

MSICU

MEDICAL/SURGICAL INTENSIVE CARE UNIT



WELCOME BOOKLET

617-355-8077

MSICU Map and Contact Information

THE PHONE NUMBER FOR THE MSICU IS: 617-355-8077
BELOW IS THE LONGWOOD CAMPUS HOSPITAL MAP

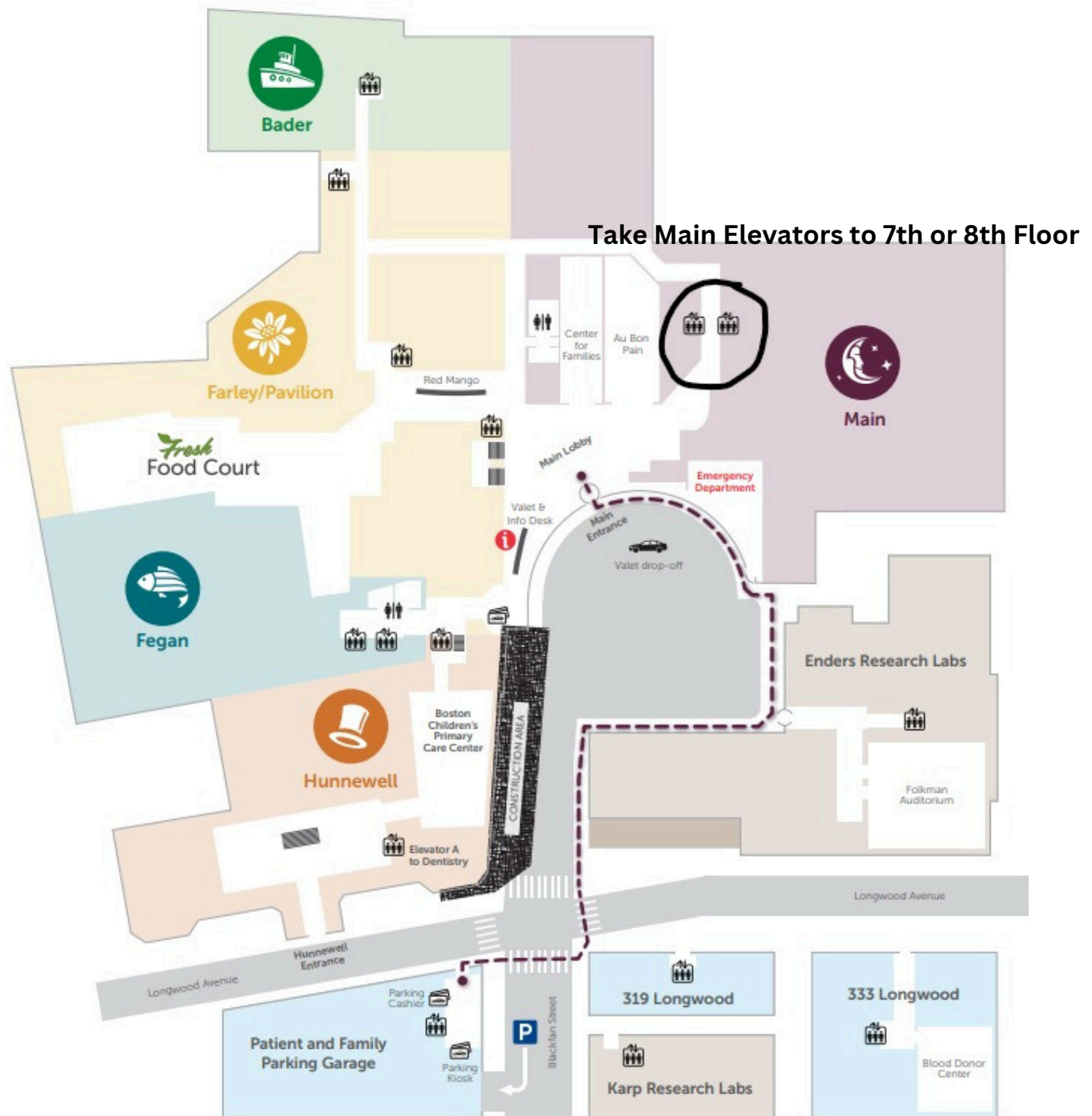


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Tab 1: MSICU Basics and Expectations

Checking in

To ensure the privacy and security of all our patients, we ask that you stop at the MSICU front desk each time you visit if you are bringing guests or additional family members. The Patient Experience Representative at the front desk will check your parent ID badge and let your child's nurse know you are here. Parents / Guardians will be given a special badge at the ID Badge office and do not need to check in at the front desk.

Visitors and Siblings

Parents/guardians and siblings are welcome to visit in the Medical/Surgical Critical Care Unit 24 hours a day, 1 parent or guardian is allowed to stay the night at the bedside. We ask that you wear a parent ID badge, which you may obtain downstairs in the main lobby at the front. Siblings of any age are welcome. For all others, visiting hours are from noon – 8 p.m. Please allow two visitors.

Visitor Badge Office

The Photo ID Room is located in the Main Lobby of the hospital next to the information desk. Families can pick up visitor ID's at the ID Badge office located next to the Information Desk in the Main Lobby. If the ID badge office is closed, you will receive a temporary badge from the information desk. **Hours of Operation: Monday-Friday: 8am-3:45pm Weekends/Holidays: 10:30am-3:45pm**

Food

For Infection control reasons, visitors are NOT permitted to eat food in the bed space.

Drinks are allowed. There is a dining area in the Family Waiting Room. You may store your food (labeled with your name and date) in the Family Waiting Room refrigerator.

Breastfeeding mothers are welcome to order a tray from the Boston Children's inpatient menu and eat in the Family Waiting Room.

Red Zone

To provide a safe environment for all of our patients, we ask for a distraction-free time between 6:45 – 7:45 a.m. and 6:45 – 7:45 p.m. This time allows us to give reports, double-check medications and provide the safest care possible for all of our patients.

Tab 1: MSICU Basics and Expectations

Multidisciplinary Team

We have several specialized support staff available to help navigate resources during your hospital stay. Please ask your nurse or the Patient Experience Representative at the front desk to help connect you with a Social Worker, Child Life Specialist or a member of the Chaplaincy. Resources they can help with include: meal vouchers, parking, places to stay and much more.

Family Lounge

Families and guests are welcome to use the Family Waiting Room. You will find a television, a refrigerator and a microwave in this room.

Cell Phones

There is a black phone located at each of the bed spaces for parents to use. Directions on how to call out and listen to your voicemail messages are located on the phones.

Personal Belongings

We encourage you to bring in stuffed animals, blankets, music boxes or pictures for your child. Please label all personal property with your child's name to prevent items from being misplaced.

Restrooms and Showers

Visitor restrooms are available across from the Family Waiting Room. There is a shower in the MSICU family waiting room on 8 Berthiaume. You can check in with the front desk to see if it's available.

Safety

Flowers, food, and latex balloons are not permitted at the bedside. **Videotaping and photography of staff caring for your child is not permitted.**

Taking a Break

The Hale Center for Families is located in the main lobby and offers many resources for families in a welcoming, quiet atmosphere. The Interfaith Chapel is located on the 1st floor of the Hale building. It is open 24 hours a day and offers a peaceful and comforting place for quiet reflection or prayer.

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



Kreyòl
ayisyen



عربي



中文



Tab 2: MSICU Care Team

Daily Schedule for MSICU Medical Team

6:30 am-7:30 am: Team 3 Surgical Rounds

8:15 am-8:30 am: Unit Bed-control Rounds (Card Flip Rounds)

8:30am-10:30am/11am: Teams 1, 2, & 4 Medical/Surgical Rounds

8:15 pm-8:30 pm: Unit Bed-control Rounds (Card Flip Rounds)

9:00 pm: Evening Rounds

Card Flip Rounds

Card Flip or Morning Report occurs daily at 8:15 am and 8:15 pm. This is a time for the four MSICU teams to come together and go over the patient census for that day on the unit. They will also discuss any patients who may be transferred from the MSICU to an inpatient floor or new patients coming to the MSICU.

Medical Rounds

The MSICU has multidisciplinary rounds every day for each patient. During this time, the medical teams discuss your child's status and develop a plan of care to meet the needs of your child. Parents/Guardians are welcome to attend rounds. Once the team has completed rounds on all their patients, a medical team member will check back in with you and allow time for questions and further discussions.

Evening Rounds

The MSICU has a separate evening team of doctors. This team of doctors rounds in a focused manner to address specific concerns about a patient's evening medical management. Unlike morning rounds, evening rounds are brief. Parents are welcome to listen in.

Staff Rotation

Throughout your child's stay, there will be many caregivers who will be taking care of your child. There is a picture wall by the Patient Experience Representative front desk where you can see the physician care team for the day as well as the MSICU Leadership Structure. The Service Week for attendings is 7 days long, beginning on Thursday and ending on the following Wednesday.

Tab 2: MSICU Care Team

DESCRIPTION OF MSICU TEAM ROLES

Attendings: Also known as Intensivists; doctors who are specially trained in the care and treatment of critically ill patients.

Surgical Attendings: Surgeons who oversee the care plan of a patient who is expecting or has had a complex surgery.

Advanced Practice Providers: Specially trained personnel with advanced degrees who work closely with the intensivists and attendings on clinical care.

Fellows, Interns, Residents: Doctors who have graduated from medical school and are continuing their medical education to specialize in a particular area of the hospital.

Charge Nurses: The Charge Nurse is present for a 12 hour shift and oversees all of the bedside nurses. The Charge Nurse is part of the Code Team, manages bed assignments for new patients, and is the point person for the nurses on duty during that shift.

Registered Nurses: Provides and holds ultimate responsibility for nursing care for patients and their families in the MSICU. These responsibilities include patient assessment, planning, implementation and evaluation for the patients in the MSICU. The nurse attends to the full range of human experiences and responses to health and illness.

Clinical Assistants (CA): Critical members of the care team in the MSICU. CAs work closely with the registered nurse assisting patients and families by supporting personal hygiene and daily living needs; providing comfort, transportation, and vital sign monitoring.

Clinical Nurse Specialists (CNS): A specially trained nurse who works with the ICU team, especially the bedside nurses, to maintain high quality patient care. The CNS's are clinical experts in pediatric critical care and also work with the patients and their families as a teacher and care provider. Unit based CNS's work with the ICU team to assist with providing quality patient care. They round with the medical teams in the morning and are available to provide support to the bedside nurse. Some of the areas in which they are especially helpful include skin care issues, central line care, and medication and pain control issues, and more.

Tab 2: MSICU Care Team

DESCRIPTION OF MSICU TEAM ROLES

Pharmacists: The role of the Pharmacist is to promote safe and effective medication therapy for all patients. They work with each team on the MSICU to decide the best medication to use based on the patient's individual needs.

Respiratory Therapists: ICU Specialists who are trained in caring for patients who have an array of breathing insufficiencies or need ventilator support.

ECMO Specialists: A Respiratory Therapist who specializes in caring for patients who require mechanical circulatory support (heart-lung machine). This therapist will provide constant care of any patient requiring ECMO.

Social Workers: Licensed professional dedicated to integrating the social and psychological needs of patients and families with their health care while they are in the hospital.

Case Managers: The case manager is a nurse who assists in the identification, planning and coordination of all services/resources necessary for patients to be discharged home safely or transition to other health care facilities. This is accomplished through a team approach by direct communication and coordination with the family, health care members and insurance.

Child Life Specialists: Enhance patients' emotional, social and cognitive growth during a hospital stay, giving special consideration to each child's family, culture, and stage of development. They can provide play opportunities to patients to help patients feel safer, express themselves and offer some control over the environment. They use developmental interventions and activities to help patients and families adjust to and understand the hospital and their medical situation including coping support during potentially painful or stressful procedures. They also provide sibling support for siblings near and far.

Speech-Language Pathologists/Augmentative Communication Program: Provides bedside assessment and intervention to enhance patients' communication during hospital admissions. Pending a bedside assessment, Augmentative and Alternative Communication (AAC) tools and strategies may be provided to enhance communication with staff, family, and loved ones.

Pastoral Care Staff: Hospital clergymen and women of varying denominations who provide religious support and counseling to patients and families both through visits to the patient's room as well as participation in religious practices.

Tab 2: MSICU Care Team

MSICU CLINICAL LEADERSHIP TEAM



NILESH MEHTA, MD
CHIEF, CRITICAL CARE



MONICA KLEINMAN, MD
*CHIEF SAFETY OFFICER,
PROGRAM FOR PATIENT SAFETY
& QUALITY*



SALLY VITALI, MD
MSICU MEDICAL DIRECTOR



YOUYANG YANG, MD,
MHQS
*DIRECTOR OF QUALITY AND
SAFETY, MSICU*



PATTY HICKEY, PHD, MBA, RN,
NEA-BC, FAAN
*VICE PRESIDENT & ACNO,
CARDIOVASCULAR & CRITICAL
CARE SERVICES*



MARY O'BRIEN, MHA/MSN,
CCRN, NE-BC
*SENIOR DIRECTOR OF NURSING
AND PATIENT SERVICES*



KATE BECLA, RN, MSN, CCRN
CLINICAL COORDINATOR



HEATHER KENNEDY, RN, MSN,
CCRN
CLINICAL COORDINATOR



MARY-JEANNE MANNING
APRN, MSN, PNP-BC, CCRN
CLINICAL RN SPECIALIST



LISA BRUSCHI,
MSN, RN, CCRN
CLINICAL PRACTICE EXPERT



JESSICA SALEEBA,
MSN, RN, CCRN
CLINICAL PRACTICE EXPERT

Tab 2: MSICU Care Team

MSICU ATTENDING PHYSICIANS



**BEN ALBERT, MD,
MPH**



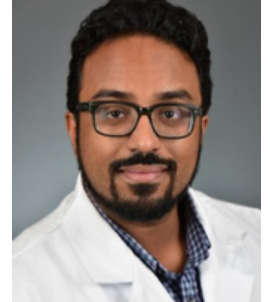
**JENNIFER
BLUMENTHAL, MD**



JEFFREY P. BURNS, MD, MPH



DAVID CASAVANT, MD



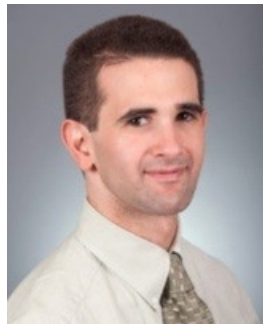
DENNIS DANIEL, MD



**MELODY DUVAL, MD,
PHD**



**CHINYERE EGBUTA,
MD**



ALON GEVA, MD, MPH



**LAUREN GILBERT,
MD, MPH**



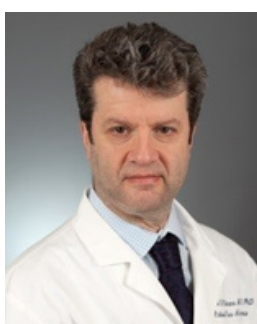
**ROBERT J. GRAHAM,
MD**



**SHAWN JACKSON, MD,
PHD**



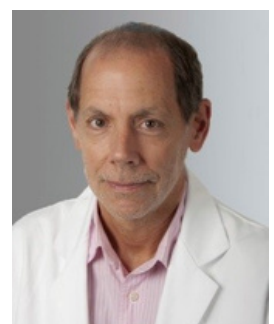
**DAVID B. KANTOR, MD,
PHD**



**DANIEL KOHANE, MD,
PHD**



**KATE MADDEN, MD,
MMSc**



**THOMAS MANCUSO,
MD**



ENID MARTINEZ, MD



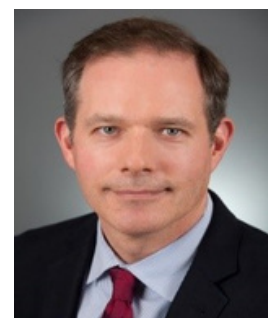
**MICHAEL MCMANUS,
MD, MPH**



JILL O'HARA, MD



JENNIFER PEREZ, MD



GREGORY PRIEBE, MD

Tab 2: MSICU Care Team

MSICU ATTENDING PHYSICIANS



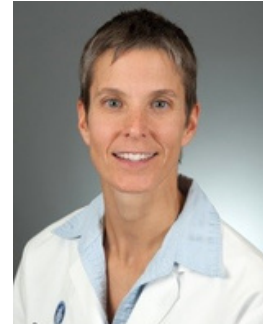
ADRIENNE RANDOLPH, MD, MSC



SANGEETHA RAO, MD



JORDAN RETTIG, MD



AMY SANDERSON, MD



AARON SPICER, MD, MAS



ROBERT D. TRUOG, MD



MEREDITH VAN DER VELDEN, MD



PETER WEINSTOCK, MD, PHD



TRACI WOLBRINK, MD, MPH

SURGICAL ATTENDINGS



CHRISTOPHER WELDON, MD, PHD



FAROKH DEMEHRI, MD



BELINDA DICKIE, MD, PHD



JILL ZALIECKAS, MD, MPH

Tab 2: MSICU Care Team

THIRD-YEAR FELLOWS



LENA SALEH, MD

Chief Fellow

RESIDENCY: CHILDREN'S
NATIONAL HOSPITAL
WASHINGTON, DC



ZACHARY WINTHROP, MD

Chief Fellow

RESIDENCY: BOSTON
COMBINED RESIDENCY
PROGRAM



JASON KERSTEIN, MD

PEDIATRICS RESIDENCY:
CHILDREN'S HOSPITAL OF
PITTSBURGH

CARDIOLOGY FELLOWSHIP:
BOSTON CHILDREN'S
HOSPITAL



**NIBRAS EL SHERIF, MBBS,
MD**

PEDIATRICS RESIDENCY:
MAYO CLINIC SCHOOL OF
GRADUATE MEDICAL
EDUCATION

CARDIOLOGY FELLOWSHIP:
MAYO CLINIC SCHOOL OF
GRADUATE MEDICAL
EDUCATION



KEVIN MORRISON, MD

Co-Senior Fellow for Procedures

RESIDENCY: MCGRAW
MEDICAL CENTER OF
NORTHWESTERN UNIVERSITY



MEERA SAGO, MD

Co-Senior Fellow for Procedures

PEDIATRIC NEUROLOGY
RESIDENCY: BOSTON
COMBINED RESIDENCY
PROGRAM CHILD

NEUROLOGY RESIDENCY:
BOSTON CHILDREN'S
HOSPITAL

Tab 2: MSICU Care Team

SECOND-YEAR FELLOWS



CARL BRITTO, MBBS, PHD
Senior Fellow for Research/EBM
*PEDIATRICS RESIDENCY:
BOSTON COMBINED
RESIDENCY PROGRAM*



**JACLYN MARRINAN, MD,
MSC**
*PEDIATRICS RESIDENCY:
BOSTON COMBINED
RESIDENCY PROGRAM*



RUTH RIEDL, MD
Senior Fellow for Education
*PEDIATRICS RESIDENCY: BAYLOR
COLLEGE OF MEDICINE/TEXAS
CHILDREN'S HOSPITAL*



KATHERINE ROSENGARD, MD, MBA
Senior Fellow for Operations/Quality
Improvement
*PEDIATRICS RESIDENCY: BOSTON
COMBINED RESIDENCY PROGRAM*

SURGICAL CRITICAL CARE FELLOWS



WILLIAM LAW, MD



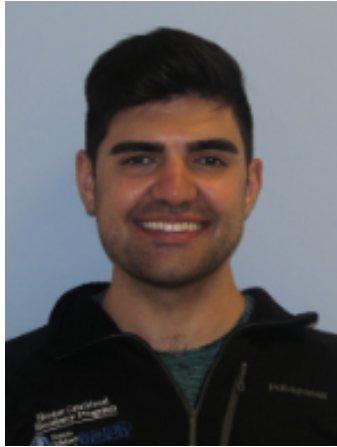
**EMILY SCHUMANN,
MD**



**ASHLEY STOECKEL,
MD**

Tab 2: MSICU Care Team

FIRST-YEAR FELLOWS



FARAZ ALIZADEH, MD
*RESIDENCY: BOSTON COMBINED
RESIDENCY PROGRAM
CARDIOLOGY FELLOWSHIP: BOSTON
CHILDREN'S HOSPITAL*



KYLIE CULLEY, MD
RESIDENCY: INDIANNA UNIVERSITY



ADITYA KALLURI, MD, PhD
*RESIDENCY: BOSTON COMBINED
RESIDENCY PROGRAM*



KATHERINE KUPPERSMITH, MD
*RESIDENCY: NORTHWESTERN UNIVERSITY FEINBERG
SCHOOL OF MEDICINE/ LURIE CHILDREN'S HOSPITAL*



KATHERINE MELINK, MD
RESIDENCY: CINCINNATI CHILDREN'S HOSPITAL

Tab 2: MSICU Care Team

MSICU ADVANCED PRACTICED PROVIDERS AND HOSPITAL PHYSICIANS



MEGAN ADELSTEIN,
MSN, RN, CPNP



KIM AGRESTA, MSN,
RN, CPNP



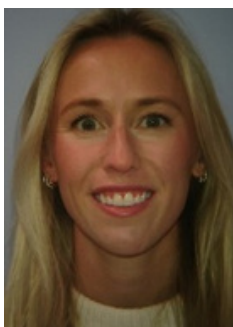
JOE ALLARIO, PNP,
AC/PC



QUINN ASHER, MD
HOSPITAL PHYSICIAN



NITI BIDJA, PA-C



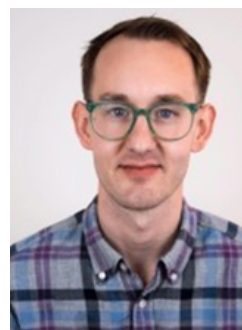
CAROLINE BIEHL,
MSN, RN, CPNP-AC



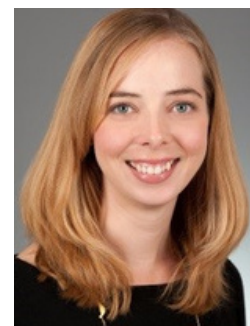
ANNA BRADSHAW,
MSN, RN, FNP-BC,
AGACNP



**MARY (MILLY)
BRUGGER, MSN, RN,**
CPNP



NICK DAVIDSON, DNP,
PNP-AC



EMILY HAMILTON, DNP,
NP-C, CCRN
LEAD NURSE PRACTITIONER



LISA KEELER, MSN,
RN, CPNP-AC



MARILYN KIOKO, MD
HOSPITAL PHYSICIAN



KERRIN MACLEOD,
MSN, RN, FNP-C



LIZA MARTELL, MSN,
RN, CPNP-AC/PC



RACHAEL O'KEEFE,
MSN, FNP-BC, CPN

Tab 2: MSICU Care Team

MSICU ADVANCED PRACTICE PROVIDERS AND HOSPITAL PHYSICIANS



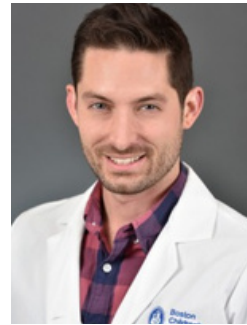
YEMI OKUNSEINDE, MD
HOSPITAL PHYSICIAN



LORA ROBERTSON,
MMSc, PA-C



**KATIE ROY, DNP, RN, CPNP-
AC, FNP-BC**
LEAD NURSE PRACTITIONER



ETHAN PAUL SCHULER,
DNP, RN, CPNP- AC/PC



MELISSA SCHULZ,
MSN, RN, CPNP-AC



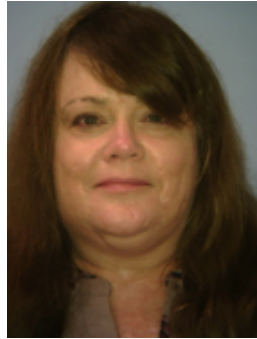
COLBY YOUNG, PA-C

Tab 2: MSICU Care Team

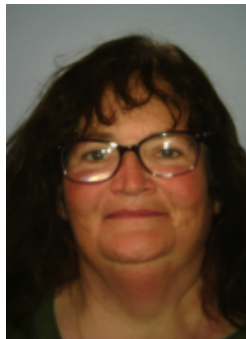
MSICU MULTIDISCIPLINARY STAFF



**MAE EDWARDS, MA,
CCLS**
CHILD LIFE SPECIALIST



**THERESA FALLON, RN,
BSN**
CASE MANAGER



**DAWN FISANTE, RN,
BSN, CCM**
CASE MANAGER



**KELSEY HODGE, RD,
LDN, CNSC**
*CLINICAL NUTRITION
SPECIALIST II*



**SEERAT KAPOOR,
PharmD**
*CLINICAL PHARMACIST,
ICU*



**MEGHAN KEENAN MS,
RD, LDN, CNSC**
*CLINICAL NUTRITION
SPECIALIST I*



**KERRIANN KELLEHER,
MSW, LICSW**
SOCIAL WORKER



**JULIE O'MELIA, MSW,
LICSW**
SOCIAL WORKER



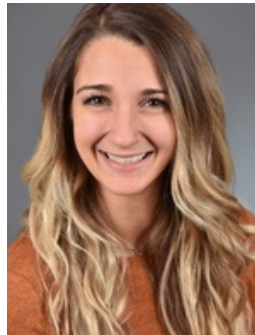
**ABIGAIL ROMANSKI,
BA, CCLS**
CHILD LIFE SPECIALIST



**RACHEL SANTIAGO,
MS CCC-SLP**
*SPEECH- LANGUAGE
PATHOLOGIST*



**RACHEL SNOW, MSW,
LCSW**
SOCIAL WORKER



**MARIAH STEVENS, MS,
CCLS**
CHILD LIFE SPECIALIST



**BROOKE SZACHNOWICZ,
PharmD**
CLINICAL PHARMACIST, ICU

Tab 2: MSICU Care Team

CHAPLAINCY AND SPIRITUAL CARE



REV. ROSS GOODMAN
DMIN



RABBI SUSAN HARRIS
MHL, BCC DIRECTOR



REV. ANN HAYWOOD-BAXTER
MDIV, BCC



SHANNON KIN
MDIV, BCC



REV. BETH LOOMIS
MDIV



HOBSON LOUIS
MDIV, BCC



IMAM IBRAHIM SAYER
MA, BCC



REV. MICHELE TORRES, MA
MHC, MDIV, BCC



MELISSA VELA, MDIV, BCC

Tab 3: How to Keep your Child Safe on the MSICU

1. **Confidentiality**- For patient confidentiality, we kindly ask that visitors stay at the bedside or in the family waiting area and not linger in the hallways.

2. **Hand Hygiene is VERY important.** See below to find out how you can ensure good hand hygiene!



Purell- Rub vigorously into hands, covering all surfaces until dry.

Soap and Water- Wet hands first then apply soap. Rub with friction all areas of hands and fingers for at least 15 seconds, then rinse.

For more information on infection control, please refer to the bedside poster, also found on the next page. Handouts are also located in parent rooms and in admission packets. If you have infection Control Questions or concerns, please let your nurse know.

3. ID Bracelet: Your child should have an ID bracelet on at all times. if you do not see one on your child, please contact your nurse.

4. Eating at the bedside: While family is always able eat in the family lounge areas, parents and visitors are allowed to eat at the bedside **if patient is allowed to eat.**

5. Distraction- Free Time: **RED ZONE:** Research indicates that distractions can lead to medical errors. In an effort to provide a secure environment for your child and increase safety with high alert activities such as medication preparation/administration and bedside procedures, the healthcare team requests "distraction free time" which we refer as the "Red Zone" during high alert activities.

In the Medical Surgical Intensive Care Unit (MSICU) the following are times that Red Zone (interruption free time) will be activated:

- **Shift Sign-out:** From 6:45am/pm through 7:45am/pm for nurse to nurse report. As a reminder, an overhead announcement is made throughout the unit and the bedside nurse will remind the parent prior to shift sign-out and answer questions at this time.
- **During Medication Preparation and Administration:** In the MSICU nurses prepare medications both at hallway medication stations and inside the child's room at the bedside.

Tab 3: How to Keep your Child Safe on the MSICU

- **Preparation/Performance of Procedures at the bedside such as-**
 - Intubation/Extubation
 - Central line placement
 - Drain placement

Prior to the procedures, the procedure will be explained to parents and time given for questions and answers. It is during the setup and implementation of the procedure that the "Red Zone" is activated.

6. Patient Safety: Flowers and latex balloons are NOT permitted at the bedside.

7. There is NO audio or video recording allowed in the MSICU. Only photographing your child is allowed. You must have consent in order to photograph staff.

Preventing Infections on 7 South



Hand Hygiene is the most effective strategy we have to prevent infection.
Staff, parents and visitors should sanitize hands before and after every patient contact
We encourage you to ask hospital staff to sanitize their hands before examining your child.



Central Line Associated Bloodstream Infection "CLABSI"

Did you know? Caring for the line is important for preventing infection.



We keep dressings clean, dry and intact.

We bathe children older than two months with antiseptic cloths once per day.
(These cloths are NOT flushable!)
We avoid using bath basins.

We always scrub the cap before accessing the line.



We limit access and disconnection of lines (cluster labs, change meds to oral forms when possible).

Ventilator Associated Pneumonia "VAP"

Did you know? Germs that grow in the mouth can increase the chance of getting a VAP.

We brush teeth at least every six hours.
We use a toothbrush and toothpaste for children with teeth. For babies and children with sores or bleeding, we use gauze and sterile water.
We clean mouth with swabs and use lip moisturizer as needed.



We raise the head of the bed to 30-45 degrees to prevent aspiration.



Catheter Associated Urinary Tract Infection "CAUTI"

Did you know? Risk for infection increases 5% each day the catheter is in place. Bacteria begin to build up on the inside surface of the catheter within 24 hours.

We always keep the urine collection bag below bladder level, even during transport to/from procedures.



We do not let urine flow back into the bladder.
We avoid handling drainage tubing.

We remove all invasive devices as soon as possible

Tab 4: Patient-Family Services and Hospital Resources

HALE FAMILY CENTER FOR FAMILIES

The Hale Family Center for Families: Location- Main Lobby: 617-355- 6279 (phone)
The Hale Family Center for Families is dedicated to supporting patient families through their experience at Boston Children's Hospital. They collaborate with other departments and provide patient families with assistance navigating the hospital, resources, education, and information.

HOURS OF OPERATION

MONDAY-FRIDAY: 8AM-7PM
SATURDAY AND SUNDAY: 9AM-5PM
HOSPITAL HOLIDAYS: 9AM-1PM

Here are just a few of the *Center-based Resources* that they have to offer:

1. **Children's Activity Space:** Houses a variety of activities including books, videos, and games.
2. **Library:** Lends books on medical and developmental topics for children's and adult books, movies, and video games to hospitalized patients.
3. **Family Wellness:** Meditation, reiki, gentle yoga, massages (available for patients and their caregivers. Call 617-919-4319 to make an appointment).

ATM LOCATIONS

Within the Hospital: Bank of America and Citizens Bank ATMs are located across from the Fegan elevators on the 1st floor. There is also a Bank of America located at 333 Longwood Avenue across from the main entrance of the hospital.

MULTI-FAITH CHAPEL

Multi-Faith Chapel: The chapel is located on floor one in the Hale building and is always open. All are welcome to use this space for their own prayer or meditation. Scripture is available in the chapel as well as a prayer box for written prayers. Service times are posted on the chapel door. For other religious observance needs, chaplains can be requested for assistance.

MSICU Resources

Accommodations

Patient Family Housing

The Patient Family Housing program provides affordable accommodations to any family, parent, or guardian of a BCH patient that lives beyond 50 miles from the hospital, while their child receives the medical care they need. The program offers housing at two main locations: **the Yawkey Family Inn** (241 Kent St., Brookline) and **the Bon** (1260 Boylston St., Boston).

Both locations are wheelchair accessible, provide free internet, secured facilities, and smart TVs. Both have FREE on-demand shuttle transportation to the hospital.

Apply on the BCH Patient Family Housing site or ask a social worker.

Yawkey Family Inn **Nightly Rate: \$30**

- Individual bedrooms with smart TVs and small refrigerators; can sleep one to four people
- Comfortable communal-style housing featuring a common space kitchen, living rooms, and shared single-occupancy bathrooms
- Free laundry facilities
- Limited Parking

Address: 241 Kent St., Brookline, MA 02446 (0.6 miles from the hospital)

The Bon **Nightly Rate: \$75**

- Individual apartments with private kitchen and bath that can sleep one to four people
- On-site laundry facilities
- On-site gym access

Address: 1260 Boylston St., Boston, MA 02215 (0.9 miles from the hospital)

Non-Profit Organizations

Hospitality Homes

- Provides accommodations in local host homes at no cost or suggested donation of \$25/night

Apply at <https://hosp.org/guest-application/>

Ronald McDonald House Boston Harbor

- Located in Charlestown
- Families must live at least 40 miles away from the House to be eligible

Please contact a social worker to apply.

Fisher House of Boston

- Free hotel rooms for military families receiving treatment

To inquire, please call Abigail DeLuca at 508-272-3326.

Transportation

- There is weekday free shuttle service from Patient Family Housing to hospital
- Family Transportation Services are available Mon-Fri from 6am to 11pm
- For assistance weekends, holidays, and overnight, please contact security at 617-355-6121 for an escort
- There is no shuttle to/from Logan Airport

**Apply for
Patient
Family
Housing**



Local Hotels (ordered by distance)

***Ask about discounted medical rates when booking**

The Inn at Longwood
(next door)
342 Longwood Ave.
Boston, MA
617-731-4700

Residence Inn by Marriott (0.7 miles)
125 Brookline Ave
Boston, MA
617-236-8787

The Verb Hotel (0.8 miles)
1271 Boylston St
Boston, MA
617-566-4500

Hilton Garden Inn (1 mile)
700 Brookline Ave,
Brookline, MA
617-935-0077

Homewood Suites by Hilton (1 mile)
111 Boylston St
Brookline, MA
617-232-1487

Envision Hotel (1 mile)
81 S. Huntington Ave
Boston, MA
617-383-5229



Boston Children's Hospital

Where the world comes for answers

MSICU Resources

Meals for Caregivers

Meals for Breastfeeding Parents

- Breastfeeding parents can receive free meals delivered to MSICU or for pickup in the cafeteria
- Program allows three free meals per day for breastfeeding parent
- Bedside RN or social work can enroll parent in program

Meal Vouchers

- These vouchers are \$7.50/each and can be used in the cafeteria
- Families must demonstrate financial need
- Qualifying families can obtain 1 voucher per family per day from the MSICU front desk on 7 or 8 Berthiaume
- Connect with social work to see if you qualify

Ordering Meals to Room

- Caregivers can order meals to the bedside for \$10
- Food Service staff will request payment at time of delivery

Additional Resources

Laundry Facilities

There is a laundry room located on the second floor of the Farley Building. Detergent is available in the Hale Center for Families.

Financial Counseling

- The office is open Mon-Fri 8:30-4:30
- Located on the second floor of the Main Building, next to the cashier
- Can assist with insurance and billing needs
- You can go in person or call 617-355-7201

Hale Family Center for Families

Located in the lobby of BCH, the Hale Center for Families is the hub for BCH resource guidance and wayfinding help. Offerings include book and movie rentals, work space, free Dunkin' coffee, activities for multi-lingual families, and wellness services such as reiki and massage.

Gym Access

Bodyscapes Fitness is a full gym across the street from the hospital that parents/guardians can utilize while their child is inpatient. Simply show your yellow ID badge at the front desk and you can access their facility.

Parking

Boston Children's Patient Family Garage

- Located directly across the street from our main entrance at 300 Longwood Ave
- The garage is open 24-hours a day with reduced rate validated parking available for patients and parents
- **The validated rate for the Patient Family Garage is \$11 for up to 24 hours (or one exit).**
- Valet parking is available 24-hours a day at the main entrance of the Hospital. Normal garage rates apply and there is an additional \$6 charge for valet services
- Vehicles with handicap placards are waived the additional \$6 charge for valet, but normal garage rates still apply

Hale Family Center for Families Parking Program

- There is an inpatient parking program for families that financially qualify (Income limits are relative to family size)
- Apply in Hale Center for Families in the main lobby next to the large TV screen
- Qualifying families can obtain a parking pass which will cover the cost of ONE car for each day your child is admitted

Family Extended Stay Parking Program

- Long term visitors with a minimum one week stay can enroll in the Family Extended Stay Parking program
- Week-long cards can be purchased for a discounted rate of \$60 each (seven days for the price of six) and you are free to come and go as many times as you wish during that period. Additional consecutive days can be added for \$11 per day.
- Please visit the parking office with your vehicle information and parent ID to enroll in the Family Extended Stay Parking program

Families who've been hospitalized for longer than 90 consecutive days may qualify for additional parking assistance. Contact your social worker for details.

For long-term and/or complex resource needs, please reach out to your hospital social worker. Ask your RN to page social work or call the MSICU front desk at 617-355-8077.



Boston Children's Hospital

Where the world comes for answers

How to Download and Add MyChildren's to your Mobile Device

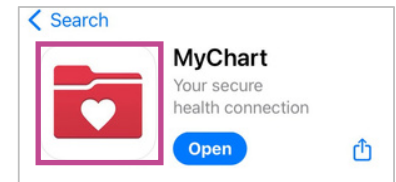


To access the MyChildren's Patient Portal on a mobile device users will need to download the MyChart app from the Apple App Store or Google Play Store. Follow the below steps to download and add Boston Children's to your mobile device.

1. Download the MyChart app

- iPhone: In the **App Store**, search for MyChart, then select **Get** or the download icon.
- Android: In the **Google Play Store**, search for MyChart, and select **Install**.

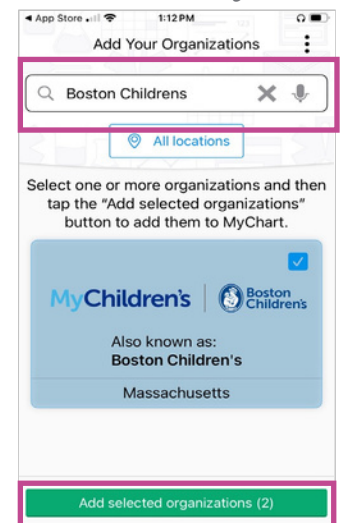
Download and open MyChart app



2. Open MyChart app

- After downloading the app, open the MyChart app from you mobile device.

Add Boston Children's to MyChart



3. Agree to the terms

- Select the boxes on the screen to agree to the Privacy Policy and End User License.

4. Tap Search for an Organization

- Located at the bottom of your mobile device.

5. Search for Boston Children's

- Select Boston Children's and then tap **Add select** organizations to add it to MyChart.

6. Sign up or log in to MyChildren's

- **Log in** - enter your username and password then tap Log in.
- **Sign up** - tap Sign up and then enter the needed information.

Already have the MyChart app?

- Open your MyChart app on your mobile device.
- Select Edit Organizations in the right hand corner.
- Tap +Add another organization on the bottom of the screen.
- **Search Boston Children's Hospital.**
- Select Boston Children's and select **Add selected organizations.**
- Sign up or log in to MyChildren's.

Questions? Contact the Digital Health Support Team at 617-919-4396. Available Monday to Friday from 7 a.m. to 7 p.m. and Saturday from 8 a.m. to 4 p.m.

06.2024

Tab 4: Patient-Family Services and Hospital Resources

CAFETERIA/FOOD SERVICES

COME EXPLORE OUR NEW CAFETERIA OPTIONS WITH THE TIMES OF OPERATION LISTED BELOW:



Chef's Playground- Monday-Friday Breakfast: 6:30am-10am Lunch: 11:00am- 2:00pm



Comfort- Monday-Friday Breakfast: 6:30am-10:30am 11:00am-2:00pm



Subway- Every Day Mon-Fri: 11:00am-6:30pm Sat-Sun: 11:00am-6:30pm



Regina Pizzeria- Every Day Mon-Fri: 11:00am-6:30pm Sat-Sun: 11:00am- 6:30pm



Guilt Free Grill- Every Day Breakfast: Mon-Fri: 6:30am-10:00am Sat-Sun: 8:00am-10:00am Lunch: Mon-Fri: 11:00am-6:30pm Sat-Sun: 11:00am-6:30pm



Starbucks- Every Day Mon-Fri: 6:00am-7:00pm 7:00am-6:00pm



Salads- Every Day Mon-Fri: 11:00am-6:30pm Sat-Sun: 11:00am- 6:30pm



Panera- Every Day 24 hours a day

- Please see MSICU resource sheet above for assistance with food access
- You can call the cafeteria by dialing extension 5-FOOD from a hospital phone and they will deliver the tray to the MSICU front desk.

MSICU Parent/Guardian Eating Policy

- Parents/Guardians of patients who are not NPO may eat at the bedside.
- Leftovers must be kept in designated storage spaces in the family waiting area.
- The storage of food at the bedside is prohibited.