



# Children's Ward Patient & Visitor Guide

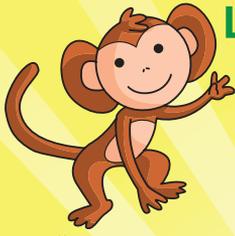


## Children's Ward

Level 3, Bendigo Hospital  
Ph: 5454 7802



Excellent Care. Every Person. Every Time.



# Let everyone know these are the rights of every child in health care



- ✦ Know that children are special and always do what is best for us.
- ✦ Listen to us when we tell you how we are thinking and feeling, when we are upset, when we have problems or worries or when we need to talk to you. We may not be able to use words, so take notice of what we do and how we look because this can tell you what we are thinking and feeling.
- ✦ Give us the very best possible care and the comfort we need.
- ✦ Let us and our families be who we want to be, whatever our beliefs and customs, so that we feel safe at all times.
- ✦ Let our families and others who are important to us be with us, to care for us and love us.
- ✦ No matter how big or small we are, tell us what we need to know in a way we can understand.
- ✦ Let us have a say in things that are happening to us now and in the future.
- ✦ No one has the right to harm us, not doctors or nurses and not even our Mums or Dads. Protect us always from anyone who would harm us or treat us badly.
- ✦ Our bodies belong to us. Ask us if you want to share information about us and make sure we stay safe. Give us space and privacy, as well as the chance to be with others.
- ✦ Help us grow up to be the best we can. Let us learn, let us play and discover some things for ourselves.
- ✦ When you care for us, make sure that everyone is working together to do what is best for us, until we are grown up and can decide things for ourselves.



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# Welcome

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Welcome to the Children's Ward at Bendigo Health.

Here you will find staff dedicated to providing high quality, compassionate care and service to each and every one of our patients and their families in a warm and friendly environment.

To help ease the stress of hospitalisation for you and your child, we have developed this Guide. It includes information about what to bring to the hospital, what to expect during your child's stay, and the services and amenities that will be available to make your child as comfortable as possible. After reading this brochure, if you still have questions or concerns, ask any member of our staff for additional information.

## Our commitment to child safety

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Bendigo Health is a child safe organisation with an obligation to keep children safe from harm and abuse.

Family-centred care promotes the health and well-being of children and their families through a respectful family-professional partnership.

Your child's healthcare team will keep you informed about your child's care. They will listen to your concerns, answer your questions, and explain your child's treatment plan.

As a parent/carer, your role in caring for your child during their time in hospital is very important. Your presence allows you to comfort your child and make your child feel more safe and secure. You are an essential member of the team in providing practical and emotional support.

# Child safety

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## Buzzers

There is a green button on the patient hand set which may be used to call for help whenever it is needed.

A staff assist button is located at the head of each bed for urgent assistance and call buttons are located in all bathrooms.

## Patient Activated Care Team (PACT)

We understand that you know your child best and that you are their best advocate. At Bendigo Health we want to help you do this. Therefore if you or your family feel we are “not getting it right” or if concerns about your child’s condition are not being taken seriously, you can seek help, activate a PACT.

- Ask any Bendigo Health staff member to assist you in activating a PACT review
- A PACT review will then be activated and a patient review will occur within 5-30 minutes of the PACT call

For further information, please request a PACT brochure from your nurse.

## Child safe sleeping

Bendigo Health is committed to promoting safe sleeping practices for your child and minimizing risk factors.

Co-sleeping with your infant under 12 months is not permitted at Bendigo Health and staff will work with you to meet this organisational requirement  
More information on safe sleeping can be found at [www.rednose.org.au](http://www.rednose.org.au)

All cot side rails must be fully raised every time your child is in the cot.  
If you need instruction on how to operate the cot sides, please ask a staff member for assistance.

For older children, bed controls are located on each of the beds. The bed must be kept in the lowest position to enable children to move in and out of bed easily and safely.

## Identification

Your child must wear at least one hospital identification band at all times while in the hospital. Children under 2 years are required to wear 2 identification bands. Our staff will review the information on the ID band before giving medications, tests and procedures. If your child's ID band falls off or is unreadable, please ask us to replace it.

## Communication boards

A white board is available for every patient as a tool to communicate important information. Eg your nurse's name, your treating team and any allergies your child may have. This board is also a tool for you to communicate your questions with the treating team. Staff do get busy from time to time and may forget to update this each shift- don't be afraid to remind them

## Bedside handover

Children's Ward actively promotes bedside handover to improve communication with patients and families. We encourage you to contribute further information and ask questions regarding treatment and planning of care during this process.

## About your child's stay

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### Preparing for your child's stay

A visit to hospital can be frightening for a person of any age, but especially for children. For some ideas and information to help your child before, during and after a hospital visit. Please see QR Code for more information.

## What to bring

Children often feel more comfortable in the Hospital when they have their own personal things from home. Therefore, we encourage you to bring personal items to be used during your child's stay.

### For your child's comfort

- Favourite pillow and blanket
- Easily cleaned toy, doll, or stuffed animal
- Personal device

### Personal items

- Pyjamas- loose, short sleeves, front button  
**NO SATIN PYJAMAS** (if having surgery)
- Dressing gown & Slippers
- Soap, Shampoo, Toothbrush, Brush/comb
- Nappies and wipes
- Phone charger

Bendigo Health is not responsible for loss or damage to any personal property kept in your child's room.

### Your child's medications

When you come to the hospital, bring a list of all the medications your child currently takes. The list should include all prescription and over-the-counter medications.

Any medications brought from home are required to be kept in our locked drug room and administration overseen by a nurse.

Please remember to ask for your medications to be returned to you on discharge.

# What you need to tell us

## Allergies and dietary requirements

The staff caring for your child need to be aware of any allergies your child may have. These need to be documented and your child will be given a red identification band to wear to alert staff to known allergies. Please discuss with staff any allergic reactions your child may have to any medications, foods, or other products.

Tell us about your child's dietary needs once he/she has been admitted

## During your visit

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In choosing to stay with your child, parents/carer's are agreeing to be bound to the following **'Parent's/Carer's Code of Conduct'**. Please see QR Code for more information.

## Things to do

- Patient Entertainment System (PES)- is available at each bedside. This system has access to free to air TV, radio, internet and meal ordering ability.
- Playroom – great for our younger patients to get away from their beds. Please check with your child's nurse if they are able to play here. Always supervise your child whilst they are playing and please tidy up after use.
- Games cupboard – lots of puzzles and games.
- Written activities – ask your nurse for pencils, books and activities.
- Library – a large range of books for all ages.

## Visiting hours

**Parent and Carers:** anytime

**Visitors:** Please confirm current rules

## Internet access

You and your family members can use personal laptop computers and most other mobile wireless devices in the hospital. You can connect your computer or device to our wireless guest network.

## Parent lounge

There is a parent lounge situated just outside the Children's Ward for your convenience and tea and coffee making facilities are provided in the ward beverage bay, including a small refrigerator to store any food. The ward will take no responsibility for these items.

**For the safety of the children, please be responsible with hot drinks at the bedside.**

## Breast feeding

Breast feeding is encouraged at Bendigo Health. If you are unable to nurse your child at any time during your stay, breast pumps are available on request. Storage of breast milk is provided on our unit. To make sure all breast milk is labelled correctly, you will be given a sheet of stickers with your child's name and UR: number which is the same as your child's ID band. The nursing staff double check all breast milk distributed.

## Food and retail outlets

Located within the hospital atrium on the ground floor.

## Preparing for surgery

If your child has been scheduled for surgery, we want you to understand the process, and we also want your child to be as prepared for the experience as possible. Please scan the QR code at the back of the booklet for more information.

## Infection Control

Preventing infections is one of the most important goals of the Hospital. While not every infection is preventable, many can be prevented by taking certain precautions.

### Hand hygiene

One of the best ways to prevent the spread of infections is hand hygiene. Hand hygiene refers to cleaning hands with soap and water or with an alcohol-based hand sanitiser. Alcohol-based products are an easy way to perform hand hygiene. Throughout the hospital, you will see dispensers and bottles in hallways and patient rooms. Please assist children to clean their hands to avoid splashing alcohol into their eyes.

We want you to help prevent the spread of infections too. If any of your child's family members or friends have a cold, cough, fever or rash, please ask them not to visit until they are better. Ask your child's visitors to clean their hands before they come into your child's room and on exiting the unit.

### Following infection control precaution

When a child is sick with a contagious illness or infection, certain infection control precautions may be required. A separate room and/or protective gowns, gloves, and masks may be necessary. There will be a sign with a picture on the child's door or bed that will detail what your family and members of the healthcare team will need to wear to prevent the spread of contagious germs to others.

If your child requires infection control precautions, he or she will not be able to go to the playroom. Toys can be brought to your child's room by a nurse, who will disinfect the toys once your child has finished playing with them.

Additional precautions may be necessary for the welfare of your child. If your child has an infectious disease please do not visit other patients in the hospital. Please feel free to discuss this with your child's healthcare team at any time.

## Smoke Free Zone

Bendigo Health is smoke free. Smoking is NOT permitted in the buildings or on the grounds of Bendigo Health. To ensure a healthy environment for our patients, visitors, families' staff and volunteers.

If you are a patient (or parent) who smoke we encourage you to go to our support page via this QR code or contact Quitline on 137848.



### **Impact of smoking on children and babies**

As a result of smoking and/or exposure to 2nd and 3rd hand smoke (breathing in smoke from others and contact with smoke left on clothes and surrounds) children have increased health risks. Including ear infections, asthma, croup, pneumonia, bronchiolitis and behavioural and learning problems. It also increases the risk of sudden unexpected death in infancy (SUDI/SIDS)

### **Expectation of visitors/parents**

We ask if you could please not smoke prior to visiting or during your stay. Be prepared that you may not be able to leave the hospital to smoke.

- consider purchasing nicotine replacement therapy (NRT) products,
- bring a jacket to cover up the smoke residue on your clothes
- Ensure to wash your hands when enter

Remember our staff are here to support you and your child.

## Getting ready to go home

- On the day of discharge, you will usually be expected to leave by 10 am. Try to arrange the day before for someone to pick you up, and then you will just need to confirm on the morning that you are ready to go home.
- A discharge lounge is available for any delays in transport.

- Remember to ask for any medical certificates you may need for your child's care or school, or your own workplace.
- Ensure you have, and understand, the instructions for your child's care at home, and any follow-up appointments needed.
- Remember it will take a little while for everyone, including siblings, to get back to normal when you return home. A visit to the hospital is a big event in a child's life, even if only for a day procedure. Stick to your usual routines and provide time, patience and understanding.

## Key points to remember

- Be honest about telling your child why they need to come to hospital. Involve them in the preparations for hospital. For example, help them with packing their bag or choosing new pyjamas to bring to hospital.
- Allow plenty of time for play and questions about coming to hospital. Allow plenty of time for readjustment when your child returns home again. NEVER threaten your child with a return to hospital as a punishment for behaviours you do not like.

## Contact information

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### **Bendigo Health**

A: PO Box 126, Bendigo Victoria 3552

PH: 03 5454 6000

W: [bendigohealth.org.au](http://bendigohealth.org.au)

E: [info@bendigohealth.org.au](mailto:info@bendigohealth.org.au)

**Our staff are here to assist and support you and your child.  
Please feel free to ask if you have any questions.**



# young people's healthcare rights

our rights are:

✦ what's best for each of us.

✦ to express our views respectfully, be **HEARD** and have something done about it.

✦ to use, and receive the **BEST** available health care.

✦ to be treated with **RESPECT** in regards to our values, beliefs and culture. we each have the right to be ourselves.

✦ to be with and guided by our **FAMILY**, unless this is against our best interest.

✦ to be **INVOLVED** in making decisions that affect us.

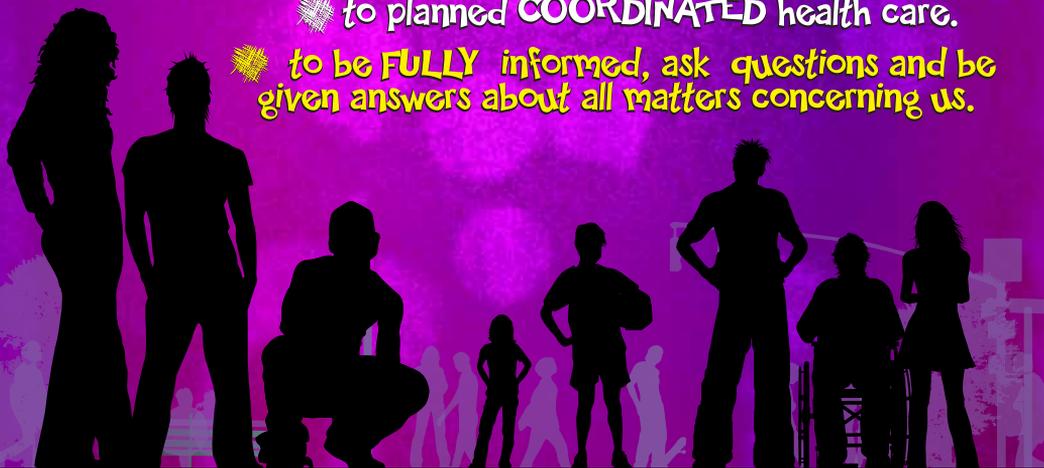
✦ to be **PROTECTED** from harm.

✦ to **PRIVACY**.

✦ to education, rest, play, creative **ACTIVITIES** and recreation.

✦ to planned **COORDINATED** health care.

✦ to be **FULLY** informed, ask questions and be given answers about all matters concerning us.



## be in the know



**For more information scan  
the QR code below or go to:**

[bendigohealth.org.au/ChildrensFaqs/](https://bendigohealth.org.au/ChildrensFaqs/)



