

Number of Visitors

Only three people should be at your baby's bedside at one time. If you have more than one child as a patient in the NICU, up to four people are allowed in your child's room.

Release of Information

To protect you and your baby's privacy, only you or your designated support person will be given information about your baby's condition over the telephone. You will be asked to provide your baby's name and designated code word before information will be released.

Only you or your designated support person will receive daily updates on your baby's plan of care.



For More Information:
Family Birth Center
208.625.5088 tel



KootenaiHealth

2003 Kootenai Health Way
Coeur d'Alene, Idaho 83814
kh.org/birthing

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NICU

Visitor Guidelines



KootenaiHealth

Welcome to Kootenai Health's Neonatal Intensive Care Unit. Our first priority is to maintain a safe environment for our patients. With that goal in mind, we have the following guidelines for visitors of the NICU.

Visiting Hours

Parents (mom and her support person) are able to visit 24 hours a day to participate in caring for their baby. Other visitors will be asked to restrict visitation during 10 p.m. and 7:30 a.m. to allow babies and moms to rest. Visitors may be limited during procedures or emergencies at staff's discretion and staff will inform you when these situations occur.



Visiting Restrictions

We can accommodate one parent to room in overnight with their baby. We encourage parents to routinely take resting periods at home in order for them to provide better care for their baby. The NICU also has volunteer cuddlers to hold your baby when you are away.

When rooming in with your baby, remember, families are expected to:

- ▶ Wake up and care for their baby during care times and as needed
- ▶ Keep belongings stored in designated closet
- ▶ Not sleep on the floor
- ▶ Not keep medications at the bedside

Infection Control Guidelines

Upon entering and re-entering the NICU, all visitors must complete a two-minute scrub of their hands and forearms and use an alcohol based hand cleanser for 10 seconds before touching the baby. Additionally, cell phones need to be wiped down with designated wipes prior to using them in the NICU.

To protect NICU babies' fragile immune systems, anyone who is showing signs or symptoms of illness or infection (i.e.: fever, cough, runny nose, gastrointestinal illness, etc.) will not be allowed to visit the NICU. If there is a serious outbreak of illness in the community, such as influenza, the NICU may be closed to outside visitors.

No food is allowed in your baby's room. Please store food in the family room. Covered drinks are acceptable.

For patient safety and privacy, loitering in hallways is not permitted.

Pets are not allowed in the NICU.

Who May Visit?

Parents need to present their ID band or a state-issued ID to the front desk prior to each visit. Mothers may choose a support person (second 'banded' individual) who will be allowed in a patient's room. All other visitors must be accompanied by the mother or her designated support person. All visitors must sign-in prior to entering the NICU and wear their assigned NICU visitor badge while in the unit. No children under the age 18 are allowed unless they are a sibling.

As a courtesy to other patients and families, cell phones should be silenced and calls should be conducted quietly and not in the hallways.

Siblings

Siblings over the age of three are welcome to visit between 11 a.m. and 10 p.m. Before a sibling's visit, please complete the sibling visitation health screen daily. Any child exhibiting signs of illness will not be allowed to visit. To ensure we do not overwhelm patients, sibling visits are limited to a maximum of 60 minutes per day and must have adult supervision at all times.