

**מחלקת אם וילוד ו' ביקור חולים**  
**The Maternity and Newborn Department City Center Branch**  
 Information for mothers and their families ומשפחתה וליולדת

**Dear New Mother,**

Welcome to our department and Mazal Tov on the birth of your baby.

At Shaare Zedek we are passionate about providing you and your new baby with the support, care and compassion that you need in order to assist with the transition into parenthood. We have summarized general information for you, which should assist you on your admission to our department, during your hospitalization and in planning your discharge.

The Maternity and New Born Department Staff welcomes you and is at your disposal for any enquiries.

Our goal is to promote the quality of your treatment and your welfare.

**Important!**

**Do not get out of bed by yourself for the first time after delivery.**

**Please call the nurse (using the call button beside your bed) to help you off your bed for the first time after delivery. There are also call buttons in every shower and bathroom. Any time that you don't feel well, or are bleeding more than usual or are in pain, please call the nurse immediately.**

**Dear New Mother. We put 3 ID bracelets on your newborn.**

It is very important that your newborn continue to wear these bracelets until you return home.

**Please do not remove them!**

If you notice that a bracelet is missing, please inform us.

**Help us to keep all newborns safe!**

**Whenever you place a newborn in a crib, compare the name on the crib to the name listed on the newborn's ID bracelet. Please make sure that every time a newborn is taken from and returned to the maternity ward, a nurse checks the full name and ID number on the ID bracelet.**

**About the Department:**

Your room is organized for a comfortable and pleasant stay. It is equipped with a bathroom, a shower and a dresser where you can store your clothes. For your comfort, we recommend that you put only the items you really need in your nightstand.

**Amenities:**

**Sheets and blankets** – are stored in the laundry cabinet (opposite room 1 in Maternity Ward F and opposite room 3 in Maternity Ward G).

**Robes, towels and pads** – are in designated bins on the counter at the nurses' station.

**Kitchenette** (opposite room 6 in Maternity Ward F and at the back of Maternity Ward G) offering: a water cooler, a hot beverage counter (cups may be obtained at the nurses' station) and a refrigerator where you may store personal food and beverage items.

**Chilled pads** to alleviate swelling around stitches – are stored in the freezer in the kitchenette.

**Detailed instruction brochure** about caring for yourself and your baby – you will find it in the "Maternity Packet" that you received when you arrived in the ward.

**Ward staff:**

The multi-disciplinary staff in our wards include doctors, nurses, secretaries, paramedical staff, social worker, physiotherapist, dietician and hospital aides (young women volunteering as part of National Service).

**Maternity Ward F and High-Risk Pregnancies**

Department Director: **Dr. Efraim Gdanský**

Ward Head Nurse: **Ms. Avital Melamed**

Ward Secretary: **Ms. Esther Amsalem**

**Maternity Ward G**

Department Director: **Dr. Efraim Gdanský**

Ward Head Nurse: **Ms. Avital Melamed**

Ward Secretary: **Ms. Galit Shabi**

Social worker: **Ms. Kopolovitz – Moriah Divon**

## Neonatal Ward

Neonatal Ward Director: **Dr. Yaron Naveh**

Neonatal Ward Head Nurse: **Ms. Nina Istoyler**

Department Secretary: **Ms. Hagit Grady**

You can communicate with the medical staff through the department secretary.

### Admission of New Mothers:

#### During the admission:

A nurse will perform nursing admission, which includes a brief questionnaire and taking your vital signs.

#### It is advisable to bring medical documents

It is advisable to bring all medical documents that you have, such as: x-rays/imaging, test results, summaries of previous illnesses, personal medicines and pregnancy monitoring card.

#### Admission to the department may take some time

The process of admitting you to the ward might take some time, due to care being provided to expectant mothers who are already hospitalized in the ward. We apologize in advance and ask for your understanding.

**We recommend bringing from home:** Toiletries, slippers, robe, disposable supplies and other personal items that you might need during your stay in the ward.

**It is important to maintain order and hygiene:** to help prevent infection.

### Smoking is banned throughout the Medical Center

**Avoid bringing valuables, such as: money, jewelry, electronics, etc. If you bring valuables, we ask that you give them to a family member/friend to hold for you until you are discharged from hospital. Alternatively, you may deposit valuables in the Security Department. At your request, your nurse will call a security officer in order to arrange for the deposit of your valuables. The Medical Center is not liable for any loss or damage to valuables.**

## Neonatal Ward (nurseries)

Your newborn is in our Neonatal Ward and is under medical and nursing supervision around the clock until the day of discharge to your home.

### Only parents are allowed entry into the Neonatal Ward!

In compliance with Ministry of Health procedures, your newborn will be given an inoculation against Hepatitis B, a vitamin K injection, which is vital for the proper functioning of your baby's coagulation system and helps prevent bleeding, and eye drops to prevent eye infection that might be caused during delivery. You received a sheet to sign upon your arrival in the delivery room that specifies all treatments.

Every newborn undergoes daily examination, including monitoring for neonatal jaundice and a doctor's examination. If needed, blood tests are also performed.

During hospitalization, your newborn undergoes another medical examination and blood tests.

Any newborn requiring further treatment and supervision, will be transferred to the NICU.

## Breastfeeding

Mother's milk is the best nutrition for an infant. The recommendation is to fully breastfeed from the moment of birth and until your baby is six months' old. Every nurse in the ward will be happy to help you nurse at any time day or night.

### Substitutes for mother's milk:

Milk supplements and substitutes will be given according to professional judgment. If you do not want your baby to be fed milk substitutes, please ask the nurse to record this in the baby's medical chart.

### Daily routine in the nurseries

We encourage that newborns stay with their mothers as much as possible throughout the day. In instances of a medical reason preventing a mother from attending to her newborn or in instances when the mother so desires, the newborn will remain under supervision in the nursery.

### Newborn care schedule:

**07:00-09:30** Morning rounds by doctors and nurses.

**12:30-13:30** Afternoon care

**18:00-19:00** Evening care

**01:00-05:30** Newborns sleep in the nurseries and are cared for by the staff.

If you want to nurse your baby during the night or if you want to keep your baby by your side overnight, please notify the staff during that same day. Your baby's weighing schedule may change as a result. During the night, a nurse will monitor newborns sleeping beside their mothers, in compliance with procedures.

### Supervision of newborns

Your baby can stay with you all throughout the day. The ward nurse is at your service to help you take care of your baby, including guidance with breastfeeding.

If you wish to rest between nursing times, you may return your baby to the nursery and then take your baby for the next nursing. Always transport your baby in a bassinet and never walk with your baby in your arms.

**Dear mother,**  
**Never leave your baby unattended!**  
**Do not leave your baby alone in your room. Whenever you leave the ward for any reason, you must return your baby to the nursery.**

### Doctors' rounds:

**Doctors' daily rounds in the maternity ward begin at 09:00 a.m. and usually end by 11:00 a.m.**

**Neonatal doctors are available for personal conversations with parents every day. During these conversations, you, the parents, are given an opportunity to ask the doctors any question and to receive information about your newborn and his/her state of health. We recommend that you write your questions down so that you don't forget one. Please register in advance with the Neonatal Department secretary.**

### Visiting hours:

#### Sundays – Thursdays

07:00-16:00 Spouse + one additional visitor  
 16:30-19:00 Families

#### Fridays and holiday eves

07:00-12:00 Spouse + one additional visitor  
 12:00-16:00 Families  
 16:00-18:00 Spouse + one additional visitor  
 18:00-20:30 Families

#### Saturdays and holidays

07:00-10:00 Spouse + one additional visitor  
 10:00-14:00 Families  
 14:00-17:00 Spouse + one additional visitor  
 17:00-21:00 Families (standard time)  
 17:00-22:00 Families (daylight-savings time)

For your proper recovery from childbirth and to enable yourself to obtain maximum rest, we recommend keeping visitors to a minimum in every timeframe, and giving yourself hours of rest without any visitors.

### Mealtimes

**Breakfast: 07:30-09:00**

**Lunch: 12:30-13:30**

**Dinner: 18:00-19:00**

Meals are served in the spacious dining hall located on the entrance floor down the corridor to the Neonatal Ward.

### Discharge from the ward

Discharge after a normal delivery is during the second day after delivery. Discharges begin at 11:00; on Saturday and holiday nights, about one hour after the Sabbath/holiday is over. Newborns are discharged by a nurse in the Neonatal Ward in the mother's presence, either in the nursing room or in the family room. You must have your discharge letter in order to leave with your baby.

### It is advisable to have the following items ready for your baby before discharge:

- Several spare diapers
- Wet wipes
- Baby clothes according to the season (2 layers)
- Blanket
- Infant car seat – compulsory!!



**Telephone numbers:**

**Maternity Ward F**      **Nursery**      **02-6464253**  
**02-6464252**

**Maternity Ward G**      **NICU**      **02-6464331**  
**02-6464518**

**Switchboard 02-6555111**

**Staff:**

Director, Delivery Room and Maternity Wards:

**Dr. Efraim Gdansky**

Head Nurse, Maternity Wards F and G: **Ms. Avital Melamed**

Director, Neonatal and NICU Departments: **Dr. Yaron Naveh**

Head Nurse, Neonatal and NICU Departments: **Ms. Nina Istoiler**

**General information:**

**The Sabbath**

The Medical Center observes the Sabbath according to Jewish law, during which systems operate under special arrangements. On Sabbath eves, expectant mothers receive candles. *Kiddush* and *Havdalah* prayers are held.

**Medical insurance**

It is extremely important to arrange medical insurance for your newborn as soon as possible with the same HMO that insures the parents.

**Maternity grant**

The National Insurance Institute transfers a maternity grant directly to the bank account provided when you registered for delivery (about 6 weeks after delivery).

**Suggestions box**

There is a suggestions box in the ward, if you want to leave comments or offer suggestions, to offer criticism or praise. We welcome your suggestions because it will help us to improve the service.

**What your rights are:**

- ❖ To receive treatment that respects you and your values
- ❖ To receive treatment while protecting your privacy
- ❖ To request the presence of another person while you are being examined, according to the existing conditions
- ❖ To receive all of the latest information about your diagnosis and treatment
- ❖ To receive details about alternative treatments
- ❖ To give your consent before you undergo treatment
- ❖ To receive a detailed written summary of your hospitalization upon your discharge
- ❖ To receive copies of documents in your medical chart (some involve a fee as per Ministry of Health procedures)
- ❖ To consult with any medical professional in addition to the team that is directly treating you
- ❖ To appoint a representative on your behalf who will be authorized to receive information about your state of health in your stead
- ❖ **Public relations, Mr. Uri Schwarz. Fax: 02-6522950, e-mail: pr@szmc.org.il**

**What we expect from you:**

- ❖ To provide all medical information to the treating staff
- ❖ To show respect to the staff who are caring for you
- ❖ To strictly maintain cleanliness
- ❖ To keep noise to a minimum
- ❖ To not smoke inside the Medical Center building
- ❖ To avoid damaging Medical Center property
- ❖ To leave the Medical Center when a decision is made about concluding your hospitalization
- ❖ To not bring cooked food into the Medical Center
- ❖ To inform your visitors about the ward's visiting hours

**Congratulations from the staffs of**  
**Maternity Wards F and G.**  
**Shaare Zedek Medical Center – Jerusalem**  
**City Center Branch (formerly “Bikur Cholim”)**