

Special Care Nursery

at Delnor Hospital



Always thinking. Always caring.™



Delnor Hospital
300 Randall Road
Geneva, Illinois 60134
630.208.3000
TTY for the hearing impaired
630.208.4399

cadencehealth.org



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Congratulations on the birth of your baby!

Dear Family,

We would like to welcome you to the Special Care Nursery (SCN). When a newborn requires special medical care, parents have many different feelings. It is difficult to have any family member in the hospital, but it's especially difficult with one so young and small.

The staff of the SCN would like to partner with you to give your baby the best care possible. We do not think of you as a visitor but an important member of the SCN team along with many other professionals.

Our goal is to provide you and your baby with the support you need. With time, you will begin to feel more like a family unit even though your baby is in the hospital.

It is a privilege to care for your family.

The Special Care
Nursery Staff



We Welcome You to the Special Care Nursery

Our team understands that having your baby in the SCN is very stressful. We are here to support your family during this time. Our goal is to provide you with excellent care. We encourage you to participate in your baby's care as much as you and your baby are able. Please feel free to ask any questions that you may have. Most importantly, if we are not meeting your needs, please let us know. Charge nurses are available around the clock and our SCN manager can be reached at 630.208.3869. TTY for the hearing impaired 630.208.4399.

To ensure your infant's safety

- For identification and safety purposes, parents will need to wear their ID bands. The band will be required for discharge.
- All visitors are asked to sign in at the north entrance desk.
- Parents and visitors are required to thoroughly scrub for three minutes before entering the nursery. Please remove jewelry, including watches, and scrub up to your elbows. Good hand washing is the best defense against the spread of infection and will help protect your baby.
- To ensure the privacy of our babies and their families, we ask that you and your visitors refrain from walking around.
- Your family's privacy is important to us, therefore information about your baby will be given only to you, the parents.
- Feel free to bring in clothes and photos for your baby to help personalize your baby's crib. Balloons, flowers and plants are not permitted in the nursery.

Visitation guidelines

- Parents may have two visitors (older than 18) at a time at the bedside and must be present for the entire visit.
- When the nursery is full or during emergency situations, visitation may have to be more limited. Occasionally there are special circumstances that require us to close the unit temporarily, and every effort will be made to notify you ahead of time.
- We ask that anyone with a respiratory infection or any other contagious infection refrain from entering the nursery.





Tips for Your Stay

Here are some things you can do to help your baby during his or her stay in the SCN.

Information gathering

- Ask questions. We will include you in the plan of care for your baby.
- Call 630.208.4072 for updates when you are unable to visit. TTY for the hearing impaired 630.208.4399.

Comfort

- At the bedside, talk to your baby (read a story, talk about yourself and your plans for him or her).
- Provide comforting touch to your baby, this includes kangaroo care.
- Get involved in your baby's care when you and your baby are ready.
- Over stimulation is a concern in SCN; that is why we cluster our care.

Remember:

Even though you are in the hospital, enjoy being a parent!

Time with your baby

- Share your joy with family by bringing them in to visit with you. We try to give as much undisturbed time to our families as possible, but please understand there are times we may have to ask you to step outside.
- We try to maintain the privacy of everyone in the SCN, so we ask that you stay at your baby's bedside.



Infection

- The SCN babies are at risk for infection. Please scrub at the front sinks **every time** you visit and ask your visitors to do the same. Also, if you have multiples, please wash between touching each baby. Don't be afraid to "speak up" if you see someone who is going to touch your baby who hasn't washed their hands.
- Please put on a gown over clothing. Gowns are provided next to scrub sink.
- Please ask family members not to visit if they are not feeling well.



Other Important Information

Insurance

- Make sure you have added your baby to your policy. Call the patient registrar at 630.208.2950. TTY for the hearing impaired 630.208.4399.

Shift report

- Parents are encouraged to be with their infants except during report time. Below are the times for change of shift report:

7:00 am – 7:30 am
3:00 pm – 3:30 pm
11:00 pm – 11:30 pm

Special situations

- Special situations may require visitors to leave the nursery. We ask for your cooperation during these times.

Infection control

- Our infection control policy discourages stuffed animals/toys in the SCN. We ask for your help in maintaining a clean, safe environment.



