find a quiet retreat in this parent lounge. This is located on the 1st floor by the entrance to the restaurant.

Smoking ban

Smoking is completely prohibited in the whole building and on the whole premises. However, there are smoking areas which are indicated with a sign.

Candles and open flames are prohibited everywhere.



Main train station: → **Tram 3** towards Klusplatz until stop Hottingerplatz*

→ **Tram 6** towards the Zoo until stop Platte*

Stadelhofen:

→ **Tram 8** towards Klusplatz until stop Römerhof*

*From these stops, approx. 10 minutes to the children's hospital on foot



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