

מחלקת יולדות ותינוקות ג'

מידע ליולדת ומשפחתה

Maternity and Neonatal Department C

Information for the Expectant Mother and Her Family

Dear Expectant Mother,

Congratulations on your upcoming birth. In order to make your stay in the department easier, we have summarized some general information to assist you through your admission to the department, hospitalization stay, and arrangement for discharge – with the goal of making your stay in the Maternity Department easier.

The Maternity and Neonatal Department C staff warmly welcomes you and would like to help with any questions you may have.

You are the focus of our daily activities in the department. Our goal is to promote your welfare and advance the quality of treatment you receive.

About the department:

The department is located on floor **9** in the Mother and Baby Wing.

The department has **27** beds in **9** rooms.

Your room is arranged for a pleasant and comfortable stay: it has an adjoining bathroom and shower, beds separated by a curtain, and next to each bed there is a cabinet for storing personal belongings, and a pager to call the staff.

At the entrance to the department there is a cafeteria that serves as a room for visiting families outside of meal times.

You may use the kitchenette near the entrance to the department adjacent to room **104**, which is equipped with a water cooler.

A hot drink preparation station and refrigerator for storage of packaged, labeled personal food are located near the nurses' desk.

The heating of food in the department microwave is allowed only for food provided by the hospital.

The hospital does not provide disposable eating supplies.

You also have access to:

- Gowns, sheets, and blankets in the linen closet – opposite room 9111.
- Towels and pads – can be received from the nurses' desk.
- Frozen pads for pain relief of stitched wounds - available in the kitchenette freezer.
- A detailed guide booklet regarding care of you and your baby - available at the Neonatal Department (also distributed at the time of your discharge from the department).

Medical specialties of the department:

The department cares for infants and new mothers following regular birth or C-section, and expectant mothers prior to birth but after their water has broken.

The department also cares for infants who need phototherapy and infants who are re-hospitalized after their release.

Treatment and routine follow-up include:

- Monitoring of bleeding and uterus contractions.
- Guidance for self-care during periods of bedrest.
- Identification of existing and potential abnormal conditions and proper treatment.
- Assistance and instruction in nursing/feeding your baby.
- Provision of medication as needed.
- Treatment of routine and exceptional pain following birth.
- Tracking infant weight, and proper urine and bowel movements.
- Guidance for infant care.

Department staff:

The department staff includes doctors, nurses, secretary, social worker, dietitian, auxiliary staff, National Service and volunteers.

Maternity Department Director: **Prof. Arnon Samuelov**

Neonatal Department Director: **Prof. Francis Maimuni**

Head Nurse, Maternity and Neonatal Department: **Ms. Chana Kastan**, room 9124

Assistant Head Nurse, Maternity: Ms. Ahuva Nachmani

Secretary: Ms. Maggy Kastel

Social Worker: Ms. Tali Mor-Yosef, Room 9685, Sunday-Thursday, 8:30-15:00.

You can contact these personnel through the department nurses/secretary.

Phone Numbers:

Department Desk: 02-666-6730 (Maternity), 02-666-6473 (Neonatal).

Department fax – 026666753

You can receive a department business card from the secretary's desk.

Admission of expectant mother to the department:

- During your admission to the department, a nurse will fill out a short questionnaire and measure your vital signs.

- It is best to bring all relevant medical documents: x-rays, test results, summaries of previous illnesses and medications, pregnancy tracking card.
- The admission process may take some time due to the need to treat mothers already hospitalized in the department. We apologize for this in advance and request your understanding.
- We recommend that you bring from home bathing supplies, slippers, a robe, disposable eating utensils, and other personal belongings that you may need during your stay in the department.

Please **do not** bring valuables such as money, jewelry, and electronic devices.

If you do bring valuables, we will ask you to deposit them with a family member/friend to keep them until your discharge from the hospital.

Alternatively, you can deposit your valuables with the hospital security department.

The attending nurse will summon a security officer at your request in order to arrange for the deposit of valuables.

The hospital is not responsible for loss/damage to valuables.

Admission of infant to the department:

- Admission includes nursing care, including: bathing and weighing, vaccination, and routine tests (upon arrival at the delivery room, you received a sheet to sign detailing how the infant will be cared for).
- The infant will be examined by a physician in the first hours following birth.

During Your Hospitalization:

- The work method in the department is based on a “deposit” method: each nurse has a number of patients she is responsible for during the shift. It is recommended to contact this nurse for any issue or request. Nursing responsibilities are displayed on a large board at the nurses’ desk. Of course, in urgent cases – any staff member will be available to any patient.
- The staff provides treatment based on need: medication, blood tests, measurement of vital signs, tracking and monitoring, and performance of various procedures in the department, as well as sending the patient for procedures in other departments and institutes as needed.
- If you so wish, one person is allowed to accompany you over the course of the night, with the coordination and approval of the head nurse. The person may only use the easy chair.
- Before every test and treatment for you or your baby, the staff member performing the procedure will provide you and your family with an explanation.
- You can ask the staff questions at any time, and we will answer to the best of our ability.

Important!

Do not get off the bed by yourself for the first time following birth.

There is a nurse pager installed next to your bed. Page the nurse to get out of bed for the first time following birth.

Pagers are also installed in the bathrooms. If you feel unwell, experience stronger bleeding or pain than normal, please immediately call the nurse using the pager.

Please do not leave the department without notifying and receiving permission from the nurse in charge of your care during the shift.

When you leave the department, please make sure you have a cell phone and that the department secretary has the phone number.

Daily schedule in the department:

Nursing staff works in three shifts: morning 07:00-15:00, evening 15:00-23:00, night 23:00-07:00.

Shift turnover times: 07:00-07:30, 15:00-15:30, 23:00-23:30.

Medication distribution times: morning 08:00, afternoon 14:00, evening 18:00, 22:00, night 06:00.

Meals served to rooms (for patients who cannot walk): breakfast 07:30, lunch 13:00, dinner 19:00.

Meals in cafeteria:

Breakfast 7:30-8:30

Lunch 12:30-13:30

(On Saturday 12:00-13:00)

Dinner 19:00-20:00

Treatments in Neonatal Department:

Morning treatment 7:00-9:30

Afternoon 13:30-13:30

Evening 19:00-20:00

For your proper recovery from birth, and to enable optimal rest, we recommend a minimal amount of visitors during each period, with some rest times with no visitors at all.

You can take your baby's bassinet into the department cafeteria.

You may not take your baby out of the department during the entire hospitalization period!

Visiting hours:

Sun.-Thurs.

7:00-21:00 One visitor only for each patient

16:00-19:00 Open visiting hours, including children

Fridays and Eves of Jewish Holidays:

7:00-12:00 One adult visitor

12:00-21:00 Open visiting hours

Saturdays and Jewish Holidays:

7:00-14:00 Open visiting hours

14:00-17:00 One adult visitor

17:00-21:00 Open visiting hours

Between 01:00-06:00 the newborns stay in the Neonatal Department. A nursing room is available 24 hours a day in the Neonatal Department. If you would like your baby to stay with you even at night, please tell the nurse in charge of your care over the course of the preceding day.

If you choose to have your baby stay with you most hours of the day, we will try to adjust treatment and bathing times to fit your request.

During the course of the night, a nurse will monitor the baby at the mother's side in accordance with procedure.

We request that you record the quantity and type of feeding received by the baby on the feeding form attached to the bassinet. Ask the nurse for instructions.

Physician visits

Maternity Department - physician visits in the morning from 9:00-11:00.

Neonatal Department – physician visits every day at 9:00.

During physician visits, visitors are requested to wait in the day room. However, the Patient's Rights Law entitles you to request from the physician to have one relative present during the examination.

You may speak with the physicians following the visit.

In the Neonatal Department, the pediatrician is available to speak with on Sunday, Tuesday, and Thursday at 11:00, in his office in the Neonatal Department.

Neonatal Department

Every infant undergoes a daily examination, including, among other things, a physiological jaundice examination and a clinical examination; if necessary, blood tests are also performed.

An infant requiring additional care and supervision will be transferred to the Neonatal Special Care Unit.

We encourage the baby being with its mother as much as possible over the course of the day. In cases where there is a medical reason preventing the mother from caring from the baby, or in cases where the mother is interested, the baby will remain under the supervision of the nurses of the Neonatal Department.

Nursing

Mother's milk is the best food for infants. The recommendation is full-time nursing from birth through the age of six months. Any nurse in the department will be happy to assist you in nursing at all hours of the day.

Mother's milk substitutes:

Milk supplements and substitutes will be provided as needed. If you are not interested in your baby being fed milk substitutes please ask the nurse to note this in the baby's records.

Security and safety:

Dear new mother, you may not leave your baby unattended!

When you need to leave the department for any reason whatsoever, please first return the baby to the Neonatal Department.

If you have any limitation of movement, please have staff members help you whenever you get into or out of bed, and whenever you walk.

A nurse pager is located within your reach next to your bed, easy chair, in the bathroom, and in the shower.

Preparing for discharge:

The decision regarding your discharge will be made during the doctors' morning visit. Usually, you and your baby will be discharged on the morning of the second day following the birth.

In cases where there is a need for longer hospitalization, we will try to inform you as soon as possible.

The day prior to your discharge you are invited to a group talk in which a nurse will provide guidance regarding the day of discharge, caring for yourself and your baby, and basic instructions for successful nursing.

Discharges take place starting from 11:00, and end usually by 13:00.

At the time of your discharge you will receive a summary letter from the physician, which includes recommendations for continued care, follow-up, and prescriptions as needed.

The nurse will explain the recommendations and gladly answer any question.

You will receive the infant's letter of discharge upon presenting your letter discharge at the nursery; the nurse will explain the recommendations regarding the baby and provide instruction as needed.

To get the baby discharged, make sure that there is a suitable child safety seat installed in your vehicle. We recommend bringing the child seat at the time of discharge to the Neonatal Department. The nurse will assist you in properly buckling the infant into the seat.

To prepare for discharge you should have the following items for the baby:

- * A number of diapers to change the baby
- * Baby wipes
- * Weather-appropriate clothing for the baby – 2 layers
- * A blanket and hat
- * Child safety car seat mandatory!!!

General information:

Cafeteria: Floor 4. Coffee, cake, and sandwich stations – Floors 2, 4, 9 (On Floor 2 it is open 24 hours a day, Sunday-Thursday)

ATM: Floor 4. Opposite patient admissions.

Synagogue: Floor 8.

Yad Sarah – for borrowing medical supplies: Floor 3 10:00-14:00 Sunday-Thursday.

Cafeteria: Floor 3. You can purchase vouchers for meals for a relative at the Patient Admissions office on Floor 4.

Parking: Paid parking (you can contact the department secretary to receive a parking sticker for the patient's husband only).

Gift and orthopedic supply shop: Floor 4.

Store of the Yael volunteer organization: Floor 3 (magazines, chocolate, toys, etc.).

Motel: Floor 5. Registration in the Housekeeping Department on Floor 3.

Dear New Mother,

Please help us keep you and your baby safe.

Please make sure you return your baby to his/her bassinet.

Check that the name appearing on the bassinet matches the name listed on the baby's identification bracelet.

Please make sure that each time you return or take the baby the nurse checks with you the name and number on the identification bracelet.

We have placed on your baby 3 identification bracelets.

It is very important that these bracelets remain in place until you get home.

Please – do not remove these tags.

If you notice that bracelet is missing – please bring this to the nurse's attention.

We try to provide you with optimal care.

In order to make things as easy as possible for you and your family, we request your cooperation and patience.

Wishing you a hearty Mazal Tov,

The Staff of the Maternity and Neonatal Department C

Shaare Zedek Medical Center - Jerusalem