

# Safety in the hospital



## Fox Valley

Our goal is to provide the best and safest care for your child during your stay.

### ID's

- Staff will tell you their name and role. They will wear an ID badge at all times.
- You will be asked to show a photo ID when your child is admitted and goes home from the hospital. This is to make sure we send our patients home with the right person.

### Hand cleaning

- Everyone must clean their hands before and after taking care of your child. This helps prevent the spread of germs that cause infections.
- Do not be afraid to ask anyone who enters your child's room to wash their hands.



### Bands

- Your child will have a wrist band with their name and birth date on it. Staff will check it before giving medicine, drawing blood or doing any treatments or procedures.
- If your child has any special health care needs, other wristbands may be added. If a band comes off, please tell your nurse.



### Urgent medical concerns

- You are a partner with the healthcare team and we value your input.

**If you have an urgent medical concern about your child and you feel the healthcare team is not responding, call the Rapid Response Team.**

**Dial 444**

For non-urgent safety concerns, call the CHW Patient Safety Hotline at 1-414-266-7848 or 1-800-556-8090. You can also go to [chw.org](http://chw.org) and click on "Contact" at the top of the page. At the bottom of the page, click on "Safety and quality" and then "Report a patient care or safety concern."

### Caring for your child

- Babies under one year old must sleep in a crib with the rails up. Your baby will be put back in the crib if found with a sleeping adult.
- A nurse will check on your child every hour, both day and night.
- Staff will show you how to use the call light system to call for help from your room.

### Important Children's and Community Resources

- The Northeast Regional Center for Children and Youth with Special Health Care Needs. 325 N. Commercial St., Neenah, WI. Gives free and confidential help to families and providers who care for children and youth, birth to 21 who have disabilities or special health care needs. **(920) 969-5325** or [www.northeastregionalcenter.org](http://www.northeastregionalcenter.org)
- National Domestic Violence Hotline at 1-800-799-7233 (SAFE) or visit [www.endabuse.org](http://www.endabuse.org)  
Call for help about family violence.