

Welcome to American Family Children's Hospital

Patient and family guide

It is an honor to care for you and your family. We pride ourselves on providing patient and family-centered care.

Your health and safety are our highest priority.

We encourage you to talk with your doctors and nurses if you have any questions about your care or safety as a patient.

This is safe and healing environment where everyone is treated with the highest level of respect. Our goal is for you to experience remarkable medicine and remarkable care. We show respect to you in many ways, such as attending to your needs, listening to you, including you in treatment decisions, and addressing you in the way you prefer to be greeted.

Visitation should not be denied on the basis of race, creed, color, national origin, ancestry, religion, gender, gender identity or expression, sexual orientation, marital status, age or handicap.

This is a snapshot of services available to you and your family.

Visit uwhealth.org/patientguides to see all services and updates available.



UWHealthKids

American Family
Children's Hospital



Helpful contacts and phone numbers

Children's Hospital Guest Depot / Information (608) 890-8000 and Ronald McDonald House	
Chaplain and spiritual care	(608) 263-8574
Coordinated Care (social workers, case managers).....	(608) 263-8667
Food and beverages / room service.....	• MyChart Bedside tablet • Room service app (CBORD Patient) • *FOOD (*3663) on room phone • (608) 265-0202 on mobile device
Gift shop.....	(608) 263-6472
Housekeeping.....	(608) 263-1260
Pharmacy and medicines.....	(608) 890-7899
Security.....	(608) 890-6211

Stay in touch with friends and loved ones

We understand family and loved ones provide emotional support and comfort to you. We encourage you to stay in touch virtually with friends and loved ones. We are pleased to offer Webex Meet (Virtual Visitor) technology if you do not have a personal device or if you want a secure, private connection that allows your family to be involved in your care. You can access Webex Meet from your MyChart Bedside tablet. Please talk with your nurse.

Please visit uwhealth.org/patientguides for step-by-step instructions on how to access Webex Meet.

We must take greater care
to safeguard your health.

Visit uwhealth.org/patientguides
for visitor requirements and
how you can have virtual visits
with family and loved ones.

Your rights and responsibilities

Our patients have the following rights and responsibilities regardless of age, ancestry, color, creed, disability, gender, gender identity or expression, marital status, military or protected veteran status, national origin, newborn status, parental or familial status, political affiliation, race, religion, sex, sexual orientation or source of payment.

Patient rights

- Access to care and treatment without discrimination
- Respect for your dignity and privacy
- Information you can understand
- Participation in decisions about your care
- Care that supports you and your family
- Access to your billing and medical records

Patient responsibilities

You can help us provide you with the best possible care by following these responsibilities:

- Follow hospital rules and regulations
- Respect the rights of other patients, families, visitors and staff
- Provide accurate and complete information to your medical team about your health and healthcare
- Ask for more information if you do not understand your illness or treatment
- Work actively with your caregivers to implement your treatment plan
- Treat healthcare providers, employees and other patients with respect

Our Patient Relations staff can help you understand our organizational policies. Please visit uwhealth.org/patientrights for a complete list of your rights and responsibilities as a patient.

General guidelines for safety and to prevent spread of infections

- Clean hands with soap and water or hand sanitizer upon entering and leaving your child's room.
- Limit of two support persons per patient. The primary supports need to remain the same for the entire admission. One support person is allowed overnight.
- Wear a barrier mask over your nose and mouth when you are in your child's room and when outside of your child's room. If you do not have a barrier mask, we will provide you with one. You may remove your barrier mask for sleeping, eating and drinking when staff are not present.
- Gowns, gloves and certain masks are for staff use only.
- Limit travel within the hospital.

Primary supports should stay in patient rooms as much as possible and keep the door closed.

If your child is in isolation, you will need to remain in the room and wear personal protective equipment (gown, gloves and/or specific mask) as directed by staff.

Our outdoor patios and rooftop gardens are open daily from 7 am – 8 pm, weather permitting. Please talk with your nurse if you wish to visit. Badge access is required.

Hospital maps and finding your way around

Visit uwhealth.org/patientguides or stop by the Guest Depot (information desk) for hospital maps.

Your child's care and care team

Every day, your child's care team will discuss your child's goals, answer questions and confirm next steps in your child's healthcare plan, including tests, treatments, medicines, and discharge plans. To limit the number of staff in the hospital and in your hospital room, your care team may meet virtually, may call your room or use the call light to talk with you. We want to make sure you understand what is being planned for your child's care. If we use language you do not understand, please ask us to clarify.

Keeping your personal belongings safe

You are welcome to bring personal items with you to make your stay more comfortable. We recommend that you bring only essential items with you. While we certainly try to return lost items to their owners, UW Health is not responsible for replacing lost or misplaced items.

For tips how to keep your personal items secure or how to file a lost items report, please talk with your nurse or visit uwhealth.org/patientguides.

Free wireless internet (WiFi) access

Connect your smartphone, tablet or laptop to 'Free WiFi UW Health'

Television and movies

Watch cable TV, movies or a relaxation channel. If you would like a listing of TV channels, please ask your nurse.

69...Humor Channel

73...Relaxation Channel

74...C.A.R.E. Channel (Nature)

Our streaming movie service allows you the flexibility to start, pause or stop programming around your schedule. Visit uwhealth.org/patientguides for instructions how to stream movies on your bedside tablet or personal mobile device.

Comfortable and healing environment

A change in position, extra pillows, a warm blanket, hot or cold packs may help your comfort level. Visit us online for pain management or comfort options and ways to pass the time.

Room cleaning

Every surface in your room has been thoroughly cleaned with hospital-grade cleaning products. We also use a UV disinfection robot to make sure your room is germ free—from top to bottom.

Services to support your child and family

To protect the health and safety of our patients and families, some of our special services and programs are currently unavailable. For scheduled program events, please see our events calendar posted outside playrooms/lounges and on your MyChart Bedside Tablet.s

- **Child Life Specialists** can ease the fear and anxiety with the medical environment and hospitalization.
 - **Gift shops** can deliver personal care items to your child's room.
 - **Lactation rooms** and breast milk storage are available on each floor. (Please bring own supplies)
- For a list of special services, please visit uwhealth.org/patientguides

During your child's hospital stay please use the call light to talk with hospital staff

Room service menu

Room service for patients and guests (available 6:30 am–7 pm)

For your child: Order room service, 6:30 am-8 pm three ways:

1. On your MyChart Bedside tablet
2. Our room service app (CBORD Patient)
 - Download the app to your mobile device
 - Use facility ID uwh53792 when placing your order
3. Call
 - *FOOD (*3663) on room phone
 - (608) 265-0202 on your mobile device

Your child's meal will be prepared and delivered to your room within an hour or you may have it delivered at a specific time around scheduled treatments or therapies. Use your MyChart Bedside tablet for speedier delivery.

For primary supports: Call *FOOD (*3663) on room phone or (608) 265-0202 on your mobile device to place your order. Cash and credit cards are accepted.

\$8 option:

- Select one main course, two side orders, beverage and dessert/fruit.

How to place an order using MyChart Bedside:

1. Click on the Let's Eat icon on the home screen.
 2. Select your menu items
 3. Click "add to tray" for each item
 4. Click "view tray" and confirm the delivery time
 5. Click "place order"
- If your child has been prescribed a special diet, a room service clerk can help you with your selections.
 - Baby foods and pureed foods are available upon request.



- Clean hands before removing barrier mask and after eating.
- Consume food and beverages in your child's room.
- Refrain from eating and replace barrier mask when staff are in the room.

To prevent foodborne illness, eggs and meat are thoroughly cooked.



Order room service 6:30 am-7 pm

Breakfast (available all day)

Hearty hot cereal

Select from oatmeal, cream of wheat or cream of rice  and served with your choice of berry compote or walnuts 

Cold cereal

Cheerios[®] , Corn Flakes[®], Honey Nut Cheerios[®] , Rice Chex[®] , Rice Krispies[®], Shredded Wheat[®]



Scrambled eggs

Fluffy scrambled eggs

Breakfast sandwich

Toasted English muffin topped with one egg and choice of ham, bacon, turkey sausage and/or cheese

Omelet

Select from a veggie  , ham and cheese or cheese omelet and add your choice of green bell peppers, onions, tomatoes, mushrooms or spinach

Breakfast sides

Turkey sausage patty 

Bacon 

Pork sausage links 

Hash browns  

Toast   (whole-wheat, white, rice , cinnamon raisin)

English muffin  

Bagel  (plain, cinnamon raisin)

Mini muffin  (blueberry, apple-bran)

Greek yogurt   (blueberry, strawberry, vanilla)

Fruits

Apple (whole or sliced)

Applesauce

Banana

Strawberries

Grapes

Orange

Fresh fruit cup

Fruit cups (mandarin oranges, peaches, pears, prunes, fruit cocktail)

Raisins

Cantaloupe

Pineapple

Watermelon



Lunch and dinner (Condiments available upon request)

Sloppy Joe

Slow-cooked ground beef in rich tomato sauce, served with or without a bun

Meatloaf

Ground beef seasoned with herbs

Macaroni and cheese

Creamy house-made macaroni and cheese

Tuna noodle casserole

Tender egg noodles with tuna, peas, mushrooms and cheddar in cream sauce

Beef stew

Slow-cooked beef, peas, carrots and potatoes in brown gravy. Top with puff pastry (*optional*)

Chicken

Grilled chicken breast

Carved roast turkey

Oven-roasted turkey breast



Chicken pot pie

Chicken and vegetables in a creamy sauce topped with puff pastry

PB and B

Peanut butter and banana sandwich (*The classic peanut butter and jelly is also available*)

Taco

One taco (*chicken, ground beef, whitefish or bean  *) served with your choice of lettuce, diced tomato, cheese and/or guacamole



Chicken fingers

Oven baked chicken tenders

Baked cod

Lightly seasoned baked cod

Spaghetti

Spaghetti served with your choice of meat sauce, marinara sauce  or primavera marinara 

Soups

Chicken noodle

Tomato 



Cream of potato 

Vegetarian chili 

Cheese lasagna

Layered lasagna noodles, marinara tomato sauce and mozzarella cheese. Sauce optional: marinara, meat or primavera marinara


Burgers

Select a hamburger, black bean  or grilled chicken  sandwich with your choice of lettuce, tomato, onion and cheese, served on a bun

Hot dog

All beef hot dog served on a bun with your choice of ketchup, mustard or pickle relish



Asian salad

Grilled chicken or tofu  with mixed pea pods, red bell pepper, cabbage, lettuce, wontons, cilantro, with sesame ginger dressing





Caesar salad

Romaine lettuce, Parmesan cheese, croutons, tomato, served with grilled chicken breast (*optional*)


Quesadilla

Cheese , bean and cheese , beef and cheese, or chicken and cheese with lettuce, diced tomato and guacamole on the side

Build your own sandwich

Chicken salad , egg salad , ham, roast beef, tuna salad , turkey, cheese, grilled cheese 

Sweet Thai stir-fry

Stir-fried vegetables served with your choice of chicken, beef or tofu  on a bed of rice with a sweet and tangy sauce

Pizza

Start with a delicious flat bread with pizza sauce and add your favorite toppings. Gluten free crust available upon request. (*Sausage, pepperoni, ham, chicken, cheese, black olives, green peppers, mushrooms, onions, pineapple, tomato or spinach*)

Broth (*beef , , chicken , , vegetable *)

Soup of the day

Order room service 6:30 am-7 pm


Vegetables




Garden side salad
Raw veggies (*carrots, cucumbers, celery*)
Sautéed vegetable blend




Steamed broccoli
Steamed carrots
Steamed cauliflower

Steamed peas
Steamed green beans






Savory sides




Dinner roll
Garlic bread
Brown rice 






White rice 
Corn 
Baked potato 

Baked sweet potato  Refried beans 
Mashed potato  Buttered noodles
Baked French fries






Snacks (Also check fruits and vegetables lists)





Cheese and crackers
Chips (*Sunchips*®,
baked potato chips) 
Cottage cheese  
Fruit leather  

Graham crackers 
Granola bar
Greek yogurt,  
(*blueberry, strawberry, vanilla*)

Popcorn 
Raw vegetables with
hummus  or ranch dip 
String cheese  

Desserts

Fruit smoothies  (*mixed berry, strawberry-banana*)
Sugar-free cookie 
(*lemon, chocolate chip*)
Gelatin 
(*regular, sugar-free*) 
Pudding (*vanilla, chocolate, sugar-free*) 



Banana bread 
Angel food cake 
Cookie  (*chocolate chip, cranberry oatmeal, sugar*)
Cheesecake  (*plain or with chocolate sauce*)

Frozen desserts




Frozen yogurt
Sherbet  (*raspberry, orange*)
Sugar-free sorbet  (*orange, strawberry*)
Milkshake (*vanilla, chocolate*)
Popsicle (*regular*) , (*sugar-free*) 
Fruit ice  (*orange, cherry*)

Beverages






Hot beverages

Hot chocolate (*regular*) ,
sugar-free)
Tea  (*black, decaf black, green, herbal*)

Cold beverages

Water 
Sparkling water 
(*lime watermelon, blueberry pomegranate*)
Unsweetened iced tea 
(*regular, decaffeinated*)
Lemonade (*sugar-free*)
Powerade Zero® (*fruit punch, mixed berry*)

Milk

Dairy milk  (*skim*) , 1%, 2%,
whole, chocolate)
Lactose-free milk   (*skim*)
Non-dairy milk 
(*rice, almond, soy*)

Juices

Orange
Apple
Cranberry
Grape
Prune
V8® vegetable (*low-salt*)



Language accessibility and nondiscrimination at UW Health

English

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-608-262-9000 (TTY: 711).

UW Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

Hmoob (Hmong)

LUS CEEB TOOM : Yog koj xav tau kev pab txhais lus, taw tes rau kab ntauw uas yog koj cov lus es ib tug neeg txawj txhais lus mam li pab txhais lus pub dawb rau koj. 1-608-262-9000 (TTY: 711).

Lub chaw ua hauj lwm no yeej ua raws li txhua yam kev cai lij choj uas tiv thaiv tib neeg txoj cai thiab yuav tsis pub muaj kev cais pab pawg los yog txwv kev pab cuam rau ib tug neeg twg vim nws yog haiv neeg txawv, muaj cev nqaij daim taww uas yog txawv xim, tuaj lwm lub teb chaws tuaj, hnuv nyoog laus los hlluas, xiam oos khab, los yog ib tug poj niam los txiv neej.

Deutsch (German)

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-608-262-9000 (TTY: 711).

UW Health erfüllt die geltenden amerikanischen Bürgerrechtsgesetze und nimmt keinerlei Diskriminierung bezüglich Rasse, Hautfarbe, nationaler Herkunft, Alter, Behinderung oder Geschlecht vor.

Русский (Russian)

ВНИМАНИЕ! Если Вы говорите по-русски, Вам могут быть бесплатно предоставлены услуги языкового сопровождения. Звоните по телефону: 1-608-262-9000 (TTY: 711).

UW Health соблюдает действующее федеральное законодательство в области защиты прав человека и не допускает дискриминации по таким признакам, как раса, цвет кожи, национальность, возраст, ограниченные возможности или пол.

Tiếng Việt (Vietnamese)

CHÚ Ý: Nếu quý vị nói Tiếng Việt, chúng tôi có dịch vụ hỗ trợ ngôn ngữ miễn phí cho quý vị. Vui lòng gọi 1-608-262-9000 (TTY: 711).

UW Health tuân thủ các luật về quyền công dân Liên Bang được áp dụng và không phân biệt đối xử trên cơ sở chủng tộc, màu da, nguồn gốc quốc gia, tuổi tác, khuyết tật, hoặc giới tính.

ພາສາລາວ (Lao)

ກະລຸນາຮູ້ວ່າ ຖ້າຫາກວ່າທ່ານຕ້ອງການການບໍລິການການຊ່ວຍເຫຼືອເປັນພາສາ, ຊື່ປຸກພາສາຂອງທ່ານແລະນາຍເປັນພາສາມີຄຸນສົມບັດຈະບໍລິການເປັນພາສາໃຫ້ທ່ານພຣີໂດຍສະເລ່ຍໃຊ້ຈ່າຍ. 1-608-262-9000 (TTY: 711).

ອົງການຈັດຕັ້ງນີ້ເປັນໄປຕາມລະບຽບກົດໝາຍສິດທິພົນລະເຮືອນ ລັດຖະບານກາງສາມາດນຳໃຊ້ແລະບໍ່ເລືອກປະຕິບັດບົນພື້ນຖານຂອງ ເຊື້ອຊາດ, ສີເຜິ້ງ, ຊາດກຳເນີດ, ອາຍຸ, ຄວາມພິການ, ຫຼື ເພດຍິງຫຼືຊາຍ.

Polski (Polish)

UWAGA: jeśli mówisz po polsku, możesz skorzystać z bezpłatnych usług tłumaczeniowych. Zadzwoń pod nr 1-608-262-9000 (TTY: 711).

UW Health zapewnia zgodność z obowiązującymi federalnymi prawami obywatelskimi i nie dopuszcza się dyskryminacji ze względu na rasę, kolor skóry, pochodzenie narodowe, wiek, niepełnosprawność lub płeć.

Shqip (Albanian)

VINI RE: Nëse flisni shqip, ju ofrohen shërbime gjuhësore pa pagesë. Telefononi numrin 1-608-262-9000 (TTY: 711).

"UW Health" vepron në përputhje me ligjet e zbatueshme federale të të drejtave civile në fuqi dhe nuk diskriminon në bazë të racës, ngjyrës, origjinës kombëtare, moshës, aftësisë së kufizuar apo gjinisë.

Español (Spanish)

ATENCIÓN: si habla español, hay servicios de asistencia lingüística gratuitos disponibles para usted. Llame al 1-608-262-9000 (TTY: 711).

UW Health cumple con las leyes federales vigentes de derechos civiles y no discrimina con base en la raza, el color, el país de origen, la edad, la discapacidad o el sexo.

繁體中文 (Chinese)

請注意：如果您說中文，可使用我們免費提供的語言服務。請致電 1-608-262-9000 (TTY: 711)

UW Health 遵守適用的聯邦民權法律規定，不因種族、膚色、民族血統、年齡、殘障或性別而歧視任何人。

عربي (Arabic)

تنبيه: إذا كنت تتحدث اللغة العربية، يمكنك الحصول على خدمات المساعدة اللغوية المجانية. اتصل على الرقم 1-608-262-9000 (TTY: 711).

يمتثل نظام UW Health لقوانين الحقوق المدنية الفيدرالية السارية ولا يُميز على أساس العرق أو اللون أو الأصل القومي أو السن أو الإعاقة أو الجنس.

한국어 (Korean)

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-608-262-9000 (TTY: 711)번으로 전화해 주십시오.

UW Health 는 해당 연방 인권법을 준수하며 인종, 피부색, 출신 국가, 연령, 장애 또는 성별에 근거하여 차별하지 않습니다.

Deutsch (Pennsylvania Dutch)

GEBT ACHT: Wann du Schprooch Hilfe brauchscht, zeig mol dei Schprooch un en Iwwersetzer waerr grickt sei, mitaus Koscht. 1-608-262-9000 (TTY: 711).

Des Organization complies mit applicable Federal civil Rechte un discriminates net uff de Basis vun Rass, Fareb, Herrkunft, Elder, Disability, odder Geschlecht.

Français (French)

ATTENTION : si vous parlez français, des services d'assistance linguistique sont à votre disposition gratuitement. Appelez le 1-608-262-9000 (TTY: 711).

UW Health respecte la législation fédérale en vigueur en termes de droits civils et ne pratique aucune discrimination basée sur la race, la couleur, le pays d'origine, l'âge, le handicap ou le sexe.

हिंदी (Hindi)

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-608-262-9000 (TTY: 711).

UW Health लागू होने योग्य संघीय नागरिक अधिकार कानूनों का अनुपालन करता है और यह जाति, रंग, राष्ट्रीय मूल, आयु, अक्षमता या लिंग के आधार पर भेदभाव नहीं करता है।

Tagalog (Tagalog – Filipino)

PAUNAWA: Kung nagsasalita ka ng tagalog, available para sa iyo nang libre ang mga serbisyong tulon sa wika. Tumawag sa 1-608-262-9000 (TTY: 711).

Ang UW Health ay sumusunod sa naaangkop na mga Pederal na batas sa karapatang sibil at hindi nandiskrimina batay sa lahi, kulay, bansang pinagmulan, edad, kapansanan o kasarian.