



Quick Reference Guide for NICU Parents The Klarman Family NICU at BIDMC



Beth Israel Deaconess
Medical Center

Welcome to the NICU! We are honored to be caring for your baby.

- ✓ **We welcome families and visitors** to the NICU 24 hours a day, 7 days a week. Siblings of the baby may visit as well- except during times of highly contagious epidemics, such as flu season- but must check in daily with the Unit Coordinator to screen for potential infectious conditions. Due to space limitations, we can accommodate two non-parent visitors per family at a time. Parents are also welcome to call at any time for information about their baby. **617/667-4042**
- ✓ **NICU Staff** is always available to you. You should feel free to ask to speak with any of your baby's caregivers. The name and photo of your baby's doctor is posted at your baby's bedside.
- ✓ **Safety and Security:** Families and visitors must identify themselves at the Front Desk. 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 ask the Unit Coordinator at the Front Desk.
- ✓ **Discounted Parking** is available for parents. Please ask the Unit Coordinator at the Front Desk for specific information.
- ✓ **Care Times:** Once admitted to the NICU, your baby will have "Care Times" during which routine care – temperature-taking, giving medicines, changing diapers -- occurs. Care Times range from every 3 to every 4 hours, and can often be coordinated with family schedules. Care Times are a wonderful opportunity for families to actively participate in their baby's care.
- ✓ **Infection Prevention:** Babies in the NICU are especially prone to infection so we ask parents and visitors to wash their hands thoroughly with soap and water at the sink near the front entrance, and follow the same pump in/pump out policy as our staff. This simply means to apply hand sanitizer before you enter your baby's room, and again when you leave the room. Sanitize often – before you touch your baby, and after you touch door handles, personal items (e.g., cell phones), your mouth or nose, etc.
- ✓ **Protect your baby from vaccine preventable diseases.** Parents, family members and visitors should be up-to-date with immunizations, especially for influenza (the flu) and pertussis (whooping cough).
- ✓ **Support in the NICU:** The NICU offers many supportive resources including social workers, lactation consultants and clergy (chaplain/rabbi). Please ask anytime you would like to speak to any of these professionals.
- ✓ **Cell phones:** Cell phone use by parents is generally permitted in the NICU. Please set cell phones to silence or vibrate mode while in the NICU; non-urgent calls should be held outside of the unit or in the Family Resource Room.
- ✓ **Family Resource Room:** Computers, snacks, a mini-fridge, tables and a microwave are located in the back corner of the NICU. Wireless Internet access is also available throughout the NICU.

**For more detailed information about the NICU, please refer to the NICU brochure
available at the front reception desk.**

