

When your baby is transferred to the Neonatal Nurseries

Dear parent:

The staff of the Neonatal Nurseries at McMaster Children's Hospital welcome you and your baby to our hospital. Your baby is being brought here to get very special care.

We know that you are very concerned about your baby right now. We hope that this pamphlet will answer some of the questions you have about your baby's care.

We hope that you will take part in your baby's care as much as you can. If you have any questions or comments about the neonatal intensive care nursery or the intermediate care nursery, please ask to speak to one of us.

Sincerely,

The Staff of the Neonatal Nurseries

Who will take my baby to McMaster?

The Neonatal Transport Team responding to your baby's needs is a part of the Neonatal Intensive Care Unit (NICU) at McMaster Children's Hospital.

The Neonatal Transport Team consists of two registered nurses:

- A Transport Nurses (TN) who has special training in the care and transport of sick and premature babies
- An Assistant Transport Nurse (ATN) who has experience in neonatal intensive care nursing
- The team may have 2 TNs, or 1 TN and 1 ATN

Both nurses have experience caring for and transporting these special babies.

Before transporting your baby to the NICU in Hamilton, a telephone consultation is made with the medical team at McMaster Children's Hospital.

The Transport Nurse will discuss with you how your baby is doing. You will have the chance to see your baby and take pictures before the Transport Team leaves.

Can I visit my baby?

Please visit your baby as often as you can. You are very important to your baby and your baby's health care team.

Parents are part of their baby's health care team and are welcome in the nursery 24 hours a day. During our busiest times, between 7:15 and 7:45 am and pm, we ask that **all visitors** leave the nursery. **Parents** may stay at their baby's bedside during report on their baby, but may be asked to leave during report on other infants. The nurses take about 20 to 30 minutes to give report about the babies to the nurses for the next shift.

Please plan to come to the nursery or call us before or after these times.

Please use the phone at the front reception desk when you come to visit. A Business Clerk will answer and unlock the NICU door.

During your visit, your baby's doctors and nurses will be available to talk with you and answer your questions. As part of our health care team, our social workers will also visit with you during your baby's stay in the neonatal nurseries.

If you are visiting from outside of Hamilton and do not have a place to stay, please speak to your nurse. We may be able to help you make arrangements for a place to stay. There may be rooms available near the neonatal nurseries for parents to stay.

Can I telephone the nursery?

Parents can call the NICU at any time. You may want to call often if you are unable to visit with your baby. When you call, please be sure to have the ID number of your baby ready to give the nurse at the start of your telephone call. This number will help to identify you as we will only give information to parents.

It is important for you to not give this number to anyone else, so that we can keep your baby safe.

The TN may give you this number before she leaves. If the ID number is not available before the transport team leaves, you can get it on your first visit or the team will direct the neonatal business clerk to call you with the number.

How do I get to the Neonatal Intensive Care Nursery?

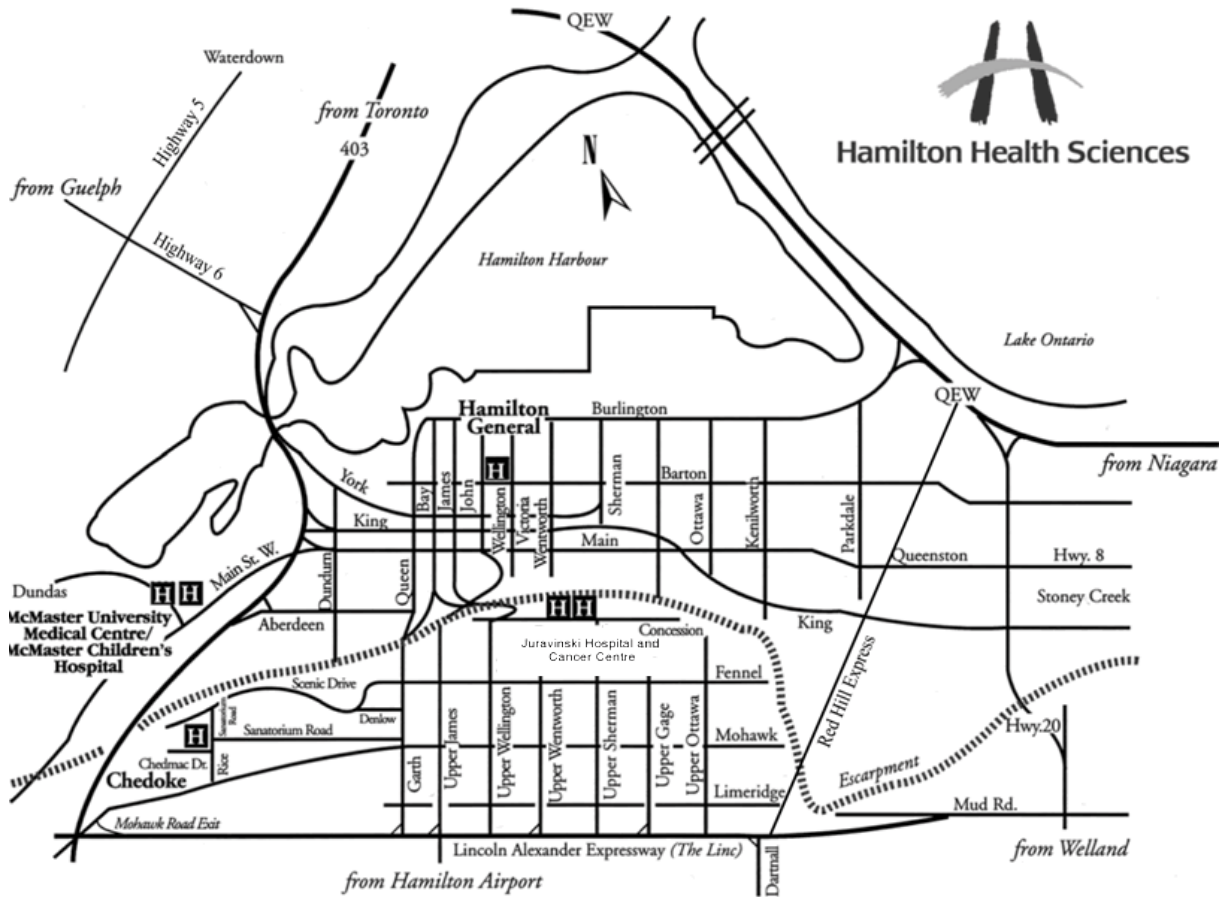
The NICU is in McMaster Children's Hospital, 1200 Main Street West, Hamilton, Ontario L8N 3Z5. Directions are on the next page.

If you have any questions or concerns about your baby's transport, please feel free to call us at 905-521-5025 (toll free: 1-866-207-1971). Ask to speak to the nurse caring for your baby.

Your baby's Transport Nurses are:

Your baby's ID number is:

Directions to McMaster Children's Hospital



From the east (Toronto)

- Take QEW to Hwy 403 West (to Hamilton)
- Exit 403 at Main Street West
- Turn left at Main Street West
- Turn right at McMaster University Medical Centre

From the west (Brantford)

- Take Hwy 403 East (to Hamilton)
- Exit 403 at Aberdeen Avenue
- Turn left at Longwood Road South
- Turn left at Main Street West
- Turn right at McMaster University Medical Centre

From the south (Niagara)

- Take QEW towards Hamilton
- Exit at Red Hill Valley Parkway
- Merge onto Lincoln Alexander Parkway West
- Take exit for 403 East (Toronto)
- Exit 403E at Aberdeen Avenue
- Turn left at Longwood Road South
- Turn left at Main Street West
- Turn right at McMaster University Medical Centre

Getting to the Neonatal Nurseries

- Take the red elevator to the fourth floor.
- Turn right and walk around the elevators to the entrance of the Neonatal Nurseries.
- Please check with the business clerk at the front desk. If the clerk is not there, please use the direct line telephone at the entrance door.