CHILDREN'S HOSPITAL

East Tennessee Children's Hospital • 2018 Clinch Ave. • P.O. Box 15010 • Knoxville, TN 37901 • (865) 541-8000

Dear Prospective Visitor:

Thank you for your interest in visiting East Tennessee Children's Hospital.

At Children's Hospital, our patients are our main concern, and to best accommodate them during your visit, we ask that you please take time to thoroughly review the following information.

If you are interested in visiting the hospital after reading the following Visitation Guidelines, please fill out the attached form and return it to the hospital as soon as possible. Your visit will be coordinated and confirmed by a phone call from a Community Relations staff member.

If you have any questions or need additional information, please contact the Community Relations Department at (865) 541-8165.

Thank you,

East Tennessee Children's Hospital
Community Relations Department

Revised 5/2010 HEM

GROUP VISITATION GUIDELINES

1. Groups must be limited to six visitors or less.

2. Group visits are scheduled by calling (865) 541-8276. Visits are only scheduled Monday-Friday between 9 a.m. and 4 p.m. Visits last approximately one hour.

3. Upon your arrival at Children's Hospital, a staff member from the Community Relations Department will meet your group in the Main Lobby of the hospital, at the bottom of the large staircase. Please arrive on time to maximize time spent with patients. The Community Relations staff member will review the following guidelines to insure that your visit is a safe and healthy event.

4. Visitors must be 14 years of age or older.

5. All visitors and the visitor's family/close circle of friends must not have experienced a fever or respiratory illness within the last seven days.

6. Children's Hospital reserves the right to cancel a visit at any time.

7. Gifts must be coordinated through the Community Relations Department.
   - Due to infection control reasons, all gifts must be new.
   - We cannot accept food because many of our patients are on restricted diets.
   - For safety reasons, no balloons (inflated or deflated) may be given to patients.
   - Some suggestions include: books, coloring and activity books, crayons, magic markers, pens and pencils, playing cards, anything a child can play safely with in bed and DVD movies (rated G, PG or PG-13 only).
   - Items should have no removable pieces or sharp edges.
   - Many groups want to know how many patients to plan for, but our census changes daily and it is difficult to know how many patients we will have when your group visits. (A target number is 35-45.)

8. Because we serve children of all faiths and beliefs, groups cannot distribute religious materials or gifts, make reference to faith-based messages (spoken or written) or come in religious costumes.

9. Photographs of patients for your personal use or publications can be taken only with the written permission of the child and parent on a Children's Hospital Photo Release Form. We do not encourage the taking of photographs. However, you are welcome to photograph your group inside the hospital. Any photographs will need to be coordinated with the Community Relations staff member escorting your group.

10. For our patients' comfort and entertainment, you may dress in costume. Costumes are not required, but if you decide to dress in costume, they should not be elaborate. Also avoid wearing threatening costumes or anything that might be scary to a child. Again, your group's visit should be strictly for the purpose of entertaining our patients.

11. Visitors are encouraged to have some sort of activity or handout planned for their visit to ensure that the patients being seen feel comfortable and understand the reason for the visit. It is imperative that all visitors understand that it is our job as visitors to entertain the patients, not the other way around.

WHAT TO EXPECT WHEN ON A GROUP VISIT TO CHILDREN'S HOSPITAL

1. You will park in the Children's Hospital Parking Garage located on the corner of Clinch Ave and 22nd Street. Your parking will be validated before you leave.

1. A Children's Hospital staff member will be waiting for you in the Main Lobby of the hospital located on the corner of Clinch Ave and 21st Street at the bottom of the large staircase. Please refrain from going up the staircase into the Admitting Desk/Waiting Area as this area is often filled with many children and families and space is limited.

2. Due to infection control measures, there are some rooms you will not be allowed to visit. You are welcome to leave a gift for those patients if you wish.

2. Be prepared ahead of time on how to comfortably communicate with hospitalized children. A list of suggestions has been included in this packet.

5. The length of time you spend in each room is dependant on your interaction with the patients and patient families. Depending upon the number of patients admitted and the nature of your group's activities, the visit will last for 45 minutes to one hour.

6. Smile a lot and enjoy your visit. Remember that our patients really appreciate you.

7. To protect the patient's and family's rights to privacy, we are unable to disclose information regarding the patient's reason for hospitalization.

WHAT TO CONSIDER WHEN VISITING THE PATIENTS

1. Hospitalized children's reactions differ from those of healthy children because they are coping with the stress of illness and hospitalization. Expressions of appreciation or affection may be restrained.

2. Approach children slowly and bend down to their level, allowing them to decide to what extent they wish to interact with you. If the child shows any resistance to greeting you, move away from the child.

3. Greet hospitalized children as you would other children. Tell them what group or organization you are with, why you are visiting and what you have brought to them or are doing for them. Comment on their eyes, clothes and interests. Due to patient confidentiality, avoid questions such as, "What happened to you?", "How long have you been here?" and "When are you going home?" Avoid comments such as "Get well soon" and "See you next time," as they can be confusing to the patients.

4. Take special care around children who have intravenous (IV) apparatus or other hospital equipment. Try not to step on the IV pole or tubing. However, there is no reason to avoid interacting with patients with special apparatus.

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VISITOR APPLICATION

Group name: _____

Contact person: _____

Phone: (_____)_____

Address: _____

_____

Size of group (cannot exceed 6 people): _____

Description of group's visit, including activity/costumes/gifts _____

_____

_____

Visits are scheduled Monday - Friday between 9 a.m. and 4 p.m. ONLY.

First choice for date and time: _____

Second choice for date and time: _____

All visitors in my group have read the requirements for community groups and visitation guidelines for East Tennessee Children's Hospital. My signature indicates my group's willingness to adhere to these guidelines.

Date:_____Signature:_____

Please return to: East Tennessee Children's Hospital
Community Relations
Attn.: Group Visit
P.O. Box 15010
Knoxville, TN 37901-5010
Fax: (865) 541-8285

OFFICE USE ONLY

Visit confirmed -- Date: _____
Initial: _____

"Because Children Are Special . . ."