

**Your child is in the
Willem-Alexander
paediatric ward**



A short or longer stay in hospital is a stressful event for your child and for you as a parent or guardian. In the Willem-Alexander paediatric ward in HMC Bronovo, we therefore do everything we can to make your child feel safe and secure. We feel that it is important to involve you, as parent or guardian, in the care, so you are welcome on the ward throughout the day from 08.00 to 22.00 hours. Moreover, in some situations, it is even possible for you to stay overnight in your child's room.



The team of the Willem-Alexander paediatric ward strives as much as possible to meet your needs and expectations. Our healthcare workers are ready to help you and discuss the approach that best suits you, your child and your family. Your family situation occupies centre stage for us and you may also in consultation determine the daily schedule for the care of your child. Our team consists of paediatricians, physician assistants, specialised paediatric nurses or nurses in training for this, a pedagogue, hotel staff and secretaries.

Our children's ward cares for children aged between 0 and 17 years. The general information applies to all age groups. Since newborn children need different care than older children, we have tailored this brochure to two age groups: First of all, children up to four weeks old, then the children from four weeks to 17 years.

General information

Pleasant rooms and suites

We have both single and multiple-bed rooms, which are divided as follows:

- An incubator/cot room for seven babies.
- Three incubator suites (two single and one double room) for four babies. The suites have a sofa bed where the parent can sleep.
- Six rooms for a total of eight children with a sofa bed for the parent or guardian.
- A quadruple room for daytreatment.

Overnight stays

It is possible for you as a parent or guardian to stay overnight in the same room as your child. Parents staying overnight are only charged for the meals. You can inquire about the possibilities on the ward. The other parent or guardian is welcome between 08.00 and 22.00 hours.

It is not possible to stay overnight with your child if your child is admitted to the incubator/cot room. The paediatric nurse assesses, in consultation with the doctor, which mother with baby/babies is eligible to stay in one of the incubator suites, depending upon the necessary care and the availability. If you cannot stay in an incubator suite and have a medical indication for which hospitalisation is required, you will stay in the maternity ward. If it is not medically necessary for you to stay in the hospital, it is possible for you to stay in the maternity ward for 24 hours after the birth.

Playroom

The paediatric ward has a large playroom with toys for all ages, where your child can play at any time in your presence.

Pedagogue

The pedagogue accompanies the children during the hospital stay and tries to ensure that the stay is as pleasant as possible. For a child, an admission is often a stressful event. The pedagogue prepares the children for surgery, examination or treatment and explains what is going to happen.

The parents or guardian are also involved in this. With guidance from the pedagogue, the feelings of and possible requests for help from the child can be discussed during play or other activities.

Doctor's rounds

The (assistant) paediatrician makes rounds with the nurse every day. If necessary, your child will be examined.

Food and drink

During your child's stay, you can take meals in the hospital. You can therefore eat together with your child. A personal contribution will be charged for your meals. For questions about this, please contact the hotel staff or nurses in the paediatric ward.

Smoking

In our hospital, smoking is not allowed. Smoking is only permitted in the smoking shelter at the back of the hospital. This is accessible from the terrace of the Orangerie.

Television - radio - internet

Almost every bed on the ward has a multimedia screen offering television and radio. We also have a free Wi-Fi connection.

Visitors are welcome

Visitors are, of course, very welcome. In the interests of the children, the following rules apply:

- To maintain peace and quiet on the ward, your child can have no more than two visitors. We do not want visitors to alternate with other visitors waiting in the hallway.
- We prefer not to have visitors who have been in contact with others who have a contagious (childhood) disease. If in doubt, please contact the nursing staff in the paediatric ward.
- Only siblings are allowed into the incubator room/incubator suite provided they have already had chicken pox and do not have a cold. Other children can look through the window but are not allowed inside.

- To maintain peace and quiet, it is preferable that there are no visits while the babies are being fed.

Watching your baby live on the Baby webcam

As a parent or guardian, it is usually possible for you to see your child in the hospital 24 hours a day via the Baby webcam. If you wish to do so, you will receive a personal login code from the nurse.

Visiting hours

Parents and guardians are welcome throughout the day and during the evening. For other visitors, the following times apply:

Daily between 15.30 and 16.30 hours and between 18.30 and 19.30 hours.

On Saturdays and Sundays also between 11.15 and 12.15 hours.

Photos

You can always make your own videos or photos of your child. It is possible to film the hospital staff with their consent.

Post

Children love to receive post, even if they are not yet able to read. Post may be sent to:

HMC Bronovo Hospital, Willem-Alexander paediatric ward, Bronovolaan 5, 2597 AX The Hague. Include the full name and room number of the baby/child.

Paid parking

Paid parking is available on our car park. This is subject to a fixed hourly rate. If you stay for a whole day, you can buy a day ticket at the Reception Desk in the Main Lobby. The reception is open 24 hours a day to help you.

Leaving after a visit

Saying goodbye after a visit can be a difficult and sad moment for you and your child. We would like to give you some tips that may help make the farewell easier:

- Do not leave too suddenly; it is better to say that you are leaving a few minutes before you go.
- Try to see that your child is occupied with something when you leave.
- If you like, you can ask a nurse to be with your child when you leave.
- Most children find it comforting to know when you are going to come back. The nurses also like to know this.
- It is often better to leave without hesitating.

Going home (being discharged)

We do our best to let you know in good time when your child can go home. The doctor or nurse will tell you what kind of regimen your child must adhere to at home. You will also be told if and when it is necessary for your child to come back for a check-up. Where applicable, we provide information about the admission to the clinic, maternity care and obstetrician. If you object to this, please notify the ward doctor and nurse in attendance. Should you have any questions when you get home, you can always contact us on telephone number: +31 (0)88 979 81 42.

Babies up to four weeks old

Your baby has been admitted to the incubator/cot room or to one of the other incubator suites of the Willem-Alexander paediatric ward. We will assist you with the day-to-day care of your baby. It is important to let us know when you will be with your baby and what kind of food you want to give your baby. We also advise you about breast/bottle feeding, and provide you with support and guidance. Your family situation is of paramount importance to us and you are also involved in determining the daily schedule for the care for your baby. This means that we imitate your home situation as much as possible.

Before you enter the incubator room or incubator suite, the following is important:

- You can hang your coat on the coat rack. In the incubator suite there is a coat rack in the room. The coat rack of the incubator room is in the corridor.

- We also ask you to take off your jewellery beforehand and roll up your sleeves, so you can disinfect your hands with alcohol (available beside the washbasin).
- We recommend that you take your handbag, photographic equipment and other personal possessions inside with you.
- To maintain peace and quiet, mobile telephones must be switched off in the incubator room.
- Visitors (a maximum of two) are only permitted inside if the father and/or mother are present.
- Siblings are only welcome in the incubator room and suites if they have already had chicken pox and do not have a cold. Other children can look through the window.

From an incubator to a cot

The paediatrician will determine when your baby can be moved from the incubator to a cot or a radiant warmer bed.

Weighing, bathing and feeding times

Your baby will, if necessary, be weighed without clothing in the mornings. Bathing is usually done in the morning, preferably before feeding time. If you want to bathe your baby at a different time, please consult the nurse about this. The department has three different feeding schedules when the children are offered a feed (unless they can be breast fed on demand).

A times: 03.00 - 06.00 - 09.00 - 12.00 (noon) - 15.00 - 18.00 - 21.00 - 24.00 (midnight).

B times: 02.00 - 05.00 - 08.00 - 11.00 - 14.00 - 17.00 - 20.00 - 23.00.

12 feeds: 01.30 - 03.30 - 05.30 - 07.30 - 09.30 - 11.30 - 13.30 - 15.30 - 17.30 - 19.30 - 21.30 - 23.30.

Until the baby weighs approximately 1,750 gram, your baby will receive twelve feeds (every two hours) and, subsequently, eight feeds (every three hours). If your baby is able to drink normally, you can come and give the

feed on one or more occasions. For changes, you can always contact us by telephone.

Breast and bottle feeding

You can always come to breastfeed your baby. Premature babies may (partly) be fed by means of a nasogastric tube. If you want to breastfeed, we will assist you with as much advice as possible. If you choose to bottle-feed or if a supplement is needed, your baby will receive Frisolac or Frisolac-premature.

Lactation consultant

On Tuesdays and Thursdays a lactation consultant can help you with questions about or problems with breastfeeding. You can let the nurses know if you wish to contact the lactation consultant.

Toys and own clothes

You can bring in toys and your baby may also wear his/her own clothes. These can be stored in plastic baskets under the cot or in the container under the incubator.

Further routines

If your baby is growing well, is drinking and if the temperature remains stable, your baby may go home.

Babies and children from four weeks to 17 years of age

The familiar presence of parents is very important for the child. For this reason, the departmental team does not consider you to be a “visitor”. You can be with your child as long and as much as you want and you may help with the care and the preparation for examination or surgery. During the stay in hospital we recommend that you handle your child as much as possible in the same way that you do at home: washing, changing, feeding, playing games, singing songs, making things and so on. If you normally read a story or watch a television programme together in the evening before going to bed, you can also do this in the hospital.

Preparation at home for an operation

If your child is admitted to hospital, this can be a stressful event for the child and the family. It is therefore important that you are aware of what is going to happen, so you can prepare your child. If your child is prepared for and knows what is going to happen, this may, for example, reduce anxiety or unrealistic fantasies.

We would like to give you some tips that you can use during the preparation.

- Tailor your preparation to the language of your child and provide honest information. An anaesthesiologist (specialist in anaesthesia) can, for example, be referred to as “the sleep doctor”.
- Give your child the opportunity to express his/her emotions. Your child may be sad or angry, so it is helpful to talk about the positive and nice things in the hospital.
- During the preparation always keep an eye on your child. Too much information can sometimes also cause stress and anxiety. A tip is to divide the preparation into small steps. Your child then has the chance to process the information and ask questions.
- Check whether the information has been understood by going through the steps again with your child or by asking open questions. Or let your child prepare you.
- You can also involve your other children in the preparation. They will then know what is going to happen. They are then also given the opportunity to express themselves and to process their emotions.
- Does your child not want to be prepared? Then accept this. Some children like to hear the information but find it too confrontational. You can then prepare someone else in the same room. The child will then (partly) absorb the information.



The pedagogue can prepare both the parent and the child for the operation. The preparation is tailored to the nature, needs and age of your child. The opportunity is given to express emotions and ask questions.

If you wish to make use of this, you can contact the pedagogue of the Willem Alexander children's department, who can be reached on telephone number +31 (0)88 979 58 98. If you wish, you can come to the department with your child beforehand to see the ward and meet everyone.

What your child should bring

To stay in our department, your child will need:

- clothing for during the day, underwear, pyjamas, slippers or flip-flops;
- toiletries such as toothbrush, toothpaste, soap, comb or brush;
- toys, especially your child's favourite cuddly toy;
- books/comics;
- any dietary requirements;
- a list of names of medications your child may be using;
- registration card and insurance card.

Tip: pack the bag together with your child.

Important!

If your child has recently been in contact with an infectious disease (e.g. mumps, measles or chicken pox), or has fever or a cold, please contact the doctor. It is possible that the admittance will then be postponed.

If your child is allergic to certain substances or foods, please let the nursing staff know this during the admission interview.

General anaesthesia

Children are often less anxious if one of the parents is present when they are put under anaesthesia. At our hospital one of the parents may be present, both when your child is being put under anaesthesia and when they wake up in the recovery room.

Waking up

In the morning when your child is woken up for breakfast, to have his/her temperature taken and/or for other check-ups to be performed, we expect you to also get up and fold up the sofa bed.

Washing/showering

Most patient rooms are equipped with a toilet and shower that you can use. The rooms to the left of the reception desk have no sanitary facilities. Diagonally opposite room 5.54 you will find a bathroom with separate shower and toilet.

Additional information

Right to information and consent

Each child has the right to be informed as comprehensively as possible about any medical treatment or operation required. This is stipulated in the WGBO (Medical Treatment Agreements Act). In this regard, there is no difference between the rights of a child and those of an adult. The only difference is with regard to the granting of consent for treatment. Broadly speaking, the authorisation for treatment is laid down by law as follows:

Children up to 12 years of age

In the case of children under the age of 12, the decision about the treatment usually rests with the legal representative (usually the parents).

Children from 12 to 16 years

For children from 12 to 16 years, the parents and children decide together. This means that both parents and the child must give their consent to the treatment.

Children above the age of 16

By virtue of the WGBO, children above the age of 16 are regarded as adults and decide about treatment for themselves. Information will be provided primarily to the children themselves and will only be given to the parents or guardians with the child's consent.

Treatment may never take place without consent of the patient or his/her legal representative. Possible exceptions are: acute situations or situations that would endanger the child if left untreated.

Complaints or problems

At the hospital, a lot of attention is paid to the quality of care. The hospital staff try to do their work with as much care as possible. However, human mistakes and errors cannot always be ruled out. They may cause dissatisfaction. We recommend that you discuss this immediately and openly with the person in question or their manager.

If you find this inadequate, it is possible to file a complaint with the patient counsellor or the complaints committee.

The patient counsellor can be reached on telephone number +31 (0)88 979 83 00.

More information about how to make your complaint known can be found in the "Complaints Regulations" leaflet. This is available from the Patient Information Office in the Central Lobby.

Landelijke Vereniging Kind en Ziekenhuis (National Association for the Welfare of Children in Hospital)

For parents, there is the Landelijke Vereniging Kind en Ziekenhuis. This organisation aims to promote the welfare of the child before, during and after a hospital stay. Brochures (in Dutch) are published and there is a useful website.

Landelijke Vereniging Kind en Ziekenhuis
Korte Kalkhaven 9
3311 JM Dordrecht
Telephone number +31 (0)78 - 614 63 61
www.kindenziekenhuis.nl

Any further questions?

We will be happy to help in any way we can. You can reach us at the Willem-Alexander paediatric ward via telephone number: +31 (0)88 979 81 42.

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