The Children’s Institute of Pittsburgh helps children and young adults with healthcare needs reach their maximum potential through a specialized continuum of healthcare, education and social services. We know that everything about your child’s health, well-being and care matters to you, and we are committed to providing the most effective treatment for your child while ensuring your stay with us is as convenient and comfortable as possible.

As one of the nation’s leading pediatric rehabilitation organizations, we are focused on providing family-centered care and comprehensive coordination of services, including intensive inpatient and outpatient rehabilitation and a specialized program for children and adults with Prader-Willi syndrome. We utilize a variety of individualized therapeutic interventions to help bring or restore each child living with congenital or acquired injury or illness to their optimum level of physical, mental and emotional health. At The Children’s Institute, every child is recognized for his or her potential and treated with love and respect. And every family member is given the support and understanding needed to help their child flourish. Families play an important role in treatment, and we encourage your full participation.

We are an independent, nonprofit, licensed organization, dedicated to providing high quality, effective medical and therapy services for children and youth since 1902, and we continually advance our treatment methods by employing cutting edge techniques and the latest technology. In 1968, The Children’s Institute became the nation’s first comprehensive rehabilitation center for children to be accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF), demonstrating our commitment to providing quality services, targeting the unique needs of each patient and family, and continually evaluating the results of our services.

If you have any questions or concerns that are not addressed in this handbook, please ask your Case Manager or any member of your child’s treatment team. You can also call the main switchboard at 412.420.2400 or refer to the list of important telephone numbers posted in your child’s room.
Case Management

Each patient is assigned a Case Manager to coordinate their individualized inpatient rehabilitation plan. Your Case Manager is your first point of contact for information about your child’s care and works in collaboration with the referring physician, insurance company and staff at The Children’s Institute. Case Managers assist families with the transition to our facility, answer questions and coordinate discharge planning. In addition, your Case Manager will gather educational, vocational and social information to assist physicians and therapists with treatment planning and to help you to better understand your child’s needs regarding rehabilitative therapy. Your Case Manager will facilitate communication with your child’s treatment team and is an important resource for information. If you have questions or concerns, contact your Case Manager immediately.
### Your Child’s Treatment Team

A multi-disciplinary team of experienced healthcare professionals will be assembled, before your child is admitted to our facility, based on a comprehensive evaluation of your child’s specific needs. The team members may include:

<table>
<thead>
<tr>
<th>Role</th>
<th>Description</th>
</tr>
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<tbody>
<tr>
<td><strong>Case Manager</strong></td>
<td>Assists families with the transition to our facility, gathers information to assist physicians and therapists with treatment planning, answers questions throughout stay, and coordinates discharge planning.</td>
</tr>
<tr>
<td><strong>Clinical Neuropsychologist</strong></td>
<td>Evaluates cognitive function and behavior; provides family counseling; coordinates the transition back to home, school and community.</td>
</tr>
<tr>
<td><strong>Dietitian</strong></td>
<td>Assesses and monitors nutritional status based on medical needs to optimize healing and recovery.</td>
</tr>
<tr>
<td><strong>Educational Specialist</strong></td>
<td>Develops adaptations and abilities necessary for returning to school.</td>
</tr>
<tr>
<td><strong>Occupational Therapist</strong></td>
<td>Assists patients in improving or adapting motor, visual, cognitive and sensory processing skills to further independence with personal care, leisure and community integration.</td>
</tr>
<tr>
<td><strong>Pediatrician/Intensivist</strong></td>
<td>Cares for children and adolescents; evaluates medical status; treats medical conditions.</td>
</tr>
<tr>
<td><strong>Physiatrist</strong></td>
<td>Specializes in physical medicine and rehabilitation; leads the rehabilitation process; monitors and treats conditions that affect functional activities.</td>
</tr>
<tr>
<td><strong>Physical Therapist</strong></td>
<td>Helps patients to achieve physical independence by improving functions such as walking and sitting.</td>
</tr>
<tr>
<td><strong>Recreational Therapist</strong></td>
<td>Identifies recreational and leisure interests; provides adaptations, schedules community outings and prepares patients’ return to community.</td>
</tr>
<tr>
<td><strong>Rehabilitative Nurse</strong></td>
<td>Promotes patients’ ability to care for themselves; provides 24-hour care, administers medications and treatments that help patients move toward their rehabilitation goals.</td>
</tr>
<tr>
<td><strong>Respiratory Therapist</strong></td>
<td>Supports 24/7 nursing care by providing breathing treatments and managing tracheotomies and ventilators.</td>
</tr>
<tr>
<td><strong>Social Worker</strong></td>
<td>Provides emotional support to patients and families; identifies resources to assist families during rehabilitation and in preparation for discharge.</td>
</tr>
<tr>
<td><strong>Speech/Language Pathologist</strong></td>
<td>Helps patients improve communication, problem solving and oral motor skills necessary for speaking and eating.</td>
</tr>
</tbody>
</table>
Family Advisory Council

The Children’s Institute is committed to providing a comprehensive and individualized patient care experience and recognizes the importance of collaborating with patients and families to achieve better outcomes, increased satisfaction and improved quality of care. Our Family Advisory Council (FAC) is a group of parents/guardians of our current and former patients, Day School students and Project STAR kids. This group is the voice of families at The Children’s Institute, providing valuable feedback and personal insights from the family perspective. Members collaborate with staff to share important views about their child’s healthcare, education or permanency experiences while building relationships with other parents, patients and community members.

FAC members host regular networking sessions — Amazing Connections — for current inpatient families. Amazing Connections provides a place for families to connect, share their personal stories and provide support to one another. Dates and times for upcoming Amazing Connections are posted throughout the hospital and distributed to families prior to each session.
Where to Stay

If you have traveled to The Children’s Institute from outside the Pittsburgh area and need to find a “home away from home” during your child’s stay, we recommend the following housing options:

**Marie Reinhardt Heasley House** – This eight-bedroom, wheelchair-accessible home located on our Squirrel Hill campus can accommodate families for a nominal nightly fee. One full bathroom is available on each floor for guests to share, in addition to a telephone on the first floor for local calls. Rooms are provided on a first-come first-served basis, and reservations must be made in advance by calling 412.420.2400. Please visit our website for more information.

**Ronald McDonald House Charities of Pittsburgh** – Connected to The Children’s Hospital of Pittsburgh, located 10 minutes from The Children’s Institute in the Lawrenceville neighborhood of the city, the Ronald McDonald House accommodates 60 families a night. Each family has a private suite and can gather with others in community areas for support and encouragement. A family member or guardian must contact the Ronald McDonald House at 412.362.3400 to be placed on the wait list for a suite. Or, call us at 412.420.2400 to request a referral. Visit www.rmhcpgh.org for details.

**Family House Pittsburgh** – The comforts of home and assistance from 300 friendly and compassionate volunteers are offered at four different housing locations a short drive from The Children’s Institute in the Oakland and Shadyside neighborhoods of Pittsburgh. Guest rooms include singles, doubles, suites or an apartment. New friends experiencing similar challenging situations are brought together, creating a sense of hope and community. Call 412.647.7777 to request a room at one of these facilities, or visit www.familyhouse.org.

What to Bring with You

We want you and your child to feel comfortable while you are in our facility, and we want you to be prepared to answer questions about your child’s insurance, medications and schoolwork. Please visit www.amazingkids.org to find a checklist of items you should plan to have with you, as well as things we recommend be left at home.
Before Your First Day

Continuity of care is vital to recovery efforts and a priority for staff at The Children's Institute. We begin a dialogue with your child’s referring physician and review the acute care treatment plan before your child is transferred to our facility. When your child arrives at The Children's Institute, a treatment team will already be established, promoting a smooth transition and maintaining continuity of care. Because your input is so important to developing a comprehensive rehabilitation treatment plan, you may be asked to meet with many different members of your child’s treatment team, as well as with members of the nursing staff on your child’s unit. Staff from the Patient Access Department may meet with you to complete admission forms.

Your Child’s Typical Day

There is no typical day at The Children's Institute! Every child has a specialized treatment plan designed to meet their individual goals, so your child’s day will probably look very different from those of other patients at our facility. Your child may participate in a variety of recommended interventions such as physical, occupational, speech, nutrition or behavioral therapy. Recreational and music therapy are often part of a patient’s treatment plan, or they may be used as supplemental therapy during evening activities. Personal care, such as dressing and grooming, as well as regular meal times, are also part of each day, but these activities may or may not be included as components of therapy. General medical care, as well as specialized care services, may be provided. When time allows, patients may also receive education services. It's important to remember that all of the activities planned for your child each day are vital components of their specific treatment plan. Contact your Case Manager if you have any questions.

Your Child’s Room

We have both private and semi-private rooms at The Children's Institute. Your child may have a roommate, unless a specific medical condition necessitates a private room. Each child has a bed, as well as their own closet
and dresser to store personal items. Every room has a bathroom equipped with a shower, toilet and sink. These bathrooms are for patient use only. Visitors are asked to use the public restrooms located throughout the facility to abide by infection control standards. Please bring cards and family photos to display in your child’s room, and bring a favorite stuffed animal or blanket to make your child feel more at home during their stay. Laundry facilities are available for you to wash and dry your child’s clothes during their inpatient stay. Ask a member of the nursing staff if you need more linens such as towels, blankets, sheets, etc., or if you have questions about your child’s room.

**Education Services**

School-age children will receive an assessment by a Children’s Institute staff member who is a Pennsylvania-certified elementary/special education teacher and will be taught in our Cognitive and Behavioral Learning Environment (CABLE) classroom during available times before and after therapy. Some children will continue with regular schoolwork, while others may have new learning programs developed for them. Instruction is one-on-one or in small groups. We also communicate with each child’s school district to ensure grade-appropriate learning and to prepare both the child and the school for their return. Contact your Case Manager if you have any questions.
Free Time Activities

To ensure our patients reach their greatest potential, all on-unit therapies and schooling must be completed before free time and visitation. However, we know it’s also important for families to find time to relax together.

Each month, a new patient activity calendar will be displayed in your child’s room and in Austin’s Playroom. This calendar lists daily on- and off-unit activities such as bingo, game nights, swim nights, movie nights, karaoke, and many more fun and engaging events. Stop by Austin’s Playroom and talk to one of our Activity Assistants to learn more.

Gymnasiums are accessible with approved staff supervision. The swimming pool is available for patients per physician orders. Ask the nursing staff or check the activity calendar for nights when family members and siblings can swim with patients. It is the parent’s responsibility to maintain the safety of other siblings/family members, which will require a parent in the pool or on the deck. A lifeguard is present at all family swim times.

Television and local phone services are provided at no extra cost. Each television is accompanied by a DVD player, and movies are available for sign-out in Austin’s Playroom. The Family Lounge is also available for families and friends to gather for a visit. For more ideas on how to spend free time, take a look at the Amenities and Services section of this handbook or visit our website to download our Local Community Amenities Guide.
Food Services

Patient Meals  Your child’s meals are carefully planned and prepared based on individual nutritional needs, taking into account personal preferences and requirements, and evaluated by a staff dietitian. Food on your child’s meal tray is for your child only. Patients may not exchange food from meal trays or offer food to other patients, as dietary restrictions or safety factors such as choking or allergies may apply. Additionally, all specialty trays must be checked by staff and eaten under your supervision, and all meals and snacks must be eaten in the recreation room unless special circumstances apply. With medical permission, at times, patients may go to the cafeteria for meals with staff supervision. Please see your nurse to obtain a permission slip. Ask your Case Manager for patient meal times.

Limited refrigerator space is available in Austin’s Playroom for patient and family use, but patients can only access the refrigerator and accept other foods with staff supervision. Please label food with the patient’s name and date. Unidentified food is discarded weekly. When keeping food or snacks in your child’s room, please label and store them in a sealed container. (Labels and markers are available at the nurses’ stations.)

Visitor Dining  The cafeteria is located on the second floor and is open part-time for family members and other visitors. Please see bulletin boards for hours and menu items. Vending machines, including a cold snack and meal machine, are located in the cafeteria and are accessible every day from 7:30 a.m. – 6:30 p.m. Food trays are available for families for a fee when the cafeteria is closed. Families can also order food from a number of local restaurants. An extensive restaurant list is included in the Local Community Amenities Guide on our website.

Parking and Transportation

Free parking is available in the Shady Avenue visitor lot and on many of the streets surrounding The Children’s Institute. If you do not have access to a vehicle and need to travel somewhere, please contact your Case Manager to help you make arrangements for transportation.

Visitor Hours and Guidelines

Your child’s recovery is our top priority, and we know our patients want to see family and friends while they are here. Visitors are typically welcome between 9 a.m. and 9 p.m., but scheduled therapy
sessions take precedence, and some patients’ conditions require visiting hours to be restricted. Check with your nursing staff or Case Manager to find out the most appropriate times for visitors to see your child.

Siblings are encouraged to visit, but please do not leave unattended children or teenagers with patients or staff, as all daytime visitors under the age of 18, including minor children, siblings and/or patients’ friends, must always be supervised by a guardian. Consider visiting in our comfortable family lounge, which is available at certain times each day throughout the week and weekend. Only one parent or family designated guardian over the age of 18 may stay with a patient after 9:00 p.m.

All visitors, including parents, are required to check in at the Information Center by the main entrance and wear a name tag during visitation. For the health of our patients, please do not visit or bring children into the building if you or they are experiencing any cold or flu-like symptoms.

**Patient Rights and Responsibilities**

We want to make sure that our patients and families are aware of and understand their rights and responsibilities while receiving treatment from our facility. Please let your Case Manager know about your care concerns. A detailed list of rights and responsibilities will be given to you upon admission.
Austin’s Playroom

Austin’s Playroom, established through the Mario Lemieux Foundation, is open daily for patients and their families, giving kids a chance to be kids during an otherwise stressful time. Activity assistants are available to encourage and engage your children in recreation and developmental play, focusing on health and healing, and improving the quality of your inpatient experience in a safe, calming, comfortable environment.

Chapel

A chapel is located on the third floor near the main lobby for patients and families of all faiths to worship and meditate. Our chaplain is available for private counsel and provides non-denominational services. Additionally, personal clergy are welcome to come to The Children’s Institute.

Library/Internet Connectivity

Our library, located on the second floor next to the cafeteria, is available for patients and families on weekdays. Educational material concerning your child’s diagnosis is available at the library. We also offer a daily newspaper and Internet connectivity for family/caregiver use. If you bring your own technology, ask your Case Manager for a username and password to access our free wireless Internet. This username, which expires after 30 days, can be renewed.
Resource guides featuring information on local community amenities and helpful Allegheny County family resources are located in our library. These guides are also available electronically on our website at www.amazingkids.org.

**Lost and Found**

The Children's Institute maintains an official lost and found at the security desk near the entrance in the main lobby.

**Mail**

All patients’ mail is delivered to the nursing units for distribution. Check with your child’s nurse regarding restrictions before giving gifts of flowers, food or balloons. (No latex balloons are permitted.) Please use the following guidelines when sending mail, gifts, flowers, etc.:

The Children's Institute  
Patient Name  
Room Number  
1405 Shady Avenue  
Pittsburgh, PA 15217
Security Protocols

Your safety, and the safety of your child, is of utmost importance to us. Patients must be accompanied by a trained adult family or staff member and nursing staff must be notified before leaving the unit. Patients may not enter each other’s rooms for safety reasons. In addition, every employee and volunteer of The Children’s Institute wears a photo identification badge at all times, and all visitors must sign in at the Information Center and wear a visitor badge. We encourage you to ask questions about safety and to speak to staff members if safety needs are ever a concern.

Confidentiality

Every employee and volunteer of The Children’s Institute is trained and expected to adhere to HIPAA compliant confidentiality. We ask families, caregivers and other visitors to hold conversations about a child’s care in private areas. Each patient is issued an identification code upon admission. You will be asked for this code when requesting information about your child. If you believe your privacy has been violated, please contact our Compliance Office at 412.420.2193 or the anonymous Compliance Hotline at 877.874.8417.

Infection Control

Our staff exercises infection control practices and standard precautions to help prevent the spread of infectious diseases. Hand washing is the most effective way to prevent infection. If your child requires isolation, the nursing staff will provide you with proper guidelines. We want you to be actively engaged in your child’s care,
so it is very important that all visitors follow any posted isolation guidelines to protect each child, themselves and others from the spread of infection.

**Photography**

To protect the privacy of all patients, families and staff members, and to abide by HIPAA laws, the use of personal photography or recording equipment (including camera phones) is limited on our premises. During your stay, you may be approached by a member of the Marketing and Communications team and asked for permission to take photos or recordings of your child. If you grant your permission, you will first be asked to sign a release.

**Tobacco Policy**

The Children’s Institute is a tobacco-free facility. No one will be permitted to smoke on or within any property owned or leased by The Children’s Institute. The policy includes all buildings, parking lots, driveways, walkways, adjacent sidewalks, and personal vehicles on Children’s Institute property.

This policy also prohibits chewing tobacco, electronic cigarettes, cigars or pipes, or other related substances in the form of a vapor.
Discharge Planning

Throughout your stay, a key focus of your child’s treatment team will be how to promote a successful transition back to home and school. Components of the discharge process will include:

- Patient, family and caregiver training
- Guidance regarding follow-up medical care
- Suggestions for outpatient therapy
- Recommendations for, and help obtaining, necessary equipment
- Coordination of local community resources
- Arrangement of home care services
- Assistance with local educators in your hometown when your child is ready to return to school

Care Coordination

We can be a helpful resource for you in coordinating multiple care needs for your child after discharge. The Children’s Institute offers a Care Coordination Program to ensure that children with complex medical conditions receive the services they need when they need them. The program team includes nurse care coordinators, health coaches and social workers, and is overseen by a physician. Please call us at 412.420.2599 to determine if your child can be enrolled in this program, and visit www.amazingkids.org/carecoordination for information.

Medical Records and Billing

To obtain copies of your child’s medical records, please call us at 412.420.2538 or 412.420.2539.

If you have questions regarding your billing, please contact Patient Accounting at 412.244.3079 if the patient’s last name begins with A-K or 412.244.3077 if the patient’s last name begins with L-Z.
Outpatient Services

Outpatient services are available at The Children’s Institute in Squirrel Hill, as well as at three satellite locations in Bridgeville, Irwin and Wexford. When distance is an issue, your Case Manager will help you to find services conveniently located near your home. If your child will be receiving outpatient services at any of our locations, you will receive a copy of your outpatient schedule at the time of your child’s discharge from the inpatient unit.

Ways to Help

From the moment we began caring for your child, you became part of The Children’s Institute family. If you would like to give back to your hospital family, either as a volunteer, a donor or an advocate, please visit www.amazingkids.org for more information.

Your feedback is invaluable and essential to the continued success of The Children’s Institute. You will receive a satisfaction survey following your inpatient stay. Please complete and return your patient satisfaction survey so that we can continue to serve amazing kids and their families with the highest level of care, compassion and professionalism.

Staff Recognition

Has one of our staff members offered exceptional care to your child or service to you to make your stay or your life easier? If so, complete an A+ Staff Recognition Form to nominate a staff member for an award. Ask your Case Manager for a nomination form, find one in the cafeteria, or download one from the Staff Recognition page on our website under the About Us tab. Drop it into one of our on-site submission boxes, and we’ll be sure to let that person know that you think he or she is amazing.
The Children’s Insti

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