

# FAMILY TIES

*at Sentara Potomac Hospital*



SENTARA®  
HEALTHCARE

INFORMATION  
FOR NEW FAMILIES

*Welcome to Sentara Potomac Hospital! We want to make your stay here as pleasant and comfortable as possible. Please keep us informed of your needs. This information is for your reference during your stay.*

## **General Information**

### *Visiting Hours*

#### **Labor and Delivery**

For Baby's Father & Labor Coach: Open Visitation  
For Immediate Family: No more than two people at one time is recommended.

#### **Post Partum**

Fathers: Open visitation  
Immediate Family: 12:00 noon to 8:00 p.m.  
Siblings of Infant: 12:00 noon to 5:00 p.m. for 30 minutes accompanied and supervised by an adult.

All Other Visitors  
(Adults only, two visitors per patient at any time): 6:00 to 8:00 p.m.

The baby's father may spend the night. We encourage Dads to be comfortable and to remain with the Mother as much as the couple wishes.

**Note:** *Visiting hours and policies are subject to change, particularly during flu outbreaks.*

### *When Visiting*

Please remember how important it is to have everyone, including Mom and Dad, wash their hands before handling the baby! Siblings of the newborn may visit in the room as long as they are free of communicable diseases and not overly noisy. Siblings must be supervised at all times by an adult other than the new mother.

No children under the age of 12 are permitted on the unit unless they are the newborn's siblings. Please limit the number of visitors at the bedside to two at any one time. We would greatly appreciate your cooperation in seeing that your visitors leave promptly at 8 p.m. This allows the nursing staff to continue their care and teaching and permits a quieter time for mother and father to bond with their newborn.

## *No Smoking*

Sentara Potomac Hospital is a nonsmoking healthcare facility. There is absolutely no smoking inside the hospital or in the outdoor garden area.

## *Nursing Staff*

Your nurse will acquaint you with the use of the phone, call button, bed and lighting controls, and visiting and smoking policies. Our Women's and Children's Services nurses are trained to take care of newborns, new mothers and mothers experiencing pregnancy complications.

Work shifts are: 7:00 a.m. to 3:00 p.m., 3:00 to 11:00 p.m., and 11:00 p.m. to 7:00 a.m. Nurses are "in report" for the first half hour of their shift. There is always a nurse available to answer your needs. Many of our nurses have achieved specialty certifications as inpatient obstetrics, maternal/newborn or neonatal intensive care nurses. We encourage you to ask any questions and to utilize our well-trained staff. Several nurses also have advanced training as lactation consultants.

## **While In the Hospital**

### *Sleepover Guidelines for Dad*

If Dad elects to spend the night, he must remain fully clothed (sweat suits are suggested) and must sleep in the recliner provided in each room. If the volume of patients makes it necessary for mothers to share a room, fathers may not be able to spend the night. Blankets and a pillow are available on request. The bathroom shower is for mother's use only.

### *Food Service*

If you have special dietary needs or requests, please inform your nurse. Light snacks are available on request 24 hours a day for the patient only.

Family and friends are welcome to eat in the Garden Café, which is located on the Garden Level. It is open from 7:00 a.m. to 7:00 p.m. daily, including weekends. Vending machines and snack areas are also located in our family lounges and outside the Garden Café.

Your visitors may bring you food from outside the hospital if you are on a regular diet.

## *Pain Medication*

Your physician usually chooses either a non-narcotic or a narcotic pain reliever for you. When you feel the need for pain medication, please inform your nurse. She will check your medication record and will help you select the appropriate drug based on your degree of pain.

## *Visits with Your Doctor*

Your doctor, or one of their practice partners, will see you daily while you are in the hospital. Doctors begin seeing patients as early as 7:00 a.m. on weekdays and usually a little later on weekends.

## *Telephones*

The two extensions in each room share the same telephone number. Your family and friends can reach you by calling your room directly at (703) 986-54 + Room Number, or by calling our main switchboard at (703) 670-1313 or (540) 659-1800 and asking for your room. Telephone lines are open for incoming calls from 7:30 a.m. to 10:30 p.m. Outgoing local calls can be made at any time. You must use the prefix “8” before dialing a local phone number. The phones are considered part of your room charge. Long distance or credit card phone charges can be handled through the hospital operator. Dial “0” for assistance.

For calls within the hospital, you may dial the extension directly.

**Regular Nursery:** Ext. 1536

**Intensive Care Nursery (NICU):** Ext. 1537

## *Bed Controls*

Unless you are otherwise instructed, you may use the bed controls (located on the inside panel on each bed rail) to raise and lower the head/foot of your bed as you wish. The bed must remain locked and in the low position at all times for patient safety. Side rails should be in the up position for sleep.

# Baby's Care In the Hospital

## *Feeding Your Baby*

Each day there will be a small form in your baby's crib for you to record the infant's feeding times and diaper changes.

Breast-fed babies should be fed on a demand schedule, usually every 2 to 3 hours. If you have trouble waking a sleepy baby for feedings, please call your nurse if it has been longer than 3 hours since the last feeding.

Bottle-fed babies need to eat every 3 to 4 hours and usually take 1 to 2 ounces per feeding while in the hospital. Please do not let your infant go longer than 4 hours without a feeding. A bottle should not be used if it has been opened longer than one and a half hours. Don't forget to burp your baby every half an ounce. Let your nurse know if you note a feeding problem such as excessive spitting or refusing formula.

## *Baby's Visits with the Doctor*

Babies admitted to the regular nursery will see the doctor between 7:00 and 9:00 a.m., either in the nursery or in the mother's room on the Post Partum Unit. After examining the infant, the doctor will discuss the examination results with you.

For NICU babies – If your baby has special needs and has been admitted to our Neonatal Intensive Care Unit (NICU), a neonatologist or neonatal nurse practitioner will talk with you about your baby's anticipated medical requirements.

## *Baby Pictures*

This is an optional service provided by the Sentara Potomac Hospital Auxiliary. During your stay you will have the opportunity to have your newborn's first portrait taken by a trained photographer. He or she will contact you soon after your delivery to make arrangements for your baby's first portrait. The service uses the latest in digital photography to produce a studio quality picture proof. From the proof, you will be able to order portrait packages, which will be printed on-site before you leave the hospital. We also provide a password-protected Web nursery at [potomachospital.com](http://potomachospital.com) for friends and family members with whom you choose to share the password.

## *Birth Certificates*

To initiate an official state birth certificate, a hospital worksheet must be completed and checked for accuracy by a medical records technician. You will find this form at your bedside. Please complete as much of the form as possible. The medical records technician will help you answer questions that you might have trouble with and will assist you in requesting a social security number for the infant and paternity papers if desired. Medical records personnel make their daily rounds starting at approximately 9:30 a.m.

## **Safety Issues**

### *For Your Safety*

After 10:00 p.m. all hospital doors are locked with the exception of the Emergency Care Center patient entrance. You may exit the building through doors in the main lobby or through the Emergency Care Center. All doors will reopen at 5:30 a.m. Hospital security personnel are on duty 24 hours a day and make periodic rounds through the hospital and parking areas.

### *For Your Baby's Safety*

While you are our guest, we are committed to providing you with the highest level of care for you and your baby. Your safety and that of your baby is our priority. It is only with your cooperation that we can achieve this goal. Therefore, we would like to take this opportunity to review some information with you.

1. Identification/picture badges are worn by all hospital employees. Employees in Women's and Children's Services have a pink band on their ID badge. Do not allow any person you don't know or who does not have a picture identification badge with a pink band to transport your baby.
2. Identification Bands – At the time of birth, matching identification bands were placed on your baby, the baby's mother, and an individual designated by the mother. Only Women's and Children's Services staff members, the mother, and the designated individual with this

identification band will be allowed to escort the baby from the nursery to the Mother-Baby Unit. No baby will be released to any individual who does not have a matching identification band.

3. Please transport your baby from your room to the nursery in the small crib provided. Please do not attempt to walk in the hallways while carrying your baby. If you would like to sleep or shower, please return your baby to the nursery. Do not leave your baby unattended in your room. Infants may not be taken from the unit without a nurse in attendance. All nurses wear a photo ID badge with the hospital's logo.

## Going Home

### *Discharge Instructions*

**For Mothers:** All mothers should receive verbal discharge instructions from their doctor and both written and verbal discharge instructions from their nurse. Discharge time is between 11:00 a.m. and 1:00 p.m., unless mothers are leaving at 24 hours after delivery. If your baby is admitted to the NICU, you may be discharged prior to the baby's release from the NICU. **In these cases, it is very important for you to keep the ID bands with baby numbers. These bands must be matched to the baby's ID bracelet prior to the infant's discharge.**

**For Babies:** All newborns are seen by their doctors on the day of discharge. All infants must have the state mandated testing done and an ID bracelet removed by a nurse in front of the mother prior to discharge. Final discharge instructions on infant care will be given at this time.

### *Take-Home Gifts*

You may take the personal care items home with you that you were given as part of the admissions package. The infant diapers, care kit and hat may be taken from the infant's crib. Please DO NOT take any linens, baby blankets or t-shirts.

## *Infant Car Seat & Transportation Home*

When all discharge instructions have been given, notify your nurse and a transportation aide will come to your room with a wheelchair for you and your baby. Your driver should wait with the car at the hospital's Main Entrance. **Be sure to have an infant car seat installed for baby's ride home.**

It is the law in the Commonwealth of Virginia that all infants be secured in a car seat when traveling by car. Anyone financially unable to buy a safety seat may apply to the local Health Department. Call (703) 792-7300 for Woodbridge, (703) 792-6300 for Manassas and (703) 792-4700 for Sudley North. Follow the manufacturer's instructions for installation of the car seat and proper use of the car seat restraints, belts, etc. The safest place for infants and children is the middle back seat of the car. For information about free child safety seat inspections, call (703) 221-2500.

## *Payment of Hospital Bill*

Most preregistered patients will not need to contact Patient Financial Services prior to discharge. However, if there are questions about payment of the hospital bill, a representative will visit you in your room or you may stop by the cashier's office in the main lobby.

## *Patient Satisfaction Survey*

Before leaving we would greatly appreciate it if you would take time to fill out the Patient Satisfaction Survey and write in any comments pertaining to your hospital stay.

## **Once You Are Home**

Questions may come up and we want you to feel free to call us.

**Post Partum** (703) 670-1593 or (540) 659-1800, ext. 1593

**Nursery** (703) 670-1536 or (540) 659-1800, ext. 1536

**NICU** (703) 670-1537 or (540) 659-1800, ext. 1537





**S E N T A R A**<sup>®</sup>  
H E A L T H C A R E

## **We Are Now Sentara Potomac Hospital**

*Potomac Hospital is now part of one of the largest health systems in Virginia...Sentara Healthcare. As Sentara Potomac Hospital, our mission is to improve health every day throughout the communities we serve.  
Learn more at [Sentara.com](http://Sentara.com).*

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