



GUIDE FOR PEDRITIC ICU AND NEONATOLOGY UNIT

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ACCESS AND STAY IN THE ROOM

Our Unit has **an open door policy** with free access for parents. We respect the right of children to be accompanied by their mother and/or father for as long as possible. As long as this is not detrimental to the care of their children, we believe that **parents must be an active part of their children's care**.

If you want to come in, just **ring the bell at the main door**. Frequent exit and entry should be minimized as much as possible, since it interferes with the personnel's work and the patient's comfort. The mother and/or father may enter and stay with their child, after consulting with the Unit's personnel, who will authorize the entrance. The responsibility of the Unit's healthcare personnel is to know which people are inside, so **every time you leave, the Unit's personnel must be notified**.

- ▶ The **morning** routine is the time for inpatient evaluation, scheduled procedures, and the daily cleaning of the Unit. For this reason, **after the inpatient has been fed at 09:00**, parents may be asked to leave the Unit from 09:30 to 11:30 if necessary.
- ▶ During the **night**, one of the parents, either the father or the mother, **may stay next to the patient**. In order to promote nighttime rest, it is recommended to minimize entries and exits from the Unit from 00:00 until 8:00 the next morning.
- ▶ Parents must remain in the pediatric box or at the foot of their child's incubator, if appropriate. **Walking around the Unit is not allowed**.
- ▶ Please do **not touch any monitor, device, or instrument** inside the Unit.
- ▶ Please **mute your mobile phone** as phone calls are not permitted inside the Unit.
- ▶ To preserve the privacy of other patients, during your stay it is **not allowed to make audio and video recordings, listen in to private conversations, or participate in video conferences**. To take photos or recordings of your child, please ask for permission from the healthcare personnel.
- ▶ The Unit is not responsible for the loss or disappearance of personal belongings.





BASIC HYGIENE RULES

In general, **the use of a hospital gown will not be necessary**, but due to the characteristics of the Unit, the highest level of personal hygiene is recommended.

In case of the patient requiring isolation, the healthcare personnel will inform you of the additional measures to be adopted.

- ▶ On your entry to the Unit, you **must wash your hands** with water and soap and then with hydro-alcoholic solution.
- ▶ It is required of you to **wear a surgical mask and shoe covers**.
- ▶ While your child is admitted to the unit, it is mandatory to **remove rings, bracelets, watches** or other accessories before handling your child. Always ask for permission from the nursing personnel as it may not be allowed, or you might be required to wear gloves.
- ▶ Do not remove any of your clothing, including your shoes.
- ▶ **Breastfeeding mothers**, and parents who apply the kangaroo method should wear **buttoned clothing** to facilitate bonding and preserve privacy.
- ▶ **It is not allowed to bring food**. With the exception of water, visitors will not be able to eat or drink in the Unit.
- ▶ You can bring computers, electronic devices that are equipped with headphones, or easy-to-clean games. Stuffed animals are not allowed.

VISITS FROM OTHER FAMILY MEMBERS

During their stay in the Unit, patients can be visited by a maximum of two relatives between the following time:

- ▶ **19:00 to 19:30.**

The visit will be carried out **gradually**: one relative at a time. The Unit's personnel will open the doors at the indicated time (as long as there has not been an unforeseen event that delays or even cancels the possibility of making the visit) and the relative will come in accompanied by one of the legal guardians of the patient. **Fifteen minutes** later, when the personnel indicates it, the exchange will be made with the other relative.

The family members must maintain the entry and hygiene rules of the Unit. Visitors are not allowed to touch the patient.

Visits are only allowed to adults.





MEDICAL INFORMATION

Medical information **will be given exclusively to parents or legal guardians every day**, including holidays, preferably **between 13:30 and 14:00**, so that it is received from the doctor responsible for the patient. However, in case there is any significant change in the health status of your child, we would contact you at the phone number you provided upon admission, or by calling the mother's room if she remains admitted after childbirth.

Remember that the information will be provided solely and exclusively by the medical team of the Unit, and we will only provide information about your child.

FEEDING THE PATIENT

Breastfeeding may be done **at the foot of the incubator**. The schedule for feeding will be determined on an individual basis for the patient by the responsible personnel.

In the Unit we collect expressed breast milk.

The personnel will be in charge of removing the bottle or tray used for each meal, so please do not place them in the nursing control area.



ANY DOUBTS OR QUESTIONS?

Remember that all these rules are established **for the benefit of your children**. For any problem, doubt or suggestion, consult with the healthcare personnel.

