

Stay in the neonatology ward

Information for parents



Welcome to UKBB

We welcome you to our neonatology department. Your child requires special care and monitoring and has therefore been admitted to one of our specialised wards.

As parents of a child born prematurely or ill, you have to adjust to a new and possibly stressful situation: The separation from your child, the concern for their health and the unfamiliar environment.

To help you in this situation, we present you with this brochure containing important information for your child's stay in the neonatology ward.

This brochure for parents does not replace personal discussions with the doctors and nursing staff. Therefore, please contact the neonatology team at any time with your questions and concerns.

We wish you, your child and your family all the best.

The neonatology and intensive care unit team

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Contact UKBB

T +41 61 704 12 12



General information

The neonatology department at the University Children's Hospital of Basel (UKBB) offers comprehensive care as well as care and nursing for premature and sick newborn babies. The neonatology department at the UKBB is spread over two intensive care units: A total of 26 beds are located in the gynaecological clinic at the University Hospital Basel (USB) and eight beds in the UKBB.

Arrival

Public transport

As there are only a few parking spaces available near the UKBB, we kindly ask you to use public transport if possible.

- Bus No. 30, 31, 33, 36, 38, 603, 604 to the „Kinderspital UKBB“ stop
- Bus No. 34 to the „Basel Universitätsspital“ stop
- Tram no. 11 to „Johanniterbrücke“ stop

By car

You can park for a fee in the nearby City multi-storey car park or in another Basel multi-storey car park.

Access from A2 / A3

- Exit in the direction of Basel City / Bahnhof SBB
- Follow signs for Bahnhof SBB / Universitätsspital
- Use the City multi-storey car park on Schanzenstrasse and walk to the UKBB
- Drive in the direction of EuroAirport to the Basel St. Johann exit. At Voltaplatz turn left into Elsässerstrasse / St. Johanns-Vorstadt. Follow the signs to Universitätsspital / Kinderspital (UKBB) until you reach the City multi-storey car park.

Further information on parking can be found in the flyer „Parking at the UKBB: Information for parents and visitors“, available in German and French.

Visit and overnight stay

Visiting possibilities

Parents can be with their child at any time of the day or night. For siblings and grandparents, visits are possible by arrangement with the responsible nurse. This is for two hours per visit, between 2 pm and 6 pm. For the protection of the families, no other visitors are allowed.

A maximum of two people are allowed at the patient's bedside at the same time, one of whom must be a parent. Parents are responsible for the supervision of siblings. In special situations (for example, admissions & emergencies), you may be asked to leave the room and wait in the parents' lounge.

A maximum of two people are allowed per patient bed at any one time (in the case of multiples, a maximum of three people), of whom one parent must be present at any one time.

Hygiene and safety regulations

The immune system of neonatal patients is still very immature and susceptible to infections. Therefore, parents and visitors are asked to hang up coats and jackets at the cloakroom in the entrance area. Before parents go to see their child, rings, watches and bracelets must be taken off. Jewellery and other valuables can be deposited in the lockers in the ward.

Hands and forearms must be washed thoroughly with water and soap before entering the patient rooms. After drying, hands and forearms are disinfected, the disinfectant should be left to act for 30 seconds.

Even a simple cold can have serious consequences for children in neonatology. In case of a cold, sore throat, conjunctivitis, diarrhoea or fever, the nursing staff must be informed. Whether a visit is possible is decided on a case-by-case basis. Sick siblings or sick visitors are not allowed to enter the ward until they are fully recovered.

Mobile phone use

Mobile phones must be turned silent when entering the neonatology department. To make a phone call, you must leave the ward. Photography of the child is allowed without flash (more information on photography on page 22).

Parents' overnight stay

Unfortunately, it is not possible for parents to stay overnight in the intensive care monitoring area of either ward.

If the child's state of health has stabilised, it may be possible to transfer the child to the rooming-in area of the neonatology ward after consultation with the doctors. There, a single room is available in which one parent can stay overnight with the child.

If the child is transferred to ward A of the UKBB, one parent will have a place to sleep next to the child.



Overnight stay in the Ronald McDonald House

If the child is staying for a longer period of time, parents, siblings and close relatives can stay overnight in the designated parent's house of the Ronald McDonald Kinder-Children's Foundation. The house is located very close to the UKBB, at Mittlere Strasse 157.

Detailed information about the Ronald McDonald House can be found at www.ukbb.ch/besuch-uebernachtung oder www.ronaldmcdonald-house.ch.

Villa Kunterbunt (day care)

Villa Kunterbunt is located on the ground floor of the UKBB and is run by the hospital's education department. Hospitalised patients and their siblings as well as siblings from the age of 3 of outpatients can play, do handicrafts and read there. The childcare at Villa Kunterbunt also serves to relieve parents when they have important appointments at the UKBB or want to spend some quiet time with their sick child.

The Villa Kunterbunt is open from Monday to Friday from 2 pm to 5 pm. It is closed on It is closed at weekends and on public holidays. No registration is required and childcare is free of charge.

Verpflegung

Visitors of the UKBB can eat at Cafeteria Nemo (Monday to Friday from 7 a.m. to 5 p.m., Saturdays, Sundays and public holidays from 8 a.m. to 4 p.m.) or in the visitor restaurant Centro at the University Hospital Basel (Spitalstrasse 21, Klinikum 1, ground floor).



First contact and monitoring

When caring for a premature or mature baby, the focus is on the individual personality. This is the highest priority for the UKBB nursing team. In order to offer the child the best possible care, specialised doctors (neonatologists), nurses and therapists look after the children in the neonatology unit around the clock. The care is provided according to a defined reference care system.

At the beginning, the ward with its many apparatuses and machines will be disconcerting. The child is connected to a surveillance monitor that continuously monitors breathing and heartbeat. It signals the smallest changes and sounds an alarm as soon as the values entered fall below or exceed the limits. This enables the nursing staff and doctors to act quickly. However, it can happen that no direct measures are necessary for the child when the alarm sounds. The nurse in charge will be happy to explain the individual devices and functions at the child's place.



Parents are the most important caregivers for their child. The staff at the UKBB are therefore concerned to the parent-child bond.

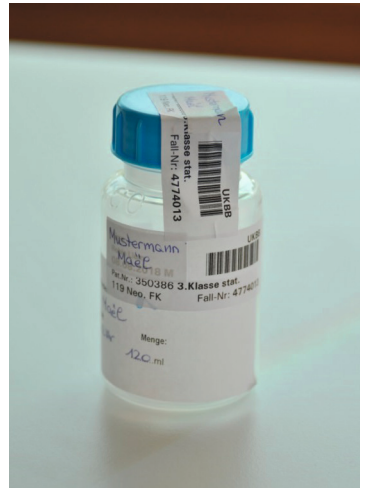
Parents are involved in the care of their child as early as possible and are instructed by the nursing staff to take over the changing, bathing or positioning of the child themselves.

or positioning the child themselves. The relationship with the child is also fostered by parents talking to the child. The familiar voice has a calming effect on the newborn.

Parents can visit their child at any time and always have the opportunity to ask questions or obtain information. Doctor's consultations are held regularly to inform parents about their child's state of health. In addition, the nursing staff provides information in person or by telephone (for example, about the child's weight or nutrition).

Nutrition and breastfeeding counselling

Breast milk is the optimal food for babies and is very valuable. It contains antibodies and is specially adapted to the baby's needs. On our wards, mothers receive guidance and advice on breastfeeding and expressing breast milk. In addition, trained breastfeeding and lactation consultants are available for support. Bottles and accessories for pumping are available to mothers in the neonatology department. When pumping at home, make sure that the milk is stored in a cool place and transported in a cool bag. The bottles must be labelled with the child's name, date and time, and the patient's label.



Often, the mother's own breast milk is not enough in the first few days. For premature

For premature and sick newborns, additional donated breast milk is used with the consent of the parents. The milk is checked in the lactarium of the controlled and pasteurised in the UKBB lactarium according to the strictest guidelines. Special premature and newborn food is also available.

It is possible that a child cannot be breastfed or bottle-fed at the beginning for health reasons. In this case, children receive food via a feeding tube. To stimulate the child's need to suck, parents can offer their child a cotton swab soaked in breast milk at mealtime. The administration of milk by tube is shown and explained to the parents during the stay.

What are parents allowed to bring for their child?

Parents are allowed to bring a music box and/or a cuddly toy. This should be washed beforehand and marked with the child's name. A worn T-shirt with the parents' scent is also welcome.

Kangaroo method and contact with the child

Intensive skin contact gives children a sense of security, promotes parent-child bonding and prolongs the duration of breastfeeding. All this has a positive effect on the child's development and healing process.

If the child's vital functions are in a stable state, parents can take their child to their breast with the help of a nurse. This is the so-called kangaroo method. In this method, parents give their child constant breathing stimulus through their own breathing and the child hears the reassuring heartbeat of the parent.

It takes a while for the parents to lie comfortably in the recliner, with the child on their chest and the medical equipment safely placed. Therefore, parents should allow enough time (at least two hours). The close bonding with the child is reserved exclusively for parents.

Music therapy

The music therapists of the UKBB are present in the intensive care units on selected days. Music is used in the form of voices (especially parents' and family voices) and a few selected instruments. Talking, telling stories, humming or singing allows the children to build on their prenatal listening experiences and gives them a sense of security. Music therapy can thus create familiar moments with musical accompaniment and help to build a sustainable relationship between parents and child.



Complementary therapies

The responsible doctors can prescribe further complementary therapies, such as physiotherapy, reflexology or speech therapy. The aim of these is to have a positive influence on the child's recovery, growth and development and to improve their well-being. The therapists at the UKBB are specially trained in working with young patients.

Transfer to another ward

During the course of the stay, it may be possible that the child is transferred to another intensive care unit. The parents will be informed as soon as possible by the staff. parents will be informed by the staff as soon as possible.

When the child's health has stabilised and he or she no longer needs care in the intensive care unit, he or she can be transferred to ward A of the UKBB. Before the transfer, there is the possibility to visit the ward.



Counselling and guidance

Parents of a premature or sick mature baby are very challenged and have to find their way in a new and stressful life situation. Various professional groups work together with our department and can provide additional help, answers and information.

Social counselling

Social counselling is available to all patient families. When a child is treated at the UKBB, unexpected stressful situations can arise within the family. The social counselling team is there to answer questions and deal with any problems that may arise. It arranges and organises relief options in everyday family life, establishes networks with external specialist agencies, clarifies financing problems and provides advice on social and insurance law. In addition, the social counsellors are jointly responsible for the planning of discharge or transfer.

Contact social counselling: [T +41 61 704 12 38](tel:+41617041238)

Psychological support

Psychological support is also available. Parents can contact the nursing staff or the support directly by telephone.

Contact psychological support:
[T +41 79 743 68 18](tel:+41797436818)



Care Team

The interdisciplinary Care Team is available to assist patient parents in critical situations. It is consulted in consultation with the parents and the attending doctors and nursing staff. The members of the Care Team are not only trained to care for relatives, but also to provide age-appropriate information to children in the event of tragic incidents. The on-call service is available 24 hours a day throughout the year via the reception.

Interpreting services

In order to ensure good communication, foreign-speaking parents of patients are supported by professional interpreters if necessary. This enables or improves mutual understanding without incurring additional costs for the patient families.

The UKBB's permanent partners for such interpreting services are HEKS Linguadukt beider Basel and the national telephone interpreting service. The interpreting service is requested by employees of the UKBB.

Hospital chaplaincy

The pastoral care service at the UKBB accompanies parents and their children at their request during their time in hospital. It advises them on questions, doubts and decisions. It strengthens and encourages and is open to people of all religions, denominations and world views.

Contact hospital chaplaincy: T +41 77 419 71 05

Contact with other parents

The neonatology ward supports and accompanies families who have a prematurely born child:

Premature Parents' Group

This offer is aimed at parents of prematurely born children. The premature parents' group meets once a month. Every month a different topic is on the programme. This parents' group is supervised by a neonatal nurse.

Further information on the premature parents' group: www.ukbb.ch/elterngruppe

Insurance and costs

A pleasant atmosphere, friendliness and an optimal flow of information are important to the UKBB. The assumption of costs must - except in the case of emergency admissions - must be clarified with the health insurance fund or the insurance company before the hospital stay. If the cost coverage is not clarified or parents pay directly for the hospital stay, the UKBB requires a deposit.

If you have any questions about insurance or the financing of your hospital stay, parents can contact the inpatient admissions department with questions about insurance or the financing of the hospital stay.

Contact inpatient admission: T +41 704 15 09/10



Quality in the hospital

The UKBB strives to provide your child with the best possible treatment and to make your stay as pleasant as possible. Help us to further improve the quality of our services with your feedback. A feedback flyer is available to parents and children for this purpose. You are also welcome to fill out the online questionnaire on the internet. The Quality and Complaints Management team also accepts praise, suggestions and complaints in person.

Contact Quality and Complaints Management: T +41 61 704 29 41 or via feedback.qualitaet@ukbb.ch

Quality assurance

The Health Insurance Act requires hospitals to take quality assurance measures. In order to meet the demand for high quality, the UKBB has been regularly audited by sanaCERT suisse, the Swiss Foundation for Quality Assurance in the Swiss Foundation for Quality Assurance in Health Care sanaCERT suisse.

The UKBB also has the German seal of approval „Ausgezeichnet. FÜR KINDER!“ To ensure the quality of inpatient care for children and adolescents, minimum requirements are defined that children's hospitals must meet in order to receive the seal of quality. The ANQ (National Association for Quality Development in Hospitals and Clinics) coordinates and implements quality measurements in all Swiss hospitals. The results enable a transparent and national comparison.

Rights and responsibilities

Right to information and education

Patients have the right to be informed in an understandable and appropriate manner about their state of health, the planned examination measures, the probable course of the disease and the benefits and risks of treatment. They may ask to see their medical records at any time.

Consent to treatment

The prerequisite for any treatment and care is that the patient with capacity - whether adult or minor - consents to it. They also has the right to refuse treatment, to discontinue it or to leave the hospital. If they refuses an intervention contrary to the doctor's recommendation, he/she assumes responsibility for this decision. The same applies if the patient leaves the hospital contrary to the medical advice.

Right to a second opinion

Patients have the right to seek a second opinion on a proposed treatment or diagnosis in case of doubt and when there is no urgency for treatment.

Right to confidentiality

UKBB staff are bound by the duty of confidentiality. Third parties will only be given information about the patient's state of health with the patient's consent (or if required by law). However, the patient's consent is assumed if information is passed on to pre- and post-treatment doctors and other persons providing further treatment.

* Minors can also be capable of judgement with regard to consent to treatment. The capacity to judge is not based on the age of the patient, but on his or her mental capacity. In the case of adolescents / children who are capable of judgement, their sole consent is decisive.

Research

During their first hospital stay, patients are asked in writing whether the patient data may be used in encrypted form (without names) for research in accordance with the guidelines of the Swiss Human Research Act. Patients have the right to refuse or revoke their decision at any time. Consent does not incur any costs and no additional examinations are carried out.

Living will

Patients who are capable of judgement have the right to specify in an advance directive what kind of care and treatment they would like to receive if they are no longer able to express their own will. They can state whether and which medical measures they reject in an emergency or whether they want to release organs for donation.

Responsibilities of patients

Patients are obliged to contribute to the success of the treatment. This includes, for example, that they provide the responsible specialists with as complete and truthful information as possible. Furthermore, they and their relatives are obliged to observe the house rules and to show consideration for other patients.

Useful addresses

If you have any suggestions or complaints, the complaints management team will be happy to receive your feedback by telephone (T +41 61 704 29 41) or by email (feedback.qualitaet@ukbb.ch).

Contact Quality and Complaints Management: T +41 61 704 29 41 or feedback.qualitaet@ukbb.ch

You can also contact the Ombudsman's Office of the Hospitals of Northwestern Switzerland.

Contact ombudsman's office: kontakt@ombudsstelle-spitaeler.ch

House rules for patients, parents, relatives and visitors

General information

Purpose

The treatment of sick people, especially sick children, requires a great deal of mutual consideration. These house rules are intended to ensure safety and order with a view to undisturbed patient care and safe operation. Everything that impedes orderly and appropriate operation is to be refrained from.

Area of application

The house rules apply to the entire area of the UKBB including the outside facilities. They apply to all persons who are in this area.

Behaviour in the UKBB

Statement by the management

Employees, patients and their relatives must behave respectfully towards other persons during their stay at the UKBB. The UKBB does not tolerate aggression and the use of violence, namely:

- Any kind of verbal and / or physical behaviour that is threatening towards persons or their environment,
- any form of insulting, discriminatory or racist behaviour,
- damage to property,
- refusal to comply with the house rules.

Hygiene

At the UKBB, the protection of patients is paramount. Therefore, please implement the recommended hygiene measures and use the dispensers for hand disinfection.

Smoking

Smoking is prohibited on the entire premises, including loggias and the hospital garden. The smoking ban also applies to e-cigarettes. Outside the hospital there is a delimited and designated smoking zone (fumoir).

Alcohol and intoxicants

The bringing in and consumption of drugs and intoxicants of any kind is prohibited. In addition, there is a general ban on alcohol in the UKBB.

Noise prevention

All noise is to be avoided. This applies in particular to the night-time quiet hours between 8 pm and 6 am. In the patients' rooms, visitors must ensure that other patients are not disturbed.

Photography, filming

Photography for private purposes is only permitted in the UKBB if no other persons, patients, hospital visitors or employees are depicted, unless they have given their explicit consent.

Photography for commercial purposes requires the permission of the UKBB Communications Department.

Mobile phones are allowed in the UKBB, but should be set to silent. Mobile phones are prohibited in individual areas. The connection and use of private household appliances (heating cookers, rechauds, cookers, toasters, fans etc.) is prohibited. Private computers (laptop, tablet) may only be operated via WLAN.

Lighting candles, oil lamps etc.

The lighting of candles, oil lamps and the like is strictly prohibited.

Bringing pets

It is not permitted to bring pets into the hospital building (exception: e.g. special therapy dogs, guide dogs for the blind). Leash hooks are available for dogs on the left-hand side in front of the main entrance to the UKBB.

Valuables

Patients and their relatives are requested not to bring valuables with them. The UKBB accepts no liability for the theft of valuables. Lost property should be handed in at the reception desk at the entrance.

Waste

Waste must be disposed of in the designated containers and rooms.

Parking

Emergency parking areas

The parking areas in front of the UKBB are reserved exclusively for emergencies and must be kept free accordingly. Public parking areas, e.g. the nearby City Parking, are available for patients and visitors.

Parking of bicycles, scooters etc.

Bicycles, scooters and scooters are not allowed in the hospital building and must be parked in the designated areas. Please note that improperly parked bicycles may be moved by the UKBB housekeeping service.

Enforcement and sanctions

Violations of the house rules may result in expulsion from the hospital premises and the issuing of a house ban. In serious cases, the right is reserved to report the offence to the police. The UKBB reserves the right to assert claims for damages and, if necessary, to take legal action.

The enforcement of the house rules is the responsibility of the management of the UKBB or the persons authorised by the management.

Basel, 25.10.2017

