



The Hospital at  
The Children's Institute



# Patient & Family Handbook



## Welcome to The Children's Institute

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For more than 100 years, The Children's Institute has been a haven of hope, comfort and inspiration to children with special needs and their families.

This handbook will answer the most commonly asked questions from our patients and families. If you need additional information, please ask a staff member for assistance. You will find a helpful directory listed at the end of the handbook.

Every member of our team is dedicated to providing you the best possible care and to making your stay as comfortable as possible. We believe families play an important role in treatment and encourage you to ask questions and actively participate in your child's care.

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# The Admission Process

## What to Expect On Admission Day

When you arrive at The Children's Institute, you will be greeted by a member of the nursing staff and escorted to the nursing unit to get settled. Because your input is a critical part of the treatment plan, you should expect to spend the entire day here. You'll meet with many members of your treatment team, and a member of the Patient Access Department will help you complete the appropriate admissions forms.

## First Stop — the Nurse

Your nurse will complete an assessment, examination and health history. The nurse will provide orientation to the unit and will also answer any questions you may have about the unit.

## Next, It's On to the Physician

A physician will then take a medical history, conduct a physical examination and write up orders for rehabilitation services. Please bring any records that would help you recall pertinent medical information. These may include:

- immunization records
- past hospital admission records
- diaries
- diagnostic test results including MRIs, sleep studies, etc.


## Let's Not Forget the Patient Care Services Manager

Each patient is assigned a patient care services manager who will coordinate the patient's rehabilitation plan through his or her stay. This includes working with the referring physician and insurance company, as well as the staff at The Children's Institute. The patient care services manager will assist with the transition, answer questions and coordinate discharge planning. In addition, they will gather educational, vocational and social information that will help the therapists with treatment.

## Therapy Evaluations


Within 48 hours of admission, therapy evaluations will take place and a treatment plan will be developed. If therapy is ordered, an individual therapy schedule will be available every day.

## Last, But Not Least, the Clinical Dietitian

If necessary, a clinical dietitian will meet with you to determine nutritional needs. 

# What to Bring on Admission Day

- insurance card(s) (If you do not have the cards, please bring a copy of the policy booklet or the name and phone number of the insurance company)
- if the admission is due to a motor vehicle accident, please bring the following:
  - the auto insurance company name
  - claim number
  - policy number
  - contact name and phone number.
- medical information that would be helpful in recalling information for the physician (immunization records, diaries, etc.)

- an advance directive or living will, if one exists
- medications and prescriptions if coming from home
- assistive equipment
- current school work/assignments and books
- school contact name and phone number
- loose-fitting, comfortable clothing, such as loose shorts and sweat suits — please label all clothing items with your child’s name
  - shorts must be longer than fingertips with arms relaxed at side — biker shorts can be worn under shorts to achieve this length
  - shirts must cover midriff when arms are extended overhead; tops must be exercise appropriate (i.e., no halters or spaghetti straps)
  - for adolescent females, a supportive exercise/sports bra should be worn under shirts
  - swimsuit — one piece for females and appropriate for exercise
- tennis shoes or some other type of comfortable and supportive walking shoes
- a familiar toy or blanket to help your child feel more comfortable
- your child’s favorite eating utensils (if admitted for functional feeding services) 

Diapers will be provided.

Please do not bring any valuables. The Children’s Institute cannot be responsible for valuables that are lost, broken or stolen.

Please note that The Children’s Institute does not provide laundry services except for patients receiving Prader-Willi Syndrome/Behavioral Disorders services.

Laundry facilities are available for family/caregivers to clean their child’s clothes during the inpatient stay.

## The Treatment Team

Because every child’s needs are different, so is the treatment plan. Every morning, the patient receives a schedule that includes all of the services for that day. A member of the staff will escort the patient to therapy. The physician sees the patient routinely. A physician is always on call 24 hours a day, every day. Twenty-four hour care is also provided by our rehabilitation nursing staff. Family/caregivers are encouraged to actively participate in their child’s rehabilitation program. Prior to discharge, the team will provide extensive training to the family/caregiver.

### Activities and Developmental Play

There are recreation rooms on the pediatric units and on the Prader-Willi Syndrome/Behavioral Disorders unit. Activities personnel, work-study students and volunteers trained in developmental play staff the recreational rooms.

### Rehabilitation Services

Services may include:

- behavioral management
- child life services
- dietary and nutrition services
- educational services
  - school re-entry
  - Cognitive and Behavioral Learning Environment (CABLE classroom)
- neuropsychology
- occupational therapy

- physical therapy
- psychology
- recreational therapy
- speech/language therapy
- social services

## We're All On the Same Team

Your treatment team will encourage you to actively participate in your child's therapies where appropriate. They will provide the training you need and will meet regularly to review progress and update the treatment plan. Team meetings with family members/caregivers are scheduled periodically to provide the opportunity for interaction with the treatment team and to ensure you fully understand your child's care program and discharge plan.

## Infection Control

Our staff exercises infection control and standard precautions to help prevent the spread of infectious diseases.

If your child requires isolation, the nursing staff will provide you with the proper guidelines.

*It is imperative that families, caregivers and other visitors follow posted isolation guidelines to protect each child, themselves and others from spreading infections.*

## Discharge Planning

During your child's stay, the treatment team will offer suggestions on making the return home as smooth as possible. We offer:

- patient, family and caregiver training.
- recommendations for follow-up medical care.

- recommendations for outpatient therapy.
- help obtaining the recommended equipment.
- coordination of local community resources.
- arrangement of home care services.
- assistance with local educators when your child is ready to return to school.


After your child is discharged, The Children's Institute will remain a resource for him or her. For your convenience, we offer outpatient services in Squirrel Hill, Green Tree, Wexford and Norwin Hills. When distance is an issue, your patient care services manager will help you find services closer to your home.

If you choose to have your child receive outpatient services at The Children's Institute, you will receive a copy of his or her outpatient schedule at the time of discharge.

## Employee Identification

Every employee and volunteer of The Children's Institute is required to wear an identification badge, which includes the employee's name, title and photo.

## Confidentiality

All employees and volunteers of The Children's Institute are trained and expected to adhere to HIPAA-compliant confidentiality related to children being served by us. We ask that families, caregivers and other visitors uphold patient confidentiality and don't discuss their child's care or the condition of other children in places where sensitive information could be overheard. 

## Patient Information

### Television and Phone Service

These services are provided at no extra cost. Most patients are given their own television and phone. On the Prader-Willi Syndrome/Behavioral Disorders unit, televisions and phones are available outside the patient's room. On occasion, access to the television and/or phone may be restricted due to medical or behavioral reasons.

### Meals

Routine patient meals are served at approximately the following times:

- 8:00-8:30 a.m. **Breakfast**
- 12:00-12:30 p.m. **Lunch**
- 5:00-5:30 p.m. **Dinner**

This schedule may be different for patients admitted in the Functional Feeding Program and/or the Prader-Willi Syndrome/Behavioral Disorders Program.

### Safety

In order to provide a safe environment for our patients, it's our policy to issue an identification code to all patients at admission. This code must be used by family members and designees in order to obtain information about their child.

Families and patients are encouraged to ask questions about safety and to speak to staff members if safety needs are a concern.

### Translator

A translator will be made available if a patient or family member requires one.

### Mail

All patients' mail is delivered to and distributed from the nursing unit. To ensure the mail is distributed in a timely manner, use the following guidelines when sending mail, gifts, flowers, etc.:

#### The Children's Institute

Patient Name

Room Number

1405 Shady Avenue

Pittsburgh, PA 15217

Please check with the patient's nurse to see if there are any restrictions before giving gifts of flowers, food or balloons. No latex balloons are permitted. ♪♪

## On-site Amenities

### Food

There is a cafeteria located on the second floor. Meals are served at the following times:

- 7:30-10:00 a.m.
- 11:00 a.m.-2:00 p.m.
- 4:30-6:30 p.m.

The cafeteria is closed on weekends. Vending machines are located in the cafeteria and on the second floor, near the outpatient waiting room.

## Phones

Public phones are located in the main lobby on the third floor and on the second floor across from the outpatient waiting room.

## Chapel

A chapel is located on the third floor near the main lobby for patients and their families. The chaplain at The Children's Institute is available for private counsel and provides nondenominational services. Additionally, personal clergy are welcome to visit The Children's Institute.

## Library

A library is provided for patients and their families. Here you'll find educational material related to your child's diagnosis and a daily newspaper. Internet service for family members or caregivers is also available. The library is located on the second floor adjacent to the cafeteria and is open Monday, Tuesday, Wednesday and Friday, 8:30 a.m. to 5:00 p.m., and 11:00 a.m. to 7:00 p.m. on Thursdays. ♿

# Family Information

## Visiting Hours

Visiting hours are from 9:00 a.m. to 9:00 p.m. Visitation can't interfere with scheduled therapy. Please be aware that some patients' conditions require visiting hours to be restricted. Please check with your nursing staff or patient care services manager. Visitors are required to check in at the information center where they will receive a name tag that should be worn at all times.

## Pool

Parents and siblings of patients may join them for swimming on certain evenings. Check with the nursing staff to learn more about the times.

## Overnight Accommodations

For a nominal fee, The Children's Institute offers the Marie Reinhardt Heasley House to parents or guardians who live more than 30 miles away. The guesthouse accommodates one family per room and also supplies a microwave oven and refrigerator, as well as a washer and dryer. Clean linens and towels are provided once a week. To reserve a room, call the Community Resources and Training Department at 412.420.2321. Please call at least one day before your child's admission.

## Smoking Policy

The Children's Institute is a smoke-free facility. Smoking is not allowed anywhere in the building or on the grounds of The Children's Institute. This policy includes no smoking in the Heasley House.

## Parking

Parking is available in the Shady Avenue visitors' lot and on the streets surrounding The Children's Institute. Please look for street signs about any parking restrictions.

## Inpatient Visiting Guidelines

For the health of our patients, please do not visit if you are experiencing any of the following:

- fever
- cough
- runny nose
- sneezing
- sore throat
- chills
- nausea
- vomiting
- diarrhea

## Patient Rights

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The patient has the right to:

- be informed at admission of his or her “Patient Rights and Responsibilities.”
- rehabilitation services without discrimination based on race, color, religion, gender, sexual preference, national origin or source of payment.
- request a translator if English is not the patient’s language.
- compassionate, patient-centered care.
- the names of their attending physician, consulting physician(s) and healthcare personnel.
- privacy and confidentiality regarding his or her medical care, program, case discussion, consultation, examination and treatment.
- continuous quality care and patient satisfaction.
- information about diagnosis, prognosis, care plans, alternative treatment and possible complications.
- appropriate assessment and management of pain.
- informed consent for medical research or a donor program. This consent may be revoked at any time during treatment.
- review current hospital policies, rules and regulations.
- refuse any medical procedure, drug or treatment. The attending physician will explain medical consequences in the event of a refusal.
- additional physician consultation at the patient’s expense.
- access to all information contained in their medical records, unless access is restricted by the physician for medical reasons or access is prohibited by law.

- request an approved transfer to another healthcare facility.
- examine and receive a detailed explanation of his or her bill.
- discharge procedures and medical care after discharge.
- access to an individual or agency to act on his or her behalf.
- identify any concerns regarding care, safety, personnel, facilities and have his or her concern(s) addressed appropriately.

## Patient Responsibilities

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Patients or their caregivers have the responsibility to:

- provide complete and honest information about current health, health history and any social or psychological concerns.
- participate in the treatment plan.
- consider and respect the rights of other patients, hospital staff and property.
- follow instructions, medical orders and hospital rules regarding patient care and safety.
- report any concerns about patient safety immediately.
- meet financial obligations of hospital care.
- ask questions.

## Filing a Complaint

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If you believe The Children’s Institute has violated any of the rights described above, you should contact any member of the rehabilitation team or a patient care services manager. If you feel this does not resolve the issue, you should forward your complaint to the administration of the facility. If necessary, the issue will be referred to the Ethics Committee, which will investigate and make recommendations to the President, or

in his absence, the Privacy Officer. The committee may consult with other parties, including legal counsel. You will receive a decision as quickly as possible, but no later than seven business days from the date the complaint is received. Concerns may also be addressed to the Pennsylvania Department of Health at:

[Pennsylvania Department of Health](#)  
[Division of Acute and Ambulatory Care](#)  
P.O. Box 90  
Health and Welfare Building  
Harrisburg, PA 17108-0090  
Telephone: 1.800.254.5164

## Billing Information


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If you have questions regarding your billing, please contact patient accounting according to the patient's last name.

A-K [412.244.3079](#)  
L-Z [412.244.3077](#)

## Photography

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All requests for camera use from media, patients, visitors, hospital staff (for non-treatment or educational purposes) or volunteers must be approved by a member of the Development and Marketing Department before any filming is done or photographs are taken. Patients or designated authorized parties will be asked to sign a release prior to any non-treatment/education-related photography. 

## About The Children's Institute

Established in 1902, The Children's Institute is an independent, nonprofit, licensed organization in Pittsburgh dedicated to promoting the well-being of children, young people and their families and to providing services that meet their special needs.

We provide pediatric rehabilitation through The Hospital; educational programming through The Day School; and adoption and family enrichment services through Project STAR. This unique comprehensive approach sets us apart from other pediatric care facilities in Pennsylvania.

### The Hospital

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The Hospital at The Children's Institute operates 82 licensed inpatient beds. We provide inpatient and outpatient rehabilitation and medical services to children, adolescents and young adults, from birth to age 21, who are challenged by congenital or acquired injuries or illnesses including but not limited to; brain injury, spinal cord injury, pain syndromes, diabetes, cerebral palsy, spina bifida, burns, Prader-Willi Syndrome, autism, feeding problems, developmental delay and learning disabilities. The Hospital also provides outpatient therapy services and specialty medical clinics in four locations throughout the greater Pittsburgh area.

### The Day School

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The Day School at The Children's Institute is licensed by the Pennsylvania Department of Education as an approved private school for children ages 2 through 21. Our unique program, under the direction of experienced and multi-certified education administrators, serves students challenged by autism, complex and severe neurological impairments and/or cerebral palsy. Working together, our team will create a comprehensive

educational program that will meet the student's individual educational needs. The Day School is recognized locally and nationally as an outstanding program of comprehensive education and related services.

## Project STAR

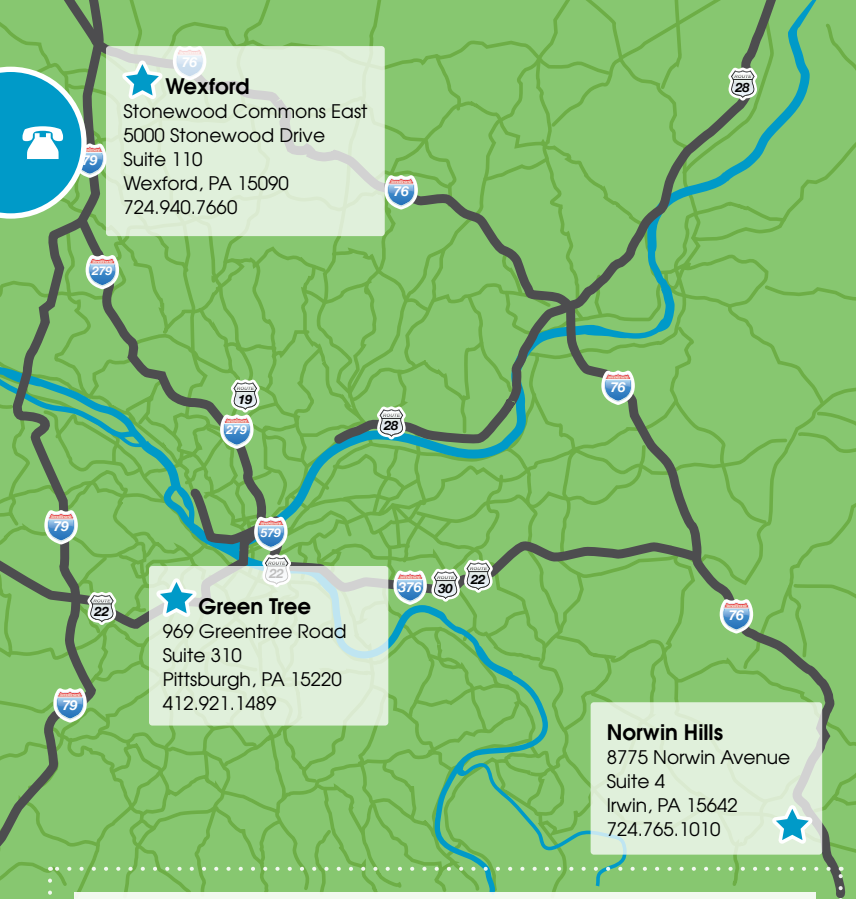
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Project STAR at The Children's Institute believes that all children have the right to grow in a safe, nurturing, lasting family. For more than 25 years, we have provided the highest quality service to children and families, especially those with physical, emotional and intellectual disabilities. We offer a range of permanency planning services for children including support, preservation and reunification of children and their birth parents, medical foster care, special needs adoption and follow-up support for all families. ♀♀

## Accreditation and Certification

The Children's Institute credentials include:

- Pennsylvania Department of Health
- Pennsylvania Department of Education
- Pennsylvania Department of Public Welfare
- Allegheny County Mental Health/Mental Retardation program
- CARF — The Rehabilitation Accreditation Commission
- National Commission for the Accreditation of Special Education



★ **Wexford**

Stonewood Commons East  
5000 Stonewood Drive  
Suite 110  
Wexford, PA 15090  
724.940.7660

★ **Green Tree**

969 Greentree Road  
Suite 310  
Pittsburgh, PA 15220  
412.921.1489

**Norwin Hills**

8775 Norwin Avenue  
Suite 4  
Irwin, PA 15642  
724.765.1010

## Outpatient Locations

In addition to the Squirrel Hill campus, outpatient services are provided at three satellite locations.

The Children’s Institute of Pittsburgh does not discriminate against any person on the basis of race, color, national origin, religious creed, disability, ancestry, sex, age or sexual orientation in admission, treatment or participation in its programs, services and activities or in employment.

The Children’s Institute was specifically designed as a rehabilitation facility, and its administration and staff are committed to increasing accessibility for all persons. If you have accessibility concerns, please call The Children’s Institute at 412.420.2373.



**The Hospital at  
The Children’s Institute**

1405 Shady Ave.  
Pittsburgh, Pennsylvania 15217-1350

# Helpful Telephone Numbers

To better serve you, here are some of our most commonly called numbers:

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<b>Main Number</b> .....	412.420.2400
<b>Assistive Technology</b> .....	412.420.2362
<b>Patient Care Service Managers</b>	
Pediatrics .....	412.420.2219
Prader-Willi Syndrome .....	412.420.2250
<b>Chaplain</b> .....	412.420.2403
<b>Community Resources and Training</b> .....	412.420.2321
<b>Heasley House Reservations</b> .....	412.420.2321
<b>Library and Learning Resources</b> .....	412.420.2247
<b>Medical Department</b> .....	412.420.2270
<b>Medical Records</b> .....	412.420.2538
<b>Nurse Liaisons</b> .....	412.420.2115
.....	412.420.2356
<b>Nursing Units</b>	
3W .....	412.420.2264
4N .....	412.420.2323
4SP .....	412.420.2283
<b>Patient Access and Financial Services</b>	
Outpatient Inquiry/Registration .....	412.420.2362
Toll-free .....	1.877.433.1109

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## Authorizations

Last Names A–K .....	412.420.2358
Last Names L–Z .....	412.420.2558

## Patient Billing

Last Names A–K .....	412.244.3079
Last Names L–Z .....	412.244.3077

## Insurance Benefits

## Scheduling and Cancellations

Toll-free .....	1.877.433.1109
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## Occupational Therapy

## Physical Therapy

## Psychology

## Speech/Language Therapy

## TDD Pennsylvania Relay Service

Voice .....	1.800.654.5988
TDD .....	1.800.654.5984

## Website

..... [www.amazingkids.org](http://www.amazingkids.org)

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