



Beth Israel Deaconess
Medical Center



HARVARD MEDICAL SCHOOL
TEACHING HOSPITAL

Welcome to the NICU

Congratulations on the birth of your new baby! The following information has been developed to help you get to know the unit and the people who are caring for your baby.

The Klarman Family Newborn Intensive Care Unit (NICU) is a family-centered unit with specially trained health care professionals who work as a team to provide the best care and support for your baby, you and your family.

The NICU Team

Attending Neonatologist

Neonatologists are pediatricians who specialize in caring for newborn infants. Neonatologists at BIDMC are members of the Division of Newborn Medicine at Children's Hospital. As faculty of Harvard Medical School, they also teach and conduct research in the field of neonatology. An attending neonatologist is in the hospital 24 hours a day and is responsible for patient care in the NICU. Two attendings share responsibility for the babies in the NICU each day.

Neonatology Fellow

Neonatology fellows are pediatricians who are in advanced training to become neonatologists. Neonatology fellows rotate through the NICU on a monthly basis.

Neonatal Occupational/Physical Therapist

The occupational/physical therapist assists in supporting your baby's development during his/her NICU stay. The therapist works closely with staff and parents to maximize infant comfort and promote optimal development.

Klarman Family Neonatal Intensive Care Unit



Telephone Numbers

NICU (Reisman 9): 617-667-4042

Toll Free Line: 1-800-231-NICU (6428)

Nurse Practitioner/Physicians Assistant

Nurse Practitioners (NPs) are registered nurses who have received advanced education and training in the care of newborns. Similarly, Physicians Assistants work under the supervision of the Neonatologist to provide care to the infants in the NICU including physical exams, diagnoses, clinical procedures and prescribing medications. They work as a team to provide 24-hour coverage in the NICU.

Neonatal Respiratory Therapist

Respiratory therapists assist with your baby's care if he/she needs supplemental (extra) oxygen or the assistance of a ventilator.

NICU C.A.R.E.S. for Families Program Administrator

The program administrator for the NICU C.A.R.E.S. for Families develops and coordinates social and informational programs to help families during their baby's hospitalization. In addition, the NICU C.A.R.E.S. program administrator helps families connect with other parents through mentoring programs.

NICU Cuddlers and Lullaby Program

For babies that are 32 weeks and older, the NICU offers two special opportunities: The NICU Cuddling Program and Lullabies for Little Ones. Specially-trained volunteer "Cuddlers" are available to rock, hold, and soothe babies when parents cannot be in the NICU. Lullabies for Little Ones provides developmentally-appropriate music for infants by a certified music therapist. Ask your baby's nurse for more information on both of these programs.

NICU Dietician

The dieticians work closely with the NICU care team to ensure your baby's optimal nutrition and growth.

NICU Feeding Specialist

The feeding specialist in the NICU is a trained speech-language pathologist who specializes in feeding and swallowing issues in preterm infants. The feeding specialist is available to assist staff and parents assess oral feeding abilities and challenges, make recommendations and provide strategies to enhance or improve a baby's feeding skills.

NICU Lactation Consultant

NICU Lactations Consultants are specially trained to help and support mothers to provide breastmilk for babies who are in the NICU. They help identify and address the specific challenges in breastfeeding and pumping breastmilk that mothers of babies requiring newborn intensive care face.

NICU Nurse

Your infant will have a primary care team of nurses who will coordinate his/her care from admission through discharge. Your baby's nurses will work with you as you learn to care for your baby and prepare to take him/her home.

NICU Patient Care Assistant

NICU Patient Care Assistants are specially trained to assist nurses in the NICU. They assist the NICU nurse in providing your baby with care such as feeding, taking vital signs and bathing.

NICU Pharmacist

The pharmacists work closely with the NICU care team to ensure the effectiveness and safety of medications. They also oversee the preparation of intravenous nutrition and all medications, which your baby may require during his/her NICU stay.

NICU Social Worker

Social workers with experience in the field of maternal and child health provide support and counseling during your baby's hospitalization. They also will help you to identify appropriate community resources to meet your needs.

NICU Unit Coordinator

The Unit Coordinators, who greet you at the reception area, are a central resource for parents and NICU staff. The Unit Coordinators ensure the smooth flow of unit activities and coordinate admissions, discharges and transfers.

Families & Visitors

We welcome families and their visitors to the NICU 24 hours a day, seven days a week. To protect the babies, all visitors should be free of infectious illnesses.

We strongly suggest that anyone who has direct contact with your baby be up-to-date with immunizations, especially for influenza (the flu) and pertussis (whooping cough). Please read the sign posted outside the NICU door for further information.

- ❖ From 7:00-7:30 a.m. and 7:00-7:30 p.m. each morning and evening, the nursing staff is changing over, exchanging important information with the next nurse who will be

caring for your baby. For this reason, and for privacy considerations, we ask that families remain in the rooms with their babies, during this brief period of time. The nursing staff will not be available, unless, of course, there is an emergency. Please plan accordingly.

- ❖ Because of space limitations, we can only accommodate two non-parent visitors per family at a time.
- ❖ Siblings of the baby may visit.* Please note they must check in daily with the Unit Coordinator to screen for potential infectious conditions.
- ❖ Other visitors must be at least 12 years old and accompanied by the baby's parent.
- ❖ If an emergency arises in the NICU, you may be asked to temporarily wait in the NICU waiting area.
- ❖ Parents may call the NICU at any time for progress reports about their infant.
- ❖ Limited and responsible cell phone use is generally permitted in NICU patient rooms, the Parent Walkway and Family Resource Room. Cell phones must be set to silence or vibrate mode prior to entering the NICU; non urgent calls should be made or taken outside of the unit.

- * during high-infection times, such as flu season, visits by siblings to the NICU may be restricted.

Parking

Discounted parking is available for NICU parents. Please ask the Unit Coordinator at the Front Desk for specific information.

Infection Control

Hand washing is one of the most important ways to help prevent the spread of infection and illness. This is especially important in the NICU where exposure to germs can have serious effects on fragile babies.

When entering the NICU, please wash your hands at the sink with soap and warm water and dry your hands thoroughly.

Before entering your baby's room, please follow the same "Pump In/Pump Out" policy that all of our nurses, doctors, therapists and consultants follow. This simply means to apply hand sanitizer (Purell) before you enter the room ("Pump In"). Dispensers are located on the walls just outside each room. Rub the hand-sanitizer vigorously over your hands and between your fingers until the liquid dries. "Pump Out" when you leave the room. We also strongly suggest the frequent use of hand sanitizer before you touch your baby – especially in between activities such as eating or using a cellphone/tablet.

Also, because of the infection risk associated with artificial nails, we recommend removing all artificial nails and appliques while your baby is in the NICU.

Confidentiality

❖ In order to maintain the privacy of individual patients and families, parents and visitors are asked to remain in their baby's room during the change-of-shift times, 7:00-7:30 a.m. and 7:00-7:30 p.m.

❖ Staff members will discuss the condition or care of infants only with parents or clinicians or services that require this information to assure continued high quality care.

❖ We ask that visitors refrain from looking into the cribs or isolettes of other infants unless invited to do so by their parents.

Security

We take your baby's safety seriously; the following measures have been established to optimize security.

1. Secure entrance – family members and visitors must identify themselves at the window outside the NICU for entry.
2. Parent ID badges will be provided by the NICU and must be worn and visible at all times while in the NICU. If you do not have a Parent ID, please check with the Unit Coordinator at the front desk.
4. Sign-in – all family members and visitors must sign or scan in and out at Unit Coordinator's desk.
5. Departure must be through the main entrance past the Unit Coordinator's desk.

Your Baby and You

Meaningful Touch with Hand Hugs and Skin-to-Skin Holding

Parents can provide support to their babies in the NICU, even soon after birth, through touch. Meaningful Touch can be provided by Hand Hugs for babies who cannot be held.

Some infants can be held, and those infants may be able to be held by their parents using Skin-to-Skin holding. You provide special support when you touch or hold your baby. Ask your baby's care team about how you can connect with your baby through touch.

Your Baby's Personal Items

You are welcome to personalize your baby's bedspace. You may want to bring in a special blanket to place over your baby's isolette or a musical device to play favorite music or recordings of children's stories. You may also bring in pre-washed clothes for your baby. Check with your baby's nurse for the correct developmental timing of these items.

Feedings

You may feed your baby either breast milk or formula. Breast milk is an ideal food for infants, especially if they are born early. Special premature formulas are also available. Whether you choose breast milk or formula, we will support your decision. Breast pumps are available in the NICU for you to use while you are visiting. Our lactation consultants are available to assist you with breast-feeding and pumping.

Development

The NICU staff will work with you to provide the most comfortable environment for your baby. Making your baby feel relaxed in a quiet and soothing setting will help your baby grow and develop.

An occupational therapist and/or physical therapist may work with you on positioning your baby and teaching you about appropriate stimulations and plans for when you take your baby home.

Music Therapy through the NICU's Lullaby's for Little Ones may also be introduced when your baby is developmentally ready, typically around 34 weeks gestation or older.

Family/Sibling Resources

The Family Waiting Area is located outside the NICU.

The Family Walkway located in the hallway connecting the north and south sides of the NICU, contains a coat rack, sinks for washing breast-pump supplies, and an ice machine with filtered water.

❖ **Sam's Library** is a collection of children's books for you to read to your baby.

❖ **Sibling Treasure Chest**

Donated by former NICU families, the Sibling Treasure Chest provides small toys and items to help occupy younger siblings while in the NICU.

Family Resource Room

Located inside the NICU, the Family Resource Room is a quiet place for you to relax, take a break from the bedside, enjoy the view, read, use the computer or have a meal. The room is equipped with a refrigerator, microwave and sink for your convenience. Computers are available in the Family Resource Room for parents to use.

“Family Information Packets” are typically given at the first Family Meeting, and include information such as a NICU glossary of terms, developmental care tips and other resources.

Spiritual Support

Professional interfaith chaplains are available to provide spiritual support to you and your family whether or not you have a specific faith. Pastoral care staff provides compassionate, non-judgmental care and they are available to sit with you, to participate in a family meeting, and to address any ritual need. Ask your baby’s nurse if you’d like to speak with a chaplain.

The Newborn Channel (Channel 46-English, Channel 47-Spanish) features several programs on topics of interest to new parents. It can be accessed in your post-partum room or in the family waiting room.

Infant Safety

CPR Training is recommended for all families. Instruction is available in the NICU and can be arranged with your nurse.

Choosing a Pediatric Provider

We will ask you to identify the doctor or group practice who will care for your baby once he or she is home. If you need assistance, we will help you review a list of pediatric care providers in your area.



Transfer

Some mothers first received their prenatal care in a referring community hospital. If this was true for your family, when your infant is medically ready, transfer back to your referring hospital’s special care nursery will be arranged. If your care began at BIDMC but a hospital closer to your home has a special care nursery, transfer to this nursery may also be possible.

Going Home

When your baby is ready to go home, you will be an important part of the discharge process. The NICU team will work with you to ensure a smooth transition from the hospital to home by sharing important information with you and your baby’s pediatrician, and preparing you in advance about medications, follow-up appointments and who to call with questions.

Infant Car Seats/Car Bed

All newborns leaving the hospital must be placed in an infant car seat/car bed. Pre-mature infants may require additional support for proper positioning. Car seat positioning screening is performed for all infants born at less than 37 weeks gestation. Please carefully review the instructions that came with your vehicle and car seat or check with your local police department for assistance in installing your car seat.

- * it is recommended that you discuss car seat/car bed options with your baby’s nurse prior to making any purchases to ensure it meets the correct size and the appropriate weight guidelines.

Refreshments

East Campus - Ullian Dining Area / West Campus - Farr Building Cafeteria

Main Hours:

Breakfast	7:00 a.m. - 10:00 a.m.
Lunch	11:00 a.m. - 2:00 p.m.
Dinner	4:00 p.m. - 7:30 p.m.

Grill:

Breakfast	6:30 a.m. - 10:30 a.m.
Lunch	11:30 a.m. - 2:30 p.m.
Dinner	7:30 p.m. - 11:30 p.m.

Souper Salad

370 Brookline Ave (Shapiro Building)

617-232-5599

Mon - Fri	6:30 a.m. - 6:00 p.m.
Sat - Sun	Closed

Starbucks

364 Brookline Ave (Shapiro Building)

617-277-2350

Mon - Fri	5:30 a.m. - 8:00 p.m.
Sat	7:00 a.m. - 6:00 p.m.
Sun	Closed

Bertucci's

One Blackfan Circle (Children's Hospital Garage)

617-739-2492

Mon - Sat	11:00 a.m. - 10:00 p.m.
Sun	11:00 a.m. - 9:00 p.m.

Boloco (Inspired Burritos)

283 Longwood (across from Children's Hospital)

617-232-2166

Mon - Fri	7:00 a.m. - 9:00 p.m.
Sat - Sun	7:00 a.m. - 6:30 p.m.

Dunkin Donuts, East Campus Lobby

Mon - Fri	6:00 a.m. - 6:00 p.m.
Closed Sat and Sun.	

Longwood Galleria

350 Longwood Avenue

Mon - Sat	6:30 a.m. - 10:00 p.m.
Sun	6:30 a.m. - 8:30 p.m.

Food Vendors

Beantown Burrito / Bourbon St. Cafe / Chutney's
Dragon Bowl / Dunkin Donuts / McDonalds / Red
Barn Roasters / Sepal / Subway / Sushi Wraps &
Noodles

Longwood Grille & Bar

617-232-9770

Mon-Sat	7:00 a.m. - 1:00 a.m. (lunch served until 11:00/ bar until midnight)
Sun	7:00 a.m. - 11:00 p.m.

Landmark Center

401 Park Drive

Best Buy / REI / Staples / Bed, Bath & Beyond /
Longhorn Steakhouse / Panera / Coldstone
Creamery

The UPS Store:

423 Brookline Avenue

617-738-3372

Mon - Fri	8:00 a.m. - 6:30 p.m.
Sat	10:00 a.m. - 4:00 p.m.
Sun	Closed

