

Welcome Guide

Doing what's right for kids and families





Nationally recognized pediatric specialty care
provided by WashU Medicine physicians.

Contents



Welcome to St. Louis Children’s at CoxHealth..... 2

Patient and Family Centered Care..... 3

Your First 24 Hours: Important Information4

Fall Prevention Guidance 5

Transitioning Home6

My Child’s Care Team 7

Food and Nutrition8

All About Me 9

Code of Conduct and Workplace Violence Prevention 11

MyChart12

Recognizing Exceptional Care13

Your Thoughts Matter 14

Online Welcome Guide 14

Word Search and Coloring 16

You do not need to read this guide now. Keep it nearby in case questions come up during your stay.



Welcome to St. Louis Children's at CoxHealth

Thank you for choosing St. Louis Children's at CoxHealth, a collaboration between St. Louis Children's Hospital and CoxHealth. Together with WashU Medicine physicians, we provide specialized, expert care for children and their families. We understand that a hospital stay can feel overwhelming or scary, and we are here to support you every step of the way.

Whether you are a parent, guardian, grandparent, or good friend, your presence is important to your child's healing.

Our team is committed to caring for your child with expertise, kindness, and respect. We believe in partnering with you to make decisions that reflect your family's needs, values, and traditions. Please ask questions, share your thoughts, and tell us how we can help.

Again, thank you for choosing us to be a part of your child's care.

Patient and Family Centered Care



Families are at the heart of everything we do at St. Louis Children's at CoxHealth. We believe you know your child best, and we are here to support you. Here's how we practice patient and family centered care:

Information sharing

We encourage you to ask questions and be a part of every care decision.

Team approach

Your values, beliefs, and cultural background are included in the care plan whenever it is safe to do so.

We invite you to join provider rounds, where we discuss updates and next steps. These discussions often take place at your child's bedside with members of their care team.

During every shift change, nurses share important information and conduct safety checks. Feel free to share any updates about your child's day or goals, or questions you may have.

Your First 24 Hours: Important Information



Information to assist you with amenities in your room and around campus.

Patient Identification (ID)

Anyone who is admitted or receives treatment will be given an ID band that they will need to keep on throughout their care. ID bands help team members provide safe patient care.

Visitor information

Parents and guardians are welcome to visit 24/7. General visiting hours are 7 a.m.–9 p.m. daily. All visitors must check in at the front desk before entry. Sibling visitation may vary throughout the year based on seasonal illnesses to keep all patients safe. Please check with your care team for the most up-to-date information.

Interpreter services

Interpreter services are available at no cost. If you would like help in another language, please ask your care team.

Patient access code

The access code will only be provided to a parent or legal guardian and is required for any phone calls requesting updates about the patient. Families are asked not to share the code widely, as it is used solely to protect information shared by phone and does not affect visitation.

Hand hygiene

Clean hands save lives. We kindly ask everyone (caregivers, family, friends, and our team) to clean their hands often while in the hospital. Feel free to remind anyone entering the room, including our team, to wash or sanitize their hands.

Restrooms and showers

Each floor has different restroom and shower locations. Ask your care team for the most convenient restroom and shower location near you.

Fall Prevention Guidance

Keeping your child safe from harm due to a fall is our priority.



Please partner with us by:



Keeping bed and crib rails up: Use the bed or crib's safety rails when your child is resting.



Wearing non-slip socks: Make sure your child wears grip socks or shoes when walking.



Asking for help: If your child feels weak or dizzy, ask a nurse for help before getting them up.



Playing it safe: Play is part of childhood. However, the hospital environment is different from your home. Do not allow your child to stand, climb, or play on furniture.



Clearing pathways: Keep floors free of clutter or spills.



If you notice anything that could cause a fall, please let a team member know right away.

Transitioning Home

From the moment you arrive, we focus on providing the best care for your child while also helping you prepare for a smooth transition home. Planning ahead helps ensure that you have everything you need before heading home.

Discharge planning includes making sure you have:

- The right medications
- Any necessary medical equipment
- Education on how to care for your child at home

Your care team will:

- Answer any questions
- Connect you with helpful resources
- Finalize all details before you leave

We are here to support you every step of the way. If you have any concerns about your child's discharge plan, please ask. We want you to feel fully prepared to go home.

When you get home, you may receive a short survey by text, email, or phone.

This is an opportunity to share what worked well and what we can do better. Your feedback helps us learn and improve care for future families.



My Child's Care Team



Your child's team includes many caring professionals working together.

Parents and guardians

You know your child best and are a vital part of the care team. Your insights help us provide the best possible care.

Attending physicians

Lead doctors in charge of your child's treatment plan.

Residents and fellows

Doctors in training who help care for your child under the guidance of the attending physician.

Advanced practice providers

Nurse practitioners and physician assistants who collaborate with attending physicians on your child's treatment plan.

Nurses

Provide day-to-day care, give medications, and answer routine questions.

Child Life specialist

Help children feel more comfortable with hospital experiences through play, education, and support.

Therapists (*respiratory, physical, occupational, and speech*)

Assist with breathing, movement, daily skills, and communication.

Social workers

Provide emotional support and address resource support needs.

Case coordination

Help families navigate their hospital stay and prepare for a smooth transition home, including assistance with home health, durable medical equipment, and discharge planning.

Other support staff

(chaplains, technicians, food and nutrition, environmental services, and volunteers)

Provide essential behind-the-scenes help so your care team can focus on your child's treatment.

For more information about our team and their roles, ask your care team. We want you to feel comfortable with every step of your child's care.

Food and Nutrition



We want to help you and your child stay nourished and comfortable.

Atrium Café

- Open from 6 a.m.–4:30 p.m., Monday–Friday
- Located on the ground floor
- Meal offerings include:
 - Grab-and-go sandwiches and salads
 - Daily entrées
 - Additional assortment of snacks and drinks

Main cafeteria

- Open daily from 6 a.m.–8 p.m. and 1–3:30 a.m.

Coffee and gift shop (1st Floor)

Our coffee and gift shop is located on the 1st Floor and serves coffee, espresso drinks, pastries, and light snacks. You'll also find a small selection of convenience items and cheerful gifts that families often appreciate during their stay.

All About Me

We want to know what makes your child unique.



Preferred name or nickname

Does your child have a preferred name or nickname we should use?



Favorite activities and hobbies

What does your child like to do for fun?



Comfort items or routines

Does your child have a favorite stuffed animal or bedtime routine?
Who are important support people for you and your child?



Goals and wishes

What does your child look forward to?

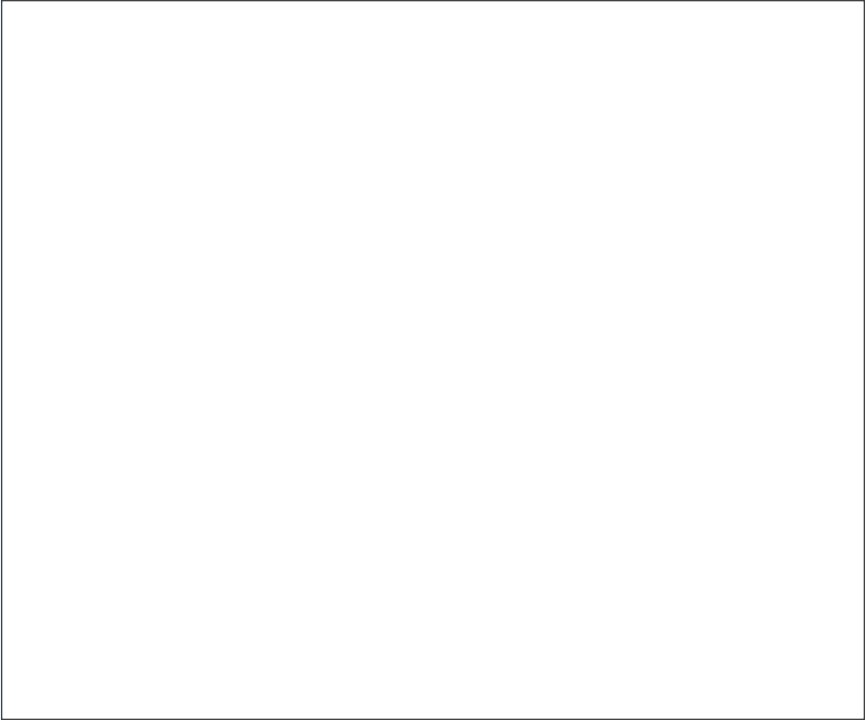


Important information

What else would you like us to know about your child and your family?

Tear off this page, fill it out, and place it where the team can see it
(For example, on the wall or the board in your child's room).

What's your favorite movie or book? Tell us all about it, or draw a picture.



Code of Conduct and Workplace Violence Prevention



We want a safe, respectful environment for everyone.



No harassment or violence

Threats or harmful behavior toward team members or others will not be tolerated.



Zero tolerance

We take safety seriously. If you feel unsafe or witness troubling behavior, please tell our team or call Public Safety.

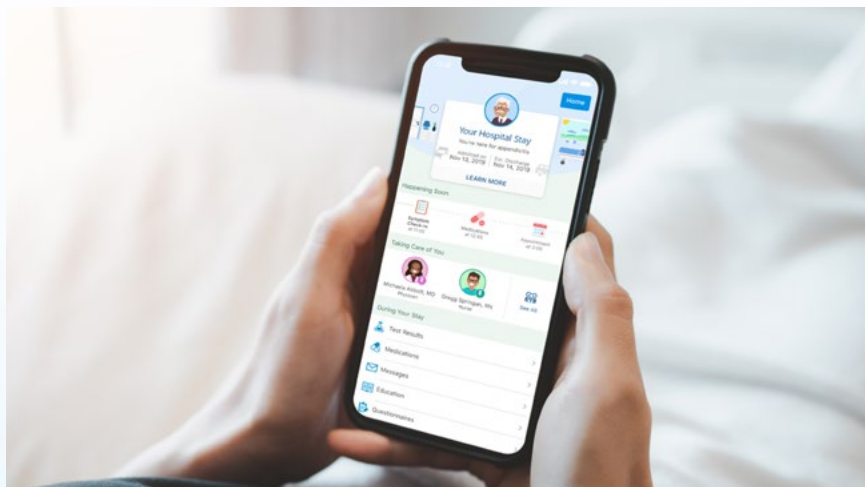


**To learn more about
our patient and visitor
code of conduct,
scan the QR code.**

Section 1557 Nondiscrimination Notice

BJC HealthCare complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. BJC HealthCare does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

MyChart Information



MyChart gives you secure, convenient access to your child's medical information through the hospital's health record system. As a patient proxy, you can stay involved in your child's care.

With MyChart, you can:

- **Stay informed:** View test results and appointments.
- **Communicate:** Send secure messages to your care team.



Scan the QR code to create a MyChart account, request proxy access for a family member, or ask your nurse for help signing up.

You can also download the MyChart app from the Apple App Store or Google Play Store.



For more information, please call 417-269-1200

Recognizing Exceptional Care

Help us honor our team members who provide incredible care.

Thank a Nurse

The DAISY Award is an international recognition program started in memory of J. Patrick Barnes. Pat's family experienced firsthand the difference his nurses made in his care through clinical excellence and outstanding compassionate care. The family created The DAISY Award to express gratitude to nurses and to enable other patients, families, and staff to thank and honor their special nurses.

Please visit [DAISYFoundation.org](https://www.daisyfoundation.org) to learn more about Pat's story and how the DAISY Award recognizes Extraordinary Nurses.

Thank a Team Member

BJC HealthCare is committed to providing exceptional care to every patient. You and your family are at the heart of all we do because we believe you deserve to live your healthiest life.

We invite you to share your experience and recognize any BJC team member who has provided excellent service and care through our Connect Recognition Program.

This employee recognition program celebrates those individuals who have gone above and beyond for our patients and their families.



Scan the QR Code to complete the online nomination form and recognize a nurse.



Scan the QR Code to complete the online nomination form and recognize a team member.

Child and Family Advisory Council (CFAC)

The Child and Family Advisory Council (CFAC) brings together parents and family members whose children have received care at our hospital, along with doctors, staff, and hospital leaders. Together, they work as partners in a respectful and welcoming environment to make sure care at St. Louis Children's at CoxHealth is truly centered on patients and their families. Their shared goal is to listen, collaborate, and help shape care experiences that best meet the needs of children and families. **For more information or to join the council, email ChildandFamilyAdvisoryCouncil@coxhealth.com.**

Your Thoughts Matter

Please use this space to write down questions, notes, or anything on your mind.

[illegible]

Online welcome guide

Scan the QR code to access an English and Español version of this welcome guide.

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

Final note

Thank you for choosing St. Louis Children's at CoxHealth. We hope this guide answers your questions and helps you feel at home during your stay. If you need anything at all, please ask. We are always here to help you and your child.

Word Search and Coloring

Can you find all the words in this puzzle? Give it your best try.

E	K	F	F	S	X	K	Z	B	E	U	X	U	S	A
S	B	B	P	L	B	I	G	Z	N	I	G	P	N	C
S	K	A	Q	U	A	R	I	U	M	Y	S	G	H	A
S	E	S	F	F	J	E	A	G	L	E	S	C	B	V
Y	R	E	U	X	F	U	N	A	C	R	E	N	O	E
N	A	B	E	T	S	O	C	C	E	R	S	F	S	R
F	X	A	H	F	I	S	H	I	N	G	K	B	S	N
J	F	L	Z	B	O	O	M	E	R	B	E	A	R	S
S	I	L	V	E	R	D	O	L	L	A	R	B	Z	O
H	F	P	L	A	Y	G	R	O	U	N	D	L	G	X
Z	B	O	D	I	C	K	E	R	S	O	N	Z	O	O
F	S	G	P	A	N	T	H	E	R	S	L	N	U	X
O	Q	O	T	H	E	R	A	P	Y	D	O	G	S	G
Y	W	F	R	O	Z	E	N	C	U	S	T	A	R	D
J	B	A	S	S	P	R	O	W	S	Z	T	O	W	I

Find these words in the word search:

Dickerson Zoo

Baseball

Soccer

Therapy Dogs

Playground

Aquarium

Bass Pro

Fun Acre

Fishing

Caverns

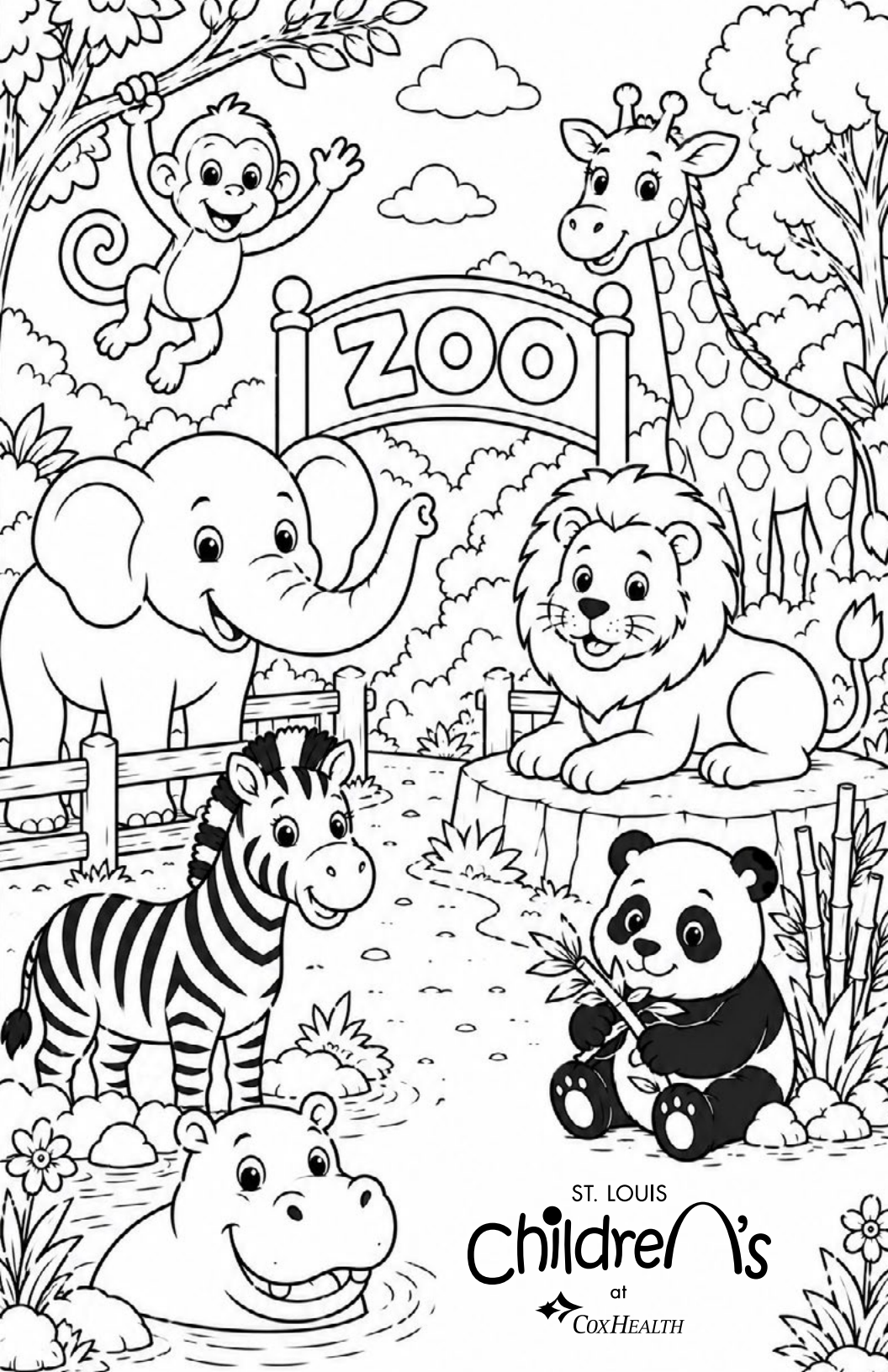
Boomer Bear

Panthers

Eagles

Silver Dollar

Frozen Custard



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Children's
at
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St. Louis Children's at CoxHealth

3801 S. National Ave., Suite 130
Springfield, MO 65807

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