

# Safety in the hospital

**Our goal is to provide the best and safest care for your child during your stay.** Here is how we reach that goal.

## IDs

- Staff will tell you their names and roles. They will wear ID badges 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.



## 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 6-2470 and then press 1 from any hospital phone.**

## 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.

## If you have an urgent safety concern, report it to the staff right away.

For non-urgent safety concerns, call the CHW Patient Safety Hotline at 414-266-7848 or 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".



## The Daniel M. Soref Family Resource Center

This family friendly center is on the 1<sup>st</sup> floor of the hospital. The Center offers parent support, information and referrals. Staff can also connect you with hospital and community resources. A lending library is filled with books, videos and other materials. Contact the center at 414-266-3169 or go to [www.southeastregionalcenter.org](http://www.southeastregionalcenter.org).

**This sheet was created to help you care for your child or family member. It does not take the place of medical care. Talk with your healthcare provider for diagnosis, treatment and follow-up.**