

Practical information

Division of Neonatal and Pediatric Intensive Care

Medical-surgical Pediatric Intensive Care Unit
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Website

🔗 www.hug-ge.ch/neonatalogie-et-soins-intensif

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YOUR CHILD AND PEDIATRIC INTENSIVE CARE

Information for families



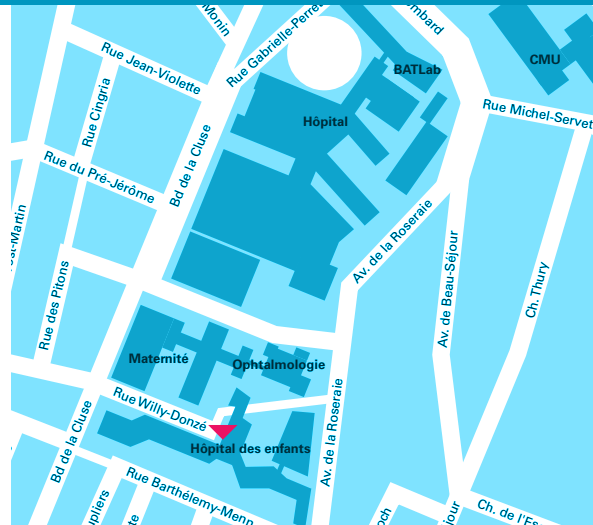
Access

Trams 12 and 18, Augustins stop
Buses 5 and 7, Hôpital stop
Bus 35, Maternité-pédiatrie stop

Parking

You can ask for a badge that will allow you to park at the Children's Hospital:

- ▶ at the hospital reception desk, between 8 a.m. and 8 p.m. on weekdays
- ▶ at the emergency entrance, after 8 p.m. and on weekends



This brochure was published by the Medical-surgical Pediatric Intensive Care Unit and the HUG Communication Directorate.

Introducing the unit

Our purpose

Your child has been admitted to a medical-surgical intensive care unit. For you, this is a time of stress and worry. Rest assured that our staff are doing everything they can to improve your child's condition. We will support and work with you throughout his/her stay in the unit.

You are not alone

Your child is being taken care of around the clock by senior doctors and residents, specialized and other nurses, and a whole series of caregivers. That team can also, if necessary, call in other specialists (child psychiatrists, surgeons, physiotherapists, occupational therapists, social workers, etc.) in order to ensure your child gets the best possible care and support.

Attending doctor and nurse

On arrival, you will be given a card with the names of your child's attending doctor and nurse. They will inform you about your child's treatment and watch for any changes in his/her condition. Ask for the card if for some reason you don't receive it. Depending on staff schedules, the attending doctor and nurse may change.



INFO

This brochure explains how the unit to which your child has been admitted works and provides practical information to make things easier for you.

Meals

For reasons of hygiene, you are not allowed to eat in the room. You are allowed to bring in bottles of water, but remember to take them away when you leave. An "accompanying person" meal can be ordered by the unit and billed to you (breakfast, 8 francs; lunch, 20 francs; supper, 18.50 francs). You will have to eat it outside the unit.

Research and quality of care

In order to improve patient treatment, the unit is currently conducting several research projects (www.hug-ge.ch/neonatalogie-soins-intensifs-pediatriques/recherche). Indeed, medical progress is the outcome of new ideas developed thanks to research and in cooperation with you and your child. You may therefore be asked to take part in a clinical study of a new treatment or a new test.

In order to gauge the quality of care provided in the unit, we are obliged to send the Société suisse de médecine intensive (Swiss Intensive Care Society) anonymized data on all patients.

Sanitary facilities

The toilets are located next to the waiting room. If you want to have a shower, ask the health staff; they'll show you where the showers are located on the second floor. We can lend you a towel if you don't have one, but we ask that you put it in the blue laundry bags in the unit once you're done.

Psychological support

A team of child psychiatrists is available to provide you with support. They work with the unit's team and are used to working with the children in the unit and their parents.

Spiritual support

A representative of the religion of your choice can be present. Ask the nurse looking after your child. A chaplain is present in the unit every Tuesday afternoon and on request.

Videoconferencing

In order to make it less difficult for you to be apart from your child while you're in the recovery room, in another unit or at home, you can see your child using a videoconferencing system.

Services



INFO

Our team attaches great importance to your child's safety, and to you and your child's comfort. Don't hesitate to give us your comments or suggestions.

Activities

On the suggestion of the nurse, and if you and the doctor agree, your child can take part in a number of activities:

- ▶ music
- ▶ hospital clowns
- ▶ magic brushes (painting on silk)
- ▶ story reading

ATM

An ATM is located at the entrance to the Children's Hospital, to the left of the admissions counters.

Cafeteria

The cafeteria at the Children's Hospital is open:

- ▶ from Monday to Friday, from 7.30 a.m. to 6.30 p.m.
- ▶ on weekends and holidays, from 8.30 to 10 a.m. and from 10.50 a.m. to 4 p.m.

It does not accept payments by debit card or in euros.

Drinks and snacks can also be purchased from the vending machines located throughout the building.

Babysitting service

While you're at your child's bedside, your other children aged 18 months to 10 years can spend time at the Tom Pouce daycare centre at the Maternity Hospital (bd de la Cluse 30, floor 0). There is no charge, and the centre is open from Monday to Friday, from 8.30 a.m. to noon and from 1 to 5 p.m. ☎ 022 372 43 99

Housing

Parents who do not live in Geneva can use the temporary accommodations made available near the Children's Hospital by the Ronald McDonald House Charities. The charge is 15 to 20 francs per night. ☎ 022 372 86 01 📍 www.ronaldmcdonald-house.ch

In some situations, parents can spend the first night in a room made available in the unit. A solution can be found for subsequent nights. Depending on availability, the room can also be used during the day.

Care

Observation

Your child is kept under constant observation. All the apparatus give off regular beeps. If you hear them, it doesn't mean that your child's condition is deteriorating. Don't worry. The nursing and medical staff know what the beeps mean and react as required. Don't hesitate to ask about anything that's troubling you – we're here to answer.

Care

The type of care required during resuscitation means that your child will be lightly covered, but we are careful to preserve his/her modesty and to keep him/her warm. You can help the nurse care for your child. Please tie back any long hair and remove all rings and bracelets when doing this (washing, changing, putting your child back to bed); jewellery can cause injuries and is a vector for germs.

Safety

For your child's safety, make sure you always raise the barriers on the bed when you move away. Even if your child appears to be asleep, he/she can move at any time. We may also attach his/her hands. The need for this measure is regularly assessed by the doctors.

Your presence

Your participation is crucial: you play an important role in your child's care and you are a key partner on our team.

We encourage you to touch, hug and talk with your child, who will be reassured and comforted by your presence. It is nevertheless also important to respect your child's need for sleep.

In addition, it is very useful for us to have your views on your child's behaviour. Don't hesitate to bring in his/her soother, comforter, blanket, favourite toys, family photos or music. Older children will also want a kit of toiletries.

Organization

+ INFO

Someone is present in the waiting room from 8.30 a.m. to 5 p.m. to receive new arrivals.

Visits

The unit is open around the clock for the parents, brothers and sisters of the hospitalized child. You are therefore free to come whenever and for as long as you want. We ask, however, that you always announce your arrival. Push the buzzer in the waiting room and follow the steps indicated.

Because of their extremely fragile state, the children in the unit are especially vulnerable to hospital infections. The number of people allowed to visit at any one time is therefore limited to two. A person of your choice, someone other than you or your child's siblings, can also visit, but only in your presence and only by prior arrangement with the health team.

Opening hours

For the safety of your child and of the staff, access to the unit is secured from 8 p.m. to 7 a.m. Visits are nevertheless allowed during those times.

Outside those times, ring the buzzer in the waiting room and someone will come and bring you to your child.

If your child has been hospitalized in the same room as newborns, use the neonatology entrance.

Waiting room

For reasons of confidentiality, the nurse may ask you to leave the room and go to the waiting room while a child other than your own is receiving care.

The waiting room also has lockers in which you can store your personal effects.

Breast-feeding

Nursing mothers can pump their milk and ask a nurse about the storage possibilities. You can also, if you wish, ask for a consultation on nursing. Speak to the nurse who is caring for your child.



CHECK LIST

Follow our hygiene rules

- ▶ We ask that you wash your hands when you enter the room and rub them with a hydro-alcoholic solution before touching your child.
- ▶ You must wash your hands at the sink every time you enter or leave the room.
- ▶ When you stay with your child, do not touch the other beds or the other patients. Respect any notices of quarantine posted in the room.
- ▶ If you are ill or have a cold, you must wear a mask.
- ▶ If one of your child's brothers or sisters is ill, please let us know and don't bring them for visits while they're contagious.
- ▶ A sick child may enter the unit on the authorization of the doctor in charge of the unit.
- ▶ During epidemics, for example of the flu, hygiene measures such as the wearing of masks may be introduced.

News of your child

You can obtain information on your child's condition at any time. Please remember, however, that when one team hands over to the next (from 7.15 to 8 a.m. and from 7.15 to 8 p.m.) it is less convenient for us to talk with you. Information is provided only to the mother and the father. We do all we can to answer your calls quickly; if there is no answer, call back in a few minutes. Don't forget to give the nurse in charge of your child a contact number where we can reach you around the clock.

Telephone, tablet, photos

Don't forget to switch your phone to vibrate and to make calls in the hall outside the service. The use of smartphones and tablets is permitted. Out of respect for everyone's privacy, which is protected by the law, you are not allowed to take pictures of or film other patients or the health team members, unless they authorize you to do so.