

Preparing for Childbirth



Table of Contents

Welcome	2	Inpatient Services	15
Map	3	Babymoon	15
Having Your Baby at St. Jude	4	Rooming-In	15
Online Photo Tour	5	Lactation Experts	15
Fetal Diagnostic Center	5	Daily Breastfeeding Workshop: 1 – 2 P.M.	16
Neonatal Intensive Care Unit (NICU)	6	Cuddletime: 1 – 4 P.M.	16
Obstetrical Pre-Admission Form	7	Photo Services	16
Education Classes	8	Patient Information	17
Maternity Tour	8	Visiting Hours	17
Prepared Childbirth Class	8	Infant Security	17
Breastfeeding Basics	8	Condition H: Creating a Safe Place for Patient Care	17
Newborn Baby Care	9	Interpreter Services	17
Safety/CPR	9	Birth Certificates	18
Grandparents in the Know	9	Medical Records	18
Sibling Class	9	Leaving the Hospital	18
Looking Ahead		Billing Information and Frequently Asked Questions	19-20
Fitness Classes for New Moms Crusing	10	Exceptional Care Begins with Your Safety	20-21
Pilates Mat	10	Packing Your Labor Bag	22
Pfliates™	10		
Pilates Training	10		
Personal Training	10		
Medication List	11-12		
Fetal Movement			
How Active is Your Baby	13		
Your Kick Count Chart	13		
A Sample Kick Count Chart	13		
Kick Count Chart	14		

St. Joseph Health 
St. Jude Medical Center

101 E. Valencia Mesa Dr.
Fullerton, California 92835-3875
stjudemedicalcenter.org
(714) 871-3280

Dear Expectant Parent:

Congratulations on your pregnancy! Nothing is more exciting than the birth of a baby and at St. Jude Medical Center you'll find every detail needed to offer your family the best possible start.

From private, beautifully-designed birthing suites to the newest approaches to helping your newborn thrive, we are a leader in creating successful beginnings for new moms and babies. We offer nationally recognized experts and state-of-the-art capabilities—just in case—so no matter what level of care you or your baby might need, there is no better place to be.

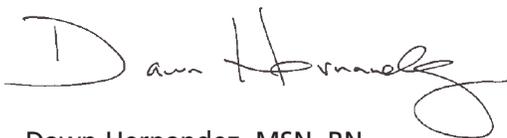
We've also designed a wide range of classes to not only help you prepare for labor and delivery, but help you succeed once you've gone home from the hospital. Whether you're interested in learning how to successfully breastfeed, or staying up-to-date on infant safety practices and CPR, you'll find it here. We even have special classes to help siblings and grandparents feel more comfortable in their new role.

Our classes will help you learn about the birthing process as well as prepare you for life with your new baby. Often, the closer you get to your due date, the more questions you have; these classes offer the answers and information you need.

Please take a few minutes to review the classes—and then register for those that interest you between your 12th and 16th week of pregnancy. Our classes fill up quickly—the earlier you sign up for classes, the more options and flexibility you will have with dates, times and classes you desire. To register, please visit our website at stjudemedicalcenter.org/healthclasses. For questions regarding classes, please call **(877) 459-3627 (DOCS)**.

Again, our congratulations!

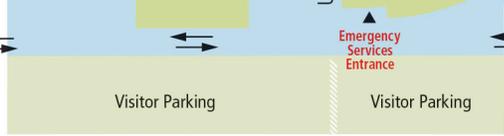
Sincerely,



Dawn Hernandez, MSN, RN
Director, Mother/Baby

57

Bastanchury Rd.



ST. JUDE URGENT CARE

H ST. JUDE MEDICAL CENTER

101 E. Valencia Mesa Dr., Fullerton, CA 92835
Admitting: (714) 992-3000 Labor and Delivery: (714) 626-8520

■ ST. JUDE URGENT CARE

2251 N. Harbor Blvd., Fullerton, CA, 92835
For class registration: stjudemedicalcenter.org/healthclasses or (877) 459-3627

Having Your Baby at St. Jude

Nothing is more exciting than the birth of a baby—and St. Jude Medical Center is a leader in offering the absolute best medical care possible to both mother and newborn. And while the babies born at St. Jude Medical Center this year might not notice the beautiful surroundings and state-of-the-art capabilities around them, their parents certainly will.

The more you learn about our innovative and specialized services, the more you'll understand why so many families choose to have their baby at St. Jude Medical Center.

Here you'll find the expertise and individualized support from our highly skilled physicians and nurses to create a more meaningful and positive childbirth experience—and help you succeed once your new family has gone home.

PRENATAL CLASSES AND SERVICES

We offer a wide range of classes to not only help you prepare for labor and delivery, but help you succeed in your new role of “mom.” From childbirth to newborn baby care classes, we make it easy to learn the skills and get the support you need to help your newborn thrive.

You'll also find classes that are uniquely designed to meet the needs and questions of new siblings and grandparents. A complete list of our classes and services is available on page 8.



PRE-REGISTRATION

To make your life a little easier on the day of your delivery, we encourage you to complete your hospital registration form by the 15th week of your pregnancy. A pre-admission form is available on page 9, from your obstetrician, or on our website at stjudemedicalcenter.org/preparingforchildbirth. In our Maternity section.

Please complete and sign the form, including a copy of both sides of your insurance card and mail it in the pre-paid, addressed envelope found in the back pocket of this packet.

Once you've returned the pre-admission form, all you need to bring to the hospital is your insurance card and any forms required by your insurance company. If you have any questions regarding the pre-registration process, please call us at **(714) 992-3000 ext. 3767**.

ONLINE PHOTO TOUR

A photo tour of the Labor & Delivery and Mother-Baby Unit is available on our website at stjudemedicalcenter.org under Our Services > Maternity > Virtual Tour. There, you can view photos of the beautiful, sunlight-filled private rooms inside our state-of-the-art Southwest Tower, which is home to today's most innovative maternity services. You'll also see photos of our comfortable waiting room, widely-respected Neonatal Intensive Care Unit, and more.

FETAL DIAGNOSTIC CENTER

Several factors can put a woman and her baby at a higher risk of complications—age, medical condition, family history, and multiple births are some of the most common.

At St. Jude Medical Center, our expertise in assessing and managing high-risk pregnancies has made us a leader in helping women and their babies achieve the very best outcomes. Led by a nationally recognized perinatologist and expert in high-risk obstetrics, our Fetal Diagnostic Center has become a regional referral center for managing pregnancies with increased risk.

We offer state-of-the-art assessment, screening and education. Advanced diagnostic testing—from amniocentesis and genetic testing, to highly detailed 3-D and 4-D sonograms—helps us determine important information about the health and condition of the baby before birth. Having this information early allows parents to begin evaluating options and become more comfortable with what will happen once the baby is born.

Who May Be Referred

Women are referred to us when their regular obstetrician sees a potential issue with the pregnancy.

Reasons for referral include:

- Patients over the age of 35
- Problem revealed during a blood test or ultrasound
- Family history of an inherited disorder
- Personal history of miscarriages or stillbirth
- High risk pregnancy
- Medical issues, such as high blood pressure, heart disease or diabetes

Genetic Counseling

Our Fetal Diagnostic Center provides one-on-one genetic counseling and education to expectant mothers, families and couples planning a pregnancy. Genetic counseling provides families the opportunity to discuss medical and family history concerns that may put a pregnancy at risk.

Our experienced genetic counselor evaluates each pregnancy for risk factors related to genetic conditions, birth defects, prenatal screening results, abnormal ultrasound findings, and family history.

For more information about the Fetal Diagnostic Center please call **(714) 992-3000, ext. 2991**.

NEONATAL INTENSIVE CARE UNIT (NICU)

Childbirth is nothing short of a miracle, but when a baby is born too soon, too small or with complications, our highly respected Neonatal Intensive Care Unit (NICU) is there: offering the advanced capabilities and expertise needed to ensure your miracle grows and thrives.

As a Level III NICU, we offer round-the-clock, state-of-the-art care to critically ill newborns. High-risk infants born in a hospital with a Level III NICU have a significantly higher chance of survival than infants born at a hospital without a NICU.

Most of the babies born at St. Jude Medical Center never require the specialized care provided by our Level III NICU. But their parents have the confidence and peace of mind that comes from knowing, if needed, today's most advanced care is available just down the hallway.



About Our Team

Infants within the St. Jude Medical Center NICU benefit from the combined expertise of a highly experienced multidisciplinary team. Staffed 24/7 by Children's Hospital of Orange County-affiliated neonatologists and a highly trained nursing staff, we specialize in creating exceptional outcomes for even the smallest of babies. Our compassionate and dedicated team includes:

- Neonatal registered nurses
- Respiratory care therapists
- Developmental therapy specialists
- Pharmacists
- Certified lactation specialists
- Social workers
- Chaplains

Many different specialties with just one goal: helping your baby grow stronger.

NICU WEBCAM

When a baby requires care in the NICU, it is a stressful time for the entire family. But at St. Jude Medical Center, we've made it a little easier: new moms and dads can have the reassurance of watching their baby grow and develop from their computer or mobile device.

The NICVIEW Webcam System creates a "virtual window" into the NICU. Individual cameras mounted above the isolettes provide parents with real-time viewing securely over the Internet. St. Jude Medical Center offers the webcam as a free service to our patients, but we know the reassurance and peace of mind it offers is priceless. For more information, visit our website at stjudemedicalcenter.org.

Please complete and sign the form, including a copy of both sides of your insurance card and mail it in the pre-paid, addressed envelope found in the back pocket of this packet. Please complete your hospital registration form by the 15th week of your pregnancy.

Attn: Admitting P.O. Box 4138, Fullerton, CA 92834 (714) 992-3000 Ext. 3767

OBSTETRICAL PRE-ADMISSION

Scheduled Due Date: _____ Planned C-Section: _____

Your Primary Doctor _____ Your OB Doctor _____ Your Baby's Doctor _____

PATIENT INFORMATION

Legal Name: _____ Telephone: _____
Last First Middle

Address: _____
Street City State Zip

Religion: _____ Church: _____ Age: _____ Date of Birth: _____

Marital Status: Single Married Widowed Divorced Separated Maiden Name: _____ Previous Stay Here: _____

Occupation: _____

Employer: _____ Employer's Telephone: _____

Address: _____
Street City State Zip

SPOUSE or NEAREST RELATIVE (check one)

Name: _____ Telephone: _____
Last First Middle

Address: _____
Street City State Zip

Occupation: _____

Employer: _____ Employer's Telephone: _____

Address: _____
Street City State Zip

OTHER EMERGENCY NOTIFICATION

Name: _____ Relationship: _____

Home Phone: _____ Work Phone: _____

INSURANCE INFORMATION

Insurance Company Name - Plan 1: _____ Policy #: _____ Group #: _____

Policyholder: _____ Date of Birth: _____

If group ins., name of employer: _____

If union insurance, give name and local: _____ Effective Date: _____

Is prior authorization required? Yes No Telephone number(s) to verify insurance: _____

Insurance Company Name - Plan 2: _____ Policy #: _____ Group #: _____

Policyholder: _____ Date of Birth: _____

If group ins., name of employer: _____

If union insurance, give name and local: _____ Effective Date: _____

Is prior authorization required? Yes No Telephone number(s) to verify insurance: _____

Medi-Cal? Yes No Number: _____

Signature of person completing form: _____ Date: _____

Education Classes

Preparing for the birth of a new baby is an important time for families. St. Jude Medical Center offers a variety of educational and fitness programs designed to make the childbirth experience more meaningful and positive, and help the family adjust after the baby is born.

Pre-registration is required for all classes. We strongly encourage you to register for your childbirth classes by your 24th week of pregnancy. The earlier you sign up for classes, the more options and flexibility you will have with dates, times and classes you desire.

For information on dates, times, locations and fees or to register, visit our website at stjudemedicalcenter.org/healthclasses or call (877) 459-3627 (DOCS). Please have your credit card information ready. We accept Visa and MasterCard. All classes are filled on a first-come, first-served basis.

MATERNITY TOUR

Hear about St. Jude Medical Center's Childbirth Center and familiarize yourself with the many programs and services available to parents, including our popular "Babymoon," rooming-in, lactation experts and more. A tour of the Labor & Delivery unit is included, and important details for your delivery day will be covered, including where to park and check-in at the hospital. **Please plan to attend by your 20th week.**

PREPARED CHILDBIRTH CLASS

Prepared childbirth classes are a must for first-time parents. These comprehensive childbirth classes will help you be prepared and confident as you approach your big day. Our certified team of instructors is available to provide everything that you need to know and separate fact from fiction on hot-button pregnancy, labor and delivery topics. The classes include: anatomy and physiology of pregnancy, the labor and birth process, signs of labor, stages and phases of labor, coping methods, pain management, common complications and promoting communication with your caregiver. They will teach you breathing, relaxation and positions that are important tools throughout your labor. All of this information has been customized to your delivery at St. Jude.

If you feel overloaded with information that you have received through books, television, websites, or acquaintances, our instructors will help you sift through it all so you can focus on what is most important: creating a positive birth experience.

Please aim to complete your classes by the 36th week of pregnancy. You never know when your little one will choose to arrive!

BREASTFEEDING BASICS

All the information you need to get breastfeeding off to a great start. Learn latching and positioning techniques, how to establish or increase an abundant milk supply, signs of success, and how to avoid or treat common breastfeeding concerns. To schedule a private lactation consultation, please call (714) 446-5622.

Your spouse or partner is encouraged to attend.

NEWBORN BABY CARE

How will your baby adjust to life outside the womb? How will you adjust to life with a newborn? From the first hours after birth to the first weeks at home this class offers information, tips and proven techniques to keep your baby safe, happy and healthy. Using doll models, you'll learn the basics of bathing, diapering, swaddling, umbilical cord and circumcision care and how to calm a crying baby. Newborn health concerns, signs of illness, how to take a temperature, and when to call the doctor will be reviewed. Other topics include: car seat safety, reducing the risk of SIDS, and maintaining a safe home environment.

This fun, confidence-boosting class is full of critical concepts you'll practice as you welcome your new baby home! **Your spouse or partner is encouraged to attend.**

SAFETY/CPR

Our **Heartsaver/Babysaver CPR** class will prepare you to recognize life-threatening emergencies, provide CPR and relieve choking in a safe and effective manner for infants, children and adults. At the end of this class you will be eligible for a two-year Heartsaver/ AED certification card through the American Heart Association.

Our **Infant Safety/CPR** class is highly recommended for expectant mothers, spouses/partners, grandparents and any child caregivers. This non-certification course will cover CPR and choking for infants as well as the important principles for childhood safety.

GRANDPARENTS IN THE KNOW

This class helps grandparents understand their new role and the latest parenting techniques, especially those related to infant feeding and sleep positions. Playing with baby, infant communication and temperament, health and safety will also be discussed.

SIBLING CLASS

Our sibling class is specially-designed for the big brother or sister-to-be who is between 3 to 8 years of age. This class helps young children learn what to expect when the new baby arrives. An exciting program with your child in mind, this class includes a video presentation. Please note: Children must be accompanied by an adult.

Looking Ahead ... Fitness Classes for New Moms

For more information, please call the St. Jude Wellness Center (714) 578-8770

CRUISING

Get moving again with this indoor cycling class, which uses specialized stationary cycles and has all the fun and fitness of a typical Spinning® class, but is geared for those looking for a quality workout at a lower intensity. Varying cadences and positions on the bike ensure you burn lots of calories while also strengthening major muscle groups. You decide what fitness level you want to work at by setting your own resistance and pedal speed. Great music and a fun workout will make sleep deprivation feel like a thing of the past!

PILATES MAT

Perfect for regaining strength gently, this class will help you tighten your core while developing long, lean muscles and promoting a sense of well-being and relaxation. Whether you exercised religiously throughout your pregnancy, or never let the word exercise enter your mind, Pilates can help you gain strength, flexibility and confidence. Exercises are presented at multiple levels to allow you to choose a workout that meets your needs. This mind-body workout offers benefits from improving flexibility and posture, to reducing back pain, stress, and fatigue.

PFLIATES™

Is the bottom falling out of your fitness program? The Pfliates™ program addresses the growing need for pelvic floor fitness, which is an important aspect of a woman's pre/postnatal health. Each session is a 30-minute class that meets twice a week. Participant will learn key movements that blend traditional rehabilitation and Pilates. This is a 6-week program and is designed for persons of all fitness levels.

PILATES TRAINING

No other form of fitness has the capacity to transform the way your body looks and feels. Through the use of pullys and springs, Pilates training with equipment offers a challenging workout that produces results that include increased strength, flexibility and range of motion.

PERSONAL TRAINING

Personalized exercise to fit your needs. Certified personal trainers will work with you one-on-one to develop a series of creative workouts. Best of all many of these exercises do not require a gym and you will be correctly shown how to do these exercises at home. To schedule a session, please call **(714) 578-8770**.

Fetal Movement: How Active is Your Baby

By your 25th week of pregnancy, you should begin feeling your baby twist, turn, stretch, roll, and kick. You may notice that your baby favors a particular position or has a favorite time of day to be most active.

In studying fetal movement, here's what researchers have found:

- Your baby sleeps about 20 to 45 minutes at a time. During sleep, the baby is quiet and may even be sucking a thumb or finger.
- The baby's movements will change as he or she grows bigger and gets into position for birth. You will feel fewer big turns and twists, but more kicks and jabs as your pregnancy progresses.
- There will be certain times of the day when your baby is very active. Although many babies are especially active during the evening or at bedtime, your baby could be moving at any time, day or night.
- Each baby is unique and will move in its own way. You should feel your baby move several times every day. An active baby is a healthy baby.

YOUR KICK COUNT CHART

During the 28th week of your pregnancy, fill out the Kick Count Chart (opposite page). The best time to count your baby's kicks is after the evening meal. (That's when developing babies are most active.)

Follow these seven steps:

1. Go to the bathroom and empty your bladder.
2. Lie down on your side or relax in a comfortable chair.
3. Look at the clock. Write down the time when you start.
4. Pay attention to your baby's movements. Count any movement that you can feel (except hiccups). Any twist, kick, or turn equals one movement.
5. When you've counted 10 movements, look at the clock again.
6. Write down how many minutes it took for your baby to move 10 times.
7. Check off this number on your Kick Count Chart.

A SAMPLE KICK COUNT CHART

On Monday:

- You start to count your baby's kicks at 7 p.m.
- By 7:30 p.m., your baby has kicked or moved 10 times.
- That's 30 minutes for your baby to kick 10 times.
- On M (for Monday), put an X next to "30" in the column.

If your baby does not kick or move within the first hour after you've begun the kick count:

- Eat or drink something COLD, such as fruit or juice, then lie on your left side and concentrate on your baby. Babies are most active after you eat or drink.
- Or walk around for 5 minutes, then begin counting again.
- If baby still does not meet kick count instructions within two hours, call your physician and go to the hospital.

If your baby has not moved 10 times by the end of two hours or has a sudden decrease in normal activity, notify Labor & Delivery by calling (714) 626-8520. It could mean that your baby is having problems. If this is the case, you'll need to have a simple test called a "nonstress test" right away. This test uses an electronic fetal monitor to record your baby's heartbeat and any contractions you may be having.

		28th Week						
		M	T	W	T	F	S	S
Minutes	10							
	20							
	30	X						
	40							
	50							
Hours	1							
	1.5							
	2							
	3							

See chart on opposite page

Kick Count Chart

		28th Week						
		M	T	W	T	F	S	S
<i>Minutes</i>	10							
	20							
	30							
	40							
	50							
<i>Hours</i>	1							
	1.5							
	2							
	3							

		29th Week						
		M	T	W	T	F	S	S
<i>Minutes</i>	10							
	20							
	30							
	40							
	50							
<i>Hours</i>	1							
	1.5							
	2							
	3							

		30th Week						
		M	T	W	T	F	S	S
<i>Minutes</i>	10							
	20							
	30							
	40							
	50							
<i>Hours</i>	1							
	1.5							
	2							
	3							

		31st Week						
		M	T	W	T	F	S	S
<i>Minutes</i>	10							
	20							
	30							
	40							
	50							
<i>Hours</i>	1							
	1.5							
	2							
	3							

		32nd Week						
		M	T	W	T	F	S	S
<i>Minutes</i>	10							
	20							
	30							
	40							
	50							
<i>Hours</i>	1							
	1.5							
	2							
	3							

		33rd Week						
		M	T	W	T	F	S	S
<i>Minutes</i>	10							
	20							
	30							
	40							
	50							
<i>Hours</i>	1							
	1.5							
	2							
	3							

		34th Week						
		M	T	W	T	F	S	S
<i>Minutes</i>	10							
	20							
	30							
	40							
	50							
<i>Hours</i>	1							
	1.5							
	2							
	3							

		35th Week						
		M	T	W	T	F	S	S
<i>Minutes</i>	10							
	20							
	30							
	40							
	50							
<i>Hours</i>	1							
	1.5							
	2							
	3							

		36th Week						
		M	T	W	T	F	S	S
<i>Minutes</i>	10							
	20							
	30							
	40							
	50							
<i>Hours</i>	1							
	1.5							
	2							
	3							

		37th Week						
		M	T	W	T	F	S	S
<i>Minutes</i>	10							
	20							
	30							
	40							
	50							
<i>Hours</i>	1							
	1.5							
	2							
	3							

		38th Week						
		M	T	W	T	F	S	S
<i>Minutes</i>	10							
	20							
	30							
	40							
	50							
<i>Hours</i>	1							
	1.5							
	2							
	3							

		39th Week						
		M	T	W	T	F	S	S
<i>Minutes</i>	10							
	20							
	30							
	40							
	50							
<i>Hours</i>	1							
	1.5							
	2							
	3							

		40th Week						
		M	T	W	T	F	S	S
<i>Minutes</i>	10							
	20							
	30							
	40							
	50							
<i>Hours</i>	1							
	1.5							
	2							
	3							

		41st Week						
		M	T	W	T	F	S	S
<i>Minutes</i>	10							
	20							
	30							
	40							
	50							
<i>Hours</i>	1							
	1.5							
	2							
	3							

		42nd Week						
		M	T	W	T	F	S	S
<i>Minutes</i>	10							
	20							
	30							
	40							
	50							
<i>Hours</i>	1							
	1.5							
	2							
	3							

		43rd Week						
		M	T	W	T	F	S	S
<i>Minutes</i>	10							
	20							
	30							
	40							
	50							
<i>Hours</i>	1							
	1.5							
	2							
	3							

Inpatient Services

We offer the perfect setting for one of life's best moments. By combining beautiful, private rooms with today's newest approaches to helping newborns thrive, we offer mom, dad and baby the ideal surroundings to get to know each other.

BABYMOON

At many hospitals, the hour after a baby's birth is filled with routine tests, procedures and lots of family and friends anxious to meet the new arrival. With all the interruptions, mom, dad and baby spend little time together.

Yet recent research shows just the opposite should happen: a newborn gains a long list of benefits—physically and emotionally—if allowed to successfully bond with mom and dad during the first critical hour of life. Bringing these well-documented advantages to each baby—as well as key benefits to the new parents—is why St. Jude Medical Center designed its popular “BabyMoon.” Newborns are placed skin-to-skin with their mothers—and all interruptions are kept outside while mom, baby and dad get to know each other.

As the baby lies on or next to the mom, the skin-to-skin contact helps regulate the newborn's breathing and body temperature, as well as creates critical sensory awakenings. In addition, the close, undisturbed contact produces hormonal changes in the mom, promoting physical recovery and emotional well-being. The “BabyMoon” also facilitates successful breastfeeding and deepens the bond between parents and baby.

ROOMING-IN

As a designated “Baby-Friendly Hospital,” we do our best to keep babies where they're meant to be—with their parents. Our rooming-in practice encourages babies and their parents to be together around the clock during your postpartum recovery. New parents can find comfort knowing their baby is close to them at all times.

Keeping your baby in your room at all times:

- Encourages bonding, and results in your baby crying less.
- Gets breastfeeding off to the right start. Your milk will come in sooner and you'll learn your baby's feeding cues.
- Helps your baby to gain weight more easily and decreases the risk of jaundice.
- Better prepares you for taking care of your baby at home.
- Helps you both to get the rest you need. Try to sleep when your baby sleeps.

Helpful Hint: Babies are awake a lot at night. For this reason, we encourage you to limit visitors during your hospital stay. You'll have more time to rest and get to know your baby.

LACTATION EXPERTS

Breastfeeding offers many advantages—both physical and emotional—to mom and baby. Breastfeeding is natural and healthy, but for some women, it is a learned art that requires both practice and patience. Our experienced lactation consultants and specially-trained nursing staff can offer a wealth of information, advice and hands-on guidance. Ask questions, get help and take advantage of the expertise around you.

Offering the support of trained lactation experts is just one of 10 steps hospitals take in order to become a designated Baby-Friendly Hospital. The Baby-Friendly Hospital Initiative is a global program sponsored by the World Health Organization and the United Nations Children’s Fund (UNICEF) to encourage and recognize hospitals and birthing centers that offer an optimal level of care for lactation. Please be assured that the choice to breastfeed or not breastfeed is entirely your decision. Our staff will make sure that you are able to make an informed decision based on what is personally best for you and your baby. To schedule a private lactation consultation, please call **(714) 446-4622**.

DAILY BREASTFEEDING WORKSHOP: 1 – 2 P.M.

St. Jude offers a daily breastfeeding workshop for new moms who may need or want additional assistance with breastfeeding. Led by certified lactation nurses, this workshop provided the hands-on support for your specific needs.

Topics Include:

- Feeding Cues
- Position and Latching
- Hand Expression/Pumping
- How to Increase Milk Supply

CUDDLE TIME: 1 – 4 P.M. DAILY

St. Jude offers “Cuddle Time”, a special time to bond with your baby and rest. During this time, we try to prevent any unnecessary interruptions to help you and baby get to know each other. Lights are dimmed and limited visitation is encouraged. For more information, please ask your nurse.

PHOTO SERVICES

St. Jude Medical Center is pleased to offer a new, state-of-the-art, timeless photography service. An experienced photographer can take your baby’s photograph right in your hospital room. Each photo session takes about 20 minutes; several photographs will be taken, and you’ll be shown the best poses of your baby to review. You may choose from a variety of packages, including birth announcements and keepsakes. If you purchase a photo package at the hospital, your completed package will be hand-delivered before you leave.

Patient Information

VISITING HOURS

Labor & Delivery: Patients, in collaboration with their nurse, will determine the number of visitors during the labor and delivery process. The patient's designated significant other will be issued an I.D. band, which needs to be worn during the duration of the stay. The first hour after delivery will be reserved for initial parent-infant bonding and newborn and maternal stabilization, after which family and friends will be invited to meet the baby.

Mother/Baby Unit: To support mother/baby bonding and rest, we ask that visitation be limited to the hours of 10 a.m. – 1 p.m., and 4 – 8 p.m. The patient's designated significant other/support person may remain with the patient to assist with newborn care at all times.

Siblings of newborns may visit with adult supervision; however, to ensure rest for new mothers, they are not allowed to remain overnight.

Neonatal Intensive Care Unit (NICU): While there are no restrictions on when parents can visit, siblings, grandparents, and other designated family and friends should come during hospital visiting hours of 9 a.m. – 9 p.m. We ask that only two visitors be in the NICU at one time, as premature and ill infants can be over stimulated by noise. While our unit is open 24 hours a day, it is our suggestion that you limit your visits and calls during our shift changes to promote a safe hand-off between nurse caregivers. Shift change times are 7 – 7:30 (a.m. and p.m.).

INFANT SECURITY

St. Jude Medical Center diligently enforces strict security measures to protect your baby's safety. Upon admission to the hospital, our staff will review the precautionary security measures we have in place in detail with you. Please understand that these measures are not meant to inconvenience your family or friends in any way. If you have any questions or concerns about security, please speak with your nurse.

CONDITION H: CREATING A SAFE PLACE FOR PATIENT CARE

Condition H is a St. Jude Medical Center initiative that allows hospitalized patients or their family members to call for help if they feel they are not receiving the medical attention they need.

If you have been admitted to the hospital and are unable to contact your nurse and need immediate assistance, call **(714) 992-3000, ext. 2158** and identify the call as Condition H.

INTERPRETER SERVICES

Interpreter Services are available for a variety of languages, including American Sign language and Spanish Sign Language. This ensures clear communication and understanding of medical treatment and procedures. Interpreter services is available 24 hours a day, seven days a week. Please contact your nurse, or call **(714) 992-3000, ext. 7777**.

BIRTH CERTIFICATES

Birth certificates are obtained through the County of Orange. To help initiate this process, you will be asked to complete a form during your hospital stay that will be sent to the County of Orange. The county will then forward the appropriate information to the Social Security Administration, who automatically mails a copy of the Social Security card to you.

The approximate wait time for a birth certificate is three to four weeks, and the birth certificate must be requested in person at the Orange County Clerk-Recorder office in Santa Ana. For more information on how to obtain a birth certificate, please visit the Orange County Clerk-Recorder website at ocgov.com/recorder/birthcert.asp.

MEDICAL RECORDS

To obtain a copy of your medical records, you or your legal representative must sign an Authorization for Use or Disclosure of Medical Information, or submit a written request. Requests for medical records are usually ready in seven to 10 business days, and there may be a fee. For information or to obtain an authorization form, call Health Information Services at **(714) 992-3940**. Forms are also available at stjudemedicalcenter.org under "For Patients." Send your written request to: St. Jude Medical Center/Health Information Services, 101 E. Valencia Mesa Dr., Fullerton, CA 92835.

LEAVING THE HOSPITAL

When your physician decides you are ready to leave the hospital, a discharge order will be written. You should make arrangements in advance with a family member or friend to help you when it is time to go home. Here are some important things to remember:

- Discharge time is 11 a.m. It is important to make arrangements prior to this time for someone to pick you up.
- Personal belongings need to be collected, along with any medications you are taking. If you have anything stored in the hospital safe, contact your nurse.
- Your physician and nurse will give you instructions about post-hospital care. If you have questions, please be sure to ask. If there is someone who will be caring for you after discharge, it is a good idea to have this person present. An electronic copy of your discharge information is available by request.

Billing Information and Frequently Asked Questions

This information has been prepared to help you better understand the billing process.

Prior to or during your hospital stay, please contact Financial Counselors at **(714) 992-3000, ext. 3825 or 5110**. If you have questions after you leave the hospital, please contact Patient Financial Services at **(800) 378-4189**, Monday – Friday, 8 a.m. – 4 p.m. Patients are responsible to pay for all known deductibles, co-insurance, co-pays and noncovered services prior to or at the time of service. We accept cash, check, traveler’s checks, money orders, Visa, MasterCard, American Express, and Discover. In the event that you need assistance with your balance we offer various payment options, as well as the Patient Financial Assistance program.

- **HMO/PPO/POS (Managed Care):** We will bill your insurance plan. You will not be billed while your claim is being processed with your health plan.
- **Medi-Cal/CalOptima:** With verified eligibility and receipt of any monthly share of the cost, we will bill Medi-Cal/CalOptima for authorized services.
- **Medicare:** We will bill Medicare and your secondary insurance following receipt of Medicare’s payment. Once your secondary insurance has been billed, you will receive periodic statements advising you of any balance due.
- **Group/Indemnity:** Payment of any deductible, co-insurance, and non-covered services are expected at time of registration or when services are rendered. Any remaining amounts will be billed to you once your health plan processes your claim. You will receive statements and follow-up calls advising you of the balance due.
- **Cash:** Patients with no insurance coverage will be expected to make payment at the time services are rendered.

FREQUENTLY ASKED QUESTIONS

Q. Can I get an estimate of my bill?

A. After verification of coverage, our staff will make every effort to provide you with an estimate of what your out-of-pocket costs will be after your health plan pays all covered benefits for your care.

Q. Who else might I receive a bill from?

A. You will be billed separately by each physician involved in your care. These physicians usually include your surgeon, anesthesiologist, radiologist (if X-rays are performed), pathologist (if pathology specimens are examined), intensivist or hospitalist, and any physician who may interpret an exam ordered by your doctor.

Q. What is reflected on my bill?

A. Your bill reflects all of the services you received, aside from physician’s fees. Charges fall into two categories:

- Basic daily rate, including your room, meals, nursing care, housekeeping, telephone and television.
- Special services, including items your physician orders for you, such as X-rays or laboratory tests.

Q. Will my insurance cover these services?

A. Coverage varies. Please call your health plan, plan administrator, or the benefits department of your employer with any questions regarding coverage or prior authorization requirements for treatment.

(continued from page 18)

Q. What if I do not have insurance?

A. We are committed to providing high quality, compassionate healthcare to all patients, regardless of their ability to pay. Medically necessary care should not be delayed because you do not have health insurance or you're unable to pay your hospital bill. If you do not have health insurance and are concerned that you may be unable to pay your hospital bill, it is important to let us know. You may qualify for the Patient Financial Assistance Program. This program is limited to hospital charges and does not include physician, anesthesiologist or professional charges that are not billed by the hospital. For more information call a Financial Counselor at **(714) 992-3000, ext. 3825 or 5110**.

Q. How soon after receiving services will I receive a bill?

A. You can expect a bill once we have received payment or denial of payment from your health plan. If you are paying your bill without filing with your health plan, you should receive a bill within 30 days.

Q. Why do I have to give my insurance information every time I visit St. Jude Medical Center?

A. Individuals and/or employers frequently change health plans, so we ask for your insurance information every time you visit to ensure that our records are accurate and up-to-date. This also helps us protect you from potential identify theft so that we validate the person seeking services is the patient of record.

Exceptional Care Begins with Your Safety

Your health and safety are our highest priority. In fact, we are one of the few hospitals in the nation to invest so significantly—nearly \$15 million—in state-of-the-art information technology, allowing us to create ever higher levels of patient safety. Sophisticated information systems and a highly trained staff are critical to ensuring your safety, but you and your family can also play an important role. Here are some steps you can take:

1. Get involved. Ask questions.

Please tell us if you have questions or concerns about a test, medication or treatment. And if you don't understand the answer—ask again. Don't hesitate to ask for further explanation from a physician, nurse, or staff member. And if something doesn't seem quite right, speak up. The more we know, the more successful your care and recovery will be.

2. Ask about medications.

Make sure you understand what medications have been prescribed and why, and provide us with information:

- About allergies or reactions you have had to medications and foods in the past.
- About all the medications you take at home—include both prescription and over-the-counter medications as well as vitamins, herbs, and dietary supplements.

Ask the doctor, pharmacist or nurse:

- What is the medication for?
- How and when am I supposed to take it? For how long?
- Should I take the medication with food or on an empty stomach?
- What side effects are likely? What happens if they occur?
- Is this medication safe to take with the other medications and dietary supplements (such as vitamins or herbs) I am currently taking?
- Are there any foods, drinks, or activities I should avoid while taking this medication?

If you will continue taking a medication once you leave the hospital, you will be provided written instructions on how and when it should be taken as well as information about possible side effects. Clarify any questions: for instance, if the medication label says to take “four doses daily,” does that mean taking a dose every six hours around the clock or just during regular waking hours.

3. Help prevent infections.

Hand washing is the single most important precaution that anyone—including friends, family and healthcare professionals—can take to prevent the spread of infection. Please wash your hands and remind others to wash their hands when entering or leaving your room.

4. Was your armband checked?

Show your armband to anyone who provides care to you and make certain the information on your armband is being matched with medications as well as any specimens (blood or urine) collected from you. In addition, once your baby is delivered, the baby, you and your spouse or partner will have identical identification bands applied to your wrists. This helps us to keep your family identified if they are separated from you at any time.

5. Become well-informed.

We offer a wealth of information to help you become an active partner in your care. Let your doctor or nurse know if you would like written information to help you learn more.

6. Understand your discharge instructions.

Before you leave the hospital, make sure you understand the discharge instructions and treatment plan you will use at home. While you will receive written instructions, it is also helpful to have a friend or family member take careful notes. Clarify any points you’re uncertain about. This includes learning about your medications, any follow-up appointments you have or will need to schedule, when you can return to regular activities, such as driving.

What if I have a concern about my care or safety?

We take your concerns very seriously and want to act on them. Don’t hesitate to discuss any issues with your healthcare team. If you feel more comfortable—or if your concern remains unresolved—please contact the patient relations department, **(714) 992-3000, ext. 3749**.

After business hours, or on weekends and holidays, contact the charge nurse or nursing supervisor at **(714) 871-3280**.

You also have the right to contact The Joint Commission by calling **(800) 994-6610** or emailing complaint@jointcommission.org. Handwritten letters may be sent to: Office of Quality Monitoring, The Joint Commission, One Renaissance Blvd., Oakbrook Terrace, IL, 60181.

You may file a complaint with the California Department of Public Health regardless of whether you use the hospital’s grievance process. Their phone number is **(800) 228-5234**. Letters may be sent to: California Department of Public Health, Licensing and Certification Program, Orange County District Office, 681 S. Parker St., Suite 200, Orange, CA 92868.

Packing Your Labor Bag

Keep this list handy as you prepare your labor bag.

For Mom

- Massage oil
- Soothing music
- Robe
- Warm socks (to wear in the delivery room)
- Maternity underwear (for the trip home)
- Slippers
- Flip-flops for the shower
- Pajamas (with a top that opens in the front if you're planning on breastfeeding)
- Nursing bra, nursing top
- Clothing for trip home (consider bringing 2nd trimester maternity clothes, which will be roomy and comfortable)
- Two pillows with pillowcases from home
- Cosmetics, hairbrush, hair dryer
- Toothbrush, toothpaste, floss
- Prescription medications from home
- Mints or breath strips
- Lollipops (for a dry mouth)
- Lip balm
- Deodorant Body lotion
- Eyeglasses (contact lenses may need to be removed prior to a C-section)
- Contact lenses and accessories

For Dad

- Change of clothes Pajamas or sweats
- Toothbrush, toothpaste, razor
- Snacks, sandwiches and beverages (keep food on hand so you won't have to leave the bedside)
- Loose change or dollar bills for vending machines
- Books, magazines or CDs (to help Mom relax)
- Camera(s) and extra film or memory card
- Camcorder
- Batteries and/or chargers for cameras
- Phone list for friends and family
- Car seat for trip home
- Cell phone

For Baby

- Coming home outfit
- Socks
- Weather-appropriate outerwear
- Hat
- Receiving blanket(s)
- Mittens or baby nail clippers

For Siblings

- If siblings will be present before or after the baby arrives, here are some optional, helpful things to have available for them:
 - Favorite books and toys
 - Drawing paper and crayons/ markers
 - Snacks
 - A gift from Mom and Baby (to help ease jealousies after Baby arrives)
 - A gift from big brother or sister to Baby (perhaps chosen together prior to Baby's arrival)

Other Items

- Insurance card
- Admission forms (if you haven't already completed them)
- Photo ID

What Not to Bring

- Jewelry
- Large amounts of cash, credit cards, or any other valuables
- Work



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