



Mental Health Inpatient Center

Guiding you and your child through the Center

Table of Contents

Welcome	4	Hospital Staff	12
We treat a range of conditions		Treatment team	
Our programs		Safety	13
Getting to the Mental Health Inpatient Center		Comprehensive intervention safety measures	
What you can expect over the next 24–72 hours		Seclusion and safety restraints	
During Your Stay	5	Disaster plan	
What is the Mental Health Inpatient Center like?		Finances & Records	14
What is the daily schedule?		About your bill	
What can I bring into the Center?		Requesting a copy of your child’s medical records	
Items that patients cannot have on the unit		Patient & Family Satisfaction	15
Items that visitors cannot have on the unit		Patient- and family-centered care	
Meal service		Patient/family concerns and grievances	
Treatment outcomes		Patient experience survey	
Parent/guardian expectations: how you can help		Patient Privacy (HIPAA)	
Family Information & Services	9	Help us keep your child safe	
Visitor guidelines		Mental Health Patient Rights	17
Restrictions		Working With Your Child’s School	18
Spending the night		At Admission	
Guidelines for mental health inpatient treatment		Talking with your child’s school	
Customer service representatives		Helping your child return to school	
Employee identification		CHOC Discharge Plan	19
Parking		Discharge preparation	
Interpreters		You are a part of the team	
Spiritual care		Orientation to the room and hospital routine	
Ronald McDonald House		Start preparing for discharge	
Cafeteria		Map	21
Coffee kiosk			
Family resource center			
Outdoor patio			
Prayer/meditation room			
Gift shop			
ATMs/banking			



Welcome to CHOC Children’s

While your child is in the hospital, we will work closely with you to create a nurturing experience and compassionate environment while providing psychiatric care for your child. Your presence in the hospital is very important to us. We are here to answer your questions and help you play an active role in your child’s experience.

It’s important to know that your child is not alone. Nearly 20 percent of children in the United States are believed to have a diagnosable mental illness in any given year. At CHOC Children’s, we have a lot of experience helping young people manage their conditions so they can live their lives to their full potential.

Our team of psychiatrists, psychologists, nurses, social workers, mental health assistants and child life specialists in our inpatient center and outpatient programs use evidence-based approaches—proven to be the most advanced and most effective—to treat the full spectrum of child and adolescent mental and behavioral health problems.

We treat a range of conditions

We use cognitive-behavioral and dialectical-behavioral therapies as the foundation for treating illnesses such as depression, anxiety and trauma-related disorders. We also work with children and teens diagnosed with bipolar disorder, post-traumatic stress disorder, obsessive-compulsive disorders and schizophrenia. We use a variety of therapeutic techniques including behavioral interventions, child-focused therapy and interpersonal therapy. Our specially trained psychiatrists will evaluate your child to determine if medication will be helpful for your child's treatment.

Our programs

CHOC Children's provides a continuum of mental health services, including acute inpatient care, an intensive outpatient program and regular outpatient services. All our programs support family-centered care, and focus on the needs of both the patient and the family.

In addition to caring for young people and their families, we provide professional training and conduct research aimed at improving outcomes for our patients.

Getting to the Mental Health Inpatient Center

Your child will be transported from the Julia and George Argyros Emergency Department at CHOC Children's to the Mental Health Inpatient Center by our staff for safety reasons. A parent or legal guardian must go to the Center to complete admitting paperwork and sign consents. If your child is transported from an outside emergency department, you will arrive at the CHOC emergency department and be transported to the Center.



Prior to accepting written authorization for treatment, the parent/guardian will be given a full written and spoken explanation of the treatment philosophy followed, including the use of restraint and seclusion, medication and how involved the parent/guardian can expect to be in the treatment process. (W&I section 6002.15) Restraint and seclusion laws apply equally to children and adults, therefore, parents/guardians cannot waive any of those precautions.



What you can expect over the next 24-72 hours

- Evaluation by a psychiatrist within 24 hours of arriving at the Mental Health Inpatient Center.
- Psychological testing to assist in diagnosis and treatment planning.
- Regular contact with the primary care team (nursing, social worker, behavioral health assistant, child life and mental health assistant).
- Daily treatment updates provided by the primary nurse and social worker. To speak directly to your child's psychiatrist, inform your primary nurse or social worker if you would like to meet or talk to the doctor directly.
- Two family meetings each week with the social worker, parents/guardians, and if appropriate, the child. The first family meeting will be scheduled within 48-72 hours of an inpatient admission.

During Your Stay

What is the Mental Health Inpatient Center like?

The Mental Health Inpatient Center is an 18-bed unit. All rooms are private and your child will share a bathroom with one other child. The Center is divided into three pods of six rooms each. You can stay overnight with your child. Your child will be checked on every 15 minutes for his or her safety.



What is the daily schedule?

Your child will participate in various therapeutic and medical treatments depending on his or her personal needs. Your child's inpatient stay could include:

- Participation in daily groups to teach coping and social skills
- Meeting daily with the attending psychiatrist and other members of the treatment team
- Attending scheduled family meetings and therapy with parents/guardians and the social worker
- Completing school work Monday through Friday
- Engagement in therapeutic recreational activities with a child life specialist
- Participating in art therapy and music therapy
- Time in our outdoor activity area for physical recreation



What can I bring into the Center?

We want to work with you and your child to ensure their safety, as well as that of the other children in the Center. If you have any questions, please see the unit assistant. The following information is designed to keep everyone in the Center safe:

Items that may be restricted in order to keep your child safe while on the unit

Each patient will have their own cubby that all items may be placed in until they are taken home. We encourage you to only bring in items that are absolutely necessary, and take home anything else.

- Clothing items with strings, hoods, zippers or buttons
- Belts, scarves, jewelry, piercings, hats or bandanas
- Stuffed animals with hard objects, such as plastic eyes or nose
- Personal hair accessories or makeup (elastic ponytail holders will be provided)
- Personal hygiene products (all bath products will be provided)
- Personal socks or shoes (non-skid socks will be provided)
- Bras with underwire or hooks (sports bras are preferred)
- Personal blankets or pillows
- Smart watches or cell phones
- Cameras

Items that visitors cannot have on the unit

Lockers are provided for each visitor to secure their items before entering the unit. Items that can lead to safety problems for children in the Center can include those listed below. Please talk to a Center staff member if you have any questions about these items.

- Plastic parent badge holder (please wear an identification sticker where it is visible)
- Sweaters, coats, jackets with a hood or strings
- Pocket knives, razors or other sharp objects
- Food or drinks from outside of the Center (water will be provided upon request)
- Tobacco products or lighters
- Cell phones, smart watches and cameras
- Keys



Meal service

CHOC Children's is pleased to offer a meal service to our patients. This service is an extension of our continuing commitment to provide you with excellence in patient care. You can select your meals the day before and all meals will be served in the Mental Health Inpatient Center dining room. You can place your order with your nurse.

Treatment outcomes

The goal of inpatient treatment is to help youth and families through an immediate psychiatric crisis. The Center offers a safe place to stabilize your child's condition and to develop a long-term treatment plan. Mental health treatment can be very effective for children and teens, but it requires additional services after your child is discharged from the inpatient unit. Your treatment team will help develop the best long-term plan for your child and family.

Parent/guardian expectations: How you can help

- Ensure that we have your current contact information, including telephone numbers, address and email.
- Be available via phone or in person to receive daily updates and to participate in your child's treatment (medication consents, family meetings).
- Engage in the discharge planning process which happens throughout your child's admission.
- Arrange an outpatient appointment for your child.
- Talk with the treatment team about any specific needs that you would like us to address. Please inform your primary nurse or social worker if you have any questions.



You can make some notes on important information regarding your child's treatment and diagnoses below:

1. Lab work: _____

2. Prescribed medications and dosages: _____

3. Psychiatric or diagnostic testing: _____

4. School support plan: _____

5. Parent support: _____

6. Educational material: _____

We want to work with you and your family during this hospitalization. If you have concerns or problems during your child's stay, please let your primary nurse or social worker know so the issues can be addressed.

Family Information and Services

Visitor guidelines

Support is important to children and teens during a hospital stay. The following guidelines are designed with family-centered care, safety and your child's need for privacy in mind.

Parents, grandparents and legal guardians are welcome to visit any time they wish. All other visitors will be asked to only visit during the times of 6-7 p.m. Monday through Friday and 1-3 p.m. Saturday and Sunday. When visiting the patient, we ask that only three visitors be on the unit at a time. However, additional visitors may utilize the family lounge or family resources through the CHOC campus. The hospital will not restrict or deny anyone's visit due to their race, color, national origin, religion, sex, sexual orientation, gender identity, gender expression or disability.

Our top priority is your child's treatment. As a part of your child's treatment, your team may have some observations to share with you regarding visitors. We will discuss any observations or concerns with you, and encourage you to do the same with us. Before coming to the Center, visitors must go to the Center reception desk to visit and get badges. We will also provide lockers in which you can place your belongings.

Restrictions

Because children have a great deal of contact with each other in the Center as a part of their treatment, we do everything we can to prevent infections. Restricting visitors who are ill can help prevent infections from spreading person to person. It is always best to protect yourself and your child by asking visitors not to visit if they have a fever, cold or other signs of an illness.

During cold and flu season (winter to early spring each year), visitors must be healthy. Siblings of any age who are healthy may visit during our regular visiting hours. Other visitors must be over age 14. Additional visiting restrictions may be announced if there are concerns about illness in the community.

Spending the night

We encourage parents to be part of their child's treatment. However, there may be times when children may need care without their parents present. Your child's treatment team will discuss this with you if they make this recommendation.

If you would like to spend the night, you must be a parent or legal guardian of the child. Please call the Center by 4 p.m. so that we can prepare. Once your child has gone to bed, you will be asked to remain in your child's bedroom the rest of the night to ensure your child's sleep is not disturbed.

- Only one parent or guardian can spend the night at a time.
- The treatment staff will work with you and your child to see if spending the night is appropriate. At times, it may not benefit your child's treatment progress.
- Please review specific guidelines given out at admission.



Guidelines for mental health inpatient treatment

- Visiting generally takes place in your child's room or activity room. Ask your child's staff member where you can visit.
- If your child enters another child's room, please ask for help from a staff member to bring your child out.
- If there appears to be an emergency in another child's room, tell a staff member right away so they may respond to the child's need.
- Sometimes, out of concern, you may want to provide words of advice or ask questions about another child's situation, but please refrain. There is a specific treatment plan for every child that staff members are overseeing. Alert staff if you have concerns about another child's behavior instead of addressing this child directly.
- Due to confidentiality, certain areas in the Center are designated for staff only or patients.
- Patients are not allowed to share their personal contact information with other patients. This includes their phone number, address, email and other social media information.

Customer service representatives

Our customer service representatives are here to help you manage and cope with the complex hospital environment by explaining policies, connecting you with appropriate staff, answering questions or assisting with problem solving. Customer service representatives can act as a personal link to the hospital and ensure that your rights as a patient/family are respected. To contact a customer service representative, please call the Customer Service CARE Line at (714) 509-3200.



Employee identification

All CHOC employees and staff physicians wear a hospital badge so they can be easily identified. It's a good idea to become familiar with the staff working in the Center. Do not leave your child with anyone who is not wearing a CHOC identification badge, or without knowing where your child will be taken and how long the tests will take. Please notify the nurse immediately if you see any unfamiliar person(s) entering your child's room or asking about your child.

Parking

Valet parking and self-parking are available for patients, families and visitors. Patients, families and visitors park in the CHOC Children's Hospital and Clinics parking structure. The Center can be accessed on the 3rd floor of the CHOC West Building. The hospital can be accessed through admitting on the first floor and by the second-floor parking structure bridge.

Interpreters

The Interpreter/Translator Department helps patients and families communicate with the nursing and medical staff. Spanish and over-the-phone interpreters are available seven days a week. Efforts are made to provide on-site interpreters for other languages, when possible. Multi-lingual phone interpretation (blue phones) is available 24 hours a day. To request an interpreter, please contact your child's nurse.

Hospital staff and physicians will use this phone to connect to a translator when a patient/family speaks a language other than English. The blue phone can also be used as regular phone. To use it as a regular phone, please use the left hand set.

Spiritual care

Spiritual care services are available seven days a week, 8 a.m. until 4:30 p.m. for all patients and their families. After-hours care may be available upon request. A visit with the chaplain can be arranged by your nurse or another member of the health care team. The chaplain can arrange visitation with community clergy from your faith tradition. Family members may also wish to visit our Meditation and Prayer Center, located on the second floor of the Bill Holmes Tower, beside the Family Resource Center.

Ronald McDonald House

For families in need of lodging close to the hospital during your child's stay, the cozy, 20-bedroom Orange County Ronald McDonald House is located a few blocks from the hospital. For information, speak with someone on your care team.

Ronald McDonald House Address:
83 South Batavia Street, Orange, CA 92868-3904
(714) 639-3600.

Cafeteria

CHOC has two full-service cafeterias located in our North Tower and Holmes Tower. We ask guests and families to not bring their food back to the Center and make sure to eat prior to entering the Center. The CHOC North Café and CHOC Holmes Café hours of operation are posted on choc.org. Both serve hot entrees, deli sandwiches, salads, beverages and desserts.

Coffee kiosk

CHOC is proud to offer our very own Starbucks. CHOC's Coffee Kiosk hours are posted on choc.org. It offers both hot and cold coffee drinks, teas, bottled beverages, delicious pastries, sandwiches and salads to go.

Family resource center

Our Family Resource Center features a library full of books and references for families to learn more about their child's pediatric illness as well as general health and wellness. The children's section has books for all ages. The Family Resource Center also includes a business center with computers, Wi-Fi, fax machine, printer and copier.

Outdoor patio

Near the Holmes Café, there is a relaxing outdoor roof garden with patio tables which families can access. As a part of the Center we have a dedicated outdoor play and recreation area that children and teens can access several times a day for physical activity and play.



Prayer/meditation room

Whether you need a moment of comfort or a quiet space to pray, the Meditation and Prayer Center is intended as a sacred place for our patients and their families. Open 24 hours per day, this space is located on the second floor of the Bill Holmes Tower, beside the Family Resource Center.

Gift shop

The gift shop, located on the second floor in the Holmes Tower, offers a variety of merchandise, including stuffed animals, toys, activities, gifts, snacks, toiletries and magazines. Phone orders are welcome by calling (714) 509-8668. The gift shop accepts cash, debit and credit cards. Proceeds from the gift shop are used to support the hospital. Please check with the staff in the Center for what is allowed before ordering.

ATMs/banking

A Wells Fargo bank automatic teller machine is available on the first floor in the North Tower.

Hospital Staff

The staff taking care of your child consists of registered nurses, licensed vocational nurses and mental health assistants. The nurses and mental health assistants are in charge of ensuring and promoting your child's safety, proper hygiene, teaching appropriate coping skills and helping them understand their diagnosis. Our team helps provide structure and stability to your child's care.

Treatment team

This includes both the staff in the Center (doctor, nurse, social worker, child life specialist and mental health assistant), and the people who will support your child's treatment after discharge, including parents, caregivers, school personnel, community providers and more.

Psychiatrist: This is the doctor who oversees your child's care for medications and overall treatment plans.

Child Psychologist: Conducts psychological testing, helps develop your child's treatment plan and may provide some psychotherapy as well.

Primary Nurse: The nurse will work side by side with the psychiatrist, psychologist and the social worker to coordinate your child's treatment.

Registered Nurses (RN): Nurses who have graduated from a college-level nursing program and have passed a national licensing exam.

Licensed Vocational Nurses (LVN): Perform basic care services, such as checking temperature and blood pressure, and assisting with feeding and bathing. LVNs also assist with the milieu management and may lead groups. LVNs work under the supervision of nurses and doctors.

Mental Health Assistant (MHA): An MHA has a bachelor's or master's degree. They provide milieu management, lead therapeutic groups and provide overall structure and stability during your child's inpatient admission.

Unit Assistant: They help keep the unit running smoothly. They are a good source of information about the unit.



Nurse Practitioner (NP): Nurse practitioners and clinical nurse specialists are registered nurses who have completed graduate-level education and board certification. NPs complete history and physical (the initial evaluation of your child's health) and address medical concerns for your child during an inpatient admission.

Clinical Director/Clinical Manager: The unit leader for each patient care area. They are generally nurses with advanced degrees (master's or doctorate).

Social Worker: A social worker is assigned to every patient. The social worker is responsible for discharge planning, care coordination and communicating with insurance companies about insurance-related issues. In addition, social workers will work with your family and conduct family therapy sessions, individual therapy and run therapeutic groups.

Child Life Specialist: Child life specialists assist patients and families in adjusting to the hospital environment. They offer developmental stimulation for your child, activities while preparing for procedures, therapeutic play or activities, special entertainment and family support and education.

Occupational Therapists (OT): Help children with coordination needed for fine motor skills and daily tasks, such as writing, feeding and brushing teeth.

Safety

CHOC has taken many steps to make sure that your child is in a safe, secure environment. The hospital constantly monitors and tests for a wide range of security and safety measures. You may hear or overhear announcements for drills and other messages. Please notify your nurse if you have any questions.

- For the safety of all children, we may examine personal baggage before it enters the Center. You will be asked to lock all personal belongings in a locker outside the Center. Please keep all personal baggage under your supervision at all times or leave it at home. Do not leave any items unattended in your child's room.
- Your personal over-the-counter and prescription medications are not allowed in the Center. Secure all medicine in the locker outside the Center. Please leave any medications you are not using that day at home to ensure the safety of all patients.
- Do not give your child medication, vitamins or supplements. Please discuss your child's medication needs with the nurse.
- Cell phone usage is not allowed in the Center. If you need to make a call, we will help you, or you can go to the parent lounge outside of the Center.

For safety reasons, the Mental Health Inpatient Center is secure (locked). This security is important to ensure your child's safety. This means that staff will assist you to enter the Center.

Comprehensive intervention safety measures

All direct care and support staff are trained in crisis intervention. This program is focused on how staff can support children when they experience an emotional crisis, and help them learn from the experience for a more positive outcome and to start their healing journey.

Seclusion and safety restraints

- A safe environment is the foundation for effective mental health treatment.
- We are committed to reducing and preventing the use of seclusion and restraint. We strive to maximize freedom and self-control for our patients while reducing force and avoiding harm for all.
- Seclusion and restraints are not treatment options, but safety interventions of last resort when there is a risk of danger to a child or others. These measures are very intrusive techniques. Seclusion and restraints shall never be used for treatment, discipline or staff convenience.
- Seclusion and restraints are used as safely and humanely as possible by trained personnel. When used, the dignity, privacy and safety of your child will be preserved to the greatest extent possible.

We are committed to a setting that:

- Supports the dignity, privacy and rights of every child
- Focuses on the physical and psychological safety of every child
- Focuses on establishing positive, healthy and trusting relationships
- Promotes health and recovery

Disaster plan

CHOC maintains a coordinated emergency response plan for both internal and external emergencies.



Finances and Records

About your bill

We know that medical bills can be confusing. To simplify matters, we will assist you in verifying your insurance and identifying prior authorization requirements, deductibles and co-payments. The financial counselors in the admitting department are available to answer any questions you may have concerning your child's account, including setting up payment arrangements. If your child is not covered under a commercial insurance plan and you need financial assistance, our counselors may also be able to provide you with information about many government plans your child may qualify for to receive benefits. In the event your child does not qualify for any of these programs, the financial counselor will review CHOC's financial assistance program with you.

After you leave the hospital, we will bill your insurance company directly and you will receive an itemized copy of your charges. Once we have settled your account with your insurance company, a payment may be requested by the hospital for any amounts not covered by your insurance or government-sponsored program. In addition to cash or check, we accept Visa, Mastercard or American Express.

CHOC has a dedicated team available Monday through Friday from 8:00 a.m. to 4:30 p.m. to assist you with any of your CHOC billing or payment arrangement inquiries. Please call (714) 509-8600.

Please note: In addition to your hospital bill, you may also receive separate bills from your doctor and any other medical specialists who cared for your child. For inquiries regarding these charges or to verify if a physician is contracted with your health plan, please call the physician directly.

Requesting a copy of your child's medical records:

Requests for copies of your child's medical record must be in writing, dated and signed by the child's parent or legal guardian. If you wish to obtain copies of the record, the hospital will provide you with an authorization form to use. Please go to the medical records office located in the CHOC Clinic building.

Telephone requests cannot be honored. There is a minimal charge for copies.



Patient and Family Satisfaction

Patient- and family-centered care

Patient- and Family-Centered Care is a partnership of health care staff and families, working together to best meet the needs of the child. We want you to be an active part of your child's care team. As partners in providing the best care for your child, we (the health care team) can share our knowledge about treatments, while you (the parents) can share your knowledge about your child and family, and what is important to you. We encourage you to ask questions regarding medications, tests and procedures. Patient-and-family-centered care also means open communication and information sharing in a language and style you can understand. We want you to ask us questions and work with us to develop a communication style that works for you and your family. We are committed to making sure you know how your child is doing and you are involved in the plan of care.

Patient/family concerns and grievances

To file a concern or grievance with the hospital, you may do so by calling the CHOC Customer Service CARE Line at (714) 509-3200 or mailing correspondence to CHOC Children's Customer Service Department, 1201 W. La Veta, Orange, CA 92868. You may file a complaint or grievance directly with the State of California Department of Public Health, Orange County District Office, 681 S. Parker St., Suite 200, Orange, CA 92868, phone (714) 567-2906, fax (714) 567-2815 or toll-free (800) 228-5234.



Patient experience survey

As part of our commitment to provide the ideal patient experience, we regularly ask our patients and families for feedback on the care and service they have received. Shortly after discharge, you may receive a questionnaire about your patient experience. Your participation in this survey will be very helpful to us and future patients. Please take a few moments to complete and return the survey.

Patient Privacy (HIPAA)

CHOC is committed to respecting patient privacy and protecting patient health information. If you have any questions, please contact a member of your care team or our privacy officer at (714) 509-7500. Please refer to Notice of Privacy Practices you received in admitting.

Help us keep your child safe

Follow these eight tips for ensuring a safe experience every time:

1. Be an advocate for your child. Don't be shy. Ask questions about your child's care, raise safety concerns you have, or ask the caregiver to double check their chart before they act. Write down your questions to ensure the caregiver addresses them.
2. We're children's experts, but you know your child best. Share unique things about your child that may be important to your child's overall care.
3. Wash your hands and your child's hands. Hand washing prevents spread of infection.
4. It is okay to remind doctors and nurses about washing their hands before working with your child—even if they are wearing gloves.
5. Know the medication. Ask for the names of the medications your child is receiving and why they are being given. Caregivers will check your child's ID band before giving a medication to make certain the correct medication is being given. If you don't see this, ask staff to double check that the medication is for your child.
6. Be prepared when going home.
Make sure you are comfortable with knowing:
 - Medications and treatments
 - Signs to watch for that require a call to your doctor
 - What doctor to call
 - When you should make a follow-up doctor appointment

If you have concerns about your child's treatment, please speak up. Ask your caregiver to stop and listen.



Mental Health Patient Rights

In addition to the rights above, California has additional protections for individuals receiving treatment for mental illness. These additional rights are listed below. If you have questions about any of these, please talk to a member of your child's treatment team.

Mental health patients have the same legal rights guaranteed to everyone by the Constitution and laws of the United States and California.

You have the right:

- To dignity, privacy and humane care
- To be free from harm including unnecessary or excessive physical restraint, medication, isolation, abuse and neglect
- To receive information about your treatment and to participate in planning your treatment
- To consent or refuse to consent treatment, unless there is a legally defined emergency or a legal determination or incapacity
- To client-centered services designed to meet your individual goals, diverse needs, concerns, strengths, motivations and disabilities
- To treatment services which increase your ability to be more independent
- To prompt medical care and treatment
- To services and information in a language you can understand and that is sensitive to cultural diversity and special needs
- To keep and use your own personal possessions including toilet articles
- To have access to individual storage space for your private use
- To keep and spend a reasonable sum of your own money for small purchases
- To have reasonable access to telephones—both to make and to receive confidential calls or have such calls made to you
- To have access to letter-writing material and stamps—to mail and to receive unopened correspondence
- To wear your own clothes
- To social interaction, participation in community activities, physical exercise and recreational opportunities
- To see visitors each day
- To see and receive the services of a patient-advocate who has no direct or indirect clinical or administrative responsibility for the person receiving mental health services
- To religious freedom and practice
- To participate in appropriate programs of publicly supported education
- To be free from hazardous procedures
- And all other rights as provided by law or regulation

For more information, contact your local county patients' rights advocate:

Patients' Rights Advocacy Services
405 W 5th Street, Suite 477
Santa Ana, CA 92701
Phone: (714) 834-5647
Toll Free: (800) 668-4240
TDD: (714) 796-0376

If you are unable to contact your local county patients' rights advocate, you may contact:

Office of Patients' Rights: (916) 504-5800
Office of Human Rights: (916) 654-2327

Working with Your Child's School

At Admission

We will ask you to complete a Release of Information (ROI) consent form that will allow our treatment team to contact your child's school. We may ask the school to share the following:

- Your child's academic progress
- Any testing done by the school
- Homework
- A copy of an IEP/504 Plan

This release form will also let us keep the school updated on any services suggested by your child's treatment team. If you do not want the school to know why your child is in the hospital, it is still important we make contact to gather school work for the child. You can indicate what information we can release to the school and what information they can share with the care team.



Talking with your child's school

As a parent/guardian, we encourage you to maintain regular communication with your child's school. Though academic work is not the primary focus during your child's stay, an educational session is provided daily. If possible, please pick up books and assignments from school. With a signed release, we can contact the school to assist with gathering assignments so that we can begin working with your child. For children not currently in school, we will offer them options that include educational activities and life skills. This is designed to prepare your child to return home and to manage everyday life issues.

Helping your child return to school

In preparation for discharge from the hospital, talk with your child about what they plan to tell their peers about their missed school days. Remember that peers are very important to children and some will feel the need to share the real reasons for hospitalization, while others will not. For those who prefer not to share, some common explanations include:

- "I was in the hospital for testing."
- "I was in the hospital to adjust my medicine."
- "I was sick."

It is important that parents/guardians communicate with the school in preparation for your child's return. This helps the school prepare to assist your child with a more positive transition back to school, and allows for parents and school personnel to communicate more openly about your child's needs and coping skills. If a parent or the student needs help with the transition plan, it is a service our teachers can assist with. This includes communicating plans, making suggestions for coping skills, or discussing plans for making up school assignments. In some cases, we will meet with the school and parents to assist in more difficult transitions. Please let your child's treatment team know if you feel that you could benefit from transitional services.

CHOC Discharge Plan

You are a part of the team

As a parent and caregiver, you are an important member of the planning team. During your child's stay, your doctor and the rest of the treatment team will work with you to help you plan for your child's discharge from CHOC starting at the beginning of your child's stay. A part of this discharge plan is developing ongoing treatment after your child's stabilization in the Center.

On the following page is a checklist of important things you should know to prepare for going home. Start using this packet right away to help you be prepared for your child's discharge.

Don't be afraid to ask questions and to reach out to anyone on the team for clarification or concerns.

Discharge preparation

- We think it is best for your child and your family when you can be together at home. Therefore, we set a shared goal at the beginning of an admission and use this goal to help plan for your child's discharge.
- Participating in family meetings is important. We ask family members to participate in family meetings to help make discharge planning successful. Family meetings will be scheduled within 48–72 hours of admission. The social worker can recommend if support members

from your child's school and community should participate in these meetings. If you have questions about who to invite or how to prepare for a family meeting, please ask your child's social worker for help.

- The length of stay that your child will be admitted varies depending on their psychiatric needs. We begin discharge planning upon admission and ask that you begin to evaluate what support you need from us (education, training, resources) so that you can safely manage your child at home.
- You will be asked to work with your social worker to arrange an outpatient appointment for child upon discharge. We know that it works best for children and families to make a successful transition home when appointments are made as follows:
 - a. Outpatient therapy appointment within 14 days of discharge
 - b. Medication management appointment within 30 days of discharge
- If you cannot make or keep appointments on the above schedule, please discuss immediately with you doctor or social worker.
- As we generally have children waiting for admission to the Center, we ask that you work with us for a timely discharge when your child is ready to return home. In general, we try to discharge children between 11 a.m. and 2 p.m.

Orientation to the room and hospital routine

- What is physician/team rounding and when does it take place: _____

- Name of your child's primary psychiatrist: _____

Start preparing for discharge

Check off below:

- Anticipated date: ____/____/____/
- Do you have arranged transportation to go home when you are ready to be discharged?
- Ask the doctors and staff about an anticipated discharge date to help you prepare for the day that you go home. (Anticipated date is a date that is planned for you to go home, but not a set date. You could potentially go home earlier or later, depending on your child's health.)
- If required, do you have your child's car seat, booster seat or other special travel equipment necessary for your child?
- Ask about your child's condition and what can you do to help, what problems to watch for and what to do about them.
- Ask what equipment you might need to go home. Who will arrange this? Use the checklist in the next column to keep track of the equipment you need to bring for discharge.
- The name of my social worker is:



Check off below:

- Did you pick up all your belongings?
- Have you read and agreed to the safety plan with your doctor and social worker?
- During your stay, ask the staff to show you any tasks that require special skills. Then, show them you can do these tasks:
 - Coaching your child to use their coping strategies and behaviors
 - Giving medications
- Write down your child's prescription drugs, over-the-counter drugs, vitamins and herbal supplements.
- Review this list with your child's team. (We need to see what is different upon discharge.)
- Should my child still take these after discharge?
- Feel free to ask to speak with a pharmacist if you have any questions or concerns regarding the medications your child is receiving in the hospital.

Map





About CHOC Children's

Mission Statement

Nurture, advance and protect the health and well-being of children.

Vision Statement

To be the leading destination for children's health by providing exceptional and innovative care.

Six Core Values

Excellence—setting and achieving the highest standards in all we do

Compassion—caring with sensitivity and respect

Innovation—advancing children's healthcare by leading with new ideas and technology

Collaboration—working together with our colleagues and partners to achieve our mission

Service—delivering unmatched personal experience

Accountability—serving as dedicated stewards of the lives and resources entrusted to us



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