
Welcome Guide for Families



Lucile Packard
Children's Hospital
Stanford



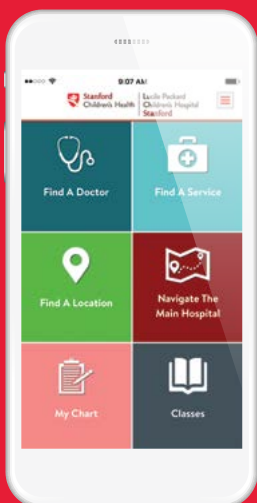
Stanford | MEDICINE

Welcome Guide for Families

Main Contacts

Admitting	(650) 497-8229
Family Resource Center	(650) 721-0874
Hospital Main Operator	(650) 497-8000
Medical Records	(650) 497-8334
Office of Patient Experience	(650) 498-4847
Parking	(650) 736-8000
Security	(650) 723-7222

Download our
Stanford
Children's app



Wifi: StanfordChildrens (free, high-speed Wi-Fi;
no password required)

Table of Contents

Patient Safety and Experience

5-7

Finding Your Way

8-14

Places to Eat

15-16

Resources and Support Services

17-20

Play and Recreation

21-23

Education Resources

24-25

Support for Moms and Newborns

26

Relax, Reflect and Rest

27-28

Visitor Information and Guidelines

29-31

A Look Ahead

32

Patient Safety and Experience

Health and Safety Basics

Hand hygiene

The best way to prevent infection is to wash your hands often and well. All of us carry germs. To prevent these germs from harming you or your child, wash your hands with soap and use alcohol-based hand sanitizer. Always clean your hands when entering or leaving your hospital room, before or after eating or feeding your child, after using the bathroom or changing a diaper, and after sneezing, coughing, or blowing your nose.

Check-in screening

To maintain the healthiest environment possible and to help protect patients from infection, all family members and visitors are screened for contagious diseases. Please do not bring children to visit if they display signs of contagious diseases or have been recently exposed to measles or chickenpox.

Safety and the well-being of our patients is our top priority. Hospital visitors must check in before entering the hospital to receive an identification badge. It is part of our commitment to ensuring a safe environment at both the Main and West buildings of Lucile Packard Children's Hospital Stanford.

Hospital security

If you notice anything unusual in or around the hospital, such as missing items, personnel without badges, or suspicious persons or items, please contact the Security Department at (650) 723-7222 to report your concerns.

Medication Safety

Medications are an important part of your treatment. Nurses do five checks to keep you safe. We invite you to follow along and ask questions as needed. If you ever notice anything with your medications that is out of the ordinary, **please let us know!**

MyChart

MyChart is your secure online health connection that lets you make appointments, send messages and view test results from anywhere. If you haven't signed up yet, please contact Admitting at (650) 497-8229 to sign up for MyChart today.

Patient Safety Cameras

Cameras are installed in each patient room as part of our future patient safety efforts. Although they are not yet operational, these cameras will allow a care team to remotely monitor a patient.

In-room cameras decrease response time and improve patient safety. In the same way that physical monitors like heartrate and pulse oximeter machines can signal care team members of changes in a patient's vital signs or a medical need, these in-room cameras will allow visual monitoring to help care teams respond quickly to alarms or urgent patient needs.

A small flashing light will alert patients and families when the cameras are active and facing the room. When the cameras are not in use, they will be turned around to face the wall.

Families will be notified once these cameras are operational.

How Are We Doing?

We want your experience at Lucile Packard Children's Hospital Stanford to be extraordinary. We value your feedback because it helps us improve and allows us to recognize the staff members who helped provide the best possible experience and outcomes for you and your family. You may also receive a survey from Press Ganey. Your feedback on these surveys helps us continuously improve our patients' and families' experience.

Comments, questions or concerns

If at any time you have comments, questions, or concerns about your child's care, please talk to your nurse, physician, or hospital unit manager, or complete our online form at patientrights.stanfordchildrens.org. You may also reach out to a social worker or chaplain or contact our Office of Patient Experience at (650) 498-4847.

If there are any concerns about patient safety or quality of care you don't feel we were able to address, you may report your concerns on the Joint Commission reporting page (https://www.jointcommission.org/report_a_complaint.aspx) or by calling (800) 994-6610. Please also see "Patient Rights and Responsibilities" on the next page.

Recognize a staff member

Our doctors, nurses and administrative staff members are all committed to providing exceptional care. If you feel like members of your care team went above and beyond their duties, please help us recognize their dedication. You can use this form to share your experience: feedback.stanfordchildrens.org.

The DAISY Award for extraordinary nurses recognizes the superhuman work nurses do every day. You can nominate an extraordinary nurse with the DAISY Award nomination form in English: daisyaward.stanfordchildrens.org. You can also use the DAISY Award nomination form in Spanish: daisyaward.stanfordchildrens.org.

Nominations received by the 15th of the month will be considered for the following month's DAISY Award.

Patient Rights and Responsibilities

The complete guide to Patient Rights and Responsibilities is available on our website at patientrights.stanfordchildrens.org.

Please be assured that your future access to care and the quality of your future care will not be affected if you provide feedback.

Finding Your Way

Parking and Garages

Attendant-assisted (valet) parking

Valet parking is available at both the Main Building and West Building garages at no additional charge. Valet hours are from 5:30 a.m. to 11 p.m. Vehicle retrieval is available 24 hours a day, but if you arrive outside of valet parking hours, you will need to self-park. Our valet parking services staff can identify which parking garage a visitor is parked in and retrieve the visitor's car from the garage.

Parking passes

Patients who are admitted to the hospital are provided one validated parking pass at the time of admission. The pass is valid for either seven or 30 days, as needed, and includes in-and-out privileges. If necessary, the parking pass may be extended by contacting our Admitting department. Additional seven-day passes are available at reduced rates.

Main Building Garage

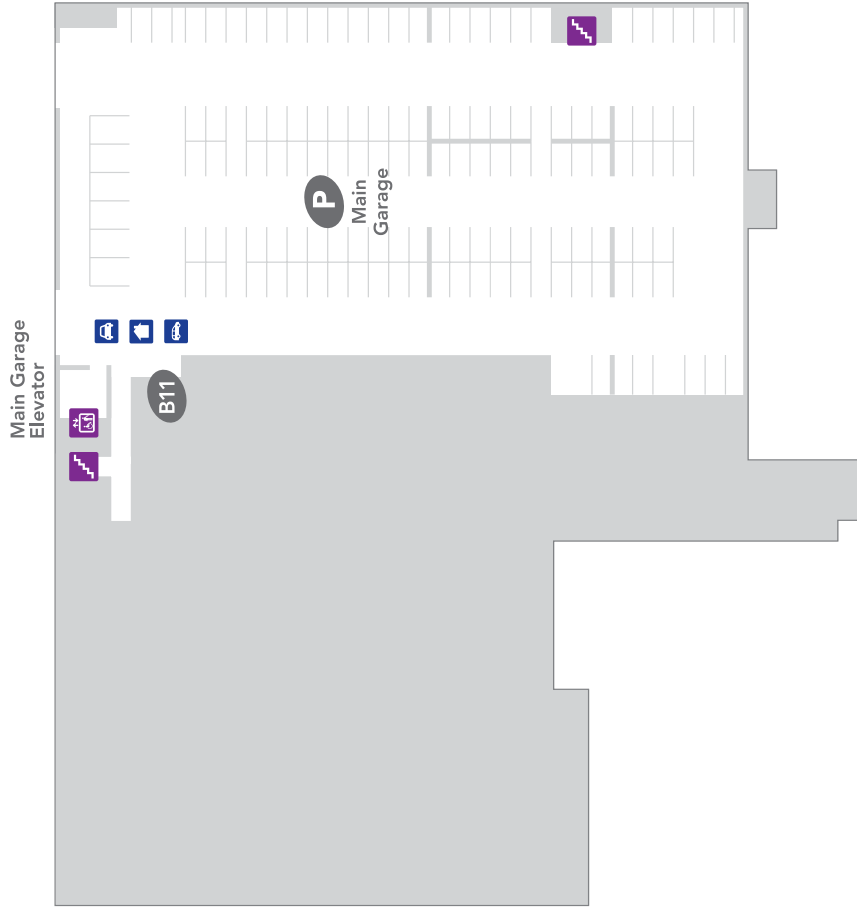
The Main Building Garage is for our families and visitors and has dedicated spaces with electric vehicle charging stations. Visitors can drop off their car at the valet podium at the main entrance and pick up their car at the Departure Lounge. The Departure Lounge is open Monday through Friday from 11 a.m. to 6:30 p.m., and it is also a designated pick-up spot for Care-A-Van and the Ronald McDonald House shuttle.

West Building Garage

The West Building Garage is for our families and visitors and does not have electric vehicle charging stations. You are welcome to use the free valet parking service and let the attendant park for you. Visitors may leave their car with the valet attendants at the top of the driveway at the West Building's main entrance, and they can retrieve their car from the attendants at the same location.

Hospital Map

Maps of the hospital and the Stanford University campus are available at the Welcome Desk on the ground floor, the Main Building and first floor of the West Building. Interactive kiosks and monitors are available throughout the hospital to help you find your way.

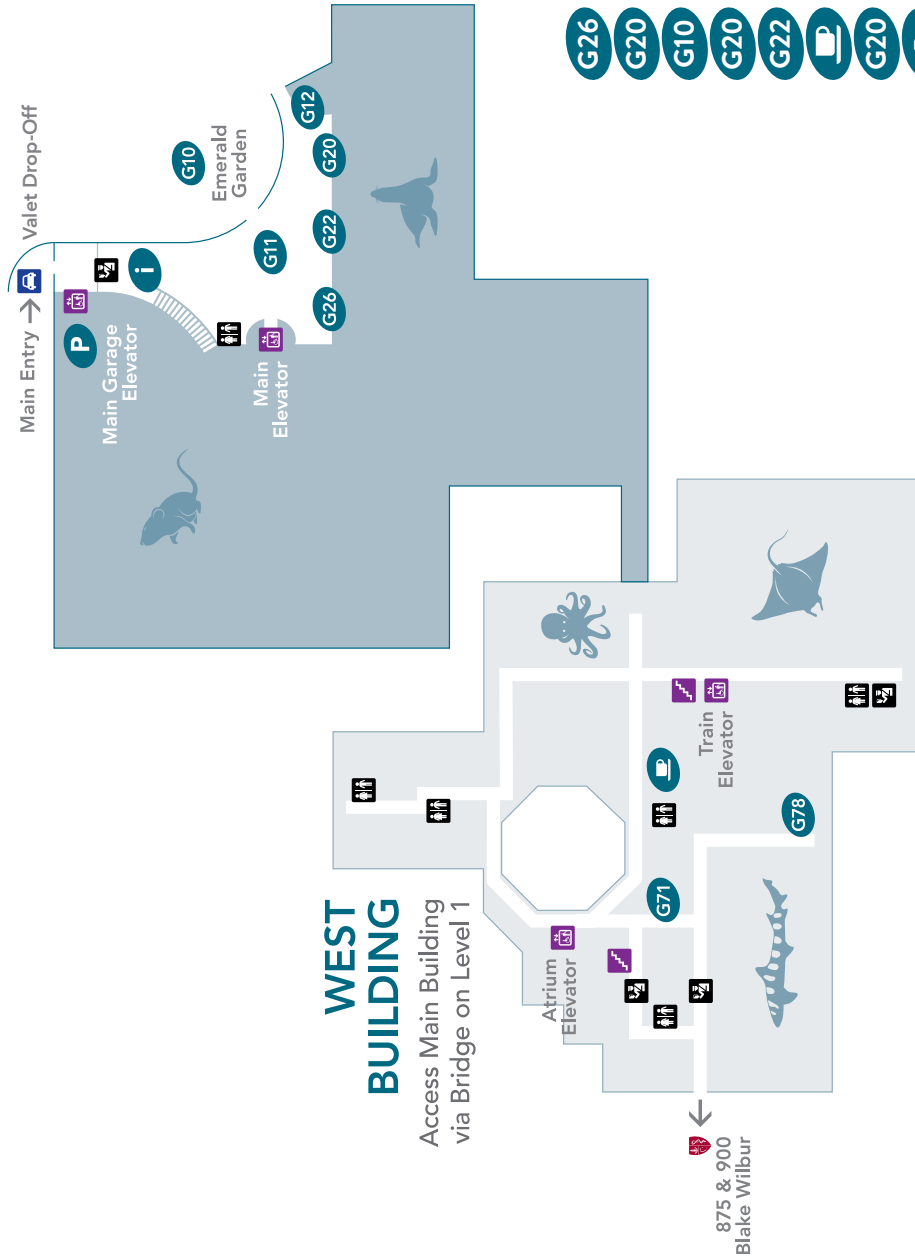


LEGEND

- Department Entry
- Elevators
- Stairs

- Care-A-Van Main (Pick-Up/Drop-Off)
- Ronald McDonald House Main (Pick-Up)
- Valet Services Main (Pick-Up)

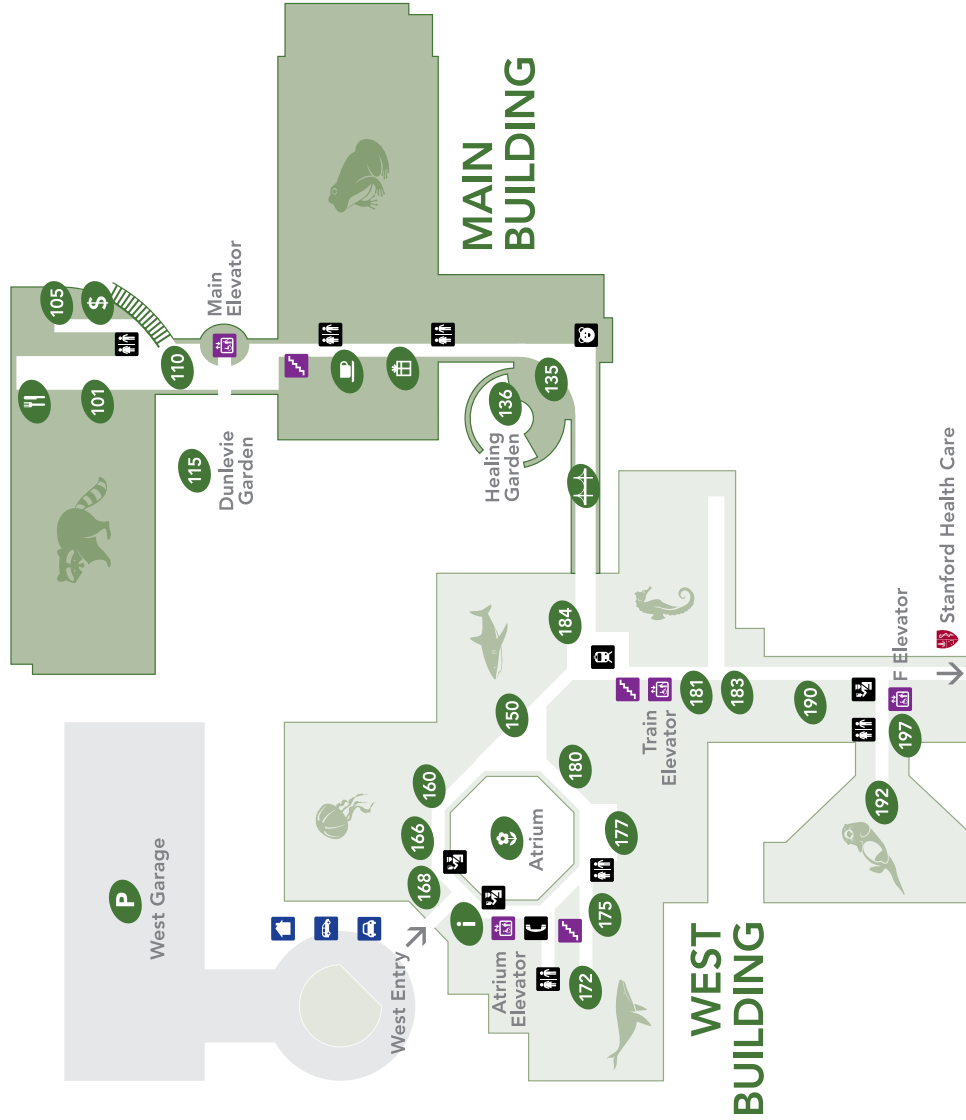
- B11
- P
- Departure Lounge
- Main Garage



G26	Admitting	Main
G20	Business Center	Main
G10	Emerald Garden	Main
G20	Family Resource Center	Main
G22	Imaging Center	Main
G20	Java Junction	West
G20	Library	Main
P	Main Garage Elevator	Main
G11	Main Lobby	Main
G71	Pediatric Housestaff Education	West
G20	Sophie's Place (Broadcast Studio)	Main
G12	Story Corner	Main
G22	Surgery and Interventional Center	Main
G22	Treatment Center	Main
i	Welcome Desk	Main

LEGEND

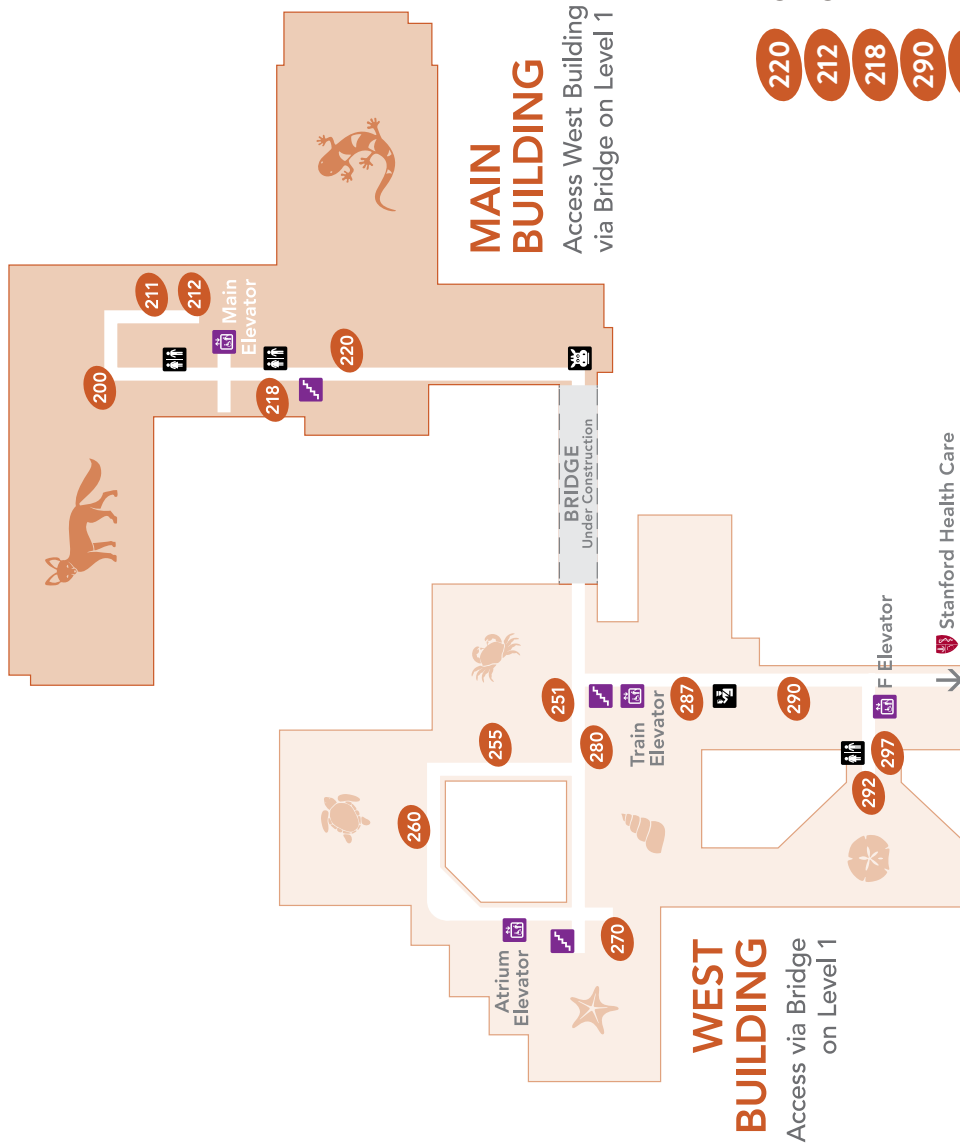
- Department Entry
- Welcome Desk
- Building Entry
- Restrooms
- Security
- Elevators
- Stairs
- Valet Services Main (Drop-Off)



LEGEND

- Department Entry
- Welcome Desk
- Bridge
- Building Entry
- Public Telephones
- Restrooms
- Security
- Elevators
- Stairs
- Care-A-Van West (Pick-Up/Drop-Off)
- Ronald McDonald House West (Pick-Up)
- Valet Services West (Pick-Up/Drop-Off)

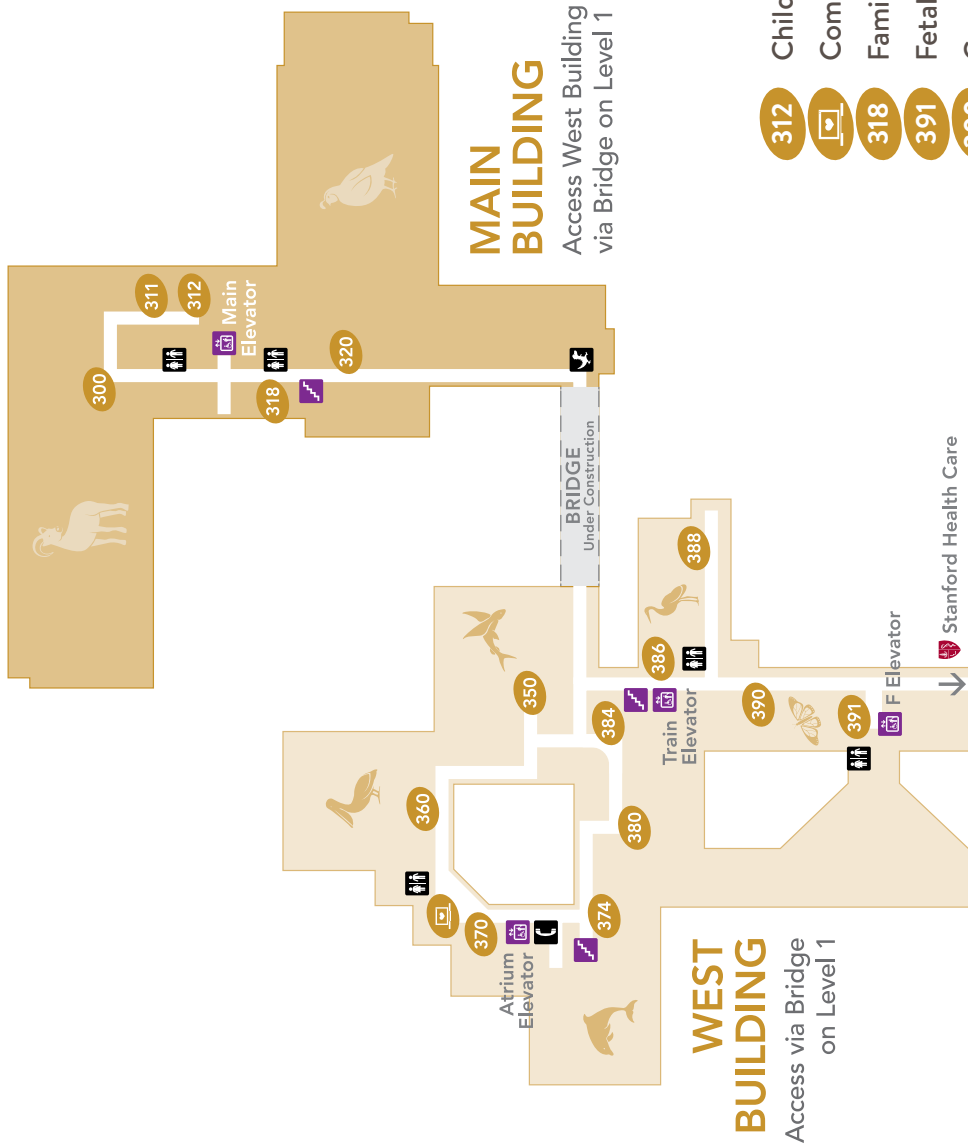
183	Ambulatory Procedure Unit	West
\$	ATM	Main
	Atrium	West
180	Auditorium	West
160	Bass Center Patient Unit	West
150	Bass Center Speciality Services	West
175	Board Room	West
172	Dialysis Unit	West
115	Dunlevie Garden	Main
101	Executive Conference Room	Main
	Gift Shop (Coming Soon)	Main
168	Gift Shop	West
	Harvest Café	Main
136	Healing Garden via Sanctuary	Main
181	Heart Center / Outpatient	West
150	Infusion Center	West
190	Intermediate Care Nursery / ICN	West
192	Maternity Unit	West
197	Maternity Waiting Room	West
110	Meeting Place	Main
177	Neurodiagnostic Center	West
166	Pharmacy / Outpatient	West
177	Pulmonary Diagnostic Services	West
184	Radiology	West
135	Sanctuary	Main
172	Short Stay Unit / Outpatient	West
	Starbucks (Coming Soon)	Main
105	Vending Machines	Main
	Welcome Desk	West
	West Garage	West



LEGEND

- Department Entry
- Building Entry
- Elevators
- Stairs
- Security

220	Cardiovascular Intensive Care Unit	Main
212	Child Life Playroom (Main)	Main
218	Family Lounge	Main
290	Intermediate Care Nursery / ICN	West
280	Labor and Delivery Unit	West
287	Labor and Delivery Waiting Room	West
292	Maternity Unit	West
297	Maternity Waiting Room	West
270	Neonatal Intensive Care Unit / NICU	West
290	Newborn Nursery	West
200	Patient Care Unit / PCU	Main

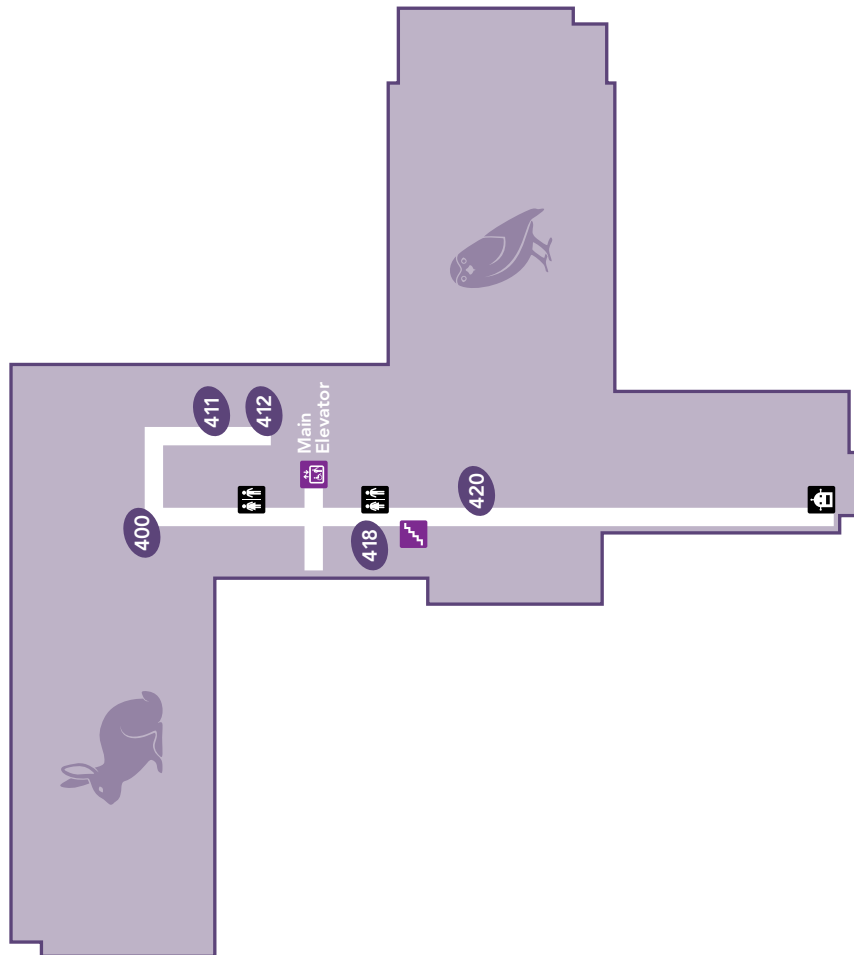


LEGEND





- Department Entry
- Public Telephones
- Building Entry
- Elevators
- Restrooms
- Stairs





312	Child Life Playroom (Infant and Toddler)	Main
318	Computer Center	West
391	Family Lounge	Main
390	Fetal and Pregnancy Health	West
320	Genetic Counseling	West
300	Intensive Care Unit / ICU	Main
391	Patient Care Unit / PCU	Main
388	Perinatal Diagnostic Center / PDC	West
370	Rehabilitation Services	West
386	Serenity Lounge	West
386	School	West

Maps and Destinations | Level 4



LEGEND

-  Department Entry
-  Restrooms
-  Elevators
-  Stairs

-  Family Lounge
-  Forever Young Zone (Teen Lounge)
-  Patient Care Unit / PCU
-  Pediatric Intensive Care Unit / PICU

- Main
- Main
- Main
- Main

Places to Eat

At-your-request room service

Hours: 6 a.m. – 9 p.m., 7 days a week, including holidays

Room service dining is available every day for all inpatients. Menus are located in each patient room.

Kitchen/cooking facilities

(see information under “Family Lounges” in the “Relax, Reflect and Rest” section)

Vending machines

There are three vending machine locations:

1. Next to the Harvest Café on the first floor of the Main Building
2. On the ground floor of the West Building
3. Next to the Emergency Department in the back corridor of Stanford Health Care

Main Building

The Harvest Café

Hours: 7 a.m. – 9 p.m., 7 days a week

Located on the first floor next to the Dunlevie Garden. Food stations in the Harvest Café include the market deli, pizza oven and grill and feature local organic products.

Starbucks Café

(coming soon)

West Building

Java Junction coffee cart

Hours: 7 a.m. – 3 a.m., 7 days a week

Located on the ground floor of the West Building.

Grab-and-go station.

Stanford Health Care

Market Square Cafeteria

Hours: 6 a.m. – 8 p.m., 7 days a week, including holidays

Located down the first-floor hallway in Stanford Health Care.

Starbucks/Mrs. Fields kiosk

Hours: 6 a.m. – 2 a.m., Monday – Friday, not including holidays

Located adjacent to the Market Square Cafeteria at Stanford Health Care.

Resources and Support Services

Family Resource Center

The Family Resource Center provides access to services, activities and resources that educate and support families. It is a dedicated place where families can relax, conduct personal business in the business center or even forget for a little while that they are in a hospital.

While your child is a patient at Lucile Packard Children's Hospital Stanford, you can use the Family Resource Center to:

- Catch up on work in a semi-private office
- Learn more about your child's condition
- Access the internet and use computers
- Check out books from the library for patients and siblings
- Relax and read or play games
- Look at our education classes calendar and sign up for free classes
- Obtain personal hygiene items such as toothbrushes and shampoo

A Family Resource Center team member is available to provide guidance and amenities.

The Family Resource Center is located on the ground floor of the Main Building near Sophie's Place.

Hours: 9 a.m. – 7 p.m., Monday – Friday; 9 a.m. to 5 p.m., Saturday – Sunday

Phone number: (650) 721-0874

Personal Business and Other Services

ATM/bank machine

You can find ATM/bank machines in two locations:

1. On the first floor of the Main Building behind the Harvest Café in zone 105 near the vending machines
2. On the first floor of Stanford Health Care near the Emergency Department

Chaplaincy

Chaplains at Lucile Packard Children's Hospital Stanford provide spiritual and emotional support to assist with the impact of illness and crisis. The chaplains help people deal with fear, loneliness, ethics, questions of meaning, and hopelessness, and provide hope. Services include pastoral visits, prayer, emergency baptism, naming ceremonies, blessings and referrals to community faith leaders. To page a chaplain from a hospital phone, dial 222 followed by 2PRAY (27729).

Financial counselors

Our financial counselors are experts in health insurance matters and are available to assist families with information regarding their health plan coverage, co-pays, deductibles and more. Assistance is also available to help families apply for plans such as Medi-Cal, Healthy Families and California Children's Services. Our financial counselors are bilingual in Spanish and English and provide free consultation Monday through Friday from 8 a.m. to 4:30 p.m. Please contact our financial counselors by calling (650) 736-2273 or dialing 62273 from a hospital phone. You can also visit our financial assistance website at financialassistance.stanfordchildrens.org or call (800) 308-3285.

Gift shops

The **West Building Gift Shop** is located on the first floor next to the main entrance of the West Building. The shop has a variety of items for infants, children and new mothers, including clothing items, picture frames, phone cards, greeting cards, books, stuffed animals and Mylar balloons. The West Building Gift Shop is staffed by the Roth Auxiliary, and proceeds from purchases are donated back to the hospital. For questions about the gift shop, call (650) 497-8596 or dial 78596 from a hospital phone.

Hours: 10 a.m. – 8 p.m., Monday – Thursday; 10 a.m. – 5 p.m., Friday;
11 a.m. – 5 p.m., Saturday; 12 p.m. – 6 p.m., Sunday

Our new **Main Building Gift Shop** is coming soon.

The **Stanford Health Care Gift Shop** has a wide variety of gifts, snacks and magazines. This gift shop is the only location within the hospitals that sells flowers.

Hours: 9 a.m. – 8 p.m., Monday – Friday; 10 a.m. – 3 p.m., Saturday – Sunday

Interpreter services

At Lucile Packard Children's Hospital Stanford, we speak your language and would like you to be a part of the conversation regarding your child's medical care. We offer medical interpretation services for all non-English-speaking patients and families, including English/Spanish interpretation as well as other languages. Interpretation services are available 24 hours a day, seven days a week, and may be provided in person, by video or by telephone. For our deaf and hard-of-hearing patients, we also provide sign language interpretation and have a video phone in our lobby. Contact a member of your health team to request interpreter services.

Mail and postage services

Outgoing mail can be placed in a box at the Welcome Desk on the first floor of both the Main and West buildings. The mail will be picked up by the U.S. Postal Service. Postage stamps can be purchased at the gift shop on the first floor of the West Building.

Office of Patient Experience

Patient Experience navigators are here to ensure your experience at Lucile Packard Children's Hospital Stanford is a good one. If you or a family member have a question or concern about your hospital stay, please let us know. We suggest you first discuss your concerns with your nurse, nurse administrator or your doctor. If your concern remains unresolved, the Patient Experience staff are available to help you reach a resolution or to provide you with more information. Patient Experience staff is on-site daily from 8 a.m. to 5 p.m. To contact the Office of Patient Experience, call (650) 498-HUGS (4847) or dial 84847 from a hospital phone.

Outpatient pharmacy

Hours: 8 a.m. – 7 p.m., Monday – Friday; 9 a.m. – 4 p.m., Saturday – Sunday;
closed 12 p.m. – 1 p.m., Monday – Sunday, and on holidays

Located on the first floor of the West Building next to the gift shop, the outpatient pharmacy provides medications for patients of Lucile Packard Children's Hospital Stanford. Other pharmacies might not carry the medications our physicians prescribe. This pharmacy handles California Children's Services (CCS) and Medi-Cal billing.

For more information, please call (650) 497-8289 or dial 78289 from a hospital phone.

Pet-assisted therapy service

The pet-assisted therapy service (PATs) is designed to help patients adjust to the stress of hospitalization by providing a familiar, non-threatening focus of attention in the hospital environment and promoting a sense of well-being through direct contact with animals.

The Child Life and Creative Arts department coordinates and supervises the PATs program for patients and families. For more information about visiting with a pet therapy dog or requesting a pet therapy dog to come to a child's room, please contact a Child Life specialist at (650) 497-8336.

Ronald McDonald House at Stanford

Ronald McDonald House at Stanford keeps families with sick children close to each other and the care and resources they need. The house becomes a home for 123 families every night, providing a warm and comfortable environment for the entire family at little or no cost.

The Ronald McDonald House campus has space for families to cook their own meals, a small gym, activity spaces for all ages, enriching family programming, and salon services and serves free meals most evenings. All families of hospital patients are eligible to participate in programs and services through the house's Day Pass program. However, there are specific eligibility guidelines for overnight stays. Hospital shuttles run throughout the day to and from the house.

To learn more about the eligibility requirements for overnight stays and to request a room, please visit: <https://www.rmhstanford.org/request-room>.

For more information on the Day Pass program, visit: <https://www.rmhstanford.org/our-programs/day-pass-program>.

Assistance is available 24 hours a day, seven days a week, in English and Spanish by calling (650) 470-6000 or visiting Ronald McDonald House at Stanford at 510 Sand Hill Road, Palo Alto, CA.

Social Services

As a regular part of the care team at Lucile Packard Children's Hospital Stanford, social workers address patient concerns and assist patients and families with three essential services- emotional support, care coordination and resource assistance, including housing, transportation and other essential needs. For more information please call (650) 497-8303 or 78303 from a hospital phone. Social workers are available at the hospital Monday through Friday, 8:30 a.m. to 5 p.m. and Saturday and Sunday, 9 a.m. to 5 p.m.

Play and Recreation

Patients and siblings

Our Child Life specialists have developed services to accommodate patients, siblings and family members during their stay. All patients must be medically cleared and free of any isolation precautions to participate in these activities. Siblings of patients who are not in isolation are also welcome to attend.

Patients and siblings are encouraged to participate in our playrooms, Broadcast Studio, Story Corner and Family Resource Center programming to help them adjust to the hospital. Children younger than 5 must be accompanied to activities by a responsible adult. We also have bedside activity carts on the inpatient units when volunteers are available.

Playrooms

There are dedicated Child Life rooms on each inpatient care level of the Main Building. The Child Life rooms include modern elements and spaces that are specially designed to support patients and give them some control over their hospital experience. Here you will be able to participate in free play, enjoy arts and crafts activities, and engage in various board and video games. Our playrooms allow patients and siblings to be together in a fun environment and are designated by age group to support patients of all ages, from infants to teens.

The main playroom on Level 2 is for children of all ages and includes access to an outdoor play area.

The infant/toddler playroom on Level 3 is for children up to 3 years old.

The Forever Young Zone/Teen Lounge on Level 4 is for teens aged 13 and older.

Dunlevie Garden

Situated between the Main and West Buildings, the Dunlevie Garden features several destinations for our patients and families to enjoy. Stop by to see the engaging animal sculptures – a wolf, the three bears and the puma den – and don't forget to look out for the giant banana slug! All animal sculptures were selected by our patients.

Emerald Garden

The Emerald Garden is a sea-themed play area for children. This garden hosts a variety of outdoor events, including health fairs, farmer's markets and food trucks. See the Welcome Desk for a calendar of upcoming events.

Packard get-well television

Each patient room has two televisions, one for the patient and one for family and friends who visit. These TVs offer PackardVision, an educational resource, as well as entertainment features such as a STEAM gaming system, children's movie channels, a relaxation channel and a direct connection to our in-house Broadcast Studio.

Bing music concert series

Free concerts of a wide variety of music are featured in the Stanford Health Care atrium every Wednesday and Friday at 12:30 p.m. Visit the Welcome Desk on the first floor of the Main or West buildings for more details, or call (650) 497-8005 or dial 78005 from a hospital phone.

Storyline

While at the hospital, your child can hear a read-aloud story by calling 49-STORY (497-8679).

Books Alive program

Volunteers bring technology-based experiences to patients' bedsides to provide interactive reading and storytelling.

Broadcast Studio/Sophie's Place

The Broadcast Studio, named Sophie's Place, provides equipment for children to create, record, and edit videos and music. With the help of our media coordinators, videos can be broadcast and shared to our patient rooms via the hospital entertainment system for patients who are unable to leave their rooms. Sophie's Place is located inside Story Corner in the Main Building.

Interactive California Coast Wellness Eco-Zone

Located inside Story Corner, the Interactive California Coast Wellness Eco-Zone features an Ouva Wall, which is an interactive screen where children and families can have fun and learn about different ecosystems. Visitors can interact with lively elements and animals found on California's coast by moving their bodies in front of the gesture-responsive screen.

Story Corner

The Story Corner is a multi-use space where families can gather for activities such as reading and storytelling time with a volunteer or librarian. Shelves are loaded with books for all ages, and soft, comfortable spots are available to sit and read. Young patients and their families can make new friends, find strength in shared experiences and explore their creativity. Since all patient rooms have a bedside iPad and television, bed-bound patients will be able to take part in scheduled storytelling sessions and group activities like Bingo. The hospital entertainment network and digital signage will post updates on events and classes at the Story Corner, which is located on the ground floor of the Main Building.

Education Resources

Hospital school

The Palo Alto Unified School District collaborates with Lucile Packard Children's Hospital Stanford to provide a free public education program for patients and their siblings. Teachers offer classroom and bedside instruction throughout the school year. There are two classrooms in the hospital, Primary (grades K–4) and Secondary (grades 5–12), and both are located on the third floor of the West Building. There is also a school located at the Ronald McDonald House at Stanford.

A parent or guardian's signature is required to enroll. For more information, call the school at (650) 497-8230 or dial 78230 from a hospital phone.

Hours: 9:30 a.m. – 11:30 a.m. and 1 p.m. – 3 p.m., Monday – Thursday; 9:30 a.m. – 11:30 a.m. and 1 p.m. – 3 p.m. (with bedside support), Friday. The school is closed during the summer and follows the Palo Alto Unified School District calendar.

HEAL program

An important part of supporting children's development is continuing their education, whether through home-bound teaching or attending school. Parents and children often face new obstacles when a child returns to school after a hospital stay. To help, we created the HEAL program, which is staffed by education professionals to help address children's educational needs. The HEAL program provides:

- Neuropsychological and/or educational screening assessment to assist in determining an appropriate school program
- Information for parents and schools about necessary specialized education and support services
- School presentations to peers regarding a child's illness
- Participation at Individual Education Program (IEP), 504 or Student Support Team (SST) meetings to advocate for the child's needs
- Bridging between the hospital, school and parents
- Recommendations for school interventions
- Referrals to other professionals or agencies that can provide additional assessments and therapy

For more information on the HEAL program, please call (650) 725-2381.

Patient preparation for procedures and surgery

Medical procedures can be confusing and frightening to children and teens. Child Life specialists can help prepare patients for procedures and surgery using educational materials, photo albums, drawings, medical equipment and teaching dolls. Sessions are geared to the developmental level and needs of the individual child and family. Child Life specialists also are available to provide support during procedures by teaching and encouraging healthy coping techniques such as deep breathing, guided imagery and distraction. Preparation and support are available for both inpatients and outpatients.

For more information, please call Child Life Services at (650) 497-8336 or dial 78336 from a hospital phone.

Sibling support and education

Child Life specialists can prepare siblings for what they will see, explain how medical equipment helps and suggest ways that siblings can be involved with their hospitalized brother's or sister's care. Our specialists can also prepare siblings for visits to the intensive care units. For more information, please contact the Child Life office at (650) 497-8336 or dial 78336 from a hospital phone.

Support for Mothers and Newborns

Breastfeeding guidance and support

To help you achieve your personal breastfeeding goals, we provide nurturing care, education and support.

We strongly endorse breast milk as the optimal nutrition for newborns. We also know that while breastfeeding is natural, it is not always easy, and we recognize that each mother has unique circumstances. Our highly trained staff works with you to provide personalized support to meet your individual goals and needs.

Lactation support and services

Before birth: We encourage you to attend a prenatal breastfeeding class before your baby is born to improve your future breastfeeding experiences. Expectant mothers are welcome to call us with questions.

In the hospital: Our highly trained doctors, maternity nurses and lactation consultants are available to help support you in breastfeeding. Breastfeeding classes, taught by our international board-certified lactation consultants, are held daily on the Maternity Unit to provide specialized, hands-on breastfeeding support and to answer your questions and assess your progress. For more information, ask your nurse or visit classes.stanfordchildrens.org.

Car seat fitting station

Lucile Packard Children's Hospital Stanford has certified car seat technicians who provide parents with information and assist with the installation of children's passenger car seats. Although services are provided at no charge, appointments are required. To schedule an appointment, please call (650) 736-2981, dial 62981 from a hospital phone or visit classes.stanfordchildrens.org.

Relax, Reflect and Rest

Sanctuary and Healing Garden

The Sanctuary is an interfaith spiritual center within Lucile Packard Children’s Hospital Stanford, and families of all spiritual traditions are welcome to use this room. It is a place of quiet solitude, prayer and meditation. Prayer rugs and sacred books and texts are provided for use in the Sanctuary. The Sanctuary is open 24 hours a day, seven days a week, and it is located on the first floor of the Main Building near the bear and cub statue.

Located right outside the Sanctuary, the Healing Garden is a quiet outdoor space for patients and families. This peaceful environment is designed to bring the healing power of nature to patients and families.

If you would like to schedule time with a chaplain, please see “Chaplaincy” under “Personal Business and Other Services” in the “Resources and Support Services” tab.

Central atrium

On the first floor of the West Building, a central outdoor garden with a water fountain, beautiful greenery and seating is available for families.

Overlooks

Each floor has an overlook designated for patients and families. Located just outside the unit, these overlooks provide a space for families to get fresh air and reflect. The overlooks are compliant with the Americans with Disabilities Act (ADA) and allow wheelchairs and patient beds to be wheeled outside.

Family lounges

On each inpatient care floor of the Main Building, there is a Family Lounge with a kitchen and laundry facilities. Families are invited to prepare and enjoy a meal together in the family kitchen or to do a load of wash in the laundry facilities.

Kitchen facilities

The Family Lounge kitchens are equipped with a dishwasher, a microwave and a refrigerator where you can store your food. All food items must be labeled or they will be thrown out. Labels are available for your food items in the lounge.

Laundry facilities

Washers and dryers are located in each Family Lounge for families of inpatients to use free of charge. Free laundry detergent and softener are available in the Family Resource Center located on the ground floor of the Main Building.

Serenity Lounge

On the third floor of the West Building, this family lounge provides space for families to relax. It includes a private bathroom with a shower and free laundry facilities.

Sleep room

There are two sleep rooms on each floor, each equipped with a private bathroom and shower. For more information about how to schedule a sleep room, please talk to your nurse, who can connect you with a social worker.

Family waiting areas

Outside the patient care units on each floor, these comfortable lounge areas are equipped with computers for family use. A patient navigator is available here to answer any questions.

Visitor Information and Guidelines

At Lucile Packard Children’s Hospital Stanford, we know that family and friends are an important part of each patient’s healing experience. As part of our commitment to family-centered care, we welcome visitors and encourage families to spend as much time together as possible in our hospital.

General visiting hours for the hospital are 8 a.m. to 9 p.m., and quiet hours are from 9 p.m. to 8 a.m. In most units, two or three people are allowed to visit a patient at one time. Guidelines for visitors and visiting hours may vary by unit or based on a patient’s medical needs.

Parking

For information about parking for visitors, please see the “Finding Your Way” tab.

Checking in and safety

Safety and the well-being of our patients is our top priority. Hospital visitors must check in before entering the hospital to receive an identification badge. It is part of our commitment to ensuring a safe environment at both the Main and West buildings of Lucile Packard Children’s Hospital Stanford. Please see the “Patient Safety and Experience” tab for more information on checking in and maintaining a safe hospital environment.

Labor and delivery

Expectant women delivering their babies in the Johnson Center for Pregnancy and Newborn Services may have up to three visitors in their labor and delivery room at any time. Visitors must be 16 years or older except for siblings, who are welcome to visit with a supervising adult visitor.

Maternity

New mothers may enjoy visits from family and friends in the Maternity Unit from 8 a.m. to 9 p.m. There is a special quiet time on the Maternity Unit from 2 p.m. to 4 p.m. Visitors are encouraged to avoid visiting during those hours so that our mothers and babies can rest.

Numbers of visitors by unit

The following is a list of units and the number of visitors allowed in the unit at one time during the hospital's general visiting hours. Visitors who are not in the room should wait in our lounges and waiting areas, not in the corridors. Guidelines for visitors and visiting hours may vary depending on a patient's health and are at the discretion of clinical staff.

General care floors, including the Pediatric Care Unit (PCU), 350 (3 East), 360 (3 North), 374 (3 West) and 380 (3 South) – 3 people

1 North – 3 people

Pediatric Intensive Care Unit (PICU)/Cardiovascular Intensive Care Unit (CVICU) – 2 people

Labor and Delivery – 3 people

Maternity – 2 people

Neonatal Intensive Care Unit (NICU)/Intermediate Intensive Care Nursery (IICN)/Packard Special Care Nursery (PSCN) – 2 people, one of whom must be the patient's parent or designee

Pediatric Acute Care Unit (PACU)/Same-Day Surgery (pre-op) – 2 parents or adult designees

Stem cell transplant – 2 immediate family members

Overnight stay

In the **Maternity Unit**, one adult primary support person may stay overnight if the patient is in a private room. In a shared room, both families must provide verbal permission for a nurse to allow any support person to stay overnight.

In the **Pediatric General Care Units**, two parents or legal guardians may stay in the room overnight at the discretion of the nurse if the patient is in a single room. Otherwise, when possible, bedside sleeping facilities are provided for one parent or adult designee.

For parents who aren't able to sleep at the patient's bedside, a social worker can assist with coordinating alternate sleeping arrangements. Parents who are assigned to sleep in a parent lounge should vacate the lounge with their belongings by 8 a.m. each morning.

Fire codes prohibit sleeping in alcoves, corridors or open public areas.

Service animals

Service animals are permitted in all areas of Stanford Health Care that are open to the public, including most patient areas, provided the service animal does not pose a direct threat or fundamentally alter Stanford Health Care's operations or procedures. Dogs that solely provide companionship, comfort and emotional support are not service animals under the Americans with Disabilities Act.

A Look Ahead

A Look at the Future of Lucile Packard Children's Hospital Stanford

The opening of our new Main Building is a landmark moment, but the story doesn't end there. We are transforming our entire campus. Following this milestone, our growth continues, including the kick off to renovating the existing hospital, our West Building. This ongoing development increases our capacity to offer the most advanced care, treatments and technologies available, performed by the best care teams in pediatric and obstetric medicine.

Upon opening of the Main Building, renovations will commence in our West Building and will continue for several years as we expand and renovate major programs, including our Johnson Center for Pregnancy and Newborn Services. Our vision is to create a world-class Mother & Baby Center in the West Building featuring new, private post-partum rooms and a redesigned neonatal intensive care unit, which will offer more privacy for families. This transformation is expected to be complete by late 2018 or early 2019.

In our Main Building, six new operating suites will open in the spring of 2018. Also in the coming year, the fifth floor of the Main Building will be dedicated to housing the Bass Center for Childhood Cancer and Blood Diseases. Early 2019 will bring the debut of the new Betty Irene Moore Children's Heart Center on the first floor of the Main Building, including an expanded outpatient heart center. As a national leader in pediatric cardiology, we'll continue to pioneer new technologies and treatments for our smallest heart patients.

With our new hospital campus, we set out to transform the patient and family experience and advance pediatric and obstetric clinical care, research and education. Leading the way in children's health, Lucile Packard Children's Hospital Stanford is at the center of our Stanford Children's Health network, which is Northern California's largest pediatric and obstetric health care system dedicated exclusively to children and expectant mothers.



Lucile Packard
Children's Hospital
Stanford