



Lucile Packard  
Children's Hospital  
at Stanford

# Resource Guide for Families

# WELCOME

Visiting Hours 8 am to 9 pm

This guide informs you about the essential places, specific amenities and services for patients and families. For more information in English and Spanish, please call our Information/Hospitality Desk at (650) 497-8005 or visit staff at the Desk, located at the front entrance of the hospital.

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# ESSENTIALS

## Bathrooms and Baby-Changing Tables

Ground floor: near the cafeteria (changing table)  
First floor: next to the front elevators (changing table) and next to the Pulmonary Function Clinic (changing table)  
Second floor: within the NICU Parent Lounge  
Third floor: next to the Family Resource Library and within the Parent Serenity Lounge

## Showers

Second floor: in the ICU Family Lounge and NICU Parent Lounge  
Third floor: in the Parent Serenity Lounge

## Cafeterias

The Packard Children's Courtyard Café is located on the ground floor. Indoor and outdoor seating is available.

Hours: Monday–Friday, 7 am–7 pm  
Saturday and Sunday, 7 am–3 pm.

Starry Night Café, Tuesday – Saturday, 11pm–2 am

The Market Square Cafeteria at Stanford Hospital is located down the first floor hallway inside Stanford Hospital.

Hours: Daily, including holidays, 7 am–7 pm  
Mrs. Fields Station: Monday–Friday, 6 am –2 am, except holidays

## Restaurants

The Information/Hospitality Desk has a comprehensive listing of local restaurants, including places on the Stanford campus.

## Vending Machines

Vending machines are located inside the Packard Children's cafeteria and also in the back corridor of Stanford Hospital next to the Emergency Department.

## Kitchen/Cooking Facilities

See the “Parent and Family Lounge” section on pages 7 and 8 of this guide.

## Laundry Facilities

Families may use washers and dryers free of charge while their child is staying in the hospital. Free laundry detergent and fabric softener are available at the Information/Hospitality Desk at the front entrance of the hospital or by calling (650) 497-8005.

Washer/dryers are located in the Serenity Lounge, the Sobrato Day Room and the 3 South Day Room—all on the third floor.

## Maps

Maps of the hospital and the Stanford campus are available at the Information/Hospitality Desk at the front entrance of the hospital.

## Pharmacies

The Outpatient Pharmacy, located on the first floor next to the Gift Shop, provides medications for patients of Packard Children's. Other pharmacies might not carry the medications our physicians prescribe. This pharmacy handles CCS and Medi-Cal billing.

Hours: Monday–Friday, 9 am–6pm, Saturday, 9 am–12 noon and 1 pm–3:30 pm, closed Sunday

For non-patient prescriptions, families can go to the Walgreen's Pharmacy, located next door to Packard Children's in the Stanford Cancer Center on the first floor near the grand piano. Walgreen's also stocks sundries and a variety of over-the-counter medications.

Hours: Monday–Friday, 8 am–7 pm; Saturday, 9 am–3 pm; closed Sunday

# THANK YOU

Thank you for choosing Lucile Packard Children's Hospital. This guide is provided by the Family Hospitality Services at Packard Children's.

# AMENITIES

## ATM Machines

Located on the ground floor across from the Packard Children's cafeteria and on the first floor of Stanford Hospital near the Emergency Department

## Bing Music Concert Series

Free concerts of a wide variety of music are featured in the Stanford Hospital Atrium each Wednesday and Friday at 12:30 pm.

## Books Alive Program

Volunteers bring laptops bedside to patients to provide an interactive reading experience. Call the Family Resource Library at (650) 497-8102.

## Books—Storyline

A service that children may call to hear a story read aloud. Stories change twice weekly. Call (650) 49-STORY (497-8679).

## Chapel

The chapel is an interfaith spiritual center within the hospital. Families of all spiritual traditions are welcome to use this room. It is a place of quiet solitude, prayer and meditation. Prayer rugs and sacred books and texts are provided for use. The chapel is open 24 hours a day, and is located on the second floor, near the intensive care units.

## Family Resource Library

The library provides patients and families with access to a wide variety of information about child and maternal health. The library includes books and other items about diseases, coping with chronic illness and hospitalization, parenting skills and child development. Families may borrow children's stories, recreational reading materials, movies, CDs and audio books.

Located on the third floor to the left of the main elevators near the 3 North Unit.

Hours are Monday–Friday, 10 am–4 pm; evening bedside volunteer hours are Monday–Sunday, 6 pm–8 pm. Call the Family Resource Library at (650) 497-8102.

## Mail and Postage Stamps

Outgoing mail can be placed in a box at the Information/Hospitality Desk at the front entrance to the hospital. The mail will be picked up by the U.S. Postal Service. A limited number of postage stamps can be purchased at the Gift Shop at Packard Children's.

## Notary Services

Notary services are provided to patients and families. Please contact the Patient Relations Department at (650) 498-HUGS (4847) to make an appointment.

## Pet-Assisted Therapy Services

“Furry Friends” and “PATS” volunteers bring their dogs and cats to visit with patients and families several times a month. Refer to the Recreation Therapy calendars posted near each elevator and in the Forever Young Zone on the third floor. Our volunteer pet therapists also visit our Day Hospital patients and antepartum mothers regularly.

You may also see Carly, our special “Pain Management” dog, during your hospital stay. Carly performs many tricks and understands some English, Spanish and Chinese commands. Please ask your nurse about our Pain Management team and how to arrange for a visit from Carly.



# PARENT AND FAMILY LOUNGES

## Breast Pumping Lounge

A lactation room is located within the Neonatal Intensive Care Unit Family Lounge on the second floor. Please contact the NICU reception desk for more information.

## Sobrato Day Room

Located on the third floor, on the 3 West unit, this sunny playroom has toys, books and small tables for child-friendly activities, and a television. Kitchen facilities include a microwave oven; a refrigerator and cabinets for storing foods; and space to enjoy indoor or outdoor dining that includes a picnic table, an umbrella and outdoor play areas.

A full-sized washer and dryer are available. Laundry detergent and fabric softener are available by contacting the Information/Hospitality Desk.

For resting during the day, four queen-sized sleep sofas are available. Overnight use is coordinated by your nurse or social worker.

## ICU Family Lounge

Located on the second floor between 2 North CVICU and 2 East PICU, the ICU Family Lounge provides a place for parents of children in either ICU to relax. There are a refrigerator, microwave, bathrooms and showers. Some sleep spaces are available through your social worker.

## 1 North Bass Center Family Lounge

Located on the first floor in the Bass Center for Childhood Cancer and Blood Diseases, there is a lounge with a kitchen, including a refrigerator and microwave, and a washer and dryer for parents with a child in the Bass Center. There are also table and chairs, sitting area with a couch and a toy/game closet. 1 North also has a nourishment center for their patients.

## Parent Serenity Lounge

The Parent Serenity Lounge is located on the third floor next to the Family Resource Library. For adult use only, this lounge is a quiet, peaceful space for parents to rest and relax without distractions. To maintain this quiet haven, no food, cell phones or radios are permitted within the lounge.

For resting during the day, two queen-sized sleeper sofas and three sleep chairs are available. Overnight use is coordinated by your nurse or social worker.

This lounge also includes bathrooms and one shower, outdoor patio space, and a washer and dryer.

Contact the Information/Hospitality Desk for laundry detergent and fabric softener.

## 3 South Day Room

Named for its location on the third floor, this bright, cheerful room is available to all ages. Children must remain under adult supervision at all times to respect patient privacy.

For resting during the day, three queen-sized sleeper sofas are available. Overnight use is coordinated by your nurse or social worker.

The Day Room has a television, toys, games and a book cart. The facilities include a kitchen with a refrigerator, a dishwasher, a coffeemaker, a microwave oven and large dining tables, as well as a washer and dryer.

Contact the Information/Hospitality Desk for dish detergent, laundry detergent and fabric softener.

## NICU Parent Lounge

Located at the entrance to the Neonatal Intensive Care Unit (NICU) on the second floor, the NICU Parent Lounge is reserved for the exclusive use of parents with a child or children being treated in the NICU.

For resting during the day, two sleep sofas and one sleep chair are available. In addition, two individual sleep rooms are available by assignment. Overnight use of the lounge furniture and sleep rooms is coordinated and assigned by your nurse or social worker.

The NICU parent lounge has a kitchenette with a microwave, sink and small refrigerator, as well as a bathroom, a shower and a locker for family belongings. A television, books and magazines are also available.

Please contact the NICU unit clerk if you have further needs or questions about the NICU Parent Lounge.

## NOTE ABOUT REFRIGERATORS

To ensure patient and family safety, refrigerators in the common lounge areas may not be used to store patient food, medications or breast milk. Please label and date all your food. Food without a label or left for longer than seven days will be disposed of. Please ask a nurse for more information about storing patient food and breast milk.

# SERVICES

## Car Seat Fitting Station

Packard Children's provides certified car seat technicians to assist parents with information and installation of children's passenger car seats. The station is located on the ground level of the hospital's main parking garage, at 725 Welch Road. Although services are provided at no charge to our families, appointments are required. Please call (650) 736-2981 to schedule an appointment. Se habla español.

## Care-A-Van for Kids

A special program that provides transportation to and from the hospital for families who do not have other means of bringing their children to the hospital or clinics for treatment. Families must be referred by their social worker to qualify for Care-A-Van rides.

## Case Management

Case Management serves as the primary link between the medical team and related support services coordinating a patient's care plan throughout his or her stay including discharge. Their goal is to help provide patients and families a positive experience in the hospital and a seamless transition home. Nurse Case Managers are assigned to all patient care areas to answer specific questions about a patient's care plan and the discharge process. For more information, call (650) 497-8242.

## Chaplaincy

Chaplains at Packard Children's provide spiritual and emotional support to patients and families, to assist with the impact of illness and crisis. The chaplains help people to deal with fear, loneliness, ethics, questions of meaning, hopelessness and hope. Services include pastoral visits, prayer, emergency baptism, naming ceremonies, blessings and referral to community faith leaders. To page a chaplain in the hospital, dial 222, then 2PRAY (27729).

## Financial Counselor

An expert in health insurance matters, our Financial Counselor is available to assist families with information regarding their health plan coverage, co-pays, deductibles, etc. Assistance is available to help families

apply for plans such as Medi-Cal, Healthy Families and California Children's Services. The Financial Counselor is bilingual in Spanish, and available for free consultation, Monday–Friday, 8 am–4:30 pm. Contact the Financial Counselor at (650) 724-8787.

## Gift Shop

The Packard Children's Gift Shop has a variety of items for infants, children and new mothers, including clothing items, picture frames, phone cards, greeting cards, books, stuffed animals and Mylar balloons. The Gift Shop is managed and staffed by the Roth Auxiliary, and proceeds from purchases are donated back to the hospital. Hours: Monday–Friday, 10 am–4:45 pm; Tuesday, Wednesday, Thursday, 10 am–8 pm, Saturday, 11 am–5 pm, Sunday 12 noon–3 pm. Call (650) 497-8596.

## H.E.A.L. Program

Our Hospital Educational Advocacy Liaisons (H.E.A.L.) Program is staffed by educational professionals to help medically fragile children to experience success in learning despite limitations imposed by their illness. Pediatric patients are referred to H.E.A.L. based on the request of the physician, nurse practitioner or parent.

Services may include baseline psycho-educational testing, information about specialized education and support services, school visits and presentations, attendance at IEP meetings, advocacy and referrals to outside agencies. Call (650) 725-2381 for more information.

## Hospital School

The Palo Alto Unified School District provides a free public education program for our patients. Teachers offer classroom and bedside instruction. A parent or guardian's signature is required to enroll. There are two classrooms: Primary (K–4), Intermediate (5–8) and Secondary (9–12).

All teachers hold California credentials. Located on the third floor at Packard Children's. Hours are Monday–Thursday, 9:30 am–11:30 am and 1:00 pm–3 pm and Friday, 9:30–11:30 am during the school year. For more information, call the School Office at (650) 497-8230.

# SERVICES

## Housing Assistance

Our bilingual English/Spanish-speaking housing specialists assist families with locating lodging in the nearby community. The office has information about Ronald McDonald House on campus and local hotels appropriate for families near the hospital. Hours are Monday–Friday, 9:30 am–6:30 pm. On holidays and weekends, please contact the Nursing Supervisor for assistance with emergency housing needs.

## Information/Hospitality Desk

Our friendly staff at the Information/Hospitality Desk at the front entrance of the hospital can assist families with information about resources inside the organization as well as in Palo Alto and nearby communities. Staff also supply complimentary daily parking passes if you have an appointment that day. For information or assistance, please call (650) 497-8005. The desk is staffed Monday–Friday, 7 am–8 pm; weekends and holidays, 10 am–6 pm.

## Interpreter Services

Spanish-language medical interpreters are on-site to assist patients and families 24 hours a day. Interpreters of other languages, including American Sign Language, will be provided upon request at no charge to families. TYY-TDD telephones are also available by contacting the Nursing Supervisor. Please contact a nurse or social worker to request interpreter services.

## Massage Therapy Services

Massage therapy comforts patients during their stay. Sessions are tailored to individual needs of patients by massage therapists with extensive experience in health care. Massages require a physician or nurse practitioner's approval and the presence of a responsible adult if the patient is less than 18 years of age. The service is free of charge to approved pediatric and antepartum patients on strict bed rest. For your questions and referral by staff, call (650) 497-8057.

## Parking Passes

The Admitting Department will provide one complimentary parking pass per family of inpatients for the patient's stay. Additional seven-day passes are available at reduced rates. The Information/Hospitality Desk staff will provide one complimentary parking pass per family for outpatient visits. Please visit the Information/Hospitality Desk for more information or call (650) 497-8005.

We offer free valet parking for parents and caretakers. Drive your vehicle to the front entrance circle of the hospital, and valet parking staff will park your car in our hospital lot. Please note that those without a parking pass will be responsible for all parking fees.

## Patient Relations

Our Patient Relations staff can answer questions about hospital policies, encourage communication between hospital departments and champion patient rights. Patient representatives offer a formal mechanism for investigation, resolution and recording patient complaints. Patient Relations can assist with Advance Directives. Staff is on-site Monday–Friday, 7 am–7 pm. Call (650) 498-HUGS (4847).

## Social Services

As a regular part of the care team at Packard Children's, our social workers address patient concerns and assist patients and families with three essential services—emotional support, care coordination and resource assistance. For more information, please call (650) 497-8303.

## Television and Wireless Services

See Page 14 of this guide.

## Volunteer Services

Volunteers assist patients, families and staff throughout the hospital. To request a volunteer to visit your child, ask a staff member for assistance or call Volunteer Services at (650) 497-8696.

# RECREATION THERAPY AND CHILD LIFE

## Forever Young Zone

### Central Recreation Room

Packard Children's patients of all ages and their families are welcome to participate in free play as well as structured activities such as arts, crafts and games. The "Tech Zone" has video games and computers with secure Internet access. Toys and games may also be borrowed for bedside use.

Located on the third floor, near the 3 South Unit.

Monday–Friday, 2 pm–4 pm

Monday–Thursday, 6:30 pm–8 pm

Saturday and Sunday, 2 pm–4 pm



### Playtime for Siblings

Siblings are welcome to participate in Preschool, Forever Young Zone and other activities. Children younger than age five must be accompanied by a responsible adult.

### Patient Preparation for Procedures and Surgery

Child Life Specialists prepare children and teens for procedures and surgery using educational materials such as photo albums, drawings, miniature equipment and dolls. Sessions are tailored to the developmental level and needs of the individual child. Coping techniques are also taught.

For more information, please call Child Life at (650) 497-8336.

### Sibling Support and Education

Child Life Specialists can prepare siblings for what they will see, explain how medical equipment helps and suggest ways that siblings can be involved with their hospitalized brother or sister. Our specialists can prepare siblings for visits to the Intensive Care Units.

For more information, please contact the Child Life Office at (650) 497-8336.



Our "Surf Central" computers provide free high-speed, filtered and protected access to the Internet for our patients, families and visitors. Also, wireless connectivity is available throughout the hospital to those who have wireless-ready devices.

Surf Central computers will not interfere with the operation of any medical equipment in the hospital. We ask users to limit their time on the computers in the Surf Central Cyberspace location to 30 minutes when others are waiting. All children must be supervised by a responsible adult while using the computers.

Located on the third floor next to the Family Resource Library, Surf Central is open 24 hours a day. For technical assistance with connectivity, call (800) 257-3846.



Packard Vision is the hospital's closed-circuit television programming chosen especially for the entertainment and educational needs of patients and families is available on hospital televisions. There are English and Spanish children's movie channels, a relaxation channel and a pediatrics family orientation. A patient education channel allows patients and families to view patient education videos at their convenience. Brochures with listings of patient education TV programs are available in the Family Resource Library.







## **INFORMATION/ HOSPITALITY DESK**

for information, assistance  
and directions

**(650) 497-8005**

## **GENERAL PHONE**

**(650) 497-8000**



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[www.lpch.org](http://www.lpch.org)

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