

Maria Fareri Children's Hospital

A Guide for Patients and Families



**Maria Fareri
Children's Hospital**

Westchester Medical Center Health Network

Welcome

Dear Families,

Welcome to Maria Fareri Children's Hospital (MFCH), a member of the Westchester Medical Center Health Network (WMCHHealth). The information provided in this guide is designed to help you and your child throughout their stay and discharge. You are encouraged to be an active participant in your child's treatment and recovery process and ask questions when you need information. We are here to make your child's experience as comfortable as possible. Please let us know how we can help.

On behalf of the workforce at Maria Fareri Children's Hospital, thank you for entrusting us with your care.



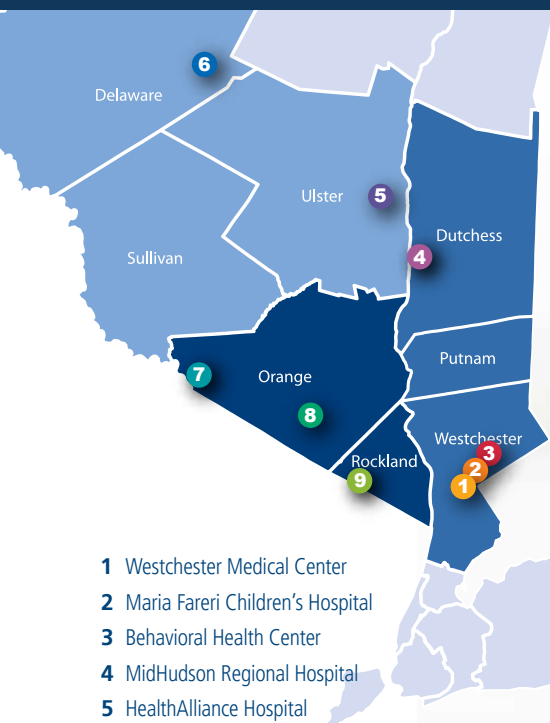
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Special Notice Regarding COVID-19

A safe and effective care environment is our highest priority, and Westchester Medical Center Health Network (WMCHHealth) hospitals and medical practices have undertaken necessary steps to protect our patients and workforce.



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About Maria Fareri Children's Hospital

A member of the WMCHHealth Network, MFCH is a 140-bed advanced pediatric center that cares for the Hudson Valley's most seriously ill and injured children. The mission of MFCH is to set the standard for family-centered care within an environment that promotes healing and wellness to children and their families. The hospital's pediatric specialties include cardiology services, such as fetal cardiology, electrophysiology and cardiac surgery; neurology, neurosurgery and other pediatric neurosciences; hematology and oncology care; organ transplantation (liver, kidney); pulmonary; critical care; emergency care; general surgery; and many other pediatric subspecialties.

The hospital was named for 13-year-old Maria Fareri, who in 1995 died tragically from rabies. Her parents, Brenda and John Fareri, wanted to honor her memory by helping to fulfill a wish she had expressed for "the health and well-being of all the children in the world." They channeled their grief into spearheading the creation of a children's hospital that would be truly child-friendly.

WMCHHealth's patient-centered and family-supported environment celebrates diversity and inclusion. Discrimination based on age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, or gender identity or expression is prohibited.

WMCHHealth Mission

WMCHHealth's vital mission is to provide the highest-quality care for all residents of the Hudson Valley regardless of ability to pay. WMCHHealth will build on its long tradition of delivering the most advanced services in the region by providing a fiscally sound network that ensures access to a coordinated continuum of care for its community. As the region's only academic medical center-led network, WMCHHealth is committed to educating the next generation of caregivers for the Hudson Valley and to integrating research to advance treatment, expand knowledge, and improve lives.

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We encourage you to scan this QR code to share this guide with your loved ones and caregivers.

Safety First

Your child's safety is our number one goal. We will always do our best to work together with our families to make sure their children receive not only high-quality but safe care as well. Please watch our *Speak Up for Safety* video or channel 77.

As a parent or guardian, your support is important to keeping your child's stay in the hospital a safe one. Here are some ways you can help.



Fall Prevention

To prevent your child from falling while in the hospital, please:

1. Accompany them to the restroom when medical equipment is attached
2. Accompany them to the restroom when getting up for the first time after surgery
3. Help them get up when unsteady on their feet due to medication or illness
4. Keep the side rails up to prevent falling out of a crib or bed



Medications

Share all information you know about the medications your child is taking. Ask your care team about potential side effects of medications. Learn the names of the medications your child is taking and why they are being given.



Hand Hygiene

You and your child should wash your hands with soap and water for 15 seconds after using the bathroom, before eating, or after touching anything that might be soiled. Healthcare providers are required to wash or sanitize their hands **before** and **after** seeing a patient. Patients and visitors are encouraged to remind the care team members to clean their hands or to wear gloves, especially if performing a procedure.



Call Bell

Each bed has a call bell connected to the nursing station through which you can speak to the nurses and care partners. Please use the bell to request help. Our staff will regularly check in to make sure that all your child's needs are met.



Tubes, IV Lines and Catheters

It is very important not to tamper with, move, or remove any tubes, IV lines, or catheters that may be attached to your child. Ask the care team to help you if needed.



Electrical Appliances

Electrical appliances of any kind are not permitted in patient rooms.



Leaving the Unit

To ensure your child's safety, please speak to the clinical team before leaving the unit to visit another lounge area, the main lobby or leaving the building.



Valuables

We encourage our patients to bring a few belongings from home to help them feel comfortable during their stay; however, we ask that you limit the number of personal belongings kept in the room. It is important that our staff members can regularly clean every surface of the room to prevent the spread of infection. Additionally, we recommend that valuables be left at home.



Rapid Response Team

If you or your loved one recognizes a sudden worsening condition during your hospitalization, we encourage you to speak up for safety and notify a staff member to call for a Rapid Response Activation.

Here are ways that we will support your child's safety during their stay.



Vital Signs

It is important for us to regularly check your child's vital signs (temperature, blood pressure and heart rate). Your child's required level of care and your physician's orders dictate how often we are required to check these vital signs; sometimes we even need to check during the night while your child is sleeping. While we try to be considerate of your child's need to sleep, your doctor may have requested the nighttime check if the condition or its treatment requires around-the-clock monitoring. Thank you for your understanding and cooperation.



Identification

Your child must always wear an identification band while in the hospital as a patient. To provide the safest care for your child, we will always check their identification band and ask you or the patient to confirm the proper name and date of birth. We understand that this may be bothersome at times and appear repetitive, but because of our dedication to patient safety, we must follow this process as part of our hospital policy. Please help us by asking your child's caregiver to check their identification band before providing anything at all, even meal service, and before taking your child anywhere, even for a planned procedure. If your child's identification band falls off, please notify your nurse so we can replace it immediately.



Alarms

Many pieces of equipment in your room have alarms and may sometimes go off. For the safety of your child, please do not turn off any alarms. The care team knows each alarm sound and how to respond.



Personal Safety and Security

We understand that being in a hospital is stressful for the entire family, but MFCH does not tolerate any acts or threats of violence or other disruptive behavior from patients, visitors, or the workforce. Contact Security at x18535 or any staff member if you have any concerns.

Safety is our number 1 priority.

Maria Fareri Children's Hospital is a proud member of Solutions for Patient Safety, a national network of more than 145 children's hospitals focused on improving pediatric and employee safety.





Our Commitment to Your Care

During Your Stay ***Your Satisfaction Matters to Us***

We are always looking for ways to improve our services and welcome any comments and suggestions you may have to help us do so. Always feel free to speak with your child's doctor, nurse, or the unit's nurse manager if you have any questions or concerns about your child's care.

If you believe your concerns have not been resolved, you may also contact Patient Experience at x18877. Patient Experience serves as a liaison between our patients and the staff of the hospital, providing patients' rights information, details on hospital services, complaint resolution, and solutions to requests for special needs.

You also have the right to file your complaint with either:

New York State Health Department Centralized Hospital Intake Program

Mailstop: CA/DCS
Empire State Plaza
Albany, NY 12237
Phone: 800.804.5447

DNV Hospital Accreditation

[https://www.dnvhealthcareportal.com/
patient-complaint-report](https://www.dnvhealthcareportal.com/patient-complaint-report)

Email: hospitalcomplaint@dnv.com

Phone: 866.496.9647

Fax: 281.870.4818

Mail: DNV Healthcare USA Inc.

Attn: Hospital Complaints

4435 Aicholtz Road, Suite 900
Cincinnati, OH 45245



After Your Stay ***We Welcome Your Feedback!***

Once your child leaves our care, you may receive the Consumer Assessment of Healthcare Providers and Systems Child Hospital Survey (Child HCAHPS) with a postage-paid return envelope.

This survey is a tool to measure and report patient satisfaction.

It includes topics such as doctor and nurse communication, medicine, discharge information, staff responsiveness, and overall quality of the hospital.

If you receive this survey, we encourage you to take the time to complete it. The results will help us know what we're doing right and where we can improve.

Thank you.



You are the center of the healthcare team, and we encourage you to take an active role in your child's care.



Family-Centered Care

Get to know your child's healthcare team.

Ask people to identify themselves and tell you what they do. We require all members of the healthcare team to wear their ID badges to help you recognize who is taking care of your child.

Make sure the healthcare team knows your child.

All members of the healthcare team should check your child's identification bracelet before examining and treating them.

Keep notes.

Write down the names of the healthcare team members overseeing your child's care. Keep a list of questions or concerns to discuss when they visit.

Make sure you understand what your child is being treated for.

If you or your child do not understand a procedure or a technical term, ask the healthcare team to explain it.

Ask to receive the information about your child's care in the language you prefer.

Language translation services are available. Ask your nurse for assistance.

Understand your child's medications.

Ask what they are for and about possible side effects.

Don't ignore pain.

Tell your healthcare team when your child feels pain.

Be your child's advocate.

We encourage you to support and participate in regular conversations with your child's healthcare team.

We Are ALL Here to Serve You.

Everything we do is intended to make your child's and the entire family's experience with us as pleasant and positive as possible.



Your Child's Healthcare Team

Your child is here to receive the best possible care for their medical or surgical condition. MFCH is part of an academic health center providing the most advanced care available, and a team of professionals is here to guide you and support you, no matter how short or long the journey. Here are some of the professionals who make up your child's healthcare team and provide 24-hour patient care.

Nurses

The team of knowledgeable and dedicated nursing personnel is responsible for providing your child with personalized care. Each nursing team works with an assigned number of patients. The team includes registered nurses and care partners. In addition to the nurses in the neighborhood, other nursing professionals may be active in your child's treatment. Some nursing specialists assist in the operating rooms, other procedure areas, or work in hospital administration and patient education.

Attending Physicians

The attending physician is your child's supervising doctor. These are the senior doctors on your child's care team who are board-certified or board-eligible in General Pediatrics and/or a particular subspecialty (such as Pulmonology, Cardiology, Surgery, etc.). The attending physician is primarily responsible for directing the care of your child. Attending physicians also are responsible for training and educating the medical students, interns, residents and fellows you may meet during your child's stay.

Hospitalists

Attending physicians who focus on the care of hospitalized children. Hospitalists often take over responsibility from your child's regular doctor when they enter the hospital. Other times they may serve as consultants to assist your primary team in providing your child with additional care or subspecialties, as required. .

Nurse Practitioners (NPs) and Physician Assistants (PAs)

NPs and PAs are advanced healthcare practitioners who are credentialed to provide care under the supervision of the attending physician. They examine, diagnose, and treat patients; take medical histories; prescribe medication; and refer patients to specialists, as needed.

Fellows

These doctors operate at a level of responsibility just below attending physicians. They are physicians who have completed their primary residency and have chosen to pursue advanced training (fellowship) in a specialty area, such as Pediatric Gastroenterology or Pediatric Pulmonology.

Chief Resident

This is a senior resident who directs the activities of other residents and functions as their immediate supervisor, under the supervision of the attending physician. A senior resident has already completed a full training program.

Residents

These are doctors who have graduated from medical school and are in the process of completing their hospital-based training (residency). Residency is required of all doctors before beginning independent medical practice.

Medical Students

Medical students are studying to become doctors and do not yet have a medical degree. They may take information and review your child's medical history as part of their education and training, but they never become involved in your child's care without the knowledge of the attending physician or other members of the care team. As an academic partner of New York Medical College, MFCH helps to educate the pediatricians of the future.

Child Life Specialists

Certified Child Life Specialists are experts in dealing with children's concerns and reactions to illness, injury and hospitalization. They are available to assist patients and families in understanding hospital routine and medical events, providing preparation for children prior to surgery, tests and procedures and providing therapeutic and diversional activities for emotional support.

Creative Art Therapists

The Art Therapist and the Music Therapist provide therapeutic sessions for children struggling with various illnesses and injuries and with the need for hospitalization. Art Therapy and Music Therapy provide a means for non-clinical communication and for a healthy outlet for self-expression. MFCH has both an art studio and a music center to help facilitate pain reduction, stress management, increased self-esteem and emotional expression. Our therapists are specially certified in the unique programs they supervise in the children's hospital.

Social Workers/Case Managers

These professionals assist you and your family with personal adjustments related to your child's illness that may affect their recovery. They have access to a variety of resources that may help you resolve problems. Social workers/case managers are also available to help you plan for care after your child is discharged from the hospital, if necessary. Whenever you wish to speak with a social worker, ask your nurse to call the social worker assigned to your child or call x17631.

Pediatric Physical Therapists

Physical therapists develop individualized treatment plans to assist with your child's physical and functional needs. They provide exercises and activities to improve your child's movement and level of functioning by focusing on regaining strength, improving balance and restoring movement.

Pediatric Occupational Therapists

Pediatric occupational therapists are trained to evaluate and treat the physical, cognitive, and functional skills of infants and children. Occupational therapists provide developmentally appropriate activities with purposeful goals to improve a child's performance and independence in play skills, self-help skills (self-feeding, dressing, toileting, grooming), coordination tasks, and functional movement skills.

Pediatric Speech Therapists

Speech therapists are healthcare professionals who assess and treat children who need assistance with developing and/or rehabilitating their swallowing, speech, language and communication skills.

Respiratory Therapists

Respiratory therapists specialize in treating breathing disorders with specialized respiratory equipment. They administer respiratory treatments when ordered by the physician.

Registered Clinical Dietitians

These professionals are here to assist you with your child's specific dietary needs during their hospital stay and provide education if a special diet is needed at home.

Support Staff

There are hundreds of other trained professionals at MFCH, including administrators, laboratory and X-ray technicians, phlebotomists, pharmacists, chaplains, transporters, housekeepers, food service staff, and volunteers.



Services for Our Patients

Dining

We offer a variety of menu selections that are customized to follow the diet ordered for your child by their physician. A patient dining associate will help your child with their menu selections. You can also request to see the registered dietitian if you have further questions about their diet. Meal service is scheduled by floor and occurs between the following times:

Breakfast Service Hours 7 – 10 a.m.

Lunch Service Hours 11 a.m. – 2 p.m.

Dinner Service Hours 4 – 7 p.m.

Internet Access

Internet access is available. You do not need a password for Wi-Fi. For assistance call the IT Help Desk at x11543.

Interpreter Services/ Hearing and Vision Assistance

Free interpreter assistance is available for patients who are hearing impaired and for people who speak a language other than English. Language interpretation is available 24/7 by telephone and/or video remote interpretation in over 200 languages. We offer 24/7 access to American Sign Language (ASL) interpretation via remote video technology. With notice, we can arrange to have in-person ASL translation provided at no charge. Braille versions of various documents are available in the Admitting Department, Emergency Department, and Outpatient Clinics.

To access these services, please ask your child's nurse for assistance or contact the Patient Experience Department at x18877.

Legal Health

Free legal services for MFCH patients and families include: securing government benefits, fixing housing problems, handling immigration matters, accessing special education services, advising on family law issues, solving insurance disputes and negotiating workplace accommodations. For more information, contact x16800.

Mail

If you would like your child to receive mail during their stay, please have it addressed in the following manner:

Your child's name
Room number
Maria Fareri Children's Hospital
100 Woods Rd.
Valhalla, NY 10595-1689

Notary Public

Notary services are available upon request for select documents. Please contact Patient Experience at x18877 for additional information.

Neighborhood Patient Rooms

In MFCH, we call our units "neighborhoods." Just like any other neighborhood, our neighborhoods have guidelines in place which are intended to keep you and your child safe. All neighborhood rooms are private, each having its own bathroom with a shower. Each bed has controls on both sides that can be used to lower the head or foot of the bed. Each bed has a "call bell," a two-way intercom connected to the nursing station through which you can speak to the nurse, as well as the TV remote. Each room is also equipped with a chair or sofa that converts into a bed. Room assignments are sometimes based on the level of care required. As your child's care requirements change, room assignments may also change.

Spiritual Health Services

Our board-certified staff chaplains and clinical pastoral education interns and residents are professionally and clinically trained to serve as spiritual health providers, offering a non-judgmental, compassionate, clinical presence walking aside patients, their loved ones and staff during the shifting seasons of life. Chaplains serve as part of your child's care team, helping people understand how their spiritual practices impact their lives and medical decision-making towards healing and wholeness. Chaplains are available as resources with ethical and/or specific religious concerns, for administering the sacraments,



or assisting in calling your own clergy. Your child does not need to belong to an organized tradition, house of worship, or even consider themselves religious to speak with a chaplain. Spiritual Health Services can be reached at x17125.

Interfaith Chapel

The Interfaith Chapel is in Macy Pavilion. It is open as a quiet place for meditation and prayer 24 hours a day. Roman Catholic Mass is held daily at noon in the chapel. Mass services are broadcast on Channel 70 to hospital televisions.

Kosher Hospitality

Light Kosher food is available on the third floor of the Maria Fareri Children's Hospital in Room 3510, as well as in the Main Hospital Macy Building room E102. Kosher meals are available for patients. Electric Sabbath candles, prayer books and other ritual items are available upon request. Shabbos rooms for patient family members who cannot travel on the Sabbath or other holy days are available in Maplewood Hall. Contact Spiritual Health Services at x17125 or WMC Security at x18535 for information. Elevator #3 is designated as the "Shabbos elevator."

Muslim Hospitality

The Muslim Prayer Room is located next to the Main Hospital Chapel in Macy 02b. Jumah is held at 1:30 p.m. on Fridays in the Interfaith Chapel. Prayer rugs and Qu'ran are available in the Prayer Room.

A Halal menu for MFCH patients is available. Inform your child's nurse upon admission. Spiritual Health Services can be reached at x17125.

Child Life and Creative Arts Therapy

A hospital stay can be a challenging and unfamiliar experience for children and their families. The Child Life and Creative Arts Therapy Department at MFCH helps children and families adjust to the hospital environment. The staff is comprised of certified child life specialists, a board-certified

music therapist, and a clinical art therapist who work closely with the medical team. The goal of the Child Life and Creative Arts Therapy Department is to promote normal growth and development, reduce the stress of hospitalization, and provide support to children and their families through our comprehensive programming and special events. The Child Life and Creative Arts Therapy Department, with its multiple playrooms, art studio and state-of-the-art technology room, is available to all pediatric patients and their families.

To contact the Child Life and Creative Arts Therapy team, please call x16640.

Television

We provide free local television service to our patients. See pages 17 and 18 of this guide for channel listings. If you experience any technical problems with TV or phone service, call x18100. Representatives are available on-site between 11 a.m. and 7 p.m. to assist you.

Walgreens Pharmacy: Meds to Beds

Walgreens Pharmacy is in the Ambulatory Care Pavilion on the lobby level of the Main Hospital. For your convenience, the Meds to Beds program allows for medications prescribed at discharge to be filled and delivered to your child's bedside before they leave the hospital. Hours are Monday – Friday from 9 a.m. – 7 p.m. and Saturdays from 10 a.m. – 3 p.m. Walgreens can be reached at 914.846.0848.

Laundry Services

The Family Laundry Room is located on the third floor of the children's hospital in room 3519, next to the Athletics neighborhood. The room is open when it is staffed by Family Resource Center volunteers Monday through Friday. Volunteers are available to do laundry for our pediatric patients. The schedule for the Family Laundry Room is posted on each of the Family Bulletin Boards in the neighborhoods and in the Pediatric Intensive Care Unit. It also is posted on the door of the Laundry Room.

Lost and Found

Please contact Security at x18535.



Services for Families, Visitors and Caregivers

Visitors are an important part of your child's recovery process and are welcome. Please visit wmchealth.org/locations/maria-fareri-children-s-hospital for current visiting hours and guidelines, which are in accordance with New York State Department of Health regulations.

Patient Privacy

To protect the privacy of our patients, visitors may be asked to step outside of your child's room during direct patient care, including personal care and medical interventions, discussions with providers, and during the delivery of spiritual or emotional counsel.

Virtual Visitation

WMCHHealth supports the use of technology to connect with your loved ones through virtual options. Patients who have devices may use those to communicate with their family and loved ones outside of the hospital. The care team can assist patients who do not have a device.

Devices that allow continuous video and audio streaming capabilities must only be used in patient rooms and may not be moved around the hospital, such as into operating rooms, public spaces or elsewhere. In addition, devices must be turned off during direct patient care, as well as during quiet times.

Video and audio recording of staff or other patients without prior written authorization or is prohibited. Recording of clinical procedures is similarly prohibited. Use of devices to disclose any HIPAA-protected information about other patients on social media or other venues is prohibited without their consent.

WMCHHealth reserves the right to prohibit usage of electronic devices on a case-by-case basis to minimize disruption to patient care, and to ensure patient privacy and confidentiality rights. WMCHHealth also reserves the right to prohibit usage of electronic devices if such usage compromises or is likely to compromise WMCHHealth's IT security or systems and/or when required by law.

ATM

An ATM is located in the lobby of the Main Hospital.

Concierge Services

Concierge services are available at the Information Desk in the Main Hospital lobby. Services include general information, directions and wheelchair assistance. The concierge can be reached at x17505.

Cellphone Use

Cellphones may be used in public, non-patient care areas such as lobbies, cafeterias, waiting rooms, and private patient rooms (unless otherwise restricted). Cellphones may not be used in procedural or diagnostic areas. Please be considerate to patients, other visitors and staff when using cellphones.

Dining

Marketplace Café

Located on the Ground Level of Westchester Medical Center, the Marketplace Café offers a selection of gourmet and traditional-style hot and cold meals, popular grab 'n' go items, pizza, grilled items, soup, salad, and sandwiches. Fresh gluten-free, Halal, Kosher, organic, and vegan options are available.

Hours of Operation

Monday to Friday	
Breakfast	7:30 – 10 a.m.
Lunch/Dinner	11 a.m. – 7 p.m.
Saturday	
Breakfast	8 – 10 a.m.
Lunch	11 a.m. – 3 p.m.
Sunday:	CLOSED



Panera Bread Café

Maria Fareri Children's Hospital lobby
Hours: Monday to Friday
8 a.m. – 3 p.m. (hours may vary)
Main Hospital lobby Hours: 24/7

Vending Machines

Vending machines are located on the first floor of Macy Pavilion and in the Marketplace Café.

E-Greetings

Friends and family are welcome to send a free e-greeting to their loved one. E-greetings can be accessed at westchestermedicalcenter.org/patient-greeting-card. Messages are downloaded and delivered to the patients room daily.

Gift Shops

Whether you're a patient or a visitor, our gift shops will brighten your day. Each carries a variety of unique gifts and practical items for people of all ages. An online gift shop, accessible at hospitalgiftshop.com, allows loved ones to send a gift to patients that will be delivered directly to the hospital or to the patient's home. Gift shops are located on the first floor of MFCH, and on the first floor of the Main Hospital, just beyond the main lobby. Mylar balloons are sold in the gift shops. Latex balloons are not permitted in the hospital due to choking hazards and allergies. Because fresh flowers and plants can increase the risk of infection, please do not bring or send them to patients in our Intensive Care, Oncology and Transplant units.

The Jodi Meilman Andreozzi Family Resource Center

The Family Resource Center is a welcoming and relaxed setting with comfortable sofas, children's books and computers with Internet access. Staff are available to meet with individual families to assist with their needs during their child's hospitalization. Families are welcome to use the Family Resource Center resources including computers, notary service by request, information for visitors and patients about local accommodations and community resources, as well as fax and copier services. The Family Resource Center is located on the first floor of Maria Fareri Children's Hospital in Room 1118, next to the lobby. Staff can be contacted at x16800.

The Caregiver Center

The Caregiver Center is a tranquil space to help caregivers manage the stress and emotional challenges that are part of caring for someone who is seriously ill or injured. The Caregiver Center provides free resources, programs and referrals for caregivers. Resources include computers, notary service by request, information for visitors and patients about local accommodations and community resources, as well as fax and copier services. The Caregiver Center is in the Main Hospital lobby, adjacent to MFCH, and can be reached at x16800.





Parking

Self-park visitor lots on the Valhalla Campus include:

Lot 4	Maria Fareri Children's Hospital
Lot 1	Westchester Medical Center
Lot 10	Taylor Pavilion
Lot 16	Cedarwood Hall

Valet parking is available in front of the Westchester Medical Center.

Fees

Valet parking: \$7 per day.
All lots have a 15 minute grace period.

Lots 4, 1, 10, 16	Up to 1 hour: \$4.00
	Up to 2 hours: \$5.00
	Up to 3 hours: \$6.00
	Up to 24 hours: \$7.00

An **"All Day"** parking pass can be purchased at the payment stations for \$8, which allows unlimited use of visitor parking (self-park only) for 16 hours from time of entry (can be used in lots, 4, 1, 10, and 16, subject to availability).

A **Monthly Pass** can be purchased at the parking office for \$33, which allows unlimited use of certain self-park visitor lots for 30 days from initial entry.

Parking pay stations are in the lobby areas of MFCH, Westchester Medical Center, Taylor Pavilion and Cedarwood Hall. Credit card payment is available in all exit lanes. Parking concerns or questions can be directed to the Parking office via intercom at most entry/exit lanes or at x17932.

Relaxation

The beautiful grounds of our campus offer gardens and walking areas in which to relax, reflect, and recharge while visiting your loved ones. If you can, visit Maria's Garden, which is in front of the main MFCH entrance.

Local Lodging

There are hotel and motel accommodations within a short distance of MFCH that may offer a special rate for caregivers of our patients. Visit our website for a current list.



Ronald McDonald House

The Ronald McDonald House of the Greater Hudson Valley is located steps away from MFCH in parking lot #4. The house is a temporary home away from home, providing a supportive and comforting environment for families of critically ill or traumatically injured children. The Ronald McDonald House offers overnight accommodations, meals, laundry and respite services, helping to ease some of the burdens families experience when faced with their child's medical treatment.

Families with a hospitalized child 22 years old or younger are eligible to apply. Housing is provided for family members or others who will be directly involved with the daily support of the patient. Families can request a room online and will be contacted via phone when a room becomes available. Families may also utilize the Day Program to receive meals, snacks, use laundry facilities and rest while remaining close to their child at the hospital.

You can contact the Ronald McDonald House of the Greater Hudson Valley at 914.493.6455 or speak to your child's social worker. To learn more visit. **rmh-ghv.org**.

Breastfeeding Mothers

Support for breastfeeding mothers, including breast pumps, is available throughout the hospital. Speak with your child's nurse for additional information.

Mothers who are breastfeeding are supported by meal tray service at no expense. Please let your child's nurse know you are nursing and request a tray.



Before your child leaves our care:



Know when your child's follow-up appointment is.



Understand all of your child's medications and their side effects.

Preparing for Your Child's Discharge

In preparation for your child's discharge, your social workers/case manager will assist with coordinating follow-up care such as rehabilitation, visiting nurse, home healthcare or special equipment to help your child continue to heal.

On the day of your child's discharge, after being cleared by the doctor, your nurse will give you a discharge summary and discuss specific information with you about care instructions, diet, medication(s) and any follow-up appointments.

Please discuss any questions you may have with your child's nurse during this review and get a phone number to call if you have questions after you leave the hospital.

Please check your child's room, bathroom and closet for personal items, so you do not leave anything behind.

Begin to arrange necessary transportation or other assistance when leaving the hospital as soon as you learn about the possibility of discharge, even the day before.

Understanding Your Medications

The more you know and understand about the medicines your child takes, the easier it will be to help them take them correctly, setting them on the path to recovery. It's important to find out exactly when your child should take their medicine for the first time at home, after they're discharged. Make sure you write it down. Also, make sure your child's pediatrician is informed of any changes or new medicines. If you're not sure about when your child should take their medicines at home, ask your nurse to review them with you again. Be sure to write down the information.

Obtaining Your Medications

For your convenience, Walgreens Pharmacy can fill medications prescribed at discharge and deliver them to you at bedside **before** your child leaves the hospital. Walgreens Pharmacy is located in the Ambulatory Care Pavilion on the lobby level of the Main Hospital.

Hours are Monday to Friday
from 9 a.m. – 7 p.m.
and Saturdays from 10 a.m. – 3 p.m.

Walgreens Pharmacy can be reached at 914.846.0848. Please contact them to determine insurance eligibility.

Follow-Up Appointments



After your child is discharged, a follow-up appointment at your physician's offices will likely be advised. Please clarify the location and date of your follow-up appointment before discharge. Bring your discharge instructions, medication list and other discharge paperwork to all follow-up appointments.

Accessing Your Child's Medical Records

myCare

myCare, the WMCHHealth patient portal, is a secure online website that provides convenient 24-hours access to your child's personal health information. You can sign up for your child's myCare account at wmchealth.org/patient-portal.

In accordance with New York State (NYS) Privacy Laws, parental access to children's medical information in myCare changes based on the child's age.

- From ages 0-9, parents/guardians have full access to their child's medical information.
- From ages 10-17, the level of access for the parent/guardian is limited due to NYS laws.
- When a child turns 18, the parent/guardian no longer has access to the patient's medical information. If the patient would like the parent to have proxy access, they can authorize this via the WMC Authorization to Disclose Protected Health Information Form, which can be obtained from wmchealth.org.

If you experience any technical issue connecting to the myCare portal, please contact the Customer Care team at 877.621.8014. They are available 24/7. Please let them know that your child is a patient at MFCH.

Requesting Copies of

Your Child's Medical Records

You may request a copy of your medical records in two ways.

1. **Electronically:** visit swellbox.com/wmchealth-wizard.html and complete the online form.
2. **By mail:** visit wmchealth.org/accessing-medical-records, download and complete the Authorization to Disclose Protected Health Information form, and mail the form to:

Maria Fareri Children's Hospital
100 Woods Road
Attn: Health Information Management
Macy Pavilion, Room M18
Valhalla, New York 10595

Parents of minors, next of kin, or legally appointed guardians of children under 18 years of age may obtain a copy of a minor's record upon receipt of a written request or a completed WMC Authorization to Disclose Protected Health Information Form. Records of minors treated for substance abuse, reproductive care, or mental healthcare can only be released upon the minor's authorization.

New York State Public Health Law allows WMCHHealth to charge a reasonable fee to recover the costs of copying, mailing and supplies used to fulfill your request. Patients will receive a pre-bill or a payment notice with their records (a significant discount is applied if electronic copies are requested). However, there is no fee if the record is being released to a doctor or healthcare provider.





Understanding Your Child's Hospital Bills

The information in this section will help you understand commonly used insurance terms, the billing process, types of coverage, and whom to contact for assistance.

Commonly Used Terms

Coordination of Benefits (COB): This determines the primary payer of services when your child is covered under two or more insurance companies. COBs prevent duplicate payments. You will be asked to choose which insurance coverage you want to use when your child is admitted.

Co-payment: A fee you pay for a specific service, usually due at the time of service.

Co-insurance: The portion of your medical expenses that you're personally responsible for paying. For example, your insurance may cover 80 percent of a bill, while you pay the remaining 20 percent.

Deductible: The amount you owe each year before your insurance begins making payments.

Explanation of Benefits (EOB): This shows the amount billed by your doctor or hospital and how much is covered by your insurance how much you owe.

Billing Process

Hospital bills include charges for room, meals, 24-hour nursing care, medicines, X-rays and lab tests. You'll receive separate bills from the hospital for doctors, surgeons, and specialists.

Types of Coverage

WMCHealth works with many commercial insurance companies, Medicare and Medicaid. We will work with your insurance plan to determine how bills will be paid. It is important that you understand the terms of your child's insurance coverage, as your plan may have special requirements.

Medicare

If you have Medicare, you'll complete a Medicare Secondary Payer (MSP) form at admission.

This ensures that Medicare only pays for services not covered by other insurance you may have.

If you have secondary insurance, this usually covers Medicare deductibles.

If you don't have secondary insurance, you need to pay these amounts yourself.

Medicaid

If you have questions regarding Medicaid eligibility, please contact the Financial Assistance Department at 914.493.7830.

Commercial Insurance Providers

If you use a commercial insurance provider, the hospital will forward your claim to the insurance provider

After your child leaves the hospital, you'll get an explanation of benefits (EOB) statement from your insurance provider. This will show the amount covered by your insurance and the amount you owe.

Self-Pay Patients and Payment

If you plan to pay your child's bills without help from Medicare, Medicaid, or a commercial insurance provider, then you will get bills directly from the hospital.

When the first bill arrives, call the hospital's Billing Customer Service Department at 914.493.2089 to set up a payment plan.

Financial Assistance

If you do not understand your child's bill, contact the Billing Customer Service Department at 914.493.2089.

If you need assistance paying your child's bill, contact the Financial Assistance Department at 914.493.7830. A patient representative can work with you and guide you to services that can help.



Grateful Patients and Families

There are many ways for grateful patients and families to support our ongoing mission of Advancing Care. Here.

Nominate a Care Champion

The Care Champion program is a way for grateful patients and families to recognize any member of our workforce who provided extraordinary care and service.

If you would like to recognize delivery of outstanding care, visit westchestermedicalcenter.org/champion to nominate a Care Champion.

Nominate a Nurse for the DAISY Award

The DAISY Award is a nationwide program that rewards and celebrates the extraordinary clinical skill and compassionate care given by nurses every day. Each DAISY Award honoree is recognized at a public ceremony in her/his unit and will receive a beautiful certificate, a DAISY Award pin, and a hand-carved stone sculpture entitled, A Healer's Touch.

If you would like to recognize outstanding care delivered by your nurse(s), visit westchestermedicalcenter.org/daisy-award.

Pay it Forward

Your generosity fuels our mission of providing high-quality, compassionate care to all, regardless of ability to pay. Supporting Maria Fareri Children's Hospital amplifies our ability to provide life-changing and life-saving care to children in our community.

To contribute, visit wmchealthgiving.org or send your donation to:
WMCHHealth Development Office
7 Skyline Drive, 3rd Floor
Hawthorne, NY 10532

For inquiries about giving opportunities or to learn more about your impact, contact us at 914.493.2575 or Foundation@WMCHHealth.org. Thank you for being a vital part of our mission.

Volunteer

Volunteers provide essential social support to our patients, their families, and other visitors. Whether you're interested in greeting and directing visitors or assisting with various other tasks, our Volunteer Services team can match you with the right opportunity.

To learn more, visit wmchealthjobs.org or call 914.493.7850.

Family Advisory Council

The Family Advisory Council gives families the opportunity to provide important feedback on their patient experiences, which will help us continue to improve our services. These volunteers meet with hospital leaders to offer ideas and recommendations based on their care at Maria Fareri Children's Hospital.

For more information, visit wmchealth.org/pfac.

Thank you for entrusting us with your care.

TV Channel Listings

Kid-Friendly Channels

2 WCBS (CBS)	29 Fox News	57 Food Network
3 WFME (Ind)	30 MSNBC	58 TLC
4 WNBC (NBC)	31 The Weather Channel	59 E!
5 WNYW (FOX)	32 Freeform	60 AMC
6 WRNN (Ind)	33 Animal Planet	61 A&E
7 WABC (ABC)	36 Cartoon Network (East)	62 Bravo
8 WMBC (Ind)	37 Cartoon Network (West)	63 FX
9 WWOR (MY-9)	38 Nickelodeon/Nick at Nite (East)	64 Hallmark
10 WSAH (Ind)	39 Nickelodeon/Nick at Nite (West)	65 History
11 WPIX (CW)	40 TV Land	66 VH1
12 WNYE (Ind)	41 Nicktoons	67 MTV
13 WLIW (PBS)	42 Universal Kids	68 truTV
14 WLNY (Ind)	43 ESPN	69 CARE Relaxation Channel
15 NJN (PBS)	44 ESPN2	70 Chapel Channel (Spanish)
16 WNET (PBS)	45 ESPNNews	71-74 TIGR On-Demand Patient Education
17 WPXN (ION)	46 ESPNU	75 Newborn (English)
18 WFUT (TFT)	47 NFL Network	76 Newborn (Spanish)
19 WNYN (AZA)	48 YES Network	77-82 TIGR On-Demand Patient Education
20 WNJU (TMO) (Spanish)	49 SportsNet New York	83 Children's Hospital Stage
21 WXTV (UNI)	50 Lifetime	84 National Geographic
22 Univision (Spanish)	51 TBS	85 Jewish Life
23 Galavision (Spanish)	52 TNT	86 Fox Sports
24 BET	53 USA Network	87 ION
25 CNBC	54 Lifetime Movie Network	88 Turner Classic Movies
26 CNN	55 Fox Movie Channel	
27 CNN Headline News	56 Discovery Channel	
28 Fox Business Network		

View Westchester Medical Center special programming on channels 69-83
For technical support, please call 914.493.8100
Office hours are 8 a.m. – 4 p.m.

HD TV Channel Guide

Kid-Friendly Channels

69	CARE Relaxation Channel
70	Chapel Channel
71	Education On-Demand
72	Education On-Demand
73	Education On-Demand
74	Education On-Demand
75	New Born Channel (English)
76	New Born Channel (Spanish)
77	Education On-Demand
78	Education On-Demand
79	Education On-Demand
80	Education On-Demand
81	Education On-Demand
82	Education On-Demand
89	CBS - WCBS
90	IND - WFME
91	NBC - WNBC
92	FOX - WNYW
93	IND - WRNN
94	ABC - WABC
95	INK - WMBC
96	MY-9 - WWOR
97	IND - WSAH
98	CW - WPIX
99	IND - WNYE
100	PBS - WLIW
101	IND - WLNY
102	PBS - NJN
103	PBS - WNET

104	ION - WPXN
105	TFT - WFUT (Spanish)
106	AZA - WNYN (Eng/Spanish)
107	TMO - WNJU (Spanish)
108	UNI - WXTV (Spanish)
109	Univision (Spanish)
110	Galavision (Spanish)
111	ET
112	NBC
113	CNN
114	Headline News
115	Fox Business Network
116	Fox News Channel
117	MSNBC
118	The Weather Channel
119	Freeform
120	Animal Planet
121	Disney Channel
122	Nick Jr.
123	Cartoon Network East
124	Cartoon Network West
125	Nickelodeon/Nick at Nite East
126	Nickelodeon/Nick at Nite West
127	TV Land
128	Nicktoons
129	Universal Kids
130	ESPN
131	ESPN 2

132	ESPNNews
133	ESPN U
134	NFL Network
135	YES Network
136	SportsNet New York
137	Lifetime
138	TBS
139	TNT
140	USA
141	LMN - Lifetime Movie Network
142	Fox Movie Channel
143	Discovery Channel
144	Food Network
145	TLC
146	E! Entertainment
147	AMC
148	A&E
149	Bravo
150	FX
151	Hallmark
152	History
153	VH1
154	MTV
155	National Geographic
156	Jewish Life
157	Fox Sports 1
158	ION
159	Turner Classic Movies
160	Tru TV

View Westchester Medical Center special programming on channels 71-82
For technical support, please call 914.493.8100
Office hours are 8 a.m. – 4 p.m.

Phone Directory



Calling from the bedside phone in your child's room?

Dial 1 and the four-digit extension only.

Using your cell phone?

Dial 914.493. and the last four digits of each number.

When making an external call from the bedside phone, dial 9 before the area code and number. If you are calling an area code other than 914, **dial 9 before the area code and number.**

Admitting	11910
Billing Customer Service	12089
Caregiver Center	16800
Compliance Officer	12600
Front Desk/Concierge Services	17075
Financial Assistance	17830
General Information	17000
Gift Shop	17439
Housekeeping Hotline	17777
IT Help Desk	11543
Medical Records (Health Information Management)	17600
Operator	0
Parking Information	17932
Patient Experience	18877
Patient Information	17073
Public Transportation Buses:	914.813.7777
Trains:	1.800.METRO.INFO (1.800.638.7646)
Security	18535
Social Work/Case Management	17631
Spiritual Health Services	15620
Telephone/TV Service	18100
Walgreens	914.846.0548

We Welcome Your Feedback!

You may receive the Consumer Assessment of Healthcare Providers and Systems Child Hospital (Child HCAHPS) survey in the mail after your child is discharged.

We encourage you to take the time to complete it.

✓ ***Your feedback is very important. It helps us better understand our strengths as well as areas of improvement.***

Thank you for entrusting us with your child's care.

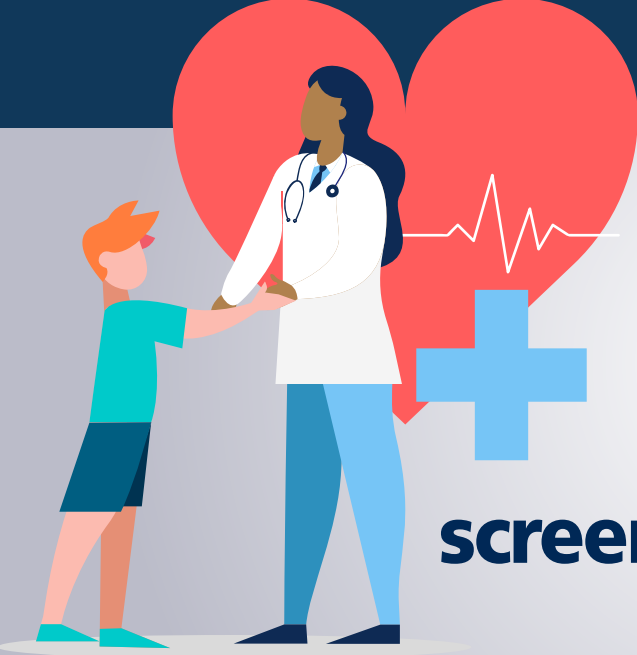


**Maria Fareri
Children's Hospital**

Westchester Medical Center Health Network

Notes

[illegible]



Is your child on schedule with annual physicals, screenings, and vaccinations?

Keeping up on routine healthcare is an important way that each of us can protect our health. Physicals and screenings are important tools to prevent health problems, and to prevent new problems from becoming real challenges. An annual physical is covered by most insurances, including Medicare and Medicaid. Screenings are often covered by insurances and we can help you learn if you are eligible for screenings based on age, gender and risk factors.

We have a reference guide to routine care for all ages, and it is available at [WMCHealth.org/guide](https://www.WMCHealth.org/guide).

If you or a family member is behind on having a physical, a vaccination, or a screening test – **please do not delay scheduling it.**



We encourage you to scan this QR code to share this guide with your loved ones and caregivers.



Advancing Care. Here.

Maria Fareri Children's Hospital

100 Woods Road
Valhalla, NY 10905
914.493.7000

mariafarerichildrens.org