

Special Care Nursery

at Ann & Robert H. Lurie Children's Hospital
of Chicago at Northwestern Medicine
Delnor Hospital





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



Welcome 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 clinical director can be reached at 630.208.4070. TTY for the hearing impaired 630.208.4399.

You are always welcome to be here with your baby or call anytime day or night.

The SCN team is available to you and your baby 24 hours a day.

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

A maximum of two visitors (older than 18) at a time may join you at the bedside. You must be present for the entire visit.

Your baby's siblings (older than 2) may visit your baby. You will need to complete a health screening assessment for each sibling.

When the nursery is full or during emergency situations, visitation may 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, including kangaroo care. This is a method of caring for babies in which the infants are held skin-to-skin with a parent for as many hours a day as possible.

Get involved in your baby's care when you and your baby are ready.

Overstimulation is a concern in the SCN. To allow newborns an extended amount of rest in between care, we cluster care as much as possible.

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

SCN babies are at higher 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 ask family members not to visit if they are not feeling well.

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

Notes

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