

Welcome to Boston Children's Hospital



Whether your visit is planned or unexpected, your first time walking through our doors or your fiftieth, we are grateful that you have chosen to put your trust in us. We are here to help.

On behalf of all of us at Boston Children's, please know that we are here for you. Your safety, health, and well-being is our top priority.

Warmest regards,

A handwritten signature in blue ink, appearing to read "Kevin Churchwell".

Kevin Churchwell, MD
President and CEO

The safety of our patients, families and staff is our priority

Here's how you can help:



Speak up for safety. As our partners for safety, we encourage you to let a team member know any concerns you may have.



Wash your hands with soap and water or use Purell frequently.



Follow hospital masking guidelines and wear a hospital provided mask when and where asked.



Make sure the patient has their identification bracelet with them at all times.



Respect our requests for a Distraction Free Zone to improve safety of our patients during medication administration, procedures, and shift changes.



Parents/guardians/visitors of patients with contagious illnesses (COVID-19, flu, norovirus, etc.) **may be asked to follow special precautions.**



Wear a parent/guardian/visitor identification badge at all times.

After your visit or stay at Boston Children's, you may receive a survey about your experience. Your feedback is important and we hope to hear from you.

Patient, Family and Visitor Code of Conduct



At Boston Children's, our core values of kindness, respect, inclusivity, and teamwork are at the heart of everything we do. We expect all our staff, patients, families, and visitors to follow this code of conduct to support a safe and respectful environment for all:

NO disrespectful, aggressive, abusive, or violent behaviors including:

- Offensive or discriminatory comments about personal traits or identities
- Yelling, swearing, physical, or verbal threats
- Sexual or vulgar words or actions
- Refusing care based on personal traits or identities

NO purposeful disruption or obstruction of a patient's care or experience

NO photos, videos, or recordings without permission from staff

NO weapons or firearms

NO illegal drugs, marijuana, or alcohol

NO smoking, vaping, or use of tobacco products

If you violate these expected behaviors or pose a safety concern, we may:

- Call security and/or law enforcement
- Ask you to leave the patient care area or the facility

If you witness or are the target of any of these behaviors, please tell a staff member immediately.

Español



Português



Haitian
Creole



عربي



中国人



Your Visit to the Boston Children's Emergency Department



Your Care and Well-Being

We want to help you be as comfortable as possible. Please ask a member of your care team about things that you need to take care of yourself. This may include things like:

- A blanket
- Food and drink
- An activity to pass the time
- Access to a phone charger

Interpreter Services

If English isn't your primary language, Interpreter Services are available to help communicate your needs and understand information about your/your child's medical care.

A member of our staff can help arrange for an interpreter.

Breastfeeding Parents

Boston Children's Hospital supports breastfeeding/chest-feeding and the use of Human Milk. You are welcome to feed your baby while you are in our Emergency Department.

We are happy to provide privacy for feeding and pumping milk. We offer breast pumps for use and can help with proper storage of breast milk as well.

Patient and Family Resources

Tips from Boston Children's patient and family advisors

- As an expert on yourself/your child, you are an important member of the care team. Sharing information and asking questions are welcome.
- If you need to step away briefly a care team member will stay with the patient.
- If you have parked in our patient garage or used our valet services, validate your parking ticket before you leave to get a reduced daily parking or valet rate.
- Sign up for the MyChildren's patient portal to manage care at Boston Children's.
- Boston Children's offers free WiFi. The network is chbguest. No password is needed.
- Before you leave the Emergency Department, make sure that you understand completely what care will be needed after you leave, including care needed at home and follow up appointments with your doctor.
- Ask questions until you have the answers you need.

Documents and Information

- Patient, Family, and Visitor Code of Conduct
- Rights and Responsibilities for Patients, Patient Representatives and Families
- Notice of Privacy Practices
- Designated Caregiver
- Health Care Proxy
- Medical Information Release Form



You may access forms and information about your visit/stay at bostonchildrens.org/legal, or request a printed copy at any time.

