



Welcome to the
Acute Cardiac Care Unit
ACCU



**Boston
Children's
Hospital**

Benderson Family
Heart Center

Welcome to the Acute Cardiac Care Unit (ACCU) located on Hale 8B and Hale 9.

We have prepared these guidelines to help you during your stay.

Visiting the ACCU

Parents and guardians are welcome to visit the hospital 24 hours a day. Only **one** parent or designated support person (18 years or older) may sleep at the bedside overnight.

- Brothers, sisters, friends, and other relatives may visit every day between 12 p.m. and 8 p.m. Only parents or guardians, with some exceptions, are allowed to visit the hospital after 8 p.m., when visitation hours end.

All parents need to obtain a Parent ID at the information desk in the main lobby.

- The ID should be worn at all times. Our unit is locked. You will need your ID to access the unit as well as hospital elevators.
- Visitation policy may be modified at any time by the Infection Control Department.
- Personal belongings should be neatly stored in designated areas.
- Your Parent ID expires at midnight leading into the morning of the date on the badge. Please consider renewing it at the front desk in the main lobby the day before expiration to avoid difficulties accessing the ACCU.

Inpatient Cardiac Unit support staff

The nursing staff provides care and support to you and your family. As a parent, you are an essential part of your child's care team. Clear communication and collaboration with the nursing staff will ensure optimal outcomes. Also, you are encouraged to care for yourself by getting sufficient rest, meals, and exercise.

Please communicate with your nurse to establish a plan of care for the shift. One parent is encouraged to stay at the bedside so that you can participate in care and receive the teaching and education you need to care for your child at home. Please be available by 7:30 a.m. to participate in care- and family-centered rounds with the team.

We recognize that hospitalization is a very stressful experience. We have many staff members available to support you and your family. They include social workers, patient navigators, Child Life specialists, and chaplains.

**Learn more about
our team and how
we care for patients**



Create a schedule and "All about me" info

Your Child Life specialist can assist your family in outlining a daily and weekly schedule for your child. You'll also be asked to fill out an "All about me" sheet that details your child's family structure, interests, favorite entertainment choices, and other important

things in their life — all to help your care team get to know your child as an individual.

Reduce the risk of infection

It is our goal to make sure your child is infection-free while hospitalized.

- Washing your hands is important to prevent the spread of infections.
- Remember to wash your hands especially when entering and exiting the unit.
- We ask for your help and the help of family and friends by not visiting during an active illness such as a cold, vomiting, or diarrhea.
- Patients will have their room changed every 30 days to allow for monthly deep cleaning. Personal items from home (stuffed animals, toys) should be laundered and cleaned regularly.

Distraction-free times

Nurses on the outgoing shift communicate important patient information during these times to nurses on the incoming shift. In the best interests of your child and all other patients, we request that you ask non-urgent questions and make non-urgent requests before or after these times.

Distraction-free times



Morning
6:45 to 7:30 a.m.



Evening
6:45 to 7:30 p.m.

Sleeping and accommodations

If more than one parent needs to stay overnight, a patient navigator or member of the social work team can help you find other accommodations.

- Laundry facilities are located on both Hale 8 and Hale 9, in the family lounge. Please ask your nurse for assistance with detergent.
- Please do not use a washer and dryer if your child is on infection control precautions.

Nutritious meals delivered to your room

Registered dietitians provide high-quality nutritional care to all patients and arrange for any special meals that your care team has ordered for your child.

We also make many different types of formulas for our youngest patients. We can accommodate any specific dietary needs, including allergies, kosher observance, and gluten-free foods, as well as your child's personal preferences.

There is no restriction on the kind of food your child may order, whether it's breakfast food for dinner or a sandwich for breakfast.



Our regular mealtimes:

Breakfast 7:30 a.m. to 9:30 a.m.

Lunch 11:30 a.m. to 1:30 p.m.

Dinner 4 p.m. to 6 p.m.

But our friendly staff will also take your order at any time and deliver it within 45 minutes. Simply call room service at **5-FOOD (5-3663)**.

Other dining options at the hospital

The Fresh Food Court at Boston Children's features many options, including Starbucks, Subway, Pizzeria Regina, and Salad Creations, as well as the Chef's Playground and Guilt Free Grill. The Food Court also offers grab-n-go options from sushi to sandwiches.

Hours are:

Monday to Friday: 6:30 a.m. to 8 p.m.

Weekends/holidays: 6:30 a.m. to 7 p.m.

Closed daily: 10:30 a.m. to 11 a.m.

Starbucks hours are:

Monday to Friday: 5:30 a.m. to 9 p.m.

Weekends/holidays: 6 a.m. to 6 p.m.



A place to socialize and relax

The Marsha Freed Teen and Adult Cardiac Resource Room supports inpatient families staying on Hale 7, 8, and 9.

Take advantage of a variety of programs and offerings — breakfast treats, care bags, parent coffee hours, parent chair massage, Reiki, scrapbooking, beading, computers, and much more. Connect with other families or just relax.

See the weekly calendar for hours and events. It is posted on the Resource Room door, in the entrances to the units, in nourishment centers, and in the family lounges on all three floors. Please note that patients and siblings must be accompanied by a caregiver at all times and not be on infection control precautions.

For more information, please call **617-355-1278** or email MFRR@childrens.harvard.edu.

Exercise at a gym — for free

Parents can work out at BodyScapes Fitness, just a short walk from the hospital. Simply show your Parent ID at the gym desk for a free membership.

From the front of the hospital, cross Longwood Avenue and walk down Blackfan Street. It is the building on the right after passing the parking garage; the gym is up the stairs and to the left. Note that although the entrance is on Blackfan Street, the building address is 77 Avenue Louis Pasteur.

Tutoring services for your child

Your child can stay on top of their education while in the hospital through the tutoring service LearnWell. They must be enrolled in a school system to start the process. For information, please ask your child life specialist.

Get CPR training

CPR training is available and recommended for most patients in the Inpatient Cardiac Unit. Please discuss with your nurse. Your nurse will call and get you a CPR kit, which you will need to review prior to the class.

Rules for using personal wireless devices

The use of wireless devices is permitted near medical devices, but wireless devices must never be placed on or against critical medical equipment. These include cellular phones, gaming devices, and tablets. Critical medical equipment includes cardiac monitors, infusion pumps, defibrillators, pacemakers, and ventilators.

Breast feeding and formula

- Breast pumps are available at your convenience. Please ask your nurse for assistance.
- Lactation rooms are available on Hale 8 and Hale 9 within the ACCU.
- When possible, families should deliver milk to the Feeding Prep Center (or FPC, which is located on Hale 11) during business hours: 7 a.m. to 10 p.m.
- After hours, fresh milk can be stored in the nurse server or a bedside refrigerator and delivered to the FPC the next morning.
- Each room will have a milk warmer on a designated shelf to be used for both breast milk and formula.
- Milk and formula can be stored in patient rooms on non-ICU units.
- Ready-to-feed formula will be stocked in clean supply rooms.
- Bottles will be prepared at the patient bedside and not in clean supply rooms.

Have financial assistance questions?

Boston Children's provides financial assistance to qualifying families who need help paying for emergency or medically necessary care. If you have questions about eligibility, applying, or anything else, call a patient financial counselor at 617-355-7201.

Additional details your family should know

Information about how our team provides care, the daily routines of the ACCU, and our social media guidelines can be found by scanning the QR code below.

Learn more
about the
ACCU



Contact information

Hale 8BH front desk
617-355-1208

Hale 9H front desk
617-355-1109