Welcome to American Family Children’s Hospital

Patient and family guide

It is an honor to care for you and your family. We pride ourselves on providing patient and family-centered care.

Your health and safety are our highest priority.

We encourage you to talk with your doctors and nurses if you have any questions about your care or safety as a patient.

This is a snapshot of services available to you and your family.

Visit uwhealth.org/patientguides to see all services and updates available.

Visitation should not be denied on the basis of race, creed, color, national origin, ancestry, religion, gender, gender identity or expression, sexual orientation, marital status, age or disability.

This is a safe and healing environment where everyone is treated with the highest level of respect. Our goal is for you to experience remarkable medicine and remarkable care. We show respect to you in many ways, such as attending to your needs, listening to you, including you in treatment decisions, and addressing you in the way you prefer to be greeted.
Helpful contacts and phone numbers

- Guest Depot / Information ................................................................. (608) 890-8000
- and Ronald McDonald House
- Chaplain and spiritual care .............................................................. (608) 263-8574
- Coordinated Care (social workers, case managers) ......................... (608) 263-8667
- Food and beverages / room service ................................................
  - • MyChart Bedside tablet
  - • Room service app (CBORD Patient)
  - • *FOOD (*3663) on room phone
  - • (608) 265-0202 on mobile device
- Gift shop .......................................................................................... (608) 263-6472
- Housekeeping ...................................................................................... (608) 263-1260
- Pharmacy and medicines .................................................................... (608) 890-7899
- Security .................................................................................................. (608) 890-6211

Stay in touch with friends and loved ones

We understand family and loved ones provide emotional support and comfort to you. We encourage you to stay in touch virtually with friends and loved ones. We are pleased to offer Webex Meet (Virtual Visitor) technology if you do not have a personal device or if you want a secure, private connection that allows your family to be involved in your care. You can access Webex Meet from your MyChart Bedside tablet. Please talk with your nurse.

Please visit uwhealth.org/patientguides for step-by-step instructions on how to access Webex Meet.

Your rights and responsibilities

You will receive care and treatment without discrimination or being treated differently based on age, ancestry, color, creed, disability, filing of a prior civil rights complaint, gender, gender identity or expression, marital status, military status or protected veteran status, national origin, newborn status, parental or familial status, political affiliation, race, religion, sex, sexual orientation, source of payment, or any other characteristic protected by local, state, or federal ordinance, law or regulation.

Patient responsibilities

You can help us provide you with the best possible care by following these responsibilities:

- Follow hospital rules and regulations
- Respect the rights of other patients, families, visitors and staff
- Provide accurate and complete information to your medical team about your health and health care
- Ask for more information if you do not understand your illness or treatment
- Work actively with your caregivers to implement your treatment plan
- Treat health care providers, employees and other patients with respect

Our Patient Relations staff can help you understand our organizational policies. Please call (608) 263-8009 or visit uwhealth.org/patientrights for a complete list of your rights and responsibilities as a patient.
**Primary supports and visitors**
- Two designated primary supports (at least 16 years and older) can be with the patient 24/7.
- Only primary supports may sleep over night at the bedside.
- Other visitors are allowed during hospital visiting hours, 7 am – 9 pm.
- Up to four people may be in the patient room at a time. (This includes primary supports and visitors)

**General guidelines for safety and to prevent spread of infections**
- Clean hands with soap and water or hand sanitizer upon entering and leaving your child’s room.
- Wear a barrier mask over your nose and mouth when you are in your child’s room and when outside of your child’s room. If you do not have a barrier mask, we will provide you with one. You may remove your barrier mask for sleeping, eating and drinking when staff are not present.
- Gowns, gloves and certain masks are for staff use only.
- Primary supports should stay in patient rooms as much as possible and keep the door closed.
- If your child is in isolation, you will need to remain in the room and wear personal protective equipment (gown, gloves and/or specific mask) as directed by staff.

**Hospital maps and finding your way around**
Visit uwhealth.org/patientguides or stop by the Guest Depot (information desk) for hospital maps.

**Your child’s care and care team**
Every day, your child’s care team will discuss your child’s goals, answer questions and confirm next steps in your child’s health care plan, including tests, treatments, medicines, and discharge plans. We want to make sure you understand what is being planned for your child’s care. If we use language you do not understand, please ask us to clarify.

**Keeping your personal belongings safe**
You are welcome to bring personal items with you to make your stay more comfortable. We recommend that you bring only essential items with you. While we certainly try to return lost items to their owners, UW Health is not responsible for replacing lost or misplaced items. For tips how to keep you personal items secure or how to file a lost items report, please talk with your nurse or visit uwhealth.org/patientguides.

**Free wireless internet (WiFi) access**
Connect your smartphone, tablet or laptop to ‘Free WiFi UW Health’

**Television and movies**
Watch cable TV, movies or a relaxation channel. If you would like a listing of TV channels, please ask your nurse.
- 69...Humor Channel
- 73...Relaxation Channel
- 74...C.A.R.E. Channel (Nature)
Our streaming movie service allows you the flexibility to start, pause or stop programming around your schedule. Visit uwhealth.org/patientguides for instructions how to stream movies on your bedside tablet or personal mobile device.

**Comfortable and healing environment**
- A change in position, extra pillows, a warm blanket, hot or cold packs may help your comfort level. Visit us online for pain management or comfort options and ways to pass the time.
- During warmer months, our outdoor patios and rooftop gardens are open daily from 7 am – 8 pm, weather permitting. Please talk with your nurse if you wish to visit. Badge access is required.
- Every surface in your room has been thoroughly cleaned with hospital-grade cleaning products. We also use a UV disinfection robot to make sure your room is germ free—from top to bottom.

**Services to support your child and family**
- **Child Life Specialists** can ease the fear and anxiety with the medical environment and hospitalization. Please ask your nurse to page Child Life for support.
- **Gift shops** can deliver personal care items to your child’s room.
- **Lactation rooms** and breast milk storage are available on each floor. (Please bring own supplies)

For scheduled program events that are currently available, please see our events calendar posted outside playrooms/lounges and on your MyChart Bedside Tablet. For a list of special services, please visit uwhealth.org/patientguides.

*During your child’s hospital stay please use the call light to talk with hospital staff*
Room service menu

Patients may order room service:

1. On your MyChart Bedside tablet
   • Click on the Let's Eat icon on the home screen
   • Select your menu items
   • Click “add to tray” for each item
   • Click “view tray” and confirm the delivery time
   • Click “place order”

2. Call
   • *FOOD (*3663) on room phone
   • (608) 265-0202 on your mobile device

3. Our room service app (CBORD Patient)
   • Scan QR codes to download the app to your mobile device
   • Use facility ID uwh53792 when placing your order

• If your child has been prescribed a special diet, we will help you with your selections
• Your child’s meal will be prepared and delivered to your room within an hour or you may have it delivered at a specific time around scheduled treatments or therapies
• Baby foods and pureed foods are available upon request

Primary supports may order room service:

• Select one main course, two side orders, beverage and dessert/fruit
• To place order, call *FOOD (*3663) on room phone or (608) 265-0202 on your mobile device
• $8. Cash and credit cards are accepted

Order breakfast 6:30–9:30 am • Lunch and dinner 11 am–2 pm and 3:30–7 pm

• Clean hands before removing barrier mask and after eating.
• Consume food and beverages in your child’s room.
• Refrain from eating and replace barrier mask when staff are in the room.

To prevent foodborne illness, eggs and meat are thoroughly cooked.
Breakfast (available 6:30–9:30 am)

Hearty hot cereal
Select from oatmeal, cream of wheat or cream of rice and served with your choice of berry compote or walnuts

Cold cereal
Cheerios®, Corn Flakes®, Honey Nut Cheerios®, Rice Chex®, Rice Krispies®, Shredded Wheat®

Scrambled eggs
Fluffy scrambled eggs

Breakfast sandwich
Toasted English muffin topped with one egg and your choice of ham, bacon, turkey sausage and/or cheese

Omelet
Select from a veggie, ham and cheese or cheese omelet and add your choice of green bell peppers, onions, tomatoes, mushrooms or spinach

French toast
French toast, made with wheat or white bread

Mixed berry crêpes
Two crêpes filled with warm berry compote

Pancake
A fluffy buttermilk or blueberry pancake

Fruit and yogurt parfait
Layers of vanilla Greek yogurt and fruit, and granola served on the side (contains nuts)

Breakfast sides (available 6:30–9:30 am)
Turkey sausage patty
Bacon
Pork sausage links
Hard-boiled egg
Hash browns
Toast (whole-wheat, white, rice, cinnamon raisin)
English muffin
Bagel (plain, cinnamon raisin)
Mini muffin (blueberry, apple-bran)
Greek yogurt (blueberry, strawberry, vanilla)
Yogurt (strawberry)

Fruits (available all day)
Apple (whole or sliced)
Applesauce
Banana
Grapes
Orange
Fresh fruit cup
Fruit cups (mandarin oranges, peaches, pears, prunes, fruit cocktail)
Fruit of the month
Raisins
Cantaloupe
Pineapple
Lunch and dinner (complete your meal by adding a vegetable and fruit)

Sloppy Joe
Slow-cooked blend of ground beef and ground turkey in a rich tomato sauce, served with or without a bun

Meatloaf 🍚
Ground beef seasoned with herbs

Macaroni and cheese 🍚
Creamy house-made macaroni and cheese

Tuna noodle casserole
Tender egg noodles with tuna, peas, mushrooms and cheddar in cream sauce

Beef stew
Slow-cooked beef, peas, carrots and potatoes in brown gravy. Top with puff pastry (optional)

Carved roast turkey 🍚
Oven-roasted turkey breast

Chicken pot pie
Chicken and vegetables in a creamy sauce topped with puff pastry

PB and B 🍚
Peanut butter and banana sandwich (The classic peanut butter and jelly is also available)

Taco
One taco (chicken, ground beef, whitefish or bean 🍚) served with your choice of lettuce, diced tomato, cheese and/or guacamole

Chicken fingers
Oven baked chicken tenders

Baked cod 🍚
Lightly seasoned baked cod

Spaghetti
Spaghetti served with your choice of meat sauce, marinara sauce 🍚 or primavera marinara 🍚

Cheese lasagna 🍚
Layered lasagna noodles, marinara tomato sauce and mozzarella cheese. Sauce optional: marinara, meat or primavera marinara

Grilled chicken breast
Grilled chicken breast 🍚 with your choice of lettuce, tomato, onion and cheese served with or without a bun

Burgers
Select a beef, turkey, salmon or black bean burger 🍚 with your choice of lettuce, tomato, onion and cheese, served on a bun

Hot dog
All beef hot dog served on a bun with your choice of ketchup, mustard or pickle relish

Asian salad
Grilled chicken or tofu 🍚 with mixed pea pods, red bell pepper, cabbage, lettuce, wontons, cilantro, with sesame ginger dressing

Caesar salad
Romaine lettuce, Parmesan cheese, croutons, tomato, served with grilled chicken breast (optional)

Quesadilla
Cheese 🍚, bean and cheese 🍚, beef and cheese, or chicken and cheese with lettuce, diced tomato and guacamole on the side

Build your own sandwich
Chicken salad, egg salad 🍚, ham, roast beef, tuna salad, turkey, cheese, grilled cheese 🍚

Sweet Thai stir-fry
Stir-fried vegetables served with your choice of chicken, beef or tofu 🍚 on a bed of rice with a sweet and tangy sauce

Pizza
Start with a delicious flat bread with pizza sauce and add your favorite toppings. Gluten free crust available upon request. (Sausage, pepperoni, ham, chicken, cheese, fresh mozzarella, green peppers, mushrooms, onions, pineapple, tomato or spinach)

Soup of the day
Broth (beef 🍚, chicken 🍚, vegetable 🍚)
**Snacks (available all day) (also check fruits and vegetables lists)**

<table>
<thead>
<tr>
<th>Vegetarian</th>
<th>No added gluten</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cheese and crackers</td>
<td>Cheese and crackers</td>
</tr>
<tr>
<td>Chips (Sunchips®, baked potato chips)</td>
<td>Chips (Sunchips®, baked potato chips)</td>
</tr>
<tr>
<td>Cottage cheese</td>
<td>Cottage cheese</td>
</tr>
<tr>
<td>Fruit leather</td>
<td>Fruit leather</td>
</tr>
<tr>
<td>Graham crackers</td>
<td>Graham crackers</td>
</tr>
<tr>
<td>Granola bar</td>
<td>Granola bar</td>
</tr>
<tr>
<td>Greek yogurt, (blueberry, strawberry, vanilla)</td>
<td>Greek yogurt, (blueberry, strawberry, vanilla)</td>
</tr>
<tr>
<td>Yogurt (strawberry)</td>
<td>Yogurt (strawberry)</td>
</tr>
<tr>
<td>Hard-boiled egg</td>
<td>Hard-boiled egg</td>
</tr>
<tr>
<td>Popcorn</td>
<td>Popcorn</td>
</tr>
<tr>
<td>String cheese</td>
<td>String cheese</td>
</tr>
<tr>
<td>Raw vegetables with hummus or ranch dip</td>
<td>Raw vegetables with hummus or ranch dip</td>
</tr>
<tr>
<td>Bagel (plain, cinnamon raisin)</td>
<td>Bagel (plain, cinnamon raisin)</td>
</tr>
<tr>
<td>Mini muffin (blueberry, apple bran)</td>
<td>Mini muffin (blueberry, apple bran)</td>
</tr>
<tr>
<td>Toast (whole-wheat, white, rice)</td>
<td>Toast (whole-wheat, white, rice)</td>
</tr>
<tr>
<td>English muffin</td>
<td>English muffin</td>
</tr>
<tr>
<td>Banana bread</td>
<td>Banana bread</td>
</tr>
<tr>
<td>Angel food cake</td>
<td>Angel food cake</td>
</tr>
<tr>
<td>Cookie (chocolate chip, cranberry oatmeal, sugar)</td>
<td>Cookie (chocolate chip, cranberry oatmeal, sugar)</td>
</tr>
<tr>
<td>Cheesecake (plain or with chocolate sauce)</td>
<td>Cheesecake (plain or with chocolate sauce)</td>
</tr>
<tr>
<td>Frozen desserts</td>
<td>Frozen desserts</td>
</tr>
<tr>
<td>Frozen yogurt</td>
<td>Frozen yogurt</td>
</tr>
<tr>
<td>Sherbet (raspberry, orange)</td>
<td>Sherbet (raspberry, orange)</td>
</tr>
<tr>
<td>Milkshake (vanilla, chocolate)</td>
<td>Milkshake (vanilla, chocolate)</td>
</tr>
<tr>
<td>Popsicle (regular, sugar-free)</td>
<td>Popsicle (regular, sugar-free)</td>
</tr>
<tr>
<td>Fruit ice (orange, cherry)</td>
<td>Fruit ice (orange, cherry)</td>
</tr>
</tbody>
</table>

**Beverages (available all day)**

<table>
<thead>
<tr>
<th>Vegetarian</th>
<th>No added gluten</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hot beverages</td>
<td>Hot beverages</td>
</tr>
<tr>
<td>Hot chocolate (regular, sugar-free)</td>
<td>Hot chocolate (regular, sugar-free)</td>
</tr>
<tr>
<td>Tea (black, decaf black, green, herbal)</td>
<td>Tea (black, decaf black, green, herbal)</td>
</tr>
<tr>
<td>Juices</td>
<td>Juices</td>
</tr>
<tr>
<td>Orange</td>
<td>Orange</td>
</tr>
<tr>
<td>Apple</td>
<td>Apple</td>
</tr>
<tr>
<td>Cranberry</td>
<td>Cranberry</td>
</tr>
<tr>
<td>Grape</td>
<td>Grape</td>
</tr>
<tr>
<td>Prune</td>
<td>Prune</td>
</tr>
<tr>
<td>V8® vegetable (low-sodium)</td>
<td>V8® vegetable (low-sodium)</td>
</tr>
<tr>
<td>Cold beverages</td>
<td>Cold beverages</td>
</tr>
<tr>
<td>Water</td>
<td>Water</td>
</tr>
<tr>
<td>Sparkling water (lime watermelon, blueberry pomegranate)</td>
<td>Sparkling water (lime watermelon, blueberry pomegranate)</td>
</tr>
<tr>
<td>Unsweetened iced tea (regular, decaffeinated)</td>
<td>Unsweetened iced tea (regular, decaffeinated)</td>
</tr>
<tr>
<td>Lemonade (sugar-free)</td>
<td>Lemonade (sugar-free)</td>
</tr>
<tr>
<td>Powerade Zero® (fruit punch, mixed berry)</td>
<td>Powerade Zero® (fruit punch, mixed berry)</td>
</tr>
<tr>
<td>Milk</td>
<td>Milk</td>
</tr>
<tr>
<td>Dairy milk (skim, 1%, 2%, whole, chocolate)</td>
<td>Dairy milk (skim, 1%, 2%, whole, chocolate)</td>
</tr>
<tr>
<td>Lactose-free milk (skim)</td>
<td>Lactose-free milk (skim)</td>
</tr>
<tr>
<td>Non-dairy milk (rice, almond, soy)</td>
<td>Non-dairy milk (rice, almond, soy)</td>
</tr>
</tbody>
</table>

**Remember to clean hands before eating.**
Language accessibility and nondiscrimination at UW Health

**English**
ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-608-262-9000 (TTY: 711).

UW Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

Hmoob (Hmong)


Lub chaw ua hau jwm no yeej ua raws li txhua yam kev cai lij chao uis tiv thav tib neeg txoj cai thib yuav tsis pub muaev kev cis pub pawg los yoj txww kev kev cuam rau ib tib neeg twg xim nws yoj haiv neeg txawj, muaev cev nqaij daim. 1-608-262-9000 (TTY: 711).

Deutsch (German)


UW Health erfüllt die geltenden amerikanischen Bürgerrechtsgesetze und nimmt keinerlei Diskriminierung bezüglich Rasse, Hautfarbe, Nationalität, Alter, Behinderung oder Geschlecht vor.

Русский (Russian)


UW Health соблюдает действующее федеральное законодательство в области защиты прав человека и не допускает дискриминации по таким признакам, как раса, цвет кожи, национальность, возраст, ограниченные возможности или пол.

Tiếng Việt (Vietnamese)


UW Health tuân thủ các luật về quyền công dân Liên Bang được áp dụng và không phân biệt đối xử trên cơ sở chủng tộc, màu da, nguồn gốc quốc gia, tuổi tác, khuyết tật, hoặc giới tính.

ภาษาลาว (Lao)

บริการบริการที่มีสิทธิ์ตามกฎหมายสิทธิพลเมืองไม่ได้รับการคัดค้านโดยผู้มีสิทธิ์ ผู้ต้องการบริการที่มีสิทธิ์ตามกฎหมายสิทธิพลเมืองไม่ได้รับการคัดค้านโดยผู้มีสิทธิ์ 1-608-262-9000 (TTY: 711).

 والذيจำเป็นในการให้บริการลูกค้าที่มีสิทธิ์ตามกฎหมายสิทธิพลเมืองไม่ได้รับการคัดค้านโดยผู้มีสิทธิ์ 1-608-262-9000 (TTY: 711).

Polski (Polish)


UW Health zapewnia zgodność z obowiązującymi federalnymi prawnami obywatelskimi i nie dopuszcza się dyskryminacji ze względu na rasę, kolor skóry, pochodzenie narodowe, wiek, niepełnosprawność lub płeć.

Shqip (Albanian)


*UW Health* vepron në përpjehje me ligjet e zbatueshme federale të të drejtave civile në fuqi dhe nuk diskriminon në bazë të rastës, ngjyrës, originës kombatëre, moshës, atësisë me së kufizuar apo gijnisë.