INFORMATION FOR PATIENTS AND FAMILIES

Your Child’s Hospital Stay
Dear Parent,

I would like to thank you for choosing UCSF Benioff Children’s Hospital San Francisco for your child’s medical care. During your child’s stay with us, he or she will receive the highest-quality medical care available from our dedicated and compassionate staff. We are proud to be one of the nation’s best hospitals, and we hope that our professionalism and expertise will be felt by each and every family that has a child being treated here.

We realize that hospitals can sometimes seem overwhelming, especially when your child is ill. This guide was developed to help you prepare for your child’s hospital stay, to inform you of all the services we offer and to make your child’s stay with us as smooth and comfortable as possible.

Our exceptional doctors, nurses and other health care professionals all work together to bring your child the very best care possible. We realize that in today’s health care environment, parents have many choices for their children’s medical needs. It is our goal to meet your needs with a level of customer service that matches the world-class medical care your child receives at UCSF Benioff Children’s Hospital San Francisco.

Sincerely,

Mark R. Laret
President and Chief Executive Officer
UCSF Health
Our health care team partners with families to create a caring environment. Everyone’s role is important, and communication is the key to providing your child the very best care. We believe you know your child best, so we depend on your information when providing care for your child. Our goal is to keep you informed of your child’s plan of care and to answer your questions. Please let us know if you do not understand any information you have received or have questions about why your child is receiving a specific test, medication or treatment. We welcome you to join us at bedside rounds, where you can meet your child’s care providers and learn about your child’s plan of care.

**Our commitment to you:**

- We consider the patient’s best interests as the foundation of our practice.
- We strive to consider the individual needs of each patient and family.
- We provide developmentally appropriate support to the patient’s siblings.
- We are dedicated to establishing and maintaining a trusting relationship with patients and families.
- We are committed to providing information and education to families.
- We strive to create a physical environment that supports the needs of families.
- We support, whenever possible, families being together during the hospital stay.

Our Family Advisory Council gives families a voice in decisions that affect patient care and family experiences. For more information on the Family Advisory Council, please call the Center for Families.

[Center for Families](tel:415-353-1410)
Preparation for Your Child’s Stay

Scheduling your child’s admission

Before your child is admitted to the hospital, an admissions counselor will call you to provide important information regarding your child’s hospital stay and answer your questions. Your child’s doctor may also schedule routine medical tests, such as laboratory tests or X-rays, prior to your child’s hospitalization. Other routine tests may be performed on the day of your child’s admission.

Admissions: 415-476-1576

What to bring to the hospital

Belongings from home may help your child feel more comfortable while in the hospital. Some items you may want to bring with you include:

- Pajamas, robe and slippers
- A favorite blanket, pillow or stuffed animal
- Music, toys, pictures of family and friends
- Medical devices
- Communication devices
- Money for food and parking
- Chargers for cell phones and other electronic devices
- School textbooks and assignments
- Parents’ medications – parents often forget to bring their own medications, which can result in visits to the Emergency Department and anxiety coping with their own illness

Please:

- Bring a list of your child’s current medications; do not bring medications to the hospital unless directed by your child’s physician.
- Label all items with your child’s name.
- Leave valuables at home.

Visiting

When visiting, you will need a badge to enter and exit the children’s hospital areas. In the interest of protecting the privacy, safety and health of your child, all parents, family members and visitors must check in at the hospital’s information desk, located in the lobby on the first floor of UCSF Benioff Children’s Hospital. After a security and brief health screening are conducted, an identification badge will be issued. Please display your badge at all times while in the hospital by wearing it at shoulder height. You will need your badge to enter and exit the children’s hospital areas.

During flu season, there may be restrictions on visiting for children under the age of 12. This is to minimize the spread of infection and to protect the safety of your hospitalized child. Certain areas in the hospital may also have restrictions on visiting.

When you arrive, you will be asked for a list of people that you have approved to visit your child and family. To reduce the time and stress on the day of your child’s admission, it may be helpful to create this list prior to coming to the hospital. Upon your child’s admission, you will receive a blue badge specifically for parents that is valid through the following Sunday. Each Monday, please go to the lobby and receive a new parent badge. All other visitors will receive a daily badge.
Parking at Mission Bay

For parking rates visit http://campuslifeservices.ucsf.edu
Refer to the maps on pages 29-30 for more information.

- For disabled patients and visitors who have a valid Disabled Person Parking placard, the daily maximum rate is $6. Present the placard as you exit the garage to obtain this rate.
- We may be able to provide discount parking vouchers for parents of children’s hospital patients with financial hardships. Please speak to your child’s social worker or visit the Center for Families for more information.
- Patient drop-off: From Mariposa and Fourth streets, patients and family members may be dropped off at the circle driveway in front of the children’s hospital.
- Valet parking is available in the circle driveway in front of the outpatient clinic building (UCSF Ron Conway Family Gateway Medical Building) entrance at 16th and Fourth streets.

Transit options to Mission Bay

UCSF Medical Center at Mission Bay is accessible from the South Bay and the East Bay by various modes of transportation.

Muni

- UCSF at Mission Bay is accessible via Muni bus routes 22–Fillmore, 55–16th Street, and 91–Owl. All listed routes are accessible via wheelchair.
- Muni streetcar line, T–3rd St. stops at 3rd St. and South St. as well as 3rd St. and Mariposa St. This route is accessible via wheelchair. For more information, visit sfmta.com.

BART

There are several options for traveling between BART and Mission Bay on weekdays:

- RED Shuttle to 16th St. Mission BART, with service about every 15-20 minutes from 6:30 a.m. to 8 p.m.; stops on Fourth Street.
- Mission Bay Shuttle to Powell St. BART, with service about every 15-20 minutes from 7:15 a.m. to 10 a.m. and from 3:30 p.m. to 8 p.m.
- Muni’s K-Ingleside/T-Third Street line serves Embarcadero BART, with service about every 9 minutes (during peak periods) from 5:15 a.m. to midnight.
- Muni’s 55-16th Street line offers direct service between the 16th St. Mission BART station and our Mission Bay campus, with service about every 15 minutes from 6 a.m. to 10 p.m.

Caltrain

There are several options for traveling between Caltrain’s San Francisco station (at Fourth and King streets) and Mission Bay on weekdays:

- GREEN shuttle, with service about every 15-20 minutes from 6:30 a.m. to 8:00 p.m.; stops on Fourth Street.
- Mission Bay Shuttle, with service about every 15-20 minutes from 7:10 a.m. to 9:50 a.m. and from 3:45 p.m. to 7:50 p.m.; stops on Owens Street.
- Muni’s K-Ingleside/T-Third Street line, with service about every 9 minutes (during peak periods) from 5:15 a.m. to midnight; travel time is approximately 5 minutes; stops on Third Street.
Preparing for Your Child’s Stay (cont.)

**Lodging for families**

We support and encourage parents to stay with their child. Most patient rooms have sleeping accommodations for one family member to stay overnight. Unfortunately, we do not have accommodations for visiting children under the age of 18 years to spend the night in the hospital.

When your child is in the hospital for more than a few days, the social worker assigned to your child can provide you with information about the availability of short-term lodging in the area. We will do everything we can to assist you with finding housing options. Facilities such as the Ronald McDonald House, the Nancy and Stephen Grand Family House or local hotels are some of the options. Availability is dependent on the time of your child’s stay.

We understand that not every parent can stay with their child in the hospital. If you need to return home, we will develop a communication plan with you so that you can receive regular updates on your child’s care.

**Smoke-free environment**

UCSF Benioff Children’s Hospital San Francisco is a smoke-free environment. There are no designated outdoor smoking areas, and smoking is prohibited in or on all UCSF-owned or leased buildings, grounds, parking lots and sidewalks.

![Smoking Cessation Hotline](415-353-9298)

**Insurance prior to hospital admission**

Before scheduling your child’s admission, your child’s doctor’s office gets approval from your insurance company. An admissions counselor will call to review your current insurance benefits. UCSF Benioff Children’s Hospital San Francisco will bill your insurance company directly. You will be billed for any part of your child’s hospital fees not covered by your insurance company.

If you have any questions or financial concerns, please call Financial Counseling from 9 a.m. to 5 p.m., Monday through Friday.

![Financial Counseling](415-353-1966)
Your primary care doctor will refer you to a pediatric surgeon, who is specially trained to care for your child’s needs. The pediatric surgeon will usually meet with you to examine your child and make a recommendation regarding surgery.

**Insurance prior to the office visit**
Some insurance companies require that your child’s pediatrician obtain an authorization from your insurance company before your visit with the surgeon. It is your responsibility to make sure the authorization is issued before your child’s appointment. Office visits will be rescheduled if authorization is not received by the time of the appointment.

**Insurance prior to surgery**
The surgeon’s office staff will contact your insurance company for authorization for the surgery, if one is required.

**Before surgery** If surgery is scheduled, your child will need to have a physical exam to make sure that he or she is healthy enough for surgery and anesthesia. If your child is healthy with no chronic conditions, we ask that this exam be performed the week before the surgery by your child’s pediatrician or by the surgeon during the presurgical clinic visit.

In most cases, your child will need an appointment at the Pediatric Prepare Program for screening by an anesthesia care provider. This appointment will be scheduled by your surgeon’s office. This screening may take place in person or over the phone. The type of appointment your child will have is determined by the Prepare Program staff. The Pediatric Prepare Program is located in the Gateway Medical Building at 1825 Fourth St., Sixth floor, Reception 6B. Your child’s surgeon or surgical nurse will tell you if any blood needs to be drawn before the surgery and whether this can be done at the hospital or at a lab near your home.

The staff in the surgeon’s office will schedule your child’s surgery and notify you of the date and time you and your child need to arrive at the hospital. You will also be instructed about when to stop giving your child food, liquids and medications. Some surgeries may require an overnight hospital stay. The surgeon’s office staff will tell you the anticipated length of the hospital stay, if needed.

We make every effort to prevent surgery delays or cancellations. However, there are times when unexpected events may result in delays. If this is the case, we will make every effort to reschedule your child’s surgery as soon as possible.
If Your Child Needs Surgery (cont.)

The day before surgery

Please check with the surgeon’s office or the Pediatric Prepare Program to be certain you understand when to stop offering food, liquids and medications to your child. It is very important that your child have an empty stomach before the surgery. Withholding food and fluid is hard on young children, but it is very important. If your child eats or drinks too close to the time of the surgery, it will have to be rescheduled. Anesthesia cannot be delivered safely to a child who has food or fluid in his or her stomach. To decrease the risk of your child developing an infection, bathe him or her with soap and warm water the night before the scheduled surgery.

If your child is ill

If your child gets sick before or on the day of surgery, please contact the surgeon’s office. The surgeon’s office staff will reschedule the surgery.

Preparing for your child’s surgery

Surgery can be frightening for both children and their families. Our child life specialists are available to help ease the anxiety of surgical procedures through therapeutic play and preparation. If your child is scheduled to be seen at the Pediatric Prepare Program, you will meet with a child life specialist during the appointment. You can also make an appointment to meet with a child life specialist by calling 415-353-1203. If your child is in the hospital, the nursing staff can request a child life specialist to prepare your child for surgery.

A social worker is available to speak to you about specific needs your child or family may have before and after the surgery. Please ask the surgeon’s office staff for a referral to the social worker, or call 415-353-2655.

If you would like to meet with a chaplain before your child’s surgery, please call the chaplain at 415-443-5786. A chaplain is available 24 hours a day.

If your child is already in the hospital

For children who are already in the hospital when surgery is needed, your child’s surgeon will meet with you and your child in his or her hospital room to discuss the surgery and answer your questions.
The day of surgery  

Where to go for your child’s surgery and when to arrive:

UCSF Benioff Children’s Hospital San Francisco  

Surgical Waiting Area, 1975 Fourth St., Second floor

If you are arriving at the hospital on the day of your child’s surgery, please plan to arrive two hours prior to the scheduled time of the surgery.

When you arrive, please visit the information desk in the main lobby of Benioff Children’s Hospital to obtain a security pass. After you register, you will be directed to the Surgical Waiting Area on the second floor. A nurse will call for your child shortly before surgery. This is where your child will change into hospital clothing. We encourage you to stay with your child during this time.

When the surgical team is ready, your child will be escorted into the surgery room, and you will be asked to return to the Children’s Surgical Waiting Area. The surgeon will contact you in the Children’s Surgical Waiting Area as soon as the surgery is done. After surgery, your child will be cared for in the recovery room. This area is also called the Post-Anesthesia Care Unit (PACU).

① Pediatric Prepare, Gateway Medical Building (1825 Fourth St.) .............. 415-353-1150
② Children’s Surgical Waiting Area (1975 Fourth St., Second floor) ............ 415-476-0343
③ Child Life Services ................................................................. 415-353-1203
④ Social Work (main office) .......................................................... 415-353-2655
⑤ Spiritual Care (on-call chaplain) ............................................... 415-443-5786
If Your Child Needs Surgery (cont.)

After the surgery

Discharge from the hospital
If your child is having minor surgery, he or she may be discharged home a few hours after the procedure. The PACU (Post-Anesthesia Care Unit) staff will let you know when your child can eat and drink. You will be given verbal and written information about your child’s postoperative care, dressing changes, bathing, pain management, returning to normal activities and follow-up appointments. If you still have questions after your child is discharged, or if you are worried about your child’s recovery, call the surgeon’s office. If your child is to be admitted to the hospital, you may accompany your child from the PACU to your child’s room.

Postoperative care
Postoperative care will depend on the surgery your child had. Specific instructions will be given to you about how to care for your child at home and when to return to the surgeon’s office. If you have any questions about the care needed for your child after surgery, ask your child’s surgeon or surgical nurse. Your child’s surgeon will give you information about over-the-counter pain medications or provide a prescription to help manage your child’s pain. If your child’s pain is not controlled by the medication prescribed, call the surgeon’s office for advice.

Caring for your child

- After surgery, your child may experience nausea and vomiting. This is due to the anesthesia used during surgery. This feeling may last 24 hours after the surgery.
- Most children do better with fluids they choose. It is not unusual for your child to not be very hungry for a couple of days after the surgery.
- Your child may experience pain following surgery. If your child’s pain is not controlled, please let your child’s nurse know.

Children often have a slight fever – 99°F to 100°F – for one or two days after anesthesia; this is normal. A high fever (more than 100°F), redness around the surgical wound, bleeding, vomiting or decreased urination may not be normal; if you observe any of these symptoms, you should call the surgeon’s office.

Name of surgeon

Name of surgical nurse

Office phone

Other phone
Our Intensive Care Nursery (ICN) doctors, nurses and other health professionals are leaders in their field, and are specially trained in the care of critically ill babies. We will work closely with you to keep you fully informed, and help you to assist in your child’s care. Your child’s nurse is the first point of contact for questions. Each shift has a charge nurse, who is available to address any additional questions you may have.

Room assignments are based on the safety and equipment needs of each patient. For this reason, we cannot accommodate parents’ requests to move rooms.

Each family is assigned a social worker to provide counseling and emotional support and assist with financial, lodging and transportation concerns. Ask your nurse to contact your social worker as needed.

We welcome parents to be with their baby as much as desired. All visitors, including siblings, may visit during visiting hours (8:30 a.m. to 8 p.m.).

Many of our rooms have either a recliner or a small couch so that one parent can stay overnight at the bedside. Semiprivate rooms have one sofa sleeper. Your child’s safety is very important to us, so if space constraints imposed by equipment or the medical needs of your baby do not allow for you to stay at the bedside, we will notify you.

We encourage families to participate in the medical team rounds, which occur Monday through Friday from 9 to 11 a.m. and weekends and holidays starting at 8 a.m. During medical rounds, we discuss updates on your baby’s condition and the plan of care for the day. This is also a good time to ask any questions you may have about your baby’s plan of care.

In the interest of protecting the privacy and safety of your child, please review the following:

- We provide information to parents and legal guardians only.
- To maintain a quiet and safe environment, the number of people at each bedside is limited to two.
- At times, there may be restrictions on visiting for children under the age of 12 to minimize the spread of infection.
- Food and drink are not permitted at the bedside. Water is permitted in covered containers.
- Never visit when you are sick or bring in siblings to visit when they are sick.
- Please wash your hands or use the hospital-provided hand gel when entering and leaving your baby’s room.
- Please make sure to take care of yourself also.

Resources
In the ICN we offer lactation support for our pumping and breastfeeding mothers from nurses certified by the International Board of Lactation Consultant Examiners.

You can obtain pumping supplies from your baby’s nurse. There are two breast-pumping rooms available for use, or you may pump at your baby’s bedside using one of our roll-around breast pumps.
Talking to your child

It is important that your child know what is going to happen to him or her before coming to the hospital. Parents often ask how best to tell their child about coming to the hospital. Child life specialists can help with this. We’ve also included some tips below.

Your child may have concerns about what will happen during the hospital stay or surgery. Your child may want to know why the procedure or surgery is needed, how long it will take, what feelings may be expected and when he or she can return home. Get all the information you can about your child’s procedure or surgery to help reassure him or her and to answer his or her questions. Let your child know that a family member will be there with him or her. Separation is a natural fear in children, and even the youngest infants are reassured by their parents’ presence.

What should I tell my child?

Every child and family have their own way of coping with a medical event or procedure, but here are some ideas to consider:

► Ask your child what he or she knows about coming to the hospital. This is often a good place to begin the discussion.
► Give your child a simple explanation that he or she can understand.
► Children need to know what their experience will be like and how things may feel, smell, sound and look.
► Reassure your child that a family member will be there.
► Provide encouragement and support.
► Provide opportunities for play and expression of feelings.
► Discuss ways that you might be able to make the hospital experience easier – for example, reading books, blowing bubbles or listening to music.

When should I tell my child?

The timing of discussions about the hospital stay, procedures or surgeries will vary. Preschool children, for example, do best with information a day or two before the event. Older children will need more time to think things through, talk it over and organize questions. Sometimes, children and teens overhear conversations and may have questions and need explanations sooner. For age-specific information on how to prepare your child for surgery and hospitalization, please contact Child Life Services at the number below or visit www.ucsfbenioffchildrens.org/childlife.

Child Life Services ........................................... 415-353-1203
When parents need to be away
Leaving your child in the hospital, whether for brief or more extended periods, is an expected but often difficult part of hospitalization. You will need breaks and may need to go home or to work. It is helpful to tell your child when you are leaving and when you will be returning. Parents may want to slip away unnoticed to avoid upsetting their child, but children may actually become more upset when they realize their parents have left. Children feel safer and more comfortable when they know what to expect. Leave specific information with your child’s nurse about when you will return and how you or a family member can be contacted. Staff are available to discuss how to make your time away easier. If you do need to leave, sometimes it helps to leave a personal item like clothing or a photo with your child.

There are many ways you can help:
▶ Familiarize your child with the hospital setting by reading children’s books or going to the hospital website at www.ucsfbenioffchildrens.org.
▶ Honestly answer your child’s questions; children will lose trust if not told the truth.
▶ Encourage contacts with school, family and friends.
▶ Provide opportunities for your child or teen to play and express feelings about the hospital experience.
▶ Encourage your child or teen to help pack for the hospital. Some items you might want to include:
  □ A favorite game, toy or blanket
  □ Pictures of family, friends and pets
  □ Music, books or magazines
  □ Pajamas, robe, slippers
  □ Schoolwork

Sibling support
Staff from Child Life Services, Social Work, Spiritual Care Services and nursing can work directly with siblings to help them cope and understand why their brother or sister is in the hospital. You may find your children are having a difficult time adjusting and are displaying changes in behavior, mood, sleep patterns and school performance. Please share your concerns with us so that we can better support your family.

Brothers and sisters of all patients are welcome at the hospital and are encouraged to use creative arts therapies, the Schoolroom (Marie Wattis School) and sibling support and specialty rooms, which include the Sonja and William Davidow Main Playroom, the Digital Arts Studio, the Sonja and William Davidow Creative Arts Studio and the Teen Lounge. Please check with your nurse or child life specialist about any restrictions.

There are many ways you can help:
▶ Maintain your usual routines at home with family members and friends.
▶ Make daily contact with your children.
▶ Give simple explanations and answers to your child’s questions.
▶ Encourage your children to visit their brother or sister in the hospital.
▶ Provide play with dolls, puppets or drawing paper to help children express their feelings and act out the hospital experience.
▶ Contact Child Life Services for other suggestions.
During Your Child’s Stay

**Patient rooms**
At UCSF Benioff Children’s Hospital San Francisco, all patient rooms have wireless high-speed Internet, locking storage closets and an extendable sofa sleeper.

**Oneview Media Screen**
Each room is equipped with the Oneview Interactive Patient Care system, called the Oneview Media Screen. This system is a source for entertainment, interactive patient care services and information about your child’s health care team. It also allows you to access education related to the care of your child. Please be sure to view the introduction video on the media screen.

**Nutrition and Food Services**
Nutrition is an important part of your child’s care while he or she is in the hospital. Your doctor will order a diet for your child based on his or her medical condition. A menu of daily meal options is available in your child’s room or through the media screen. Meals can also be ordered by you using this system. If your child’s diet includes special modifications, a representative from the Nutrition and Food Services Department will visit you. You may ask your child’s nurse to contact the department if you have concerns related to your child’s diet.

**Patient Room Service**
Our patient meal program is called Room Service because, just like a hotel, we offer you the ability to choose what you want, when you want it. Your child’s doctor will order the appropriate diet for your child, based on his or her condition, age and medical needs. Room Service is available between 7 a.m. and 8 p.m. When you receive your child’s personalized Room Service menu, simply call 3-1111 to place your order or order through the Oneview Interactive Patient Care system on your media screen, and the food will be delivered to your child’s bedside. Orders can be placed in advance for delivery the following day. If you have made selections for your child that are restricted by the doctor, the diet clerk will assist you in making appropriate choices. There is no charge for this service for pediatric patients, new mothers and breastfeeding mothers. Meals are available for parents and visitors at a nominal fee and can also be ordered through the Oneview system on the media screen.

Please let us know if your child has any food allergies or food intolerances so that we can better serve you.

☎ **Room Service** .............................................................. 415-353-1111

**Patient and family food storage**
If you have special requests or wish to bring food from home, please check with your child’s nurse. For your child’s health and safety, food brought from the outside can be stored for only 24 hours in our patient pantries, in accordance with state health regulations. Refrigerators are available in the family lounges; however, all items stored in the refrigerator must be labeled with your last name, first initial and the time and date it was stored. Any food that is unlabeled or left longer than 24 hours will be discarded.
Café and retail food options

**Shorenstein Family Café** – Monday through Friday, 7 a.m. to 7 p.m.; Saturday, Sunday and holidays, 7 a.m. to 3 p.m. This café features an entrée station with daily specials and rotating food concepts, a pizza and pasta station, grab-n-go food, gourmet salads, sandwiches, made-to-order deli and grill items, and homemade soups, plus an assortment of healthy beverages and snacks.

**Bay Café Express** – Monday through Friday, 6 a.m. to 11 p.m.; Saturday, Sunday and holidays, 7 a.m. to 8 p.m. This convenience store is located adjacent to the Shorenstein Family Café. It has grab-n-go salads, sandwiches and pastries, and features a full line of Peet’s coffee, teas, espresso drinks and iced-blended coffees.

**Equator Café Kiosk** (Gateway Medical Building) – Open every day, 7 a.m. to 3 p.m. This coffee kiosk is located in the lobby of the Ron Conway Family Gateway Medical Building. It has grab-n-go salads, sandwiches and pastries, and features Equator coffee and espresso drinks.

Other food options

There are other food options outside of the hospital in the Mission Bay area. Please visit the Center for Families to learn more about these options. Vending machines are located outside the Shorenstein Family Café, including our Smart Choice Pantry, which features fresh-made sandwiches and salads. All machines are accessible 24 hours daily.

Cell phones and wireless devices

Use of cellular telephones and wireless devices is permitted in most areas of the hospital, except in specific patient-care areas. Signs are clearly posted in areas where the use of these electronic devices is not permitted. As a courtesy to others, please limit your cell phone use, speak in a low voice and set the ringer to vibrate or low. To protect the privacy of others, you may not use camera phones or other cameras to take pictures within the hospital without the written consent of those being photographed.

In-room telephones

Telephones are located at each bedside, except in critical care areas. Incoming calls can be received from 7 a.m. to 10 p.m. You may place outgoing calls at any time. If you need a teletypewriter (TTY) or other assistive device, please let your child’s nurse know.

Local calls

- Calls within the 415/628 area code – Dial 9 + 1 + area code + number

  *Please note: As of February 21, 2015, you must dial the area code even when calling from one local number to another.*

Long-distance calls

- Calls outside the 415/628 area code – Dial 9 + 1 + area code + number

  *Calls placed to numbers within the continental US are free.*

To reach the hospital operator

- Dial 0, then press 0 again at the automated prompt

To reach an outside line

- First dial 9

*Calling cards are sold at our gift shop in the hospital lobby, near Elevator M. All long-distance services are provided by AT&T.*
Your child is cared for by a staff trained to meet the special needs of children and their families. Your child’s treatment team for the day will be displayed on the Oneview Media Screen in your child’s room. Our philosophy is to care for the whole child, including his or her physical, emotional, developmental and social needs. Your role as parent or guardian is crucial in helping us care for your child. The following are other possible members of your child’s treatment team.

**Doctors**

Your child’s doctor, sometimes referred to as an attending physician, is responsible for managing your child’s care. If necessary, your child’s doctor may consult with other specialists. Since UCSF Benioff Children’s Hospital San Francisco is a teaching hospital, your child’s doctor will work together with fellows, residents and medical students, who may also care for your child. As a result, you receive the benefit of having a number of doctors working together with shared concerns for you and your child’s well-being.

- **Attending physicians** are members of the team that determines and supervises your child’s medical care. Attending physicians also teach other doctors to care for children. Your child will be assigned an attending physician. They change periodically, so please ask your nurse or doctor about the scheduled rotation of doctors on your child’s unit.

- **Fellows** are doctors who have completed their residency training and are now receiving advanced training in a pediatric specialty. Fellows work with an attending physician to provide your child’s care. Fellows help teach interns and residents under the guidance of attending physicians.

- **Residents and interns** are doctors completing training in pediatrics. They work under the guidance of attending physicians and fellows to provide your child’s care.

**Nursing staff**

Our nursing staff coordinates and provides care for your child and works with you in healing your child. All of our nurses have received special training in caring for children and their families. Nurses at the children’s hospital can be easily identified by their royal blue scrubs featuring an embroidered logo.

- **Charge nurses** are responsible for overseeing the nursing care on your child’s unit during a shift.

- **Clinical nurse specialists** are registered nurses with advanced education in special areas. These nurses help coordinate your child’s care and can teach you special skills to care for your child.

- **Nurse practitioners** are registered nurses with advanced education in special areas. These nurses have training and skills in assessment, diagnosis and managing health needs in their specialty areas.

- **Patient care managers** are responsible for supervising all nursing care on every shift on your child’s unit.
Support staff (cont.) In addition to our nursing staff, other health professionals help to ensure that your child receives the highest-quality care.

- **Patient care assistants** are trained to help nurses care for your child. They work under the supervision of a nurse and provide routine care activities, but they are unable to give medications.
- **Patient support assistants** help units stay clean and equipped.
- **Unit coordinators** provide clerical support and directions, and answer questions.

Other team members

- **Child life specialists** are experts in child development. They specialize in working with children and adolescents, helping them adjust to and understand the hospital environment.
- **Child life teachers** are California-certified teachers who are available to provide academic assistance to your K-12 children.
- **Case managers** coordinate follow-up care in preparation for your child’s discharge and can help identify support services in your hometown area.
- **Pediatric echocardiographers** perform a noninvasive test using ultrasound, allowing the doctor to see how the heart’s chambers and valves are working.
- **Integrative pediatric pain and palliative care (IP3)** provides expert pain management and consultative services in both the inpatient and outpatient settings. The multidisciplinary team of pediatric anesthesiologists and pain and palliative care specialists is available 24 hours/day and offers a spectrum of pain management therapies.
- **Interpreters** provide patients and their families, as well as the health care team, with interpreter services for all languages, including sign language. If you need an interpreter, please tell your child’s nurse.
- **Lactation specialists** help mothers and babies breastfeed. If you have questions or concerns regarding breastfeeding, please ask your child’s nurse to contact them.
- **Nutritionists** offer guidance on nutrition to help your child grow and heal. Please contact your child’s nurse for consultation with a nutritionist.
- **Parent liaisons** are specially trained parents who provide peer-to-peer support and resources to help families navigate the hospital environment.
- **Pharmacists** fill prescriptions ordered by the doctor and provide important information about your child’s medications.
- **Radiology technologists** perform X-rays, ultrasounds, CAT scans, MRI scans and other tests to help the health care team treat your child.
- **Social workers** provide emotional support, address barriers to care and provide referral to community agencies. They can help decrease stress and guide you and your family during your child’s hospital stay.
- **Spiritual Care Services staff** are available for your family’s emotional, spiritual and religious needs. The Meditation Room is available for patients and families who would like a quiet place for meditation and prayer. It is located at the entrance of the children’s hospital, near the information desk. There are also smaller meditation rooms available for your use on the third through the sixth floors.
- **Therapists** are available in the areas of occupational, physical, respiratory and speech therapy to help children adapt to activities of daily living, breathing and speaking.
- **UCSF Neonatal/Pediatric Transport team members** include nurses, pediatricians and nurse practitioners who are specially trained and experienced in caring for babies and children who need to be transported by critical care ground or air ambulance to UCSF Benioff Children’s Hospital San Francisco.
Overview

Child Life Services helps children and families adjust to and understand hospitalization, illness or injury, and treatment. Child life specialists, teachers and creative arts therapists work closely with children, adolescents and their families to ensure that each child’s developmental, emotional and psychosocial needs are being met while they are cared for at UCSF Benioff Children’s Hospital San Francisco.

Child life specialists are available to help prepare children and adolescents for medical treatments and procedures. They use age-specific teaching tools such as models and dolls and also help children develop coping strategies like imagery, distraction and relaxation to reduce anxiety.

In addition to many other supportive services, animal-assisted therapy helps children through the healing power of the child-dog bond. Our Canine Companions for Independence dogs provide a mellow and affectionate presence that helps bridge the gap between home and hospital.

Child Life Services offers a number of services designed to make the hospital experience as positive as possible for both patients and their families. These services include:

- Age-appropriate activities
- A school program
- Therapeutic play, including medical play
- Individualized explanations of medical tests, procedures and surgery
- Orientation to the hospital through tours and individualized play
- Family and sibling support programs
- Visits from community groups and celebrities
- Holiday celebrations
- Animal-assisted therapy
- Weekly bingo and other activities on Child Life’s television channel
- Education on growth and development, and reactions to hospitalization and discharge

Learn More

- **Child Life Services** ........................................... .415-353-1203
- **Playroom/Creative Arts – BCH C5433** .......................... .415-353-1221
- **Schoolroom (Marie Wattis School) – BCH C6421** ........ .415-353-1310
- **Center for Families – BCH C6421** ........................... .415-353-1410
**Creative arts therapies**
Music and art therapy are provided at the bedside and in our creative arts studio. Creative arts therapies help patients cope with pain, anxiety and stress, and allow them to communicate about and find meaning in their hospital experience.

**Schoolroom (Marie Wattis School)**
Attending class is a normal part of childhood, and we encourage children to continue their learning while in the hospital. UCSF Benioff Children's Hospital San Francisco has a classroom that offers educational support to all inpatient children and their siblings who are enrolled in kindergarten through 12th grade. The school’s teachers are credentialed by the California Department of Education and will coordinate with your child’s school to ensure class requirements are met. They can also create independent study projects that meet California standards of education.

The teachers work with children in the classroom and are also available to work at the bedside of patients who are unable to attend classroom programming.

**Sibling support**
Child life specialists are available to provide emotional support for brothers and sisters, to encourage expression of feelings and to increase their understanding of the hospital environment. Siblings are welcome in all our rooms after receiving a health clearance and sticker from a nurse.

**Specialty rooms**
If your child is unable to attend activities with other children, special times can be arranged in the following rooms to meet your child’s needs. Please check the schedule posted in your child’s room for programming hours.

- **The Sonja and William Davidow Main Playroom** is a safe, stress-free place where children know they won't face medical procedures. The playroom offers toys, arts and crafts, medical play and more for children of all ages and is staffed by child life specialists and trained volunteers.

- **The Digital Arts Studio** provides children and adolescents with digital and technology-related activities that are creative and interactive.

- **The Sonja and William Davidow Creative Arts Studio** is the home of both art and music therapy. Through both groups and individual sessions, children and teens can explore many ways to express themselves.

- **The Teen Lounge** is available for patients and siblings 13 years of age and older. It is a place for teens to participate in activities, listen to music, play video games and socialize with other teens.

**Children’s Emergency Department**
Our Children’s Emergency Department (ED) is the newest state-of-the-art, freestanding pediatric ED in San Francisco and was designed and built with kids’ and families’ unique needs in mind. Staffed around the clock by board-certified pediatric emergency medicine physicians, as well as nurse and other specialists trained in children’s emergency medicine, it features child-sized equipment and child life specialists to help kids be less fearful and understand their treatment. For non-life-threatening emergencies, parents can use InQuicker, an online system, to choose an available time for their child to be seen, and then wait in the comfort of home.

**Volunteers**
Volunteers, who are trained by Child Life Services staff, help supervise play spaces and spend time with children and adolescents when family members need to take a break. Whether playing a board game or reading a book aloud, our volunteers help kids feel like kids during their hospital stay. Parents or staff can contact Child Life Services to request a volunteer.

© Volunteer Services .................................................. 415-476-1415
Family Lounges

Our family lounges are always open for families whose children are being cared for at UCSF Benioff Children’s Hospital. We welcome you to use the space to relax and enjoy meals and snacks. Family lounges are located on each floor of the children’s hospital. Each floor has different support services. Each lounge is supplied with cleaning supplies. The lounges are cleaned by our hospitality staff twice a day. As a courtesy to other families, we ask that parents clean up after themselves and please be respectful of others who use the lounge. If you need a temporary private or quiet space, we will find another space for you. For specific information regarding what is available on each floor, please refer to the chart on the opposite page.

**Kitchens**
- Most family lounges have microwaves and refrigerators for your use.
- Refrigerators are checked daily.
- For your child’s safety, food brought from the outside can be stored for only 24 hours in our patient pantries, in accordance with state health regulations.
- All items stored in the refrigerators in the family lounges must be labeled with your last name, first initial and the time and date it was stored.
- Any food that is unlabeled or left longer than 24 hours will be discarded.
- Please be sure there is space for other family members to store food.

**Showers**
- Clean linen and basic toiletries may be obtained from your child’s nurse. If you need additional items, please visit the Center for Families in Room C6421 for assistance.
- Please limit shower use to 20 minutes as a courtesy to those who are waiting.
- Place all used linen in the hamper provided.

**Laundry**
- You may obtain laundry soap from the Center for Families or from your child’s nurse.
- If you must leave the area while doing your laundry, be sure to return promptly.
- If your laundry is left unattended, it may be removed so others can use the machine.
- Check the dryer catch for lint and remove any lint that has accumulated.

**Television and computers**
- You are welcome to use the television and computers in the rooms.
- Be mindful of other people’s needs when adjusting the volume on the TV.
- If others are waiting, please limit phone and computer use to 20 minutes.

If you see something that needs our attention, please let your nurse know.
## Family Lounges

<table>
<thead>
<tr>
<th>Patient Unit/Room Number</th>
<th>Location</th>
<th>Description &amp; Amenities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Antepartum A3878</td>
<td>3rd Floor</td>
<td>Lounge</td>
</tr>
<tr>
<td></td>
<td>Family Lounge</td>
<td>Laundry room with sink</td>
</tr>
<tr>
<td>ICN C3899</td>
<td>3rd Floor</td>
<td>Lounge</td>
</tr>
<tr>
<td></td>
<td>Family Lounge</td>
<td>Microwave</td>
</tr>
<tr>
<td>PCICU/PCTC C4624</td>
<td>4th Floor</td>
<td>Lounge</td>
</tr>
<tr>
<td></td>
<td>Family Lounge</td>
<td>2 Restrooms with showers</td>
</tr>
<tr>
<td>PCICU/PCTC C4625</td>
<td>4th Floor</td>
<td>Lounge</td>
</tr>
<tr>
<td>Med/Surg PTrans C5441</td>
<td>5th Floor</td>
<td>Lounge</td>
</tr>
<tr>
<td></td>
<td>Family Lounge</td>
<td>Refrigerator</td>
</tr>
<tr>
<td>BMT/ONC C6413</td>
<td>6th Floor</td>
<td>Lounge</td>
</tr>
<tr>
<td></td>
<td>Family Lounge</td>
<td>2 Restrooms with showers</td>
</tr>
<tr>
<td>C6421</td>
<td>6th Floor</td>
<td>Resource center for adult family members; library,</td>
</tr>
<tr>
<td></td>
<td>Center for Families</td>
<td>computers, lounge, coffee, laundry supplies, toiletries.</td>
</tr>
<tr>
<td></td>
<td>7 days a week</td>
<td>Staffed by parent liaisons who provide peer-to-peer</td>
</tr>
<tr>
<td></td>
<td>Phone: 415-353-1410</td>
<td>support and help families navigate hospital. Family support</td>
</tr>
<tr>
<td></td>
<td>Please see</td>
<td>programs: knitting, scrapbooking, massage and support</td>
</tr>
<tr>
<td></td>
<td><a href="http://www.ucsfbenioffchildrens.org/centerforfamilies">www.ucsfbenioffchildrens.org/centerforfamilies</a></td>
<td>groups.</td>
</tr>
</tbody>
</table>

Terraces and gardens are open to patients, families, visitors and staff and are accessible from 8 a.m. to 7 p.m. daily.
Center for Families

The Center for Families, located on the sixth floor in room C6421, serves as a lounge, resource center, health library, business center and concierge desk, where parents and other adult family members may tend to their various needs while remaining near their children. The room has a fax machine, computers with Internet access, phone jacks for laptop computers, phones and a copier to help families keep up with the demands of life outside the hospital. The Center for Families is staffed by parent liaisons, specially trained parents who provide peer-to-peer support and resources to help families navigate the hospital environment. Other family support services and activities for parents are offered by the Center for Families throughout the week.

At UCSF Benioff Children’s Hospital San Francisco, we value the opinions and suggestions of families and believe that both staff and family bring unique knowledge, skills and experience to caring for children. Our Family Advisory Council gives families a voice in decisions that affect patient care and family experiences. For more information about the Family Advisory Council, please contact the Center for Families.

Social Services

Social workers are available to help you and your family cope with the psychological and social issues that arise when your child is hospitalized or has a chronic illness. Our social workers are trained to assist children and their families in identifying possible areas in family life that may be affected. They serve as counselors and liaisons to help identify resources and solve problems.

Spiritual Care Services

Chaplains representing various faith traditions are available to patients and families around the clock. To request a chaplain visit, please notify your child’s nurse, or page the on-call chaplain at the number below. We also have a Meditation Room, which is available to you and your family in the hospital on the first floor, near the information desk.

Patient Relations

Patient Relations provides services to ensure that your experience at UCSF Benioff Children’s Hospital San Francisco is a good one. If you or your child has a question or concern about your stay, please let us know. We suggest that you first discuss your concerns with your child’s nurse, the patient care manager and your child’s doctor. If your concern remains unresolved, the Patient Relations staff is available to help you reach a resolution or provide more information.
Gift shop  A gift shop is located on the first floor between the adult and children’s hospitals. It offers a wide selection of gift items, including candy, fresh flowers and plants, magazines, books, toys, greeting cards and phone calling cards. The gift shop is open every day of the year, including holidays, and all proceeds support patient and family amenities. You may also purchase a gift over the phone, via email at giftshop@ucsfmedicalcenter.org or by visiting our website at www.ucsfhealth.org/giftshop. The staff will arrange to have gifts delivered to hospital patients.

Gift Shop .......................................................... .415-476-1150

Website  The UCSF Benioff Children’s Hospital San Francisco patient website is a valuable resource for information about specific medical conditions, as well as our doctors and services. See www.ucsfbenioffchildrens.org.

You can also generate and print customized driving directions to help get you to and around the children’s hospital by visiting the Pathway website at www.ucsfbenioffchildrens.org/pathway.

Website .......................................................... .415-476-1511

Farmer’s market  Shop for healthy, fresh and locally grown produce and prepared foods every Wednesday, rain or shine, from 10 a.m. to 2 p.m., April through November, at the farmer’s market located on Gene Friend Way.

Farmer’s market ............................................. .415-476-1150

Transportation services  Transit Pass Purchasing is located at 1625 Owens St. and is open Monday through Friday from 8 a.m. to 5 p.m.

Transportation services ............................................. .415-476-1511

Security Services  Security Services is located on the first floor of the hospital near the Children’s Emergency Department in C1913. Security Services provides surveillance, patrol, badging and code response to all UCSF campuses on a 24/7 basis.

Security Services ............................................. .415-885-7890

Breastfeeding rooms  Breastfeeding rooms are located throughout the hospital; please ask a nurse to direct you to these rooms. Breast pumps are available for your convenience. Please ask your nurse or lactation consultant for any equipment, labels or instructions you might need. Refrigerators and freezers are available to store breast milk.

Breastfeeding rooms ............................................. .415-476-1150

ATM/banking services  There is a Wells Fargo ATM across from the Peet’s coffee express on the first floor near the café. Bank of America and Wells Fargo are both located at 550 Gene Friend Way.

ATM/banking services ............................................. .415-476-1150

Patient mail  During your child’s hospital stay, mail will be delivered to your child’s room each day. For prompt delivery, please ask your family and friends to address letters and cards with your child’s name, room number and the words “Patient Mail” on the lower right corner of the envelope. Mail will be forwarded to your home address after your child is discharged.

Patient mail .................................................. .415-476-1150

Our address:
UCSF Benioff Children’s Hospital San Francisco
1975 Fourth Street
San Francisco, CA 94158-2351

Send an electronic message to a patient by going to www.ucsfbenioffchildrens.org and clicking on “Send a Patient a Message” under the “For Visitors” menu.
Your child’s safety

We are all committed to your child’s safety. All health care workers and visitors should clean their hands with alcohol gel or soap and water upon entering and exiting your child’s room. If you’d like to confirm that our staff have clean hands before they examine your child, it’s OK to ask them. By asking, you are helping us maintain our high standard of care.

**Latex balloons** are a choking hazard for young children and are not allowed. Please do not use medical gloves as balloons for the same reason. Mylar balloons are acceptable and can be purchased in the gift shop.

Safe sleep

Unless there is a medical reason, UCSF Benioff Children’s Hospital San Francisco follows the American Academy of Pediatrics’ recommendations on safe sleep. Infants less than 1 year old are placed on their back to sleep. Children who are shorter than 35 inches or less than 2 years old will be put in a crib. Alternative beds may be used to provide additional safety for your child. For the safety of our patients, bed sharing or co-sleeping is not allowed.

Security

All hospital staff members are required to wear special **photo identification badges** with their full name, position and assigned department. In addition, public access to certain areas is limited to families and staff.

For the safety of our patients and families, every individual that comes to UCSF Benioff Children’s Hospital must be approved at Security Services on the first floor of the children’s hospital. Once each individual is checked in, an identification badge will be issued. This badge must be worn at all times while in the building. Parents will receive a blue badge that is valid for one week. Each Monday, please go to the lobby and receive a new parent badge. All other visitors will receive a daily badge.

Safety is very important to us. **We periodically hold fire and emergency preparedness drills** to test safety equipment and educate staff. If an alarm sounds while you are here, please stay calm and follow the instructions given by the staff.

The **UCSF Police Department and security officers** work throughout the hospital and immediate neighborhoods to keep visitors and staff safe. You may call Security Services for an escort to your car if you are leaving the hospital after hours.

① **Security Services** .................................................. **415-476-6038**
Special Services

Special needs patients

UCSF Medical Center and UCSF Benioff Children’s Hospital San Francisco are committed to providing patients and visitors with reasonable accommodation and access to our facilities, services and equipment regardless of any disability. We provide assistance to help meet communication and physical access needs. If your child’s hearing, speech or sight is impaired, or if your child has any other disability, or if you require any special assistance, please let your provider, nurse or a member of the Patient Relations staff know. Teletypewriters (TTYs) are available for hospitalized patients who need them. You may access a 24-hour TTY phone line, which can be reached by dialing 415-885-3TTY. Other examples of assistance available include: information in Braille, large print, audio, email and assistive listening systems; accessible exam tables and scales; big button/Braille volume control; hearing aid-compatible speaker phones and adapted call systems; closed caption TV; visual notification devices (door knockers); sign language interpreters; and other physical assistance.

1. Patient Relations ................................................................. 415-353-1936
2. Volunteer Services ............................................................ 415-476-1415

Notary services

Notary services and referrals are available by contacting Patient Relations.

1. Patient Relations ................................................................. 415-353-1936

Interpreting services

Interpreters in many languages, including Spanish, Russian, Cantonese and Mandarin, are available for you and your child. We can also provide interpreters in American Sign Language (ASL). If English is not your preferred language or if you or your child has speech or hearing impairment, please ask any of our staff members, so we can arrange for an interpreter to assist you at no cost to you.

1. Interpreting Services ............................................................ 415-353-2690

In-room patient education

UCSF Benioff Children’s Hospital San Francisco provides in-room patient education through the Oneview Media Screen located in your child’s room. Ask your nurse to assist you with how to use the system.
Your Child’s Privacy and Rights

**Patient privacy**

Everyone at UCSF Benioff Children’s Hospital San Francisco is committed to protecting your family’s privacy and confidentiality in accordance with federal and state privacy laws and regulations, including the Health Insurance Portability and Accountability Act (HIPAA) and the Health Information Technology for Economic and Clinical Health (HITECH) Act. For more information about how we may use and disclose your child’s protected health information, please refer to the Notice of Privacy Practice booklet. Additional copies are available in the Admissions and Registration areas.

**Patient rights and responsibilities**

Every patient has rights and responsibilities. They apply to all patients without regard to race, color, national origin, religion, sex, gender identity, gender expression, pregnancy, physical, mental or other disability, medical condition (cancer-related or genetic characteristics), ancestry, marital status, age, sexual orientation, citizenship or status as a covered veteran (special disabled veteran, Vietnam-era veteran or any other veteran who served on active duty during a war or in a campaign or expedition for which a campaign badge has been authorized).

We encourage a partnership of mutual respect between you and your child’s health care team. We also encourage you and your designated representative to participate in discussions and decisions about your child’s care. It is our goal to help you understand all of the options, alternatives, risks and benefits. Please review the list of patient rights and responsibilities so that you understand both your rights and your responsibilities. If you have any questions, you may contact Patient Relations.

© Patient Relations ................................................................. 415-353-1936
Preparing for Discharge

**Discharge planning**
Planning for your child’s discharge from the hospital and return home will begin soon after he or she is admitted. Staff members caring for your child will work closely with you, anticipating special needs that you may have such as nursing, physical therapy or occupational therapy, equipment, special medications and transportation from the hospital to home.

**Our Case Management/Social Work staff** will help plan for your child’s discharge, make referrals to community resources if needed, coordinate insurance coverage and work with the home care coordinator if home care services are needed.

**Our nursing staff** will teach you any special procedures and answer questions so that you understand your child’s home care needs at the time of discharge.

Discharges are generally planned for 11 a.m. Please keep in mind that the day and time of your child’s discharge may change depending on his or her condition. If you anticipate a problem with transportation, please let your social worker or nurse know as soon as possible.

**Discharge checklist**
Before you leave the hospital, please review this checklist:

- Written instruction from your child’s doctor or nurse are reviewed and any questions you have about medications, activities, treatments or care are answered.

- Follow-up appointments are scheduled and you know where and when to go.

**Patient survey**
Soon after your child leaves the hospital, you will receive a survey about your experience. Please take the time to complete the survey and return it. Your feedback tells us what we do well and what our families think we need to improve. Our goal is to provide the best care for your child. During your child’s stay in the hospital, if you have any questions or concerns, please let us know right away.

**Hospital locations**
UCSF Benioff Children’s Hospital San Francisco offers medical care at its Mission Bay site as well as several other locations. In addition to our San Francisco sites, we have specialty care clinics throughout Northern California and beyond, where we partner with other doctors and hospitals to provide patient care. See the list of all clinics by visiting our website at [www.ucsfbenioffchildrens.org/specialtyclinics](http://www.ucsfbenioffchildrens.org/specialtyclinics).

① Patient Assistance .......................... 888-689-8273
<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Admissions (children) – 1975 Fourth St., First floor</td>
<td>415-476-1576</td>
</tr>
<tr>
<td>Anesthesia Presurgical Evaluation (Pediatric Prepare Program – GMB 6)</td>
<td>415-353-1150</td>
</tr>
<tr>
<td>Blood Bank – GMB 2</td>
<td>415-476-1404</td>
</tr>
<tr>
<td>Center for Families – BCH 6</td>
<td>415-353-1410</td>
</tr>
<tr>
<td>Child Life Services</td>
<td>415-353-1203</td>
</tr>
<tr>
<td>Directions in multiple languages</td>
<td>415-476-2999</td>
</tr>
<tr>
<td>Financial Counseling</td>
<td>415-353-1966</td>
</tr>
<tr>
<td>Gift Shop</td>
<td>415-476-1150</td>
</tr>
<tr>
<td>Integrated Pain &amp; Palliative Care</td>
<td>415-353-1328</td>
</tr>
<tr>
<td>Interpreting Services</td>
<td>415-353-2690</td>
</tr>
<tr>
<td>Patient and Visitor Services</td>
<td>415-353-9234</td>
</tr>
<tr>
<td>Patient Assistance</td>
<td>Toll-free 888-689-8273</td>
</tr>
<tr>
<td>Patient Relations</td>
<td>415-353-1936</td>
</tr>
<tr>
<td>Pediatric Prepare Program – GMB 6</td>
<td>415-353-1150</td>
</tr>
<tr>
<td>Pediatric Pulmonary Function Lab</td>
<td>415-353-1858</td>
</tr>
<tr>
<td>Pediatric Sleep Lab</td>
<td>415-353-1957</td>
</tr>
<tr>
<td>Room Service</td>
<td>415-353-1111</td>
</tr>
<tr>
<td>Schoolroom (Marie Wattis School)</td>
<td>415-353-1310</td>
</tr>
<tr>
<td>Security Services</td>
<td>415-885-7890</td>
</tr>
<tr>
<td>Smoking Cessation Hotline</td>
<td>415-353-9298</td>
</tr>
<tr>
<td>Social Services</td>
<td>415-353-2655</td>
</tr>
<tr>
<td>Spiritual Care Services (on-call chaplain)</td>
<td>415-443-5786</td>
</tr>
<tr>
<td>Surgical Waiting Area (Children’s Hospital, Second floor)</td>
<td>415-476-0343</td>
</tr>
<tr>
<td>UCSF Operator</td>
<td>415-476-1000</td>
</tr>
<tr>
<td>Volunteer Services</td>
<td>415-476-1415</td>
</tr>
</tbody>
</table>
Mission Bay Hospitals Interior – First floor
Mission Bay Site Map and Driving Directions
Driving directions

Use these directions to approach UCSF Medical Center at Mission Bay. Since there is ongoing construction in the area, please check pathway.ucsfmedicalcenter.org for updated directions.

From East Bay and Oakland Airport
1. Cross Bay Bridge (I–80 West), and take the exit toward 9th St./Civic Center
2. Keep left at the fork and merge onto 8th St.
3. Keep left to stay on 8th St. and take the first left onto Brannan St.
4. Take the first right onto 7th St.
5. Turn left onto 16th St.
6. Turn right onto Owens St. for Parking Garage or right onto 4th St. for patient drop–off

From Marin County (Highways 101 South and 1 South)
1. Cross Golden Gate Bridge, stay in far right lane
2. Make a slight left onto Lombard St. and turn right onto Van Ness Ave.
3. Turn left on Fell St.
4. Take the second right onto 10th St.
5. Continue onto Potrero Ave.
6. Turn left onto 16th St.
7. Turn right onto Owens St. for Parking Garage or right onto 4th St. for patient drop–off

From San Francisco Airport and South Bay (Highway 101 North)
1. Approaching San Francisco keep right at the fork, follow signs for US 101 N/San Francisco and merge onto US 101 N
2. Take the exit toward Downtown San Francisco and merge onto I–280 N
3. Take the Mariposa St. exit and stay right.
4. Merge onto Owens St. for Parking Garage or turn right onto Mariposa St. and then left on Hospital St. for patient drop–off

From the Peninsula (I–280 North)
1. Take I–280 North and follow signs for I–280 N/San Francisco/Bay Bridge
2. Take the Mariposa St. exit and stay right.
3. Merge onto Owens St. for Parking Garage or turn right onto Mariposa St. and then left on Hospital St. for patient drop–off

Children’s Emergency
Children’s Emergency

Muni Bus Stop
UCSF at Mission Bay is accessible via Muni bus routes 22 – Fillmore, 55 –16th Street, and 91–Owl. All listed routes are accessible via wheelchair.

Muni T–3rd St. Light Rail
Muni streetcar line, T–3rd St. stops at 3rd St. and South St. as well as 3rd St. and Mariposa St. This route is accessible via wheelchair. For more information, visit sfmta.com.

Parking Entrance
Parking Entrance

Due to construction, access to the 3rd St. Garage is only possible driving South on 3rd St.

Patient Drop–Off
Patient Drop–Off

Patients may be dropped–off at the circle drives in front of the Hospitals and in front of the Medical Building.

Public Parking
Public Parking

See map to the left for public parking locations. Primary access to the Owens St. Parking Garage is on Owens St. For parking rates visit http://campuslifesciences.ucsf.edu

UCSF Shuttle Stop
UCSF Shuttle Stop

Shuttles connect all major UCSF Health site locations in San Francisco: Parnassus Heights, Mission Bay, Mount Zion, China Basin and Zuckerberg San Francisco General. Inter–campus services are provided Monday to Friday, from 5:00 a.m. to 9:00 p.m., and are free for patients and their family members. Shuttles are ADA accessible. For shuttle routes and timetables visit: campuslifesciences.ucsf.edu

Valet Parking
Valet Parking
Gateway Medical Building: Service is available Monday to Friday from 8:00 a.m. to 6:00 p.m. Vehicle drop–off is until 3:00 p.m. and valet vehicle retrieval until 6:00 p.m. After hours, vehicle keys will be available with a UCSF parking attendant.

Smith Cardiovascular Research Building: Service is available Monday to Friday from 7:30 a.m. to 3:45 p.m.

Valet service is available at no extra charge to patients and families. Standard parking rates apply.
Please list below all prescription, nonprescription and over-the-counter medications your child is taking, including supplements, vitamins and herbal supplements and teas. DO NOT bring medications with you to the hospital unless your child’s doctor instructs you to do so.

<table>
<thead>
<tr>
<th>Drug name</th>
<th>Dose</th>
<th>How often your child takes it</th>
<th>Why your child takes it</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Medication List