

A guide for patients & families



Maria Fareri Children's Hospital

Westchester Medical Center Health Network

100 Woods Road
Valhalla, NY 10595
914.493.7000
MariaFareriChildrens.org

  @MFCHatWMC #MFCH

Westchester Medical Center Health Network includes:

Westchester Medical Center | Maria Fareri Children's Hospital
Behavioral Health Center | MidHudson Regional Hospital
Good Samaritan Hospital | Bon Secours Community Hospital
St. Anthony Community Hospital | Health Alliance: Broadway Campus
Health Alliance: Mary's Avenue Campus | Margaretville Hospital



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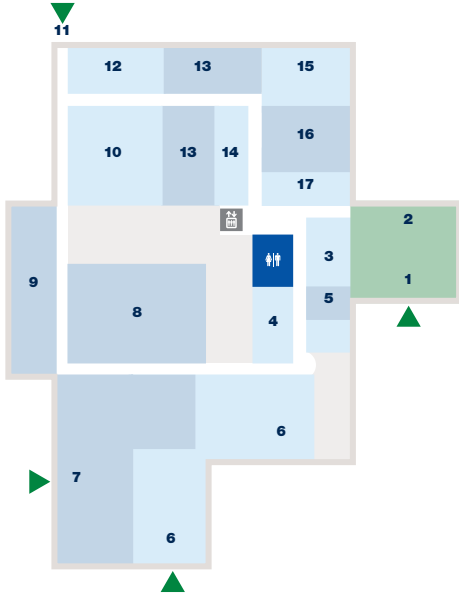


Dear Families,

On behalf of all our staff, welcome to Maria Fareri Children's Hospital, a member of the Westchester Medical Center Health Network (WMCHealth). We hope the information provided in this booklet will help guide you through this most important time in the lives of your child and your entire family. While our first priority, of course, is to attend to your child's healthcare needs, this information also will help you understand that our mission is to assist your entire family at this stressful time. Please be an active participant in your child's treatment and recovery process and ask any questions when you feel you need information; and please feel comfortable being an advocate for your child along the way to recovery and discharge. All of the staff at Maria Fareri Children's Hospital are here to help your child and your family. Please let us know how we can make your hospital experience as comfortable as possible.

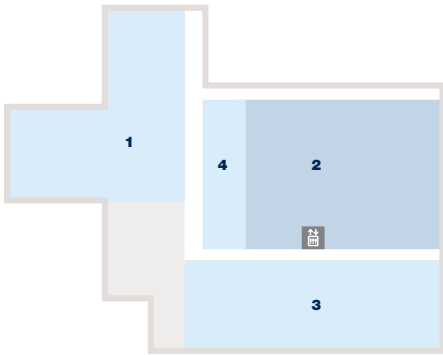
Michael Gewitz, MD
Physician-in-Chief
Maria Fareri Children's Hospital

Linda Hurwitz, MS, RN
VP, Patient Care Services
Maria Fareri Children's Hospital



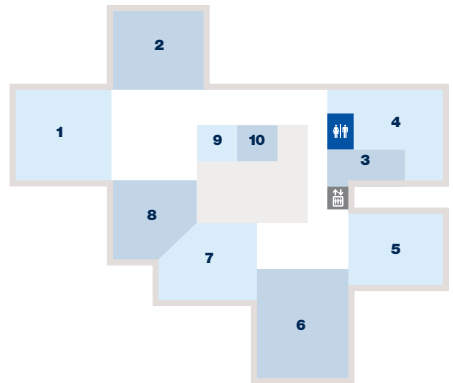
1st Floor

- 1** Main Entrance / Lobby
- 2** Front Desk / Security
- 3** Gift Shop
- 4** Pediatric Admitting
- 5** Family Resource Center
- 6** Pediatric Emergency Department
- 7** Adult Emergency Department
- 8** Operating Room
- 9** Radiology
- 10** Pediatric Acute Care Unit (PACU)
- 11** To / From Westchester Medical Center
- 12** Dolls of the World Exhibit
- 13** Perioperative Family Waiting Lounge
- 14** Baseball Hall of Fame
- 15** Conference Room B
- 16** Conference Room A
- 17** Au Bon Pain Cafe



2nd Floor

- 1** Trauma Intensive Care Unit (TICU)
- 2** Neonatal Intensive Care Unit (NICU)
- 3** Pediatric Intensive Care Unit (PICU)
- 4** Little Dream Street



3rd Floor

- 1** Arts Neighborhood (3220 – 3238)
- 2** Literature Neighborhood (3240 – 3257)
- 3** Child Life & Creative Arts Therapy
- 4** Athletics Neighborhood (3401 – 3414)
- 5** Sailing Neighborhood (3102 – 3118)
- 6** Heroes Neighborhood (3120 – 3138)
- 7** Flight Neighborhood (3140 – 3156)
- 8** Theater Neighborhood (3200 – 3218)
- 9** Non-Invasive Cardiology
- 10** Case Management



Entrance / Exit



Corridor



Rest Rooms



Elevators



Important Telephone Numbers

| | |
|--|----------------|
| Case Management & Social Work | (914) 493-7631 |
| Chaplaincy | (914) 493-7125 |
| Child Life and Creative Arts Therapies | (914) 493-6640 |
| Children's Hospital Administration | (914) 493-6160 |
| Concierge Services | (914) 493-7505 |
| Emergency Department | (914) 493-7307 |
| Family Resource Center | (914) 493-8503 |
| Foundation Office | (914) 493-2575 |
| Main Hospital Number | (914) 493-7000 |
| Marketing & Communications Department | (914) 493-5412 |
| Medical Records | (914) 493-7600 |
| Parking Information | (914) 493-7932 |
| Patient Advocates | (914) 493-8877 |
| Pediatric Emergency Department | (914) 493-6001 |
| Volunteer Office | (914) 493-7850 |

Parking

Visitor parking is available in the front of the Children's Hospital and in the front of the Main Hospital. The first 15 minutes of parking are free. The fee for daily parking is \$6. **Discounted 30-day parking is available by contacting the hospital's parking management office at ext. 7932 or by calling (914) 493-7932.**

IMPORTANT: Please be sure to take your parking ticket with you to the hospital. When you are leaving, look for the parking payment machine in the Children's Hospital lobby, near the security desk, to obtain your payment voucher before you leave the hospital.

Visiting

At Maria Fareri Children's Hospital, we do not consider parents or guardians to be visitors. As a parent or guardian, you are allowed 24-hour access to the Children's Hospital. If you are unable to stay with your child, you also may designate another individual 18 years of age or older to stay overnight with your child.

Visiting hours for all other visitors are between 9 a.m. and 9 p.m. Children visitors under the age of 14 must be accompanied by an adult at all times. In the Neonatal Intensive Care Unit (NICU), parents and visitors are asked not to visit at the bedside from 6:30 a.m. to 8 a.m. and 6:30 p.m. to 8 p.m.

People with a cold, cough, fever or other illness are not permitted to visit.

Telephone

There is no charge for local telephone service calls within the 914 area code from your child's room. To dial out, press 9, then dial the number. Long-distance calls must be made collect, with a phone card, or by dialing 30 and having the call charged to your home phone number.

Television Service

Television service is complimentary for all pediatric patients in the Children's Hospital.

Internet

Wireless Internet is available in Maria Fareri Children's Hospital and throughout the Westchester Medical Center campus. There also are computers located within the Family Resource Center, located on the first floor off the main lobby, available for use by families and visitors. You do not need a password in order to access Wi-Fi. If you need assistance in connecting to Wi-Fi, call the WMC IT Help Desk at 493-1543.

ATM

There is a Chase Bank ATM located in the lobby of the Main Hospital.

Welcome to Our Neighborhood

In Maria Fareri Children's Hospital, 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. We ask that you please abide by them as described in this section and throughout this guide.

Patient Belongings

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 are able to regularly clean every surface of the room in order to prevent the spread of infection. Additionally, we recommend that valuables be left at home.

Staying Overnight

After visiting hours are over, we allow one parent or designated individual at least 18 years of age to stay overnight. We do not permit the use of additional furniture such as inflatable mattresses or cots. Each room is equipped with a chair or sofa that converts into a bed. For your child's safety, you are not permitted to sleep in bed with your child. Please dress appropriately when staying overnight.

Regular 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 vital signs; it is important for your child's health that we must measure vital signs during the night. Detecting even slight changes in vital signs can provide important information about your child's health; we believe the importance of this strongly outweighs the brief disturbance to your child.

Noise

There are many noises that are a regular part of care, especially in the Intensive Care Units. There will be many beeping noises that are necessary to help us provide continuous care for your child. For the safety of your child, alarms may not be turned off. During night hours, however, we expect everyone to maintain an appropriate noise level that is respectful of the needs of families in the neighborhood. If you experience noisy staff members, please speak to the charge nurse or nursing supervisor. You also may call the Patient Advocacy department at (914) 493-8877 so we can address this for you.

Keeping Rooms Clean

We ask that you limit the amount of personal belongings you bring, because less clutter makes it easier for us to keep your child's room clean. We encourage families to interact with one another; however, please do not visit in patient rooms. Instead, please use the lounges in the neighborhoods and the public areas throughout the hospital.

Flowers & Plants

Please do not bring fresh flowers or plants to patients in the Pediatric Intensive Care Unit, the Neonatal Intensive Care Unit or to oncology or transplant patients. Fresh flowers and plants can increase the risk of infection for these patients.

Balloons

Latex balloons are not permitted in the hospital due to allergies.

Electrical Appliances

For safety reasons, electrical appliances such as tea kettles, microwaves and portable grills are not permitted in patient rooms.

Nourishment Areas

Nourishment areas with refrigerators and freezers are available for families in each neighborhood. Please label any food placed in these areas with the patient's name and the date you placed the food in the area. The Sailing, Literature and Athletic neighborhoods also contain a breast milk freezer and refrigerator. Please give your nurse breast milk you wish to have stored and be sure to label it with the patient's name and the date.



Patient Identification

Your child always must wear an identification band while in the hospital as a patient. In order to provide the safest care for your child, we will constantly check his/her 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 his/her identification band before providing any care and before taking your child anywhere. If your child's identification band falls off, please notify your nurse so we can replace it immediately.

Handwashing

At Maria Fareri Children's Hospital, keeping our patients safe from infection is a priority. We ask all staff, families, visitors and patients to help prevent the spread of infection with proper handwashing. Hand sanitizer dispensers are located outside of each patient room as well as throughout the hospital. Please use hand sanitizer or wash your hands before entering and after exiting your child's room.

Isolation/Contact Precautions

To help prevent infection, children may be placed on isolation precautions. Should your child require isolation, we ask that you follow all isolation procedures including gowning, and that you not enter any other patient room, even if invited in by the parent or guardian of the child in that room. This is to prevent the spread of infection to your child and to others. Our staff strongly enforces isolation rules because of their seriousness.

If your child is on isolation, there will be a sign posted on the door that explains what staff, family and visitors need to do before entering and exiting the room. To help prevent the spread of infection, please inform family and friends that they should not visit if they are not feeling well.

Children on isolation are not allowed to enter the playrooms or use activity spaces; instead, a child life specialist will bring appropriate toys or activities to the bedside as well as an "Ideas to Help You and Your Child/Teen While on Isolation" flier. In general, visitors are not permitted to use the playrooms or activity spaces.

Preventing Falls

In order to prevent your child from falling while in the hospital, please:

1. Accompany him/her to the restroom when medical equipment is attached
2. Accompany him/her to the restroom when getting up for the first time after surgery
3. Help him/her get up when unsteady on his/her feet due to medication or illness

For more information on how you can prevent falls, please refer to the "Preventing Falls, Enhancing Safety" handout.



OUR COMMITMENT TO FAMILY-CENTERED CARE

Maria Fareri Children's Hospital is committed to Family-Centered Care. We recognize that parents, guardians and family members are the primary source of strength and support for our patients. We believe that the information families provide is essential for good care and comes from a unique perspective that impacts clinical decision-making.

What Are Family-Centered Rounds?

Family-Centered Rounds are an opportunity for your child's care providers to come together to discuss your child's care with you. They will discuss changes in your child's condition and the plan of care for the day with you.

When Do Family-Centered Rounds Occur?

Family-Centered Rounds typically occur between 8:50 a.m. and 11:30 a.m. on the 3rd floor, 7:30 a.m. and 10 a.m. in the Pediatric Intensive Care Unit (PICU), and 7:30 a.m. and 8 a.m. in the Neonatal Intensive Care Unit (NICU). Sometimes, depending on circumstances that may not always be predictable in the neighborhood, these rounds may occur at different times. If you would like to participate in Family-Centered Rounds, please ask your physician or nurse to inform you of the approximate time they will be held that day.

Why Are So Many People Coming to My Child's Room for Rounds?

You may have a very large group of care providers discussing your child's care with you. Please do not be alarmed or feel overwhelmed—this is normal. For every child cared for at Maria Fareri Children's Hospital, there are many different healthcare providers working behind the scenes to help your child regain his/her health; this is one opportunity during which you get to see many of them working together.

Can I Participate During Family-Centered Rounds?

Of course! Because we value your input as a parent or guardian, we consider you to be a vital part of the healthcare team and strongly encourage you to participate during Family-Centered Rounds. There is quite a bit we can learn from you. We encourage you to ask questions, raise any concerns and provide information to the caregivers during rounds, including important things you know have been left out of the discussion. Of course, while we encourage you to participate on rounds, you are free to choose not to participate. If you choose not to participate during rounds, the attending or resident physician will speak with you later in the day and discuss your child's plan of care with you.

I Don't Understand Everything Discussed on Rounds.

In order to provide the best care for your child, we follow a specific roadmap when discussing your child's care. We will talk about your child's health and history, current condition, anything that has changed in the past 24 hours, test results, the care plan for the day, and discharge goals and criteria. As is the case for most of the nation's leading healthcare centers, Maria Fareri Children's Hospital is a part of the overall academic health center on campus, and teaching will be provided for medical students and residents who participate on rounds.

Why Didn't the Team See My Child During Family-Centered Rounds?

Many different teams see patients during the day. If you see a team rounding who skips your room, it likely is from a specialty not responsible for your child's care. Again, we encourage you to ask your physician or nurse when rounds likely will occur for your child.



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INTENSIVE CARE UNITS

PEDIATRIC INTENSIVE CARE UNIT

The Pediatric Intensive Care Unit (PICU) is an 18-bed specialty unit that cares for critically ill infants, children and adolescents with a range of illnesses and injuries. Patients in the PICU require more intensive nursing and physician attention plus close monitoring of important body system functions. The nurses and physicians in the PICU have advanced training in pediatric critical care.

One parent is encouraged to sleep at the patient's bedside on the sleeper chair available in the child's PICU room. There are two nourishment areas that contain a refrigerator, freezer and an ice machine. Please label all food that you place in the refrigerator or freezer with your name and the date. Please note that all food will be disposed of after 48 hours to comply with health codes. There are two shower rooms available on the unit for parent/guardian use.

REGIONAL NEONATAL INTENSIVE CARE UNIT

The Regional Neonatal Intensive Care Unit (RNICU) is a special nursery where newborn babies with every type of medical problem are cared for in a family-centered environment. The RNICU is staffed with specially trained physicians, nurses and health professionals who are experts in the treatment of premature babies and ill full-term newborns. Each baby receives the specialized, personal attention his or her condition requires. As in all children's hospital units, we encourage you to actively participate in your baby's care.

We understand that many care providers see your child during the day. This section helps to identify many of our care providers.

Any employee entering your child's room should wear an identification badge, always introduce himself or herself, and explain who he or she is and what he or she is there to do. If he or she does not introduce himself or herself, please feel comfortable asking him or her who he or she is and why he or she has come to see your child. In addition to introducing himself or herself, we expect every caregiver to wash his or her hands upon entering and exiting your child's room (either using soap and water or hand sanitizer). We also expect him or her to check your child's identification band before providing any care, performing any procedure or escorting your child elsewhere in the hospital.

Attending Physician

It is our responsibility to make sure you know who your child's attending physician (the physician who directs your child's care team) is. The attending physician is your primary physician. The attending physician is board-certified or board-eligible in General Pediatrics or a particular subspecialty (such as pulmonology, cardiology, surgery, etc.), or both, and 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.

Here are several ways we should be conveying the name of your attending physician to you:

1. Your attending's name always should be written on the board in your room (along with your resident, nurse and other team members).
2. Your attending always should introduce himself/herself as your attending.
3. If you don't know who your attending is, your nurse also can provide this information to you. Please do not hesitate to ask if you are at all unsure.

Other Physicians

Maria Fareri Children's Hospital is part of an academic medical center. Therefore, in addition to providing the most up-to-date and advanced patient care, the hospital provides education for medical students and physician residents who will become attending physicians in the future. We understand that this can bring confusion as to who your child's primary doctor is. This section will help you understand the roles of the physicians who play a part in your child's care.

While many physicians play a role in the care of your child, please keep in mind that all major decisions regarding your child's care will be made between you and your child's attending physician.

Fellow: A fellow is a physician who is completing advanced training to become a subspecialist. Fellows work closely with the intern/resident team and serve as a liaison among the patient and family, the care team and the attending physician.

Consulting Physician: A consulting physician specializes in a medical or surgical field that differs from your attending physician. A consulting physician may be called to provide recommendations to your attending physician because he or she has special expertise in a certain area. Because the consulting physician is not the primary doctor responsible for your care, he or she will provide recommendations to your attending physician, who then will make care decisions with you, taking into consideration advice given by the consulting physician. In the majority of cases, the consulting physician does not discuss his or her assessment with parents/guardians directly; this is normal and considered the most appropriate practice.

Resident: A resident is a physician who has graduated from his/her medical school. First-year residents are most directly involved in your child's care. You typically will have one of these doctors assigned to your child during the day. At night, there may be a different one assigned to your child. First-year residents are supervised directly by senior residents.

Medical Student: Medical students from accredited medical schools rotate throughout the hospital. They are less directly involved in the evaluation and care of patients admitted to the hospital than the residents. Medical students are supervised at all times by a physician such as a resident, fellow or attending physician.

Other Care Providers

Registered Nurse: Registered nurses (RNs) are licensed professional nurses who have graduated from an accredited nursing program. RNs provide bedside care such as administering medications, documenting your child's progress, educating patients and families, and providing treatments and other care based on your child's diagnosis and condition.

Patient Care Assistant (PCA): Patient care assistants (PCAs) assist registered nurses by obtaining vital signs, helping with personal hygiene and nutrition, and ensuring the general needs of the patient and his or her family is met. They work under the supervision of the nursing staff.

Patient Care Coordinator: Patient care coordinators are located at the nurses' stations. They provide clerical support to the healthcare staff and help to coordinate services for your child.

Case Manager: Case managers are registered nurses trained to help coordinate your child's care and smooth the transition to home or another facility when your child leaves the hospital. They can help you communicate with your healthcare team and also serve as a liaison between you and your insurance company. Case managers help to coordinate services such as home care, medical equipment and supplies for home use, ongoing health education, referrals to hospital financial representatives and placement at appropriate medical facilities, among other services.

Social Worker: Clinical social workers are trained to provide support and counseling in order to help families manage the emotional needs and social stressors related to having a child in the hospital. Social workers can assist you in effectively communicating your concerns and goals with other members of the healthcare team. They can provide information and referrals for financial assistance programs and resources in the community.

Phlebotomists: The pediatric phlebotomists are trained in drawing blood from children of all ages, from the smallest newborn to young adults. The phlebotomists draw blood based on the physician's orders. The phlebotomists wear black scrubs and white lab coats as their uniform.

Respiratory Therapists: Respiratory therapists, or certified respiratory therapy technicians (CRTT), work with children who have problems with their breathing. They provide treatments, analyze oxygen levels, and manage ventilators and artificial airway devices. Respiratory therapists provide education to help transition patients home, if needed. The respiratory therapists wear teal scrubs.

Radiology Technologists: Radiology technologists are specially trained professionals who conduct a variety of tests including, but not limited to: CT scans, MRI, Ultrasound and Diagnostic X-rays. Special emphasis is placed on obtaining optimal images while minimizing radiation exposure. The radiology technologists wear blue scrubs.

Dietitians: Dietitians work to assess the nutritional needs of patients and develop nutrition plans for patients in accordance with your physician's medical care. If your child is on a special diet, the registered dietitian may work with you directly to coordinate this diet during the hospitalization and will provide education if a special diet is needed at home.

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. The physical therapist can be identified by the green PT tag attached to his or her hospital ID.

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. Occupational therapists wear navy blue scrubs and have a green OT tag attached to their hospital ID tag.

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. The speech therapist can be identified by his or her dark blue ID tag attached to his or her hospital ID.

Child Life and Creative Arts Therapists: Child life, music and art therapists are credentialed pediatric care professionals who work with patients and their families to help them adjust to and understand the hospital environment. For more information, please turn to page 15.

Food and Nutrition Hosts and Hostesses: A food and nutrition host or hostess will help you select meals from the hospital menu daily. Our menu offers a variety of children’s favorites and healthy choices including main entrees, salads and sandwiches. Special requests including Kosher, Halal, vegetarian and gluten-free meals can be accommodated. The food and nutrition hosts and hostesses wear a white shirt or blouse, a black bow tie and slacks.

Pediatric Hospital Chaplains: Pediatric hospital chaplains are specially trained to accompany children and their families during the unique experience of being hospitalized. For more information about Chaplaincy, turn to page 17.

Environmental Services Workers (Housekeeping): Environmental services workers maintain the cleanliness of the hospital, including your child’s room and bathroom. The environmental services workers wear gray shirts and black pants.



CONCERNS AND COMPLAINTS

If you or a loved one has a question or concern about care that has not been adequately addressed by your direct caregiver, please let us know by contacting:

- Nurse manager of the patient’s care unit
- Patient Experience – (914) 493-8877

Patient Experience

The Patient Experience Department serves as a liaison among patients, their family members and the hospital for the purpose of providing advocacy services, complaint resolution, patients’ rights information, information on hospital services and solutions to requests for special needs. The Patient Experience Department works cooperatively with all hospital areas and all levels of staff to ensure positive outcomes to patient needs.

The Patient Experience department is staffed seven days a week and can be reached at ext. 8877.

| | |
|-------------------------------|-----------------|
| Monday through Friday | 9 a.m. – 5 p.m. |
| Saturday, Sunday and holidays | 9 a.m. – 2 p.m. |

If your concern is not addressed to your satisfaction, you also may contact:
New York State Health Department: (800) 804-5447

DNV

dnvglhealthcare.com/patient-complaint-report

hospitalcomplaint@dnvgl.com

Phone: (866) 496-9647

Fax: (513) 947-1250

Mail:

ATTN: Hospital Complaint

DNV GL – Healthcare

400 Techne Center Dr., Suite 100

Milford, OH 45150



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TESTS AND TREATMENTS

Many tests and treatments require fasting from food, drink or both for a period of time before the test is performed. We understand that this can be uncomfortable for your child, but we abide by best practice national standards developed specifically for children in hospitals when determining the duration for which your child must fast (called NPO).

In some cases, your child's test may be delayed due to unforeseen circumstances such as an urgent need for the same test by someone who has been critically injured or has a life-threatening condition. If your child's test time changes and he/she is required to fast for a longer time than originally anticipated, please be assured that we are working to ensure we perform the needed testing as soon as we can.

X-Ray

An X-ray is a painless test that constructs images of the inside of the body.

MRI (Magnetic Resonance Imaging)

Using a powerful magnet and computer software, an MRI machine constructs images of the inside of the body without exposure to radiation. Because the patient must remain very still for a very long time while the MRI captures images, we require most pediatric patients to undergo sedation or anesthesia while having an MRI.

Computed Tomography (CT) Scan

A CT Scan is another way to construct images of the inside of the body. Many times, we must use a liquid called contrast to help make the images clearer. Depending on what the doctor is looking at, your child will either receive the contrast through an intravenous drip or we will ask him or her to drink the contrast before we perform the CT scan.

Laboratory Results

Our laboratory analyzes specimens such as blood draws, stool samples or saliva. Because the complexity of every laboratory tests varies, results may take as little as an hour or as long as several days to be finalized. As soon as laboratory results are finalized, they are placed in your electronic record and are available to your physician immediately.



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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 Maria Fareri Children's Hospital helps children and families adjust to the hospital environment. The Child Life and Creative Arts Therapy 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.

Services

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. Child Life services aid patients and families by:

- Art therapy
- Music therapy
- Assisting patients and families in understanding the hospital routine and medical experience
- Preparing children for surgery, tests and procedures through various interventions such as art therapy, music therapy and medical play
- Bridging the gap between the home and the hospital by providing a child-friendly environment that meets the needs of children of all ages
- Encouraging self-esteem, independence and a sense of control by emphasizing expression of feelings, choices and life skill development
- Utilizing coping skills that help reduce stress and anxiety as it relates to illness/injury and hospitalization.
- Providing opportunities for continued growth and development that support physically, cognitively, verbally and socially

To contact the Child Life and Creative Arts Therapy team, please call (914) 493-6640.



FAMILY RESOURCE CENTER

The Family Resource Center is located on the first floor of Maria Fareri Children's Hospital in Room 1118, next to the lobby. The center is a welcoming and relaxed setting with comfortable sofas, children's books and computers with Internet access.

The director of the Family Resource Center is a licensed clinical social worker who is proficient in English and Spanish. Weekly support groups are held in the resource center for family members of hospitalized children in English and Spanish. Staff is available to meet with individual families in order to assist with their needs during their child's hospitalization. Staff can be contacted at (914) 493-8503.

Families are welcome to use the Family Resource Center to:

- Participate in a coffee hour or support group for family members of hospitalized children
- Access the Internet and email
- Recharge your cellphone with the multi-telephone recharger
- Obtain written resources about parking passes, local restaurants and hotels, among many other resources
- Take a break and relax just a few steps away from your child's bedside



RONALD McDONALD HOUSE

The Ronald McDonald House of the Greater Hudson Valley is located steps away from Maria Fareri Children's Hospital. The house is a temporary home-away-from-home, providing a supportive environment for families of critically ill or traumatically injured children. The house has 12 guest rooms each with two full-sized beds and a private bathroom. The Ronald McDonald House contains two fully equipped kitchens where families can prepare meals for themselves and enjoy them in the adjacent dining room. In addition, the house has laundry facilities, play areas and lounge areas.

Families with a hospitalized child 21 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, with the exception of siblings.

Families must obtain a referral from a hospital social worker in order to apply. Staff review referrals and base acceptance on criteria including, but not limited to, a child actively receiving treatment at a partnering hospital, distance from home to hospital and method of transportation. If at the time of the application no rooms are available, you may be added to the waiting list. Families are requested to make a minimal contribution for their stay, if able to do so.



Chaplains attend to the needs of the human spirit by connecting to the strength and comfort of a particular faith or spiritual practice. One does not have to belong to an organized church or even consider oneself religious to benefit by speaking with a chaplain.

Hospital chaplains are trained to serve as resources for all people in times of change and provide assistance in reconnecting with beliefs and values that offer comfort and strength. They are available to offer counsel, conversation and emotional support.

Chaplains of particular faith groups are available as resources for ethical and/or specific religious concerns. They are available to provide spiritual counseling, blessings and the administration of sacraments, depending on one's religious and/or spiritual needs. If you would like to have a chaplain visit with you, please call the Pastoral Care Office at ext. 7125.

RELIGIOUS SERVICES AND LOCATIONS

The chapel, Jewish Prayer Room, and Muslim Prayer Room are located in the Macy Pavilion on the main floor in room 01, near the Burn Unit. They are always open as a quiet place for meditation and prayer. The chapel is available for memorial services, weddings and special religious observances of all faiths. Special needs can be accommodated by calling the Pastoral Care Office at ext. 7125.

Worship Services at Westchester Medical Center Chapel

| | | |
|-----------|-----------|----------------------------------|
| Sunday | 12 p.m. | Roman Catholic Mass |
| Monday | 12 p.m. | Roman Catholic Mass |
| Tuesday | 12 p.m. | Roman Catholic Mass |
| Wednesday | 12 p.m. | Interfaith Prayers for Wholeness |
| Thursday | 12 p.m. | Eucharist Service |
| Friday | 12 p.m. | Roman Catholic Mass |
| | 1:30 p.m. | Juma |

Services are broadcast on Channel 68 on the hospital television.

Locating the Chapel and Prayer Rooms

Take the visitor's elevators to the 1st floor and walk straight down the Baseball Hall of Fame Hallway. Make a left and walk down the Dolls of the World Hallway. When you cannot go any further, make a right. Make your first left past the Heart Institute waiting room. Make your next left. The chapel and prayer rooms are located down the hall on the right-hand side.

Pain is a feeling when something hurts or is not right. It often is related to a disease, surgery or a procedure such as a needle stick or starting an IV. Our goal is to make your child as comfortable as possible during his or her stay at Maria Fareri Children's Hospital. As a parent, you play a role in managing your child's pain. With your help, we will assess your child's pain regularly so we may prevent, minimize and relieve it as much as possible. The staff will use various scales or tools, developed for children, to help them describe their level of pain.

To help us care for your child:

- Tell us if you think your child is having pain
- Tell us if your child has a special name for pain
- Tell us what works best to comfort your child
- Ask for pain medicines, if ordered, when the pain begins. Pain medicine works much better if given before the pain is too severe
- Let us know if you think your child's pain is not being controlled

Things you can do:

- Try distracting your child with books, games, music or movies
- Hold or rock your child
- Encourage deep, slow breathing
- Call for help
- Ask your child's nurse to page the Child Life and Creative Arts Therapy Department to offer assistance with distraction, relaxation and other techniques

The Bridges of Hope Pediatric Palliative Care Team offers family-centered care for children with chronic, life-threatening or incurable illnesses. The Pediatric Palliative Care Team was designed to include professionals from a variety of disciplines and is available to assist the patient and family in a variety of ways, depending on your child's individual needs.

The Pediatric Palliative Care Team is available to assist with:

- Managing your child's pain and making sure he or she is comfortable
- Making the family the center of all care decisions
- Support for complex medical decisions
- Coordinating your child's care, along with your child's current medical team



Breastfeeding Mothers

Breast milk is the best milk for almost every newborn. It has all the nutrients your baby needs for healthy growth and development during the first months of life. Breast milk is the only food that has antibodies that help protect your baby from many illnesses and helps to strengthen his or her immune system. Breast milk is easy to digest, so your baby may have less gas and discomfort than formula-fed babies. Our healthcare team is dedicated to assisting all mothers who want to breastfeed their babies.

Each of the units, including the Emergency Room and Clinical Decision-Making Unit, is able to assist you with your breastfeeding needs. Speak with your nurse who will provide you with a container for the breast milk, a label with your child's name to be placed on it and a Ziploc bag for storage. It also is important to place your initials as well as the date and the time expressed on the bottle. If you need to borrow a breast pump, your nurse can assist you in obtaining one. Once you are ready to store the breast milk, your nurse will place it in a bin designated for your child within the breast milk refrigerator or freezer.

Mothers who are breastfeeding are supported by meal tray service. Please let your nurse know you are nursing and request a tray.



LANGUAGE AND COMMUNICATION SERVICES

Maria Fareri Children's Hospital is committed to providing outstanding patient and family-centered care. It is our policy that all patients, including those with limited English and/or other communication challenges, receive safe and equal access to services, quality care and treatment.

To serve all of our patients we provide a variety of services for those whose primary language is not English or have other needs for interpretation due to visual, hearing or other communication needs. All of these services are provided free of charge, upon request, in accordance with the New York state Patients' Bill of Rights.

Language Interpretation

Language interpretation for clinical discussion, translation and financial counseling is available by telephone 24 hours a day. To access this service, please ask your child's nurse for assistance.

For Deaf Patients

Sign language interpretation services are available and can be arranged through your child's nurse or by calling Patient Experience (ext. 8877).

TTY Phones (Teletypewriter)

TTY phones are available to patients and their family members who are deaf, hard of hearing, or speech impaired. Your nurse can make arrangements to have a TTY phone provided for you.

New York state also has a relay service that allows you to call from a standard telephone to a TTY phone. In order to use this service dial "9" for an outside phone call, then dial 711. The operator will then ask you for the phone number you are trying to reach.

Services for the Visually Impaired

Braille versions of various documents are available by contacting the Patient Experience Office at ext. 8877. They also are available in the Admitting Department, Emergency Department and Outpatient Clinics.

MEDICATIONS AND ALLERGIES

It is important for you to know your child's medications and allergies. We encourage you to help your child's doctors and nurses by:

- Alerting them when a medication being given to your child does not look familiar to you.
- Making sure that all of your child's doctors know the medications and supplements that your child has been taking at home. These include:
 - Prescription medications
 - Over-the-counter medications
 - Nutritional supplements such as vitamins and herbs
- Becoming familiar with any new medications being given to your child while in the hospital:
 - Ask what the medications are for
 - Ask which side effects to watch for
 - Understand how they will be given and when
- Not administering any medications brought from home. All medications brought from home should be given to your child's nurse.
- Alerting them to any allergies your child has, especially allergies to medications, foods and other substances.

Discharge planning in Maria Fareri Children's Hospital begins upon your child's admission. It is our goal to ensure that the appropriate services are in place for your child to be safely discharged once he or she is healthy enough to go home.

Transportation Home

Discharges usually happen by noon on the day of discharge; however, there are exceptions. Please arrange transportation and be prepared to leave by noon on the day of discharge.

Many patients arrive at the hospital by an ambulance, but in most cases a return trip home is not covered by insurance. This service is provided by Medicaid only and under specific circumstances. If you think you qualify for this service, please contact your social worker for clarification.

Medications

When your child is getting ready to be discharged from the hospital, please make sure that you have the following information:

- The treatment plan that you will follow at home, including a complete list of medications and instructions on how and when to take these medications
- If your child will be going home on new medications, please make sure that you know:
 - the name of the medication
 - what the medication is used for
 - how it is used (how often, how much and for how long)
 - what side effects you might expect and what to do about them
 - If there are any special dietary limits that your child needs because some foods may interact with certain medications
- What follow-up appointments or labs will be needed for the adjustment of medications
- Follow-up instructions

Follow-Up Appointments

Many times your physician will recommend a follow-up appointment. Please note that **most follow-up appointments are not within Maria Fareri Children's Hospital**, but at physician offices. Please clarify the location and date of your follow-up appointment with your physician and ask for the telephone number of the office.

Preparing for Home

- Ask if you will need medical equipment at home (such as a wheelchair or a home nebulizer machine) and who will arrange this.
- Ask the staff to show you tasks that require special skills, such as changing bandages or giving shots.
- **Bring your discharge instructions, medication list and other discharge paperwork to your follow-up appointments.**



Transportation

Concierge

The concierge desk in the Main Hospital Lobby can provide information regarding transportation. To contact the concierge, please dial ext. 7505.

Bus Information

Bee-Line bus information is available by dialing (914) 813-7777. Information can also be accessed by visiting www.beelinebus.com.

Railroad Information

| | | |
|-------------|------------------|--|
| Metro North | (800) METRO-INFO | www.mta.info/mnr |
| AMTRAK | (800) 872-7245 | www.amtrak.com |

The nearest Metro North station is located in Valhalla (2 Cleveland St.). The White Plains station (16 Ferris Ave.), however, has the best accessibility to public transportation, including buses and taxi services.

Taxi Services

| | |
|----------------------------------|----------------|
| Arrow Taxi | (914) 358-9800 |
| Classic Ride | (914) 968-4444 |
| Greenburgh Taxi | (914) 592-4949 |
| Premier Ambulette Transportation | (914) 633-9151 |
| Port Chester Taxi | (914) 939-7775 |
| Splendid Taxi | (914) 682-2222 |
| Valhalla Taxi | (914) 747-0999 |

Gift Shops

There are two gift shops located within the medical center. One is located in the Children's Hospital Lobby and the other is located in the Main Hospital Lobby. Flowers are available for purchase outside of the gift shop in the Main Hospital Lobby. Please do not bring flowers to oncology or transplant patients, or patients in an Intensive Care Unit.

Vending Machines

Vending machines are located around the corner from the Dolls of the World display.

Dining

Within the Hospital

[Au Bon Pain](#), *Children's Hospital*

Open Monday through Friday, 7 a.m. to 5 p.m.

[Au Bon Pain](#), *Main Hospital*

Open 24 hours, seven days a week

Marketplace Café, Main Hospital (Take main WMC elevators to basement level.)

Hours of operation:

Monday through Friday: 7:30 a.m. to 7 p.m.

Saturday: 8 a.m. to 3 p.m.

Sunday: Closed

Local Dining

For more local dining, contact the Concierge Desk at ext. 7505.

Applebee's (American) (914) 345-1555

20 Saw Mill River Rd., Hawthorne

Dunkin Donuts (914) 347-5671

91 E. Main St., Elmsford

Esposito's Ristorante (Italian) (914) 761-8640

18 Broadway, Valhalla

Executive Diner (914) 592-5415

26 Saw Mill River Rd., Hawthorne

Knollwood Deli (914) 592-7056

1155 Knollwood Rd., White Plains

Oriental Diner (914) 769-0038

58 Saw Mill River Rd., Hawthorne

The Cabin Restaurant (Continental, Brick Oven Pizza) (914) 592-6682

1172 Knollwood Rd., White Plains

Thornwood Coach Family Diner (914) 769-8844

50 Kensico Rd., Thornwood

Open 24 hours

Wendy's (914) 592-9888

91 E. Saw Mill River Rd., Elmsford

Hotels

Comfort Inn & Suites, 20 Saw Mill River Rd., Hawthorne, NY 10532

(914) 592-8600

2.0 mi

Extended Stay, 118 W. Main St., Elmsford, NY 10523

Call for Hospital Rate

(914) 347-8073

3.8 mi

La Quinta, 540 Saw Mill River Rd., Elmsford, NY 10523

Call for Hospital Rate

(914) 592-3300

1.9 mi

Local Stores

ShopRite, 960 Broadway, Thornwood
3.7 mi

Stop and Shop, 670 North Broadway, North White Plains
4.2 mi

A&P, 610 Columbus Ave., Thornwood, NY 10594
4.5 mi

CVS, 660 Columbus Ave., Thornwood
(914) 769-1834
4.5 mi

Rite Aid
383 North Central, Hartsdale, NY 10530
(914) 428-8842
6.5 mi

Banks and Western Union

Bank of America, 505 White Plains Rd., Tarrytown
4.6 mi

Chase Bank, 1150 Knollwood Rd., White Plains
1.6 miles

Citibank, 1022 Broadway, Thornwood
4 mi

Key Bank, 76 Virginia Rd., North White Plains
2.4 mi

Wells Fargo Bank, 44 Washington Ave., Pleasantville
4.6 mi

Western Union within A&P of Thornwood, 610 Columbus Ave., Thornwood
(914) 769-8867
4.5 mi

Western Union within Stop and Shop of North White Plains, 670 North
Broadway, North White Plains
(914) 682-3299
4.2 mi

Laundry

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 only open when it is staffed by Family Resource Center volunteers Monday through Friday. 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.



Understanding Your Financial Responsibilities

Patients at Maria Fareri Children's Hospital should understand how their bill is processed and be familiar with their insurance coverage. Please contact our Patient Accounts Department at (914) 493-2089 between 9 a.m. and 4 p.m. to assist you with any questions.

Your Health Insurance Coverage

Hospital insurance plans vary widely, and we recommend that you carefully read the terms of your policy. Some contracts limit the number of days and/or amount of coverage under the terms of the plan. Please bring all your medical insurance cards and any special forms required to your pre-admission testing or on the day your child is admitted. Items not covered by insurance, such as deductibles, are payable in full at the time of discharge.

Charity Care Program

If you do not have health insurance or you are unable to pay your hospital bill, you may qualify for Medical Assistance, Medicaid or Charity Care. Charity Care may cover your inpatient and/or outpatient hospital related charges partially or in full. Applicant(s) for Charity Care must agree to complete the application for uncompensated care and assist hospital staff by furnishing information required to complete the Charity Care application. For additional information or to request an application for Charity Care, contact Customer Service at (914) 493-2089.

Notifying Your Insurance Carrier

You are responsible for contacting your insurance carrier prior to elective admission (if required) and 24 to 48 hours after Emergency Room admittance or transfer from another hospital. Refer to your contract to ensure you adhere to the terms of your specific plan.

If there are any questions about your insurance, a patient accounts representative will contact you either for more information or to explain your responsibilities. It is important that you understand that the final responsibility for payment is with you, the parent or guardian.

About Your Bill

Your bill from Westchester Medical Center does not include the doctor's fee or the fees of other physician specialists, such as anesthesiologists, radiologists, pathologists or other consulting physicians to whom you may be referred by your doctor. You will receive a separate bill for services from each of them.

For remittance of checks:

If you have received a check from your insurance company at your home address, please endorse the back of the check and mail with the Explanation of Benefits to:

Westchester Medical Center
Client ID # 400008
P.O. Box 5044
New Britain, CT 06050-5044

Frequently Asked Questions

My insurance company should have paid my bill. What should I do?

Verify that your insurance company has received and processed the claim. If you are unable to determine this, call your insurance company to determine if the service was covered and why the claim has not been processed. Your insurance company will have the most accurate and up-to-date information about your policy and your claim.

How is my insurance company billed?

As a courtesy to our patients, we submit claims directly to most insurance companies and often receive direct payment to the extent of your coverage. You are responsible for deductible, co-insurance and non-covered service amounts, which are reflected on your billing statement. If your insurance company sends payment directly to you, it is your responsibility to forward that payment to the hospital promptly.

Will my insurance cover my visit?

Every insurance policy is different and coverage for various services is determined by the Summary Plan Document (SPD) provided by your employer or insurance company. If you are not sure if a service is covered, we suggest you contact your insurance company directly.

My insurance has changed. What should I do?

In order for your claims to be paid promptly, Westchester Medical Center needs your most up-to-date insurance information. Having this ensures that we bill the correct insurance company. Always bring your current insurance card to appointments and make sure that we have your most up-to-date insurance information.

If your insurance has changed since you last visited us, please advise the registrar when you check-in for services. You also may call our billing hotline at (914) 493-2089 to update your insurance information.

I have insurance. Why did I get a bill?

As a courtesy to our patients, we bill most insurance companies directly for services rendered. The charges become your responsibility if your insurance company does not pay them, so it is important to provide accurate insurance policy information at the time of your appointment. You also may receive a bill for any patient responsibility reported by your insurance carrier (for example: co-pay, co-insurance, deductible, etc.).

Can I pay all or part of my bill with a credit card?

Yes. We accept all major credit cards, including American Express. Write your credit card information in the space provided on your statement or call our billing hotline at (914) 493-2089 with the information.

Do you offer payment options if I cannot afford to pay my entire bill at once?

Yes. Please contact our billing hotline at (914) 493-2089 if you would like to discuss setting up a payment plan. If you do not have health insurance or are unable to pay your hospital bill, you may qualify for Medicaid or Charity Care.

Charity Care may cover your inpatient and/or outpatient hospital-related charges partially or in full. Applicant(s) for Charity Care must agree to complete the application for uncompensated care and assist hospital staff by furnishing information required to complete the Charity Care application.



GLOSSARY OF TERMS

Afebrile: without a fever

A-Line (Arterial Line): a thin catheter inserted into an artery

Ambulatory: able to walk, not confined to bed

Antibiotic: medication to treat various infectious diseases

Apnea: a temporary halt in breathing

Artery: a blood vessel which carries blood from the heart to any part of the body

Biopsy: a medical test performed to examine tissues removed from the body to make a diagnosis

Blood Culture: a blood sample sent to the laboratory to test for infections which are present in the bloodstream

Blood Gas: a measurement of how much oxygen and carbon dioxide is in your blood

Blood Pressure: the pressure of the blood within the arteries as it circulates through the body

Bradycardia: an abnormally slow heartbeat

CAT Scan or CT Scan: computerized X-ray of a part of the body or the entire body which is more detailed and precise than an ordinary X-ray

Catheter: a thin, hollow tube which can be inserted into the body to withdraw or insert fluid

Cardiac: pertaining to the heart

CBC (complete blood count): a blood test, using a very small amount of blood, to help diagnose various conditions as well as to assess for anemia

Chart: the patient's medical record containing the complete history of the patient's illness(es), medications and tests from the time of admission to the hospital until being discharged home

Central Line (Central Venous Catheter): a special IV line which is placed into a large vein to give medication or fluids and to draw blood

Chemotherapy: a cancer treatment that uses drugs to destroy cancer cells

CPAP (Continuous Positive Airway Pressure): a treatment using a machine which provides a continuous flow of mild air pressure to keep the airways open

Echocardiogram (ECHO): a test in the form of a sonogram which uses sound waves to create a moving picture of the heart

EEG (electroencephalogram): a test to measure the electrical activity of the brain

Electrolytes: minerals in the blood and other body fluids which carry an electric charge and their balance within the body is essential for normal function of cells and organs

EKG or ECG (electrocardiogram): a test which checks for problems with the electrical activity of the heart

Endoscope: an instrument with a tiny camera attached to a long, thin tube that a doctor uses to see the body passageway to see inside an organ

Endoscopy: a procedure which is performed by using an instrument called an endoscope to look inside an organ

Febrile: having a fever

Gastrointestinal: pertaining to all or some of the organs of the digestive tract, from mouth to anus

Hyperglycemia: a condition where there is too much sugar in the bloodstream

Hypoglycemia: a condition where there is not enough sugar in the bloodstream

Infusion: the slow therapeutic injection of a fluid into a vein or tissue

I & O's (Input and Output): the recording of the amount of fluid which is taken in and a recording of the fluid which is expelled by the body

IV (Intravenous): a method of putting medicines, fluids or nourishment (liquid food) directly into the body through a vein

MRI (Magnetic Resonance Imaging): a computerized test that uses magnets and radio waves to make detailed pictures of the inside of the body

Nasal Cannula: small, narrow, flexible plastic tubing placed through the nostrils to provide oxygen to assist with breathing

Nasogastric Tube (NG Tube): a tube which is placed through the nose into the stomach used to provide nutrition and to administer drugs

NICU: Neonatal Intensive Care Unit

NPO: a medical order indicating the patient is to withhold oral food and fluids which is commonly referred to as "nothing by mouth"

PICC Line (Peripheral Inserted Central Catheter): an IV line consisting of a long, soft, plastic tube placed into a large vein in the arm, leg or neck; used to give medications, fluids and nutrition or to draw blood for a longer period of time

PICU: Pediatric Intensive Care Unit

Pulse: the number of heartbeats in a minute

PO: an abbreviation which means “to be taken by mouth”

Port: a small medical appliance that is inserted beneath the skin

Pulmonary: pertaining to the lungs

Radiation Therapy: cancer treatment that involves invisible radioactive particles that destroy cancer cells

Renal: pertaining to the kidneys

Respirator (Ventilator): a machine which helps to support breathing

Room Air: the air we breathe on a regular basis which consists of 20 percent oxygen

Rounds: when the healthcare team meets to discuss patient care

Saline: a water solution which contains a small amount of salt and is often used to administer medications

Seizure: a sudden, involuntary contraction of muscles which results in rhythmic movements of the body as the result of abnormal electrical activity in the brain

Sepsis: a bacterial infection in the bloodstream or body tissues

Shunt: a device which is inserted into the body to redirect the flow of blood or other fluid from one area to the other

Spinal Tap (Lumbar Puncture): a medical procedure in which a small needle is placed through the skin of the lower back into the spinal canal to collect spinal fluid for evaluation

Sputum: a mixture of saliva and mucus which is coughed up from the respiratory tract

Stenosis: an abnormal narrowing of a passageway, such as a blood vessel or other type of opening in the body

Suction: removing secretions from the mouth, nose or endotracheal tube

Syringe: device used to inject fluid (ie, medicine) into an IV, muscle or vein; also used without a needle to give medicine in the mouth

Tachycardia: an abnormally rapid heartbeat

Tachypnea: a breathing rate which is faster than the average rate

Total Parental Nutrition (TPN): a special nutrition provided through a vein with an IV line containing all of the calories and nutrients needed when all or part of the digestive system does not work

Transfusion: a common procedure in which blood or blood products is received through an IV line into one of the blood vessels

Ultrasound: a medical procedure which uses high-frequency sound waves to look at organs and structures inside the body

Ventilator (Respirator): a machine which helps to support breathing

Vital Signs: temperature, pulse, blood pressure and respiration



TV CHANNELS

| | | | |
|----|-------------------------------------|-------|--|
| 2 | WCBS (CBS) | 40 | TV Land |
| 3 | WFME (Ind) | 41 | NICK TOONS |
| 4 | WNBC (NBC) | 42 | PBS KIDS |
| 5 | WNYW (FOX) | 43 | ESPN |
| 6 | WRNN (Ind) | 44 | ESPN 2 |
| 7 | WABC (ABC) | 45 | ESPNEWS |
| 8 | WMBC (Ind) | 46 | ESPNClassic |
| 9 | WWOR (MY-9) | 47 | NFL Network |
| 10 | WSAH (Ind) | 48 | YES |
| 11 | WPIX (CW) | 49 | SNY |
| 12 | WNYE (Ind) | 50 | Lifetime |
| 13 | WLIW (PBS) | 51 | TBS |
| 14 | WLNY | 52 | TNT |
| 15 | NJN (PBS) | 53 | USA Network |
| 16 | WNET (PBS) | 54 | Lifetime Movie Network |
| 17 | WPXN (ION) | 55 | Fox Movie Channel |
| 18 | WFUT (TFT) | 56 | Children's Hospital Performance Stage |
| 19 | WNYN (AZA) | 61 | Discovery Channel |
| 20 | WNJU (TMO) | 62 | Food Network |
| 21 | WXTV (UNI) | 63 | TLC |
| 22 | Univision | 64 | E! Entertainment Television |
| 23 | Galavision | 65 | AMC |
| 24 | BET | 66 | A&E |
| 25 | CNBC | 67 | Reading Program |
| 26 | CNN | 68 | Chapel |
| 27 | CNN Headline News | 69 | CARE Relaxation Channel |
| 28 | Fox Business Network | 70 | Rental Information |
| 29 | Fox News Channel | 71-74 | TIGR On-Demand Patient Education |
| 30 | MSNBC | 75 | Newborn (English) |
| 31 | The Weather Channel | 76 | Newborn (Spanish) |
| 32 | ABC Family | 77-82 | TIGR On-Demand Patient Education |
| 33 | Animal Planet | | |
| 36 | Cartoon Network (East) | | |
| 37 | Cartoon Network (West) | | |
| 38 | Nickelodeon/ Nick at Nite (East) | | |
| 39 | Nickelodeon/ Nick at Nite (West) | | |



Volunteer Program

Maria Fareri Children's Hospital has an extremely active and dedicated volunteer program. We thank all of the volunteers who have generously dedicated their time to the care of our patients. Volunteers play an integral role in the hospital and are highly valued members of the care team. If you are interested in participating in the volunteer program, please fill out a volunteer application on our website, mariafarerichildrens.org, or call the volunteer coordinator at (914) 493-7850.

Just a few of the services our volunteers provide:

- Organize fun arts and crafts activities in the playrooms
- Play games with your child at his or her bedside
- Cuddle our youngest patients in the RNICU
- Staff the Family Laundry Room
- Loaning books to patients from our traveling library
- Greet patients in the lobby and provide information
- Escort patients and families within the hospital

Events

Each year, the Maria Fareri Children's Hospital Foundation and the Westchester Medical Center Foundation hold several fundraising and awareness events. For further information, please contact the Foundation Office at (914) 493-2575.

Girls' Night Out (February)

"Go the Distance" Walk and Family Fun Day (May)

Annual Westchester Medical Center Gala (June)

The Evan Lieberman Westchester Medical Center Trauma Run (June)

Annual Golf Tournament (August)

Annual 100.7 WHUD Radiothon for the Kids, cared for at Maria Fareri Children's Hospital (November)

Wines of the World (November)

Maria Fareri Children's Hospital is a Children's Miracle Network Hospital. If you cannot attend one of our events, please support our hospital and the children under our care through one of the many Children's Miracle Network Hospital campaigns that occur in our area throughout the year.

For more information, call (914) 493-5285 or visit mariafarerichildrens.org/cmnhospitals.