

Guide to assist level II hospitals to develop a nursery information brochure or webpage for parents

Parents whose infant has been retro-transferred to another hospital frequently experience anxiety and concern. Information provided at the time of retro-transfer can often ease the anxiety associated with this event. This checklist is designed to help you develop an information package for parents whose baby has been retro-transferred to your nursery. Use it to guide the selection of topics that are relevant to your hospital. It is recommended that you provide it to parents upon admission and also make it available on your hospital website for access prior to retro-transfer.

GENERAL HOSPITAL INFORMATION

- Hospital name, address, phone number, map
- Parking: location, rates, long term discounts
- Internet, cell phone, telephone and Blackberry use
- Food services and hours, food kiosks, vending machines
- Bank machine, pharmacy, chapel, gift shop

FOR BABY

- Isolation: purpose, process
- Parent involvement in baby care: feeding, bath, kangaroo care
- Breastfeeding assistance: lactation consultant, clinic
- Breast milk: storage, breast pump availability: borrow or rent, kits, cost, sterilization, donor milk
- Tube feeding by slow infusion, continuous pump or slow drip gavage
- Oxygen therapy & methods of delivery
- Hearing screening, car seat testing
- ROP follow-up screening: on site, remote or other location
- Neonatal follow-up clinic
- RSV clinic

THE HEALTH CARE TEAM

- Manager, educator, nurses, nurse practitioners, clinical nurse specialists, physicians, clerical staff, lactation consultant, pharmacist, dietician, social worker, respiratory therapist, occupational therapist, spiritual care

FOR PARENTS

- Care-by-parent and rooming-in facilities
- Family accommodations: on site, sleep room, local
- Parent lounge facilities including access to food, cafeteria hours, fast-food kiosks, food storage, washrooms and showers
- Guests/Visitors: siblings, family, friends
- Parenting classes, i.e. breastfeeding, bathing, safety, CPR

THE UNIT

- Location within the hospital
- Unit phone number
- Security information or special access
- # of beds
- Nursing information: model of care, i.e. primary nursing, shifts, shift changes, etc.
- Daily rounds
- Type of physicians and availability, MRP
- Physician unit coverage
- Hand washing
- Telephone availability
- Courtesy room
- Discharge preparation and criteria
- Laundry facilities
- Nurse manager title and phone number
- Research may be supported if baby was participating in research at the previous hospital