Welcome
Welcome

You’ve probably already realised that the Lady Cilento Children’s Hospital is a big facility – in fact, it’s the largest and most advanced paediatric hospital in Australia.

Our staff will make you feel as welcome, comfortable and safe as possible during your stay and will help you discover our 80,000 square metres of facilities spread across 12 levels.

This guide will help you get to know the hospital and the services we provide. Please take a few minutes to familiarise yourself with this information to ensure you get the most out of your time with us.

At Children’s Health Queensland, we aim to provide the best possible family-centred care to children, young people and their families. From the Family Resource Centre and the pet visiting area to the rooftop gardens and playgrounds, we’ve built the hospital with the needs of children and families in mind. We know it’s the small things that can make a big difference to your stay.

We’re also committed to working in partnership with families and, most importantly, involving you as a member of your child’s health care team. After all, you know your child better than anyone and your knowledge is invaluable to our teams. I encourage you to question our staff if anything is not clear and take advantage of the many support services we offer.

On behalf of our entire team, welcome to the Lady Cilento Children’s Hospital. Whether this will be your first and only visit, or the first of many, rest assured that we’ll do everything we can to provide your child, and entire family, with an exceptional healthcare experience.

Fionnagh Dougan
Chief Executive, Children’s Health Queensland Hospital and Health Service

We acknowledge the Traditional Custodians of the land on which we walk, work and live. We pay respects to Elders past, present and future. We pay respects to the cultural authority held and shared by colleagues across Queensland.

Useful contact numbers

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone number</th>
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<tbody>
<tr>
<td>General enquiries</td>
<td>3068 1111</td>
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<tr>
<td>Surgical Admissions Lounge</td>
<td>3068 3170</td>
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<tr>
<td>Outpatients</td>
<td>1300 762 831</td>
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<tr>
<td>Welfare/Social work</td>
<td>3068 2940</td>
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<tr>
<td>Patient Experience Improvement Officer</td>
<td>3068 1120</td>
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<tr>
<td>Security</td>
<td>3068 3300</td>
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Lady Cilento Children’s Hospital,
501 Stanley Street, South Brisbane QLD 4101.
W www.childrens.health.qld.gov.au

Connect with us

Are you following Children’s Health Queensland on social media yet? To keep up to date with the latest news about the Lady Cilento Children’s Hospital and our other services, find us on social media.

Last updated: June 2017
Whether you are here for a day procedure, a short stay or longer, your child’s care team will do their best to make your stay as comfortable as possible. Here is some important information that you will need to know while you’re here. If you have any other questions, do not hesitate to ask a staff member.

**Patient identification**

When you child is admitted to hospital, a nurse will prepare and attach a patient identification (ID) band to their wrist or ankle. You can help us keep your child safe by checking that details on the band are accurate and ensuring your child wears it at all times during their stay.

If the band is removed, it has fallen off or becomes unreadable, please let the nursing staff know so that it can be replaced as soon as possible.

**Meals**

The hospital provides a choice of meals and will meet special dietary requirements including those required to support your child’s medical care or cultural or religious needs. If your child is not on a restricted diet they will be offered a selection of dishes for meal time. Food services staff will consult with you and your child at their bedside or in your ward and meals are chosen at each meal time.

Snack boxes and a short-order menu of approved meals are also available outside standard meal times. Snacks and drinks are also available in the ward, if required.

Breastfeeding mothers will be provided with a meal. Other parents/carers who stay overnight have access to tea/coffee, condiments, bread and use of sandwich presses. Ask ward staff if you have any questions about meals.

For certain procedures your child will not be able to eat or drink (this is called fasting), for several hours beforehand. Nursing staff will tell you how long they must fast before the procedure. Please check with your child’s nurse before giving your child food from outside the hospital.

If you are able to leave the ward, the vouchers can also be redeemed at the ‘Amigo to Go’ convenience store on Level 2 and food outlets in the Level 2 food court for meals to the value of $7.50. They cannot be used at Sumo Salad or Hudson’s Café.


**Visiting hours**

Parents and carers can visit anytime (day or night) and are encouraged to spend as much time with their child as possible. Visiting hours for other family members and friends are between 10am to 8pm. The main lights will be switched off by 8pm to encourage children to settle. Please ensure young visitors are supervised by an adult at all times.

**Child and Youth Mental Health**

Visiting hours for the child and adolescent mental health unit are:

**Child unit**

- **Monday to Friday**: 3:30pm to 7pm
- **Weekends and public holidays**: 9am to 7pm

**Adolescent unit**

- **Monday to Friday**: 3pm to 7pm
- **Weekends and public holidays**: 9am to 7pm (excluding main meal times)
Quiet time
Our wards observe ‘Quiet time’ daily so children can rest. This generally occurs between 1pm and 3pm but check with staff in your ward. During quiet time, the lights will be dimmed, and televisions and other electronic devices (games, laptops etc) will be turned off. We also ask that there are minimal visitors during this time. Please check with your ward if you have any questions about visiting hours.

Entertainment
The touch-screen Patient Entertainment System found at each inpatient bedside and in other areas throughout the hospital allows children to access television, radio, games, internet, movies, video conferencing and general hospital information. It also screens Juiced, the TV show ‘made by kids in hospital for kids in hospital’.

The Children’s Hospital Foundation provides a range of bedside activities and entertainment, including the Book Bunker and roaming performers. Patients who are able to leave their wards can visit the Starlight Express Room and the Radio Lollipop studio, located on Level 6.

Mobile phones
Mobile phones and other wireless devices can interfere with hospital equipment, such as incubators, ventilators and monitors, and are not permitted in some areas. Ask your child’s nurse for advice on where it’s safe to use your phone or device.

Free Wi-Fi
A free Wi-Fi service is available to patients, families and visitors. The network ‘QH-FreeWiFi’ operates on most Wi-Fi enabled devices and doesn’t require a password to connect. To activate the network, simply read and accept the terms and conditions. Users will be asked to re-accept the terms and condition after 12 hours of continuous use, or if your device is inactive for more than 30 minutes.

Whiteboards
Whiteboards are located next to most beds in the Lady Cilento Children’s Hospital. They are there to help families communicate with their child’s care team. Families and clinicians are encouraged to update the whiteboards with information as necessary.

Staying overnight with your child
One parent or carer can stay overnight with their child in his or her room. Most rooms are single-bed with an ensuite and built-in bed for a parent or carer. Shared rooms also have an ensuite and a place at the bedside for a parent or carer to stay.

If your child is in the Paediatric Intensive Care Unit, a limited number of single overnight rooms are available on Level 5. These rooms offer access to a shared parent lounge, kitchenette and bathroom facilities. Ask nursing staff about these rooms if you think you might need one.

Please note, the Lady Cilento Children’s Hospital follows safe sleeping guidelines for babies and infants. This means they should sleep on their backs unless there is a medical reason for sleeping in another position. While you might sleep with your child at home, we cannot allow this in the hospital as we cannot provide a safe sleeping surface for co-sleeping. If you have questions about this, please ask a staff member.

Remember: Hospital staff will enter the room throughout the day and night as part of your child’s care plan and to perform general housekeeping duties.
Smoking, alcohol and drugs
For the health of our patients, families and staff, the Lady Cilento Children’s Hospital is a smoke-free environment. Smoking is not permitted anywhere on the hospital campus and a $200 fine may be issued to offenders. If you wish to smoke, you must leave the hospital campus.

Alcohol and illegal drugs are prohibited on hospital grounds.

Security
The hospital has 24-hour on-site security and video surveillance (CCTV) monitoring across the campus. The security office is located on level 2. For emergency security assistance at any time, call 3068 3300.

All external entrance doors to the Lady Cilento Children’s Hospital are locked between 8pm and 6am for security reasons. Entry to the hospital overnight is through Emergency via Stanley Street. You can exit from any door.

Medical records
A confidential record will be kept of your child’s medical treatment while they are under the care of Children’s Health Queensland. This record is identified by a unique number that is assigned to your child. Only Children’s Health Queensland employees who are directly involved in your child’s treatment have access to the record.

You have the right to apply for access to your child’s medical record under the Information Privacy Act 2009 and the Right to Information Act 2009. If you would like to access your child’s medical record after discharge, please contact our Health Information Access team on 3068 5935.

Patient privacy
Queensland Health is committed to protecting the privacy of patients and the Lady Cilento Children’s Hospital is required by law to protect personal information. For more information or a copy of the Respecting Your Privacy brochure, contact Health Information Access on 3068 4842 or email CHQ-HIA@health.qld.gov.au

Parents/carers also have a role to play in respecting the privacy of other children and families in the hospital. Be conscious of other parents’ wishes and whether they are ready or wanting to talk about their child’s condition.

Social media
Patients and families are asked to consider the privacy of patients, families and our staff when using social media. Please check someone is comfortable with you sharing their information or image on social media before you do it.

Your rights as a patient
The Australian Charter of Healthcare Rights lists seven basic healthcare rights:

- **Access** – you have a right to access healthcare services to address your healthcare needs.
- **Safety** – you have a right to receive safe, high-quality health services provided to you with professional care, skill and competence.
- **Respect** – you have a right to be provided with care that shows respect to your culture, beliefs, values and personal characteristics.
- **Communication** – you have the right to receive open, timely and appropriate communication about your health care in a way you can understand.
- **Participation** – you have the right to join in making decisions and choices about your care and about health service planning.
- **Privacy** – you have a right to the privacy and confidentiality of your personal information.
- **Comment** – you have the right to comment on or complain about your care and have your concerns dealt with promptly and properly.

If you have any questions about your rights in hospital, please ask a staff member.
Travelling to and from the hospital

Car
Set down areas
To ensure easy off-street access to the hospital without disrupting traffic flow, the Lady Cilento Children’s Hospital has two set-down areas:
• Raymond Terrace – main hospital entrance, Level 2: general set down and taxi drop-off and pick-up
• Stanley Street – adjacent to the emergency department, Level 1: emergency access

Parking
Three public car parks are available in the hospital precinct for staff, patients, families and visitors. These include:
• The Lady Cilento Children’s Hospital basement car park - 22 designated disabled car parks with a height restriction of up to 2.5 metres. (The normal height restriction when driving in the car park is a standard 2.2 metres. The disabled car parks allow 2.5 metres when the car is stationary for operating lifts, etc).
• The Mater Hancock Street car park
• The Mater Hill car park

All car parks are operated by Mater Health Services. For information about parking costs, visit the Mater Health Services website (www.mater.org.au/Home/Location/General-Parking).

Families experiencing financial hardship may be eligible for parking assistance. For further information about this, speak to one of our social workers on 3068 2940 or visit the team on Level 6 (F) of the hospital, Monday to Friday from 8am to 4.30pm.

Taxis
Free taxi phones are located on levels 1 and 2. The taxi set down and pick-up point is outside the hospital’s main entrance on Raymond Terrace.

Public transport
The Lady Cilento Children’s Hospital is within walking distance of regular bus, train and ferry services.

Bus
Translink’s Mater Hill Busway Station is located on Stanley Street, approximately 100m from the hospital.

Train
South Bank Train Station is about 350m from the hospital. There are regular services to Roma Street Station’s Transit Centre, which is only two stops from South Bank. Trains also run frequently between South Bank Station and the Gold Coast.

CityCat and City Ferry
There are three ferry terminals located along Clem Jones Promenade at South Bank, approximately 500m from the hospital. For further information and timetables, see translink.com.au or phone 13 12 30.

Bicycle
Bicycle racks for visitors are located at the Stanley Street and Raymond Terrace entrances of the hospital.

Virtual tour
Explore each level of the hospital in 360 degree views with our virtual tour, featuring:
• Patient areas
• Rooftop gardens and play areas
• The Starlight Express Room and Radio Lollipop Studio
• Drop off zones and much more!

Helping your child with their hospital experience

Our staff will do their very best to make you and your child welcome, but the unfamiliar, clinical environment of a hospital can still be daunting. To help you and your child feel more comfortable:

• Ask the nurse caring for your child to help you to explain what is happening and why.
• Ask staff any questions you or your child have.
• Do not leave your child without saying goodbye and always tell your child when you will return.
• Also inform nursing staff if you are leaving and when you will return. Leave your contact details with ward staff in case they need to contact you urgently.

Medical procedures

Medical and diagnostic procedures are a necessary part of medical care; however they can be frightening and sometimes painful for children. Parents/caregivers can help children by doing the following:

• Play and laugh – it helps to distract their thoughts away from the procedure.
• If appropriate for the procedure, remain close and provide comforting touch, especially for infants and young children.
• Give them some choice, such as whether they sit on your knee or on the bed for the procedure.
• Breathing and relaxation can help relieve pain and anxiety – these can be practiced beforehand.
• Praise your child for their efforts during the procedure, even if it is something small like helping take a band-aid off. This reinforces the way they coped so they can do so again next time.
• Acknowledge the end of a procedure when it is finished, and give any pre-agreed rewards.

It doesn’t help to:

• Tell your child a procedure won’t hurt if it will or that a procedure is planned
• Make fun of them e.g. ‘only babies cry’
• Use needles as a threat
• Focus too much on the pain. This might increase their perception of how much it hurts and not focus on how well they coped.

Tips for parents/carers from the Family Advisory Council

• Always ask questions if you are unsure of anything about your child’s care.
• Don’t be afraid to tell staff if you think there is something wrong with your child.
• Learn as much as you can about your child’s condition. If you don’t understand anything ask hospital staff to explain it to you.
• Look after yourself – eat well and try to get a good night’s sleep whenever you can – it’s important that you are in good health for your child!
• Ask other family members or friends to watch your child so you can have a break from the hospital environment. Take a walk along South Bank, have a coffee or call a friend.
• Find out about the support services and websites relevant to your child’s condition. They can be a wealth of information and support.

Our Family Advisory Council helps Children’s Health Queensland ensure its services meet the needs of patients and families. If you would like further information about the council, see https://www.childrens.health.qld.gov.au/chq/get-involved/consumer-groups/family-advisory-council/
Safety of patients, family, staff and visitors is a priority at the Lady Cilento Children’s Hospital.

After hours access
For the security of patients, visitors and staff, all external entrance doors to the hospital are locked between 8pm and 6am. Entry to the hospital after hours is via the Emergency department on Stanley Street. You can exit at any time from any door.

Parents and primary care givers will be issued a blue wristband when their child is admitted which enables easy after-hours access to the hospital.

If you exit the hospital, simply show the armband to security staff upon your return to be granted entry. If you do not have a wristband, security staff will contact your child’s ward to verify your identity before letting you enter.

Controlled access areas
Limited access to certain areas of the hospital may be necessary for child safety and protection, security of sensitive or confidential information, and for clinical reasons that require strict visitor protocols. Please note that access to some areas may change throughout the day and night.

Allergies
Staff caring for your child need to be aware of any allergies they may have. These need to be documented and your child will be required to wear a red identification bracelet while they are in hospital. Please discuss with the staff any allergic reactions your child may have to any medications, foods, or other products.

Balloons
Latex balloons are not allowed anywhere in the hospital because some of our patients may have latex allergies. Deliveries of latex balloons to the hospital will not be accepted. Mylar and other non-latex balloons for patients are always welcome.

Falls
It is not uncommon for sick and injured children to fall while they are in hospital. You can help us keep your child safe from falls by using bed or cot sides at all times, supervising your child’s play and using the straps on prams and highchairs. If you are unsure of how to use the bed or cot sides or any other safety equipment, please ask our staff for assistance.

Flowers
Fresh or dried flowers and live plants are not permitted anywhere in the hospital because they are a potential source of allergens, dirt and insects, all of which may be harmful to a seriously ill patient. Please tell family and friends of this when possible.

Hot liquids and food
Hot liquids and food can burn. Please cover hot drinks and foods with lids while you are transporting them in the hospital. Please do not take hot drinks (even those with a lid) into patient care areas.

Infection prevention and control
To prevent the spread of infections, our nurses, doctors and other staff looking after your child always wash their hands or use hand sanitiser before and after contact with your child. We ask that families and visitors also do the same.

Hand sanitiser stations are found in several locations in ward areas and around the hospital to make it easier for everyone to remember to keep their hands clean at all times.

It is perfectly okay to remind your child’s healthcare worker to wash their hands. They will appreciate the reminder and it will help prevent the incidence and spread of infection in our hospital.

Keeping your child safe

Keep your child’s room tidy
The hospital has lots of equipment that is important for helping your child during their hospital stay. Sometimes we need to get to this equipment quickly. You can help us by ensuring that curtains, furniture or your personal belongings don’t stop us having a clear view of your child or getting to equipment.
Medications
Our staff will discuss your child’s medication and times to be given with you. A pharmacist may also discuss this with you. It is important to tell the nurses and doctors all the medications your child is on, including and over-the-counter medications (bought from a pharmacy or supermarket without a prescription) and complementary and alternative medicines (including vitamins, minerals, herbal therapies, tonics and homeopathy). This will reduce the chance of missing an important medicine, doubling up or giving medicines that might react with each other.

When you come into hospital, please give all medication to the nurse for safe storage who will return it to you when you leave. Also tell staff if your child is allergic to any medication or has had any problems with medication in the past.

Perioperative checks
Before any procedure, staff will ask you or your child a number of questions according to a perioperative checklist. These checks ensure that the right child gets the right care so don’t be alarmed by these questions. Staff will ask you to state:
- your child’s full name and date of birth
- what procedure is to occur
- the location of the procedure and side of the body on which it will occur.

Pressure injuries
Pressure injuries (also known as pressure sores or bed sores) develop on the skin and underlying tissue when there is continuous and constant pressure or friction. They can happen quickly in children, especially when they are unwell.

Staying in one position or having equipment press on your child’s skin can cause pressure injuries. You can help your child by encouraging them to move regularly, turning or changing their position in bed (where appropriate), and checking their skin for signs of redness and irritation.

If you notice any area of redness, tell a nurse immediately. Nurses will also check your child’s skin daily. We also have special mattresses and pillows to help relieve pressure.

Spills
Liquids spills can cause falls, so please let staff know if you spill something or see a spill.

Supervision
The hospital is an unfamiliar place for children. Please take the following steps to help keep children safe:
- Don’t let you child wander around the ward or hospital unsupervised.
- Let the staff know if you are leaving the ward.
- Always check with staff before taking your child out of the ward.
- Ensure visiting children are always supervised.

Emergency and safety procedures
In the event of a personal emergency for yourself, your child, or another patient who is nearby, please call for help by pressing the nurse call button.

In the case of fire or other general emergency, please remain calm and wait for staff to tell you what to do.

A safe environment for everyone
Children’s Health Queensland is committed to making the Lady Cilento Children’s Hospital a safe and friendly environment for patients, families, staff and visitors. Intimidation, verbal abuse, swearing or violence against anyone will not be tolerated.

If you see or experience any such behaviour and/or are concerned about you or your child’s safety, please notify a staff member. Alternatively, you can contact security directly on 3068 3300.
Families are an important part of our healthcare team

We acknowledge that a child or young person’s family knows them best and can provide an important perspective for our health professionals when they are involved as members of their child’s care team. By partnering with parents and carers, our staff can better understand a patient’s individual needs and make more informed care decisions. Likewise, parents can make better decisions for their children when they have all the information and support they need.

To ensure we put this into practice, Children’s Health Queensland has committed to an approach that has been adopted by paediatric hospitals around the world. It is known as patient- and family-centred care and is based on four key principles:

- Respect and dignity
- Information sharing
- Participation
- Collaboration

For more, visit the website of The Institute for Patient- and Family-Centred Care at [http://www.ipfcc.org/](http://www.ipfcc.org/)

Tell us if you think something is wrong

Your child’s safety is our top priority. If at any stage you feel their clinical condition is getting worse or they are not improving as expected, speak to a staff member immediately. You know your child better than anyone else and we value that knowledge. If, after raising your concerns with our staff, you’re still not satisfied with the answers or response we provided, you can choose to use Ryan’s Rule.

Ryan’s Rule is a simple three-step process that gives patients, parents, family members and carers a way to escalate any concerns they have about a child’s clinical condition while they are in hospital. You will have been given a brochure to explain Ryan’s Rule on your admission.

Ryan’s story

Ryan Saunders was nearly three years old when he tragically died in hospital. His death was found to be in all likelihood preventable. Staff did not know Ryan as well as his Mum and Dad knew him. When Ryan’s parents were worried he was getting worse they didn’t feel their concerns were acted on in time. In memory of Ryan, and to reduce the chance of something like this happening again to any patient, the Department of Health is introducing Ryan’s Rule to hospitals throughout Queensland.

How to raise your concerns

1. Talk to your child’s treating nurse or doctor about your concerns.
2. If you are not satisfied with the response, ask to speak with the nurse in charge of the shift.
3. If you are still concerned, call 13 HEALTH (13 432 584) and call a Ryan’s Rule. Give your name, ward and bed number.

For more information on Ryan’s Rule check your welcome pack and ask our staff.
Amenities and resources

ATMs
An automated teller machine (ATM) is located on Level 2, opposite the Family Resource Centre.

Cashier
If your child requires any services, equipment or medication that incurs a cost, these payments can be made at the cashier office on Level 2. Hours are Monday to Friday, 7am to 6pm.

Central Resources Service
The Central Resources Service, located on Level 2, provides any clinical consumables and hire equipment patients and families may need for ongoing care at home.

Family lounges
Family lounges are located in inpatient wards on levels 5, 8, 9, 10 and 11. These have tea and coffee-making facilities, a fridge and a microwave.

Family Resource Centre
The Family Resource Centre on Level 2 (near the main reception desk) offers families computer and internet access, printing, phones, faxes, information on local support groups and services, health information resources, and volunteers who are on hand to assist in any way they can. The centre, managed by the Children’s Hospital Foundation, offers a lounge area, meeting rooms and a play area for children up to eight years. A supervised play service is available Monday to Friday from 9.30am to 12pm, and 3pm to 5pm.

Gardens
Rooftop gardens and terraces are located on Level 5 (for public) and on levels 6, 8 and 9 (for inpatients).

Information desks
Information desks are located on levels 1 and 2.

Laundry
Laundries are located on levels 8 and 11 of the hospital for parents and carers. These facilities are open 24 hours.

Parenting facilities
Parent rooms throughout the hospital provide changing facilities, sinks, seating and areas for breastfeeding.

Personal care room
Personal care rooms are located on levels 2 and 6 for parents and carers to attend to the personal care and hygiene needs of children and adolescents.

Pet visiting area
A pet visiting area on Level 2 provides a space for inpatients to spend some time with their pets (with doctor’s approval). For more information, contact 07 3068 4730 or 3068 1662.

Pharmacies
The hospital’s main pharmacy is located on Level 2. A smaller pharmacy for oncology patients and families is located on Level 5.

Playground
The George Gregan playground is located on Level 2, near the main entrance on Raymond Terrace.

Ronald McDonald House Family Room
Located on Level 6, this room provides a quiet retreat for families to relax and eat. Services include a beverage bay with free tea and coffee, a microwave and sandwich toaster for preparing snacks, and a children’s play area. Hours are 8am to 6pm (Monday to Friday) and 10.30am to 5pm (Saturday and Sunday).

Radio Lollipop
Our in-house Radio Lollipop studio on Level 6 broadcasts a live show daily between 5.30pm and 7.30pm, Monday to Friday, and 9.30am and 11.30am on Saturday. Patients can tune in via the bedside Patient Entertainment System.

Starlight Express Room
The Starlight Express Room on Level 6 provides an escape from the hospital environment for children and families. Captain Starlights offer up fun and mayhem, alongside the latest computer games, movies, crafts and activities. Hours are 9am to 4.30pm (Monday to Friday), 11am to 4pm on Saturday, and 10am to 4pm on Sunday.

Telephones
Public telephones are located on levels 1 and 2.
Food and retail

There are a variety of food and retail outlets within the Lady Cilento Children’s Hospital. All are located on Level 2 of the hospital with the exception of Hudsons Coffee which is located on Level 1.

Inside the hospital

Convenience store
The Amigo Shop to Go convenience store is located on Level 2 of the hospital. The store offers a selection of food and drinks, gifts, newspapers, magazines, postal and dry cleaning services.
Opening hours: 7.30am - 7.30pm, seven days.

Hudsons Coffee
Hudsons Coffee, located on the Level 1 (corner of Stanley and Graham streets), provides hot and cold beverages as well as a selection of cakes, pastries and sandwiches.
Opening hours: 6am - 5pm, Monday to Friday.

Sumo Salad
Sumo Salad, located on Level 2 (next to the food court), offers a selection of salads, wraps and cold beverages.
Opening hours: 6am - 5.30pm, Monday to Friday.

Food court
The hospital food court is located on Level 2 and offers families a selection of food and beverages.

Elements Espresso cafe
Elements Espresso cafe offers a selection of hot and cold food and beverages including: tea, coffee, cakes, sandwiches, pastries, toasted sandwiches, muffins, pies and sausage rolls.
Opening hours: 6.30am - 8pm, seven days.

Eagle Boys Pizza Express
Eagle Boys Express offers a selection of popular pizzas, rolls and pasta.
Opening hours: 11am - 7pm, seven days.

Freshly Squeezed
The Freshly Squeezed juice bar offers a selection of fresh fruit, juices, smoothies, yoghurt sushi and fruit salad pots.
Opening hours: 11am - 3pm, seven days.

Eat
The Eat rice and noodle bar offers a selection of Asian cuisine including: rice dishes, noodles and dim sims.
Opening hours: 11am - 3pm, seven days.

Vending machines
Vending machines stocked with drinks and snack items are located on levels 1, 2 and 6. A vending machine offering fresh fruit is stocked daily and available on Level 2.

Thinking of you gift kiosk
This colourful kiosk on Level 2 (near the reception desk) offers a charming range of fun, imaginative and useful gifts for children of all ages. A gift delivery service within the hospital and local area is also provided. Contact 0432 271 028 for more information or visit http://thinkingofyougift.com
Opening hours: 9am - 2pm, Monday to Friday.

Outside the hospital
There are a number of cafes, gourmet eateries and take-away restaurants available within walking distance of the hospital.
If you have enough time, you may like to explore the many and varied dining options available along South Bank. For more information visit: www.visitbrisbane.com.au/south-bank
Chaplaincy and spiritual support
A team of chaplains are on hand to offer understanding and support to families of all religions and faiths. They can be paged through the hospital switchboard or ask our staff to do this for you. The multi-faith centre on Level 5 offers a quiet place for prayer and congregational fellowship.

Interpreter services
Queensland Health provides interpreters in more than 130 languages at no cost to families. You can request an interpreter at any time during your stay by asking our staff for assistance.

Lady Cilento Children’s Hospital School
The Department of Education Training and Employment runs the Lady Cilento Children’s Hospital School for children from Prep to Year 12. Early Years education (Prep to Year four) is taught in the Junior Campus on Stanley Street (located right beside the hospital). Students from Year five to 12 are taught in the classrooms on Level 8 of the hospital. Lessons are also delivered at the bedside for children who are unable to leave the wards. The school is also available to siblings of patients. For more information on education and learning support, contact the school on 3004 7888.

Indigenous services and facilities
Indigenous health liaison officers are available to provide assistance and support to Aboriginal and Torres Strait Islander patients and their families. You can ask hospital staff if you would like to access this service or call the liaison officer on 0411 654 079.
The hospital also has a dedicated meeting place on level 2 for Aboriginal and Torres Strait Islander people. This space allows Aboriginal and Torres Strait Islander people to hold meetings in a quiet place, relax and take time away from the clinical setting.

Social and welfare workers
Children’s Health Queensland understands that hospitalisation, illness and injury can be a stressful and life-altering experience for patients and families. At Lady Cilento Children’s Hospital we have a social worker available to all wards and clinics to help families cope with the range of psychosocial issues and adjustments that can come with a sick or injured child. You can request a social worker through your doctor or nurse or calling the Social Work department directly on 3068 2940.

Travel assistance
Queensland’s Patient Travel Subsidy Scheme provides financial assistance for travel and accommodation to eligible patients, and in some cases their escorts, who need to access specialist medical and dental services that are not available within their local area. Ask your child’s healthcare team for the patient travel subsidy scheme booklet if you need further information.

Dealing with the media
Children’s Health Queensland has an in-house media and communications unit to help families deal with any media queries. Our media policy requires all media enquiries (including TV, radio, newspapers, and online publications) to be coordinated through the media unit to ensure the privacy and comfort of all patients is protected at all times.

If your child becomes the subject of media interest, the media team can provide support and advice on how to manage the situation. Alternately, we can manage media enquiries on your family’s behalf if you wish.
The media is not permitted to enter the hospital without being escorted by the media unit. If you have any questions about the media, please send an email to chq_comms@health.qld.gov.au or ask our staff to call the media unit for you.

Auslan interpreting
Share your experience

We welcome feedback from families and are committed to working with you to continually improve the care and services we provide. Your feedback, both good and bad, is important because it helps us deliver the best possible healthcare experience not only for you and your child, but for all the patients and families we care for. You can provide feedback by:

- Speaking directly to the staff member who is caring for your child. Ask staff for one of our ‘Share your experience’ feedback forms. You can also complete the form online or download it at: https://www.childrens.health.qld.gov.au/lcch/contact-us/feedback/
- Contacting our Patient Experience Improvement Officer on Tel: 3068 1120 or email CHQ_PatientExperience@health.qld.gov.au.

Our Patient Experience Improvement Officer will work with you to address any concerns you have and whenever possible will try to fix the situation immediately. If it requires further action, an investigation will be conducted and we will contact you to let you know what we have done to resolve the matter.

If you are not satisfied with our management of your complaint, you may contact the Office of the Health Ombudsman on 133 646 (133 OHO) or email info@oho.qld.gov.au
Your child’s care team

If you are unsure who is in charge of your child’s care, don’t hesitate to ask ‘who’s who?’ While all our staff may not wear a formal uniform, they all should have identification cards visible at all times.

Doctors
Your child’s consultant is a doctor who has trained for many years in their area of specialisation. Your child will be admitted under the care of a consultant who will also supervise their residents and registrars. Although you may not see your child’s consultant every day, he or she will still be in charge of your child’s treatment.

A fellow is a senior doctor who is training to specialise in a particular field of medicine.

A registrar is a doctor who is enrolled in a specialist training program, working towards becoming a consultant.

A resident is a qualified doctor who is gaining more experience in the treatment and management of children.

Nurses
The nurse unit manager, or NUM, is a clinical manager, responsible for the coordination of clinical practice within the ward. The NUM is available during business hours.

A shift coordinator is allocated to each shift and they are the nurse responsible for the coordination of all aspects of care during that shift.

Care is provided by a team of registered nurses (RNs), enrolled nurses (ENs) and assistants in nursing (AINs). They will sometimes work in partnership or individually to care for your child.

Allied health professionals
During your stay your child may be visited by a range of allied health professionals including social workers, physiotherapists, dieticians, occupational therapists, speech pathologists, pharmacists and audiologists. By working with your child as part of a multi-disciplinary team, they play a vital role in his/her progress and recovery.

Clown Doctors
Clown Doctors roam around the hospital, visiting wards, outpatients and other areas to play, tell jokes, and generally have fun with children, parents and staff, to inject some laughter and lighter moments into the usual hospital routines. Some of their procedures include, laughectomies, red-nose transplants and in severe cases, knock-knock therapy. See http://clowndoctors.org.au

Teaching and research
As Queensland’s only specialist children’s hospital, The Lady Cilento Children’s Hospital plays an important role in teaching future generations of doctors, nurses and allied health staff. This means a student may ask to examine your child during your stay. We encourage parents and carers to take part in teaching rounds as they provide our students with invaluable experience in working with families. However, if you have any objections to this, you are able to say ‘no’ at any time.

We’re also committed to improving the way we care for sick kids through active research. During your child’s visit, you may be asked if your family would like to participate in a study that could help identify new approaches to treatment, diagnosis and prevention of childhood diseases. Again, you are under no obligation to participate if you do not wish to.

Volunteers
Our helpful Children’s Hospital Volunteers (look for the green aprons) provide a range of support and entertainment services for patients and families, including assistance with way-finding around the hospital, bedside play, theatre support for parents while their children are having surgery and the Cuddle Carer program.
We always aim to keep your child’s stay in hospital as short as possible and encourage you to take your child home as soon as the doctor says your child is ready to be discharged. We recommend that you make arrangements for your transportation home the night before discharge.

**Discharge and follow-up appointments**

Before your child leaves the hospital, our staff will provide you with a Discharge Checklist, which includes information on how to continue caring for your child at home, contact details for specific staff, and other important information. This checklist can also be taken to your General Practitioner in the event you need to access any medical attention after you leave the hospital. Please ask them any questions you have or ask them to clarify anything you are unsure of.

A Discharge Summary, outlining the hospital stay will be mailed to your General Practitioner by the Hospital.

Our staff will let you know if your child needs a follow-up outpatient appointment at the hospital, or if you should see your General Practitioner or other medical specialist. If your child requires an outpatient appointment, the details of this will be mailed directly to your home address.

You may also wish to contact one of the support groups for your child’s condition. Ask our staff for details.

Before you leave you should also ensure:

- you have all your child’s personal belongings
- you have signed the necessary claim forms and paid any fees
- the correct contact details are recorded on your child’s chart
- you obtain relevant medical certificates from your child’s doctor

**Discharge medications**

It is important to obtain information about your child’s medicines. Before you leave the ward, or at the pharmacy, ask:

- What the name of the medicine is and what it is for?
- How the medicine should be given, how often and for how long?
- About any possible side effects?
- Where the medicine should be stored when at home (e.g. in the fridge)?

You may also wish to ask at the pharmacy about the availability of your child’s medicine when you get home.

**Consumables and equipment**

If you need medical consumables (such as dressings, bandages etc) or to hire special equipment to help you care for your child at home this will be arranged for you by our staff. You can collect these from the Central Resources Service, located on Level 2.