

Welcome to the Neonatal Clinic

- information for parents



Neonataalklinikken
Rigshospitalet
Juliane Marie Centret

Index

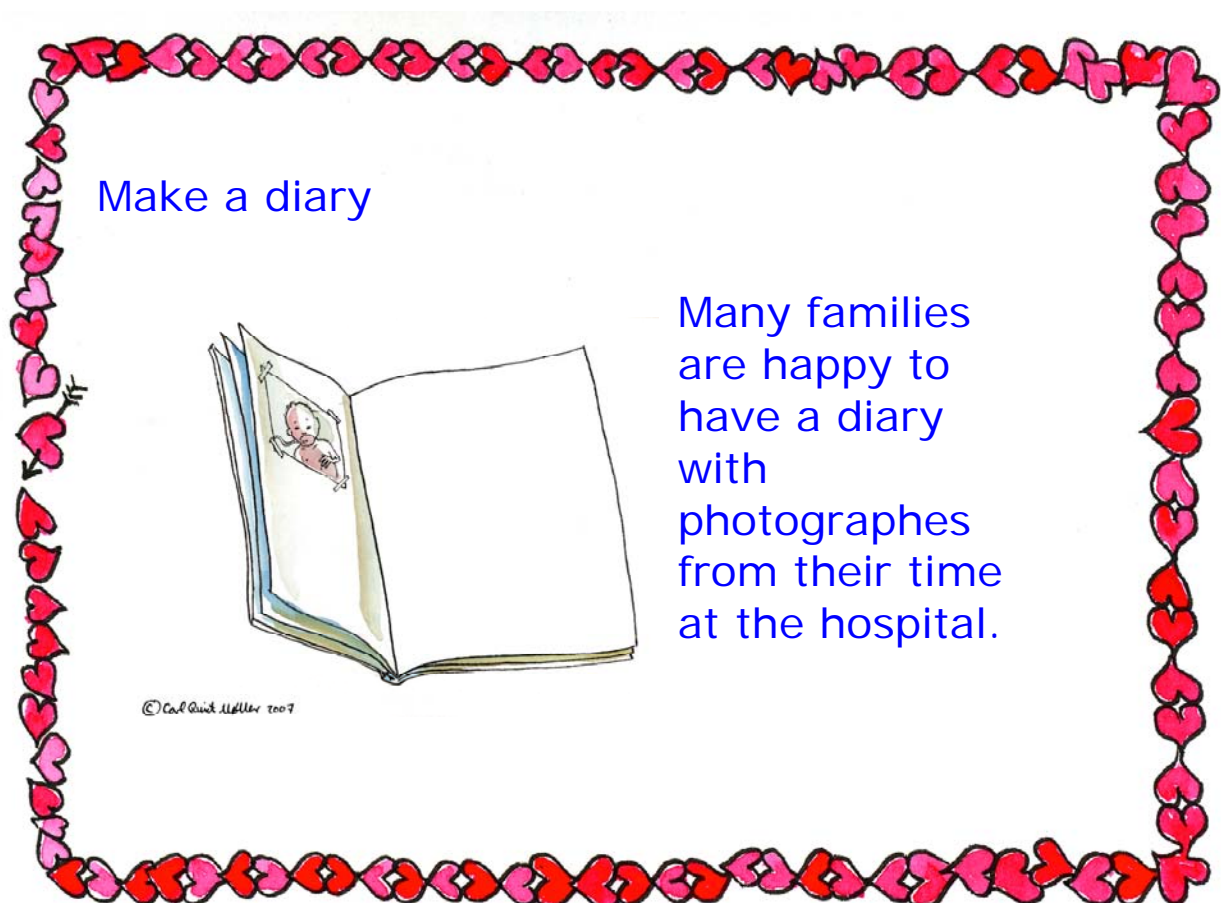
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Welcome

Welcome to the Neonatal Clinic and congratulations that you have become parents.

Neonatal Clinic is an intensive care unit for newborn babies, who require special observation, care and treatment.

Few parents are prepared for their newborn baby starting life in an intensive care unit. Even though your baby needs to be hospitalized you can give your baby plenty of care and love and you can of course be with the baby as much as you like.



Parents and siblings

You are the most important people in your newborns life. It is our wish that you have the opportunity to be with your baby at all hours of the day. It may sometimes be a little cramped but you can always have a chair to sit by your baby's bed or incubator.

Siblings are also an important part of the new baby's life. They can easily feel left out, so we urge you to bring them here.



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They may however not have a cold and you need to keep a close eye on them. Buttons and apparatus can be irresistible to touch.

Smaller children may lose interest in the newborn fast, so plan your visits accordingly. You may play with siblings in the common room by the parents' kitchen, in the sitting room at ward 5021, in the out patients room or in the area by the elevators/lifts. Downstairs is a playroom and by the Cafe Riget is a small playground. Keep an eye out for adverts for children's entertainment on www.bup.rh.dk

It may be difficult to get the everyday to work and we will seek to help you find solutions to practical problems like work, siblings and information to relatives.

Visiting relatives

Your baby needs quietude to grow and get well. We therefore ask you to limit the number of visitors to as few as possible and only invite guests for short visits.

For your family and friends

Visiting hours 16.00-20.00



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To limit the risk of infection, only the baby's siblings are welcome. Cousins and children of friends will have to wait to see the newborn.

You may give permission for friends and family to visit your baby without you being there. In that case you must tell the nurse in charge of your baby, so she can make a note about it in your baby's records.


We may not pass on any information to family and friends about your baby, unless we have an agreement to whom we may pass on the information.

Parking

While your child is admitted to the Neonatal Clinic you can get one one-day parking ticket to the out-patient parking lot.

From there on you have to pay for parking yourself.

It is not possible to park in the hospital parking lots between kl. 07.30-14.45 on weekdays. Instead you can park on the public road to the following prices:



Monday - Friday	kl. 8 – 23: 10 dkr./hour
	kl. 23 – 8: 3 dkr./hour
Saturday	kl. 8 – 17: 10 dkr./hour
Saturday 17o'clock to Monday 8 o'clock: FREE parking	

It is possible to pay with coins and creditcard in the parkingmeter. Alternatively you can buy parking-tickets in the hospital kiosk. The cost is 10 dkr. an hour and the ticket is only valid to the public roads.

On weekdays between 14.45-07.30 and in the weekends parking is FREE for all on the hospital parkinglots.

If your child later on is visited to the out-patient clinic, you will receive a one-day ticket to the out-patient parking lot.

Accommodation for parents

On the maternity ward

In the first days after the birth of the baby, the mother may stay at the maternity ward.

Neonatal Clinic

The clinic has room for 26 parents sleeping next to their babies. The possibility for sleeping in the clinic varies depending on the team your baby is. Team 1 has 12 beds by the baby. Team 2 has 10 beds. Team 3 has 4 beds and 2 separate rooms by the parents' kitchen, which accommodates 4 mothers.

The patient Hotel guestrooms

Mothers who wish to sleep in Rigshospitalet may stay in the Patient Hotel guestroom if there are no available beds at the clinic. There are single as well as double rooms at the Patient Hotel so fathers, who wish to stay, may stay there too.

Further information on [www. patienthotellet.rh.dk](http://www.patienthotellet.rh.dk)

Familiehuset

Familiehuset was built by Ronald McDonald Children's' foundation and is situated at the end of the same building as the Neonatal Clinic.

The house is reserved for families of seriously ill children with siblings. It houses 12 families. Each family pays 100 kr. a day (the remaining 355 kr.) is paid by donations.

If you wish to be considered for Familiehuset, you can talk to the nurse in charge of your baby.

Child friendly and safe environment

Children at the Neonatal Clinic do not tolerate unrest, strong smells or bacteria.

- Be careful to keep the space around your baby clean and tidy
- Eat your meals in the kitchen so the smells don't bother children and other parents. Keep your food and drinks in the fridge so it doesn't attract flies.
- For the sake of the children you may not have flowers by the children. You can put your flowers in the isles or the parents' kitchen. Change the water daily as many bacteria grows in the water.

If you sleep in the clinic, we must ask you to

- Make your bed daily and change bedding at least once a week.
- Keep your belongings in your cupboard or bedside table so the staff can find room for the things needed for treatment and care of your baby.
- Keep things off the floor to avoid falling accidents.
- Make room on the floor so it can be washed daily, included under the bed.



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The light in the ceiling will be turned on in the morning for cleaning purposes. If this bothers you, it is a good idea to get a sleeping mask.

Meals for parents

During the hospitalisation on the maternity ward the mothers may eat at the buffet. Fathers can – for a fee – order meals from Centralkøkkenet (main kitchen) via the maternity ward. After the mother is discharged from the maternity ward you will have to cater for your meals yourselves except breakfast, which mothers at the Neonatal Clinic can eat at the maternity ward for free.



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Parents' kitchen

You can keep your own food in the fridge at the parents' kitchen and heat food in the microwave oven.

There are several shops nearby, where you can do your shopping. Alternatively there are several folders on various take away in the area.

You are welcome to bring your guests to the kitchen. It is a good idea to ask them to bring food for you if you can't cope with it yourselves.

There is a coffee vending machine in the kitchen.

We appreciate if you keep the kitchen tidy so it is a nice place for everyone.

If you wish to buy food at Rigshospitalet, there are several choices.

Meals from Centralkøkkenet (main kitchen)

Meals cost 2 coupons at 50 kr. each for lunch or dinner. These can be bought at Cafe Riget on the ground floor. Coupons for the meals you want must be given to the secretary before 9.30 the day before.

Meals are delivered to the kitchen. If this does not happen, contact the secretary or the nurse in charge of your child.

Catering at Rigshospitalet

Cafe Riget and bakery

Ground floor between block 2 and block 3.

Monday to Friday 07.00-20.00

(Kitchen closes at 19.00)

Saturday and Sunday 08.00-19.30

Kiosk

Ground floor between block 2 and block 3.

Monday to Friday 07.00-19.30

Saturday and Sunday 07.30-17.00

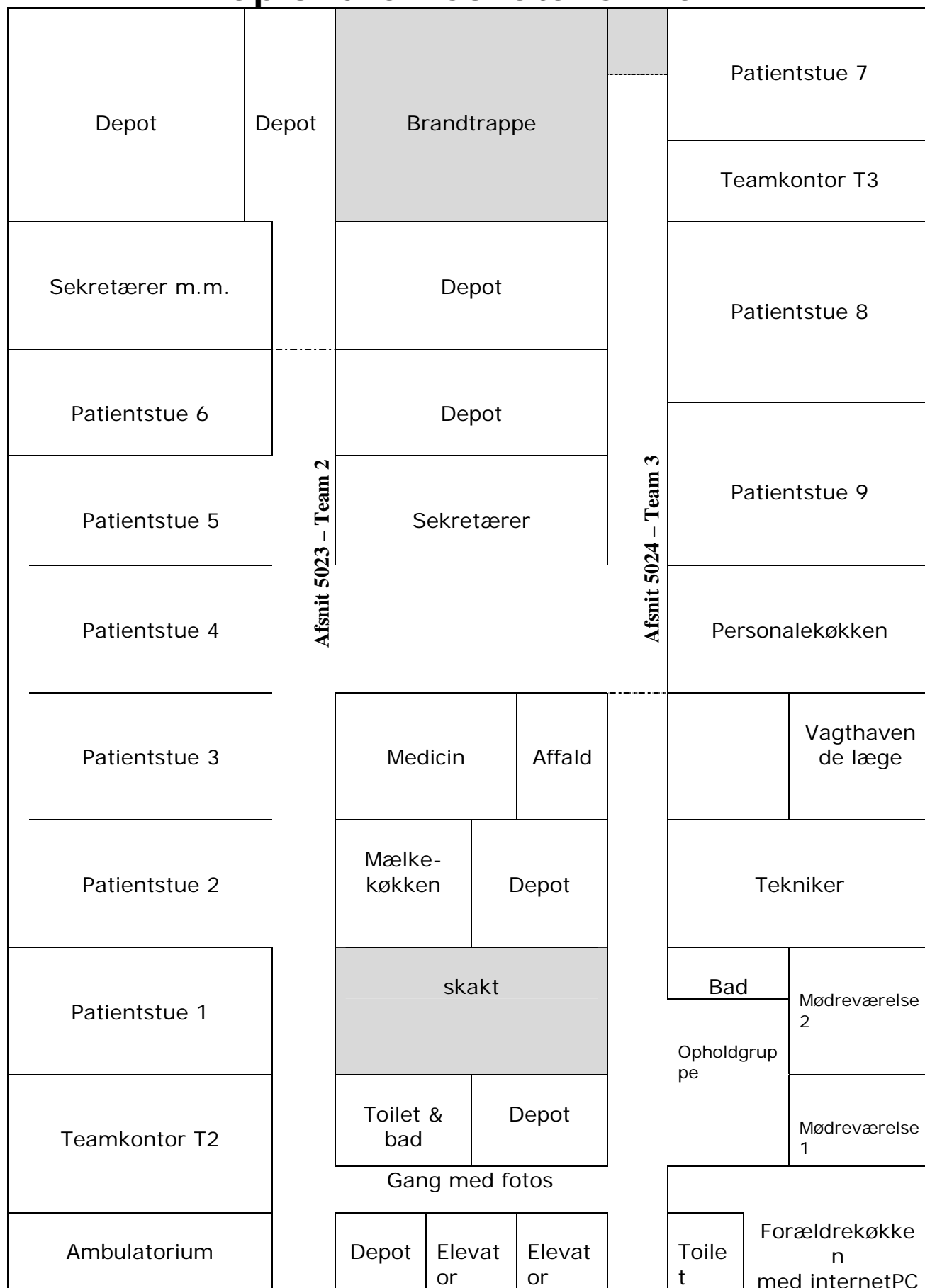
Staff canteen

Follow the signs at block 2

Monday to Friday 09.00-14.00

No admittance card is needed

Map of the Neonatal clinic



Laboratorium					Oversygeplejersker
Konferencerum					Klinikchef
Patientstue 10	Kontor	Elevator	Elevator	Elevator	
Forældrerum (stue 10)	Bad	trappe			
	Bad				
Patientstue 11					
Patientstue 12					
Kontor	Bad				
	Bad				
Patientstue 13		Medicin			
Teamkontor T1	sekretær	Gang			
Kontor	Bad	Depot			
	Bad	Depot			
Patientstue 14					
Patientstue 15					
Kontor	Bad				
	Bad				
Patientstue 16					
Lægekantor		Mælkekøkken			
Lægekantor		Dagligstue			
Lægekantor					

Afsnit 5021 – Team 1

Circadian rhythm at the Neonatal Clinic

Time	Activity
7.00 - 7.15	Nurses meet and update themselves on the children.
7.15 - 8.15	Nurses observe and feed the babies and give them their medicine.
8.15 - 8.40	Nurses and doctors confer and plan the day together.
8.40 - 13.00	The children is cared for and treated by nurses and doctors in close cooperation with the parents.
10.00 - 13.00	Rounds. Doctors will do their rounds on the children, who need to be seen by a doctor. Children, who have a long course, may not need rounds every day.
13.00 – 14.00	Resting time for the children, where they have their midday nap with their parents or in their own bed. Nurses and doctors are at their respective conferences.
14.00 - 15.00	The children is cared for and treated by nurses and doctors in close cooperation with the parents. Nurses write the days' events in the children's records.
15.00 - 15.15	Evening nurses meet. They read the children's records and are updated, by the day nurses, on the children they are to care for.
15.30 - 16.00	Evening and night duty doctors meet and are updated on the children by the day duty doctor.
15.15 - 07.00	The children is cared for and treated by nurses and doctors in close cooperation with the parents. Night nurses take over from evening nurses at 23.00.

Days at the Neonatal Clinic

The Neonatal Clinic is divided into 3 groups (teams). In each team approximately 40 nurses, 5 doctors, 1 secretary and a laboratory assistant works.

Furthermore specially trained medical students partake in the care of the children.

It might seem like a lot of people, but you will be assigned your own team of 3-5 contact nurses.

One of the nurses has the overall responsibility for the care of your baby during the whole hospitalisation of your child, while one of the doctors has the overall responsibility for the treatment of your baby. The nurse in charge of your child is called PAS and the doctor is called BAL

Nurses work three shifts on weekdays and at weekends either 8 or 12 hour shifts.

Doctors work two shifts. Most work between 08.00-15.00 daily. From 15.00-08.00 there are 2 doctors on duty.

The activity in the clinic varies a lot. During the day the children will be cared for by nurses in cooperation with you. Doctors will do their rounds. Specialized doctors from other wards may come to examine the children. Most operations and examinations outside the clinic will also be during the day. Therefore you may experience some unrest on weekdays.

In the afternoon and evening it usually become more quite in the clinic. In the evening and night a smaller group of staff will observe the children.

At night we will try to be as quite as it is possible in a ward, where some of the children are very ill.

You can of course partake in the doctors rounds and if doctors from other wards need to examine your child.

You will always be asked to grant permission to your babies treatment and care.

Adequate talks with the doctor or nurse in charge (BAL or PAS) will take place at agreed times.

Care, baby care and association

Nurses watch, care for and treat the children together with you. It is our experience that it can be difficult and frightening at first to participate in the care of one's sick baby.

The child might have a tube through the nose and in a vein and as a parent one can be worried to harm the child. However we know from experience that parents quickly come to see "the baby beyond the tubes".



Nurses will guide you so you learn to sense how the baby feels and what the baby wants. When you and your baby are together, the association between the two of you will become stronger. In the beginning you may only be able to touch your baby through the openings in the incubator, and talk to him/her in a calming voice, but soon you will have more physical contact with your baby. As soon as it is possible we will take your baby out to sit with you, skin on skin.

Until you feel completely confident and secure about things to do with the baby's care, you will not care for your baby on your own. It is the nurse's responsibility to take care of everything that is not part of natural baby care (ex. feeding tubes, change dressings) until the child comes home. If you wish you may learn to do some of these things yourselves.

Skin on skin contact

With skin on skin contact you either sit or lie with your baby's naked skin against your skin. The very small child lies best in an upright position on his/her mothers or fathers chest. Later, when the child is bigger and possible breathing problems have lessened, the child may lie in a more horizontal position at the mother's breast.

Early skin contact is beneficial to both you and your baby. You need to feel your baby and your baby needs to feel you. Early skin contact makes it easier for parents to get over the fact that their child is ill, the mother produces more milk and more children end up being breastfed.



The child is calmer and has a deeper sleep when sleeping at its parent's chest. It is a good transition from the womb to the world outside and the child can easily keep warm as your body will help the child maintain a normal body temperature.

Premature babies benefit from lying skin on skin right up until the child no longer wants to. It is therefore a good idea to continue to undress the child and sit, lie or carry the child naked against your skin several hours every day.

Milk for the baby

In the milking kitchen there is a fridge and a freezer for storing the milk for the babies.

You will be informed and guided in how to use the breast pump both on the maternity ward and on the Neonatal Clinic.



Research on Neonatal Clinic

One of Rigshospitalets special assignments is research for bettering care and treatment. In the Neonatal Clinic we always have several scientific projects ongoing.

If your baby can partake in a project we will ask for your permission even if it is very small things. You can ask for time to reflect, and you may ask that someone you know may partake in the conversation.

Naming and christening

We ask you to consider if you wish to have your baby named or christened and in that case how you want it to take place.

It can be overwhelming to talk about christening or naming of your baby, but if the condition of your baby suddenly becomes worse it is a relief for you not to have to decide what you want in the middle of a crisis.

The christening can be both a calm and pleasant affair together with family and possibly friends. If you wish to have your baby named or christened, the hospital vicars and the clinic's nurses and doctors will be able to advise you.

We have christening robes in the clinic, but you are welcome to bring your own.

If your baby is christened at the hospital, he or she may later be blessed in your own church at a service like a normal christening.

It can be difficult to manage to invite family and friends but it is our experience that later on it is good to have shared the christening with people that means a lot to you.

It can be difficult to decide if siblings should come to the christening. Both the hospital vicars and the staff can be helpful in finding a solution.



They can also help you

Many parents are shocked or in a crisis after the birth of a prematurely born or sick baby and life can seem unfair and chaotic. In these situations it is important to share your thoughts and feelings with someone, and it is important to get support and care from people closest to you, and from the nurses. On these pages you can read of ways to get support and help at Rigshospitalet.

The vicar

A talk with one of the vicars at Rigshospitalet can be a great support. It is of course confidential. The vicars at Rigshospitalet belong to the Danish national church and will be able to establish contact to your own church or religious community.



Ethnic resource team



If you don't have a Danish background, or don't belong to the Danish national church, you can get support and help from a person who knows your cultural and religious background.

This offer is provided by the Ethnic Resource Team of Islamic-Christian Study Centre (www.ikstudiecenter.dk)

All members of their staff have confidentiality.

Contact the staff at the Neonatal Clinic if you wish to this support. In order to help you we need information about your age, language and religion so the person coming to talk to you have knowledge an

understanding of specifically your religious and cultural background.

Psychologist

Talks with a psychologist can help later on when your situation has calmed down.

The psychologist can help you in relation to the newborn baby, anxiety, worries and grief. The psychologist can also help you and your partner find new or better ways to support each other. Parents often react very differently and it can be hard to understand and accept. You can talk to the psychologist as a couple or individually.



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Contact the nurses if you are thinking about seeing a psychologist.

Social worker

At the Neonatal Clinic we have a social worker affiliated whom you may talk to about social problems that may occur in connection to your baby's illness. If your baby has a serious, long term or chronicle illness you can apply to the council for economic compensation for lost earnings and other unforeseen expenses. The social worker can advise you on current laws will help you with the application to the social- and health service or other authorities.



If you wish to speak to the social worker you can ask the nurse to send a reference. Alternatively you can contact your own council for clarification of possible compensation, advice and guidance.

Patient supervisor

If you are dissatisfied in any way we hope that you will tell the staff at the Neonatal Clinic. We will do what we can to solve the problems, together with you. If you don't think this works you may speak to the patient supervisor. The patient supervisor has confidentiality and will only take further action after talking to you first. The patient supervisor can advise you on your rights, set up at meeting with the staff at the clinic or advise you how to take a complaint further.

The patient supervisor has folders and forms for both Patientforsikringen (patient insurance) and Patientklagenævnet (patient's complaints association).

The patient supervisor can be found at the main entrance to the hospital between 10.00-12.00. You may turn up in person or call on 35 45 55 90.



Healthcare

If you are interested we can arrange for your healthcare visitor to come for a visit at the clinic. This is only possible if your healthcare visitor has the time and opportunity to come.



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Transfer or discharge

When your baby no longer needs intensive monitoring your baby will be transferred to another ward/hospital or own home.

Local hospital or children's ward

If your baby is not ready to come home, he or she will be transferred to another children's ward at Rigshospitalet or your local hospital.

We try to plan the transfer in plenty of time so you can get used to the idea and possibly visit the new ward.

The new ward will of course get all the necessary information of your baby, and transfer will not take place until we are sure it is medically safe.

Home

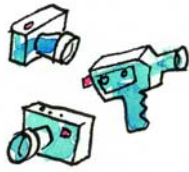
A great deal of children is discharged from the Neonatal Clinic to their own home. Some because the stay at the Neonatal Clinic is very short others because they need care and treatment right up until they can go home.

Discharge to own home can possibly take place by THO (early home stay arrangement). This is an arrangement for babies who need frequent supervision by nurses but can be looked after by the parents at home.

Outpatients

Many children who was ill at birth or was born very prematurely will be offered regular checkups in a children's outpatients ward either at their local hospital or at Rigshospitalet.

Worth knowing



Photography

You may take photos of your own baby and family in the clinic but of course not of others. The use of flash can be annoying to your own baby and others. You may not use your mobile phone to take pictures as they must be switched off in the clinic.



Internet

You may find an internet connection in the parent's kitchen and in the family room.

Church

The church is situated in the foyer between block 4 and 5. It is open from 09.00-20.00 every day except Saturday. There will be a service at 10.00 on Sundays and holidays. There will be midday devotional on all weekdays at 12.45 – on Wednesday there is also communion.

Receipts

Keep all receipts for food and hotel stays during your baby's stay in case you need them to apply for economic compensation for expenses in connection with your baby's stay at the hospital (see chapter Social worker).

Mobile telephones



Only on the ground floor. You may only use your mobile phone on the ground floor. That means mobile phones must be switched off from first floor and above. You cannot use it to take photos of your baby neither.

The reason for these restrictions is made for the safety of your baby as mobile signals can disturb the technical equipment. The hand held phones the staff uses are of a special kind.

Leave for the father

The father should be aware that parents of seriously ill children (hospitalized for at least 12 days) have access to a fond equivalent of sick pay, according to work convention (see chapter Social worker).

Patient telephones

If there is a patient telephone in the room where your baby is staying you can have a telephone card and own number.

Patient library

The Patient library is situated right inside the main entrance. The library is open Monday-Friday from 10.00-16.00.



Cash point

Danske Bank has a cash point, which is situated in the main entrance hall. It is open between 06.00-02.00 every day.

Smoking

Rigshospitalet is smoke free area. We can offer parents help to stop smoking during the baby's hospitalisation. Ask the staff at the clinic.

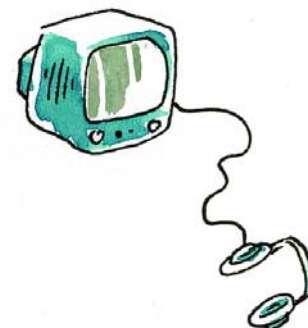
Theft

Be aware that there are many people at the hospital. Look after your belongings. The hospital does not cover theft.



TV

In some of the rooms there is a TV but it is possible to hear the sound via headphones via the patient telephone. For the sake of the children we suggest the use of the TV is limited as the flickering light from the screen can annoy the children.



Contacts

Address:

Neonataalklinikken
Opgang 5, 2. Sal
Rigshospitalet
Blegdamsvej 9
2100 Kbh. Ø

Telephone:

Team 1 (ward 5021)
Day (8.00-15.00) 3545 5021
Evening and night 3545 4671

Team 2 (ward 5023)
Day (8.00-15.00) 3545 5023
Evening and night 3545 5812

Team 3 (ward 5024)
Day (8.00-15.00) 3545 5024
Evening and night 3545 5813

Outpatients: 3545 0703

Homepage: www.neonatal.rh.dk

E-mail: neonatal@rh.regionh.dk

Developed in 2007

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Revised February 2010 by Dorthe Mai, nurse