

SEPTEMBER 2015

## Medicine Room wait times explained

*This article is being reprinted from the December 2014 edition of St. Jude Parents, because the topic affects so many patient families. We hope it will be helpful.*

*By Patient Relations  
Coordinator Jim Mobley*

Here you are—in the waiting room again with little to do but ponder the great questions of the day. Questions like, “Who’s going to be on *Dancing with the Stars* next year?” or “Is it OK to be a loser if you’re *The Biggest Loser*?” and “What is going on back there that keeps us waiting so long for the Medicine Room?”

For the first two questions I won’t even try to answer, but for the last one, I’ve got some ideas. You see, after your child has been assessed for an appointment in the Medicine Room, it takes a small army to get things ready to go.

For medicines, blood products and treatments, your doctor or practitioner has to review the protocol, review your child’s lab work, calculate the proper dose, place the order in the computer and initiate the order. Each step takes time, and each step can be delayed by emergencies or other patient care needs. There are many

times when all of these steps don’t take place until after you leave the clinic.

After the orders are initiated it takes quite a while to get everything ready for your child to receive treatment. Blood products take about two hours to prepare, and chemo takes slightly less. There are several steps to make sure your child will receive the correct product or medicine.

In the pharmacy, the order has to be checked independently by two pharmacists before they can prepare the medicines. Blood products can’t be released until the Blood Bank has received a final word from the nurse that the patient’s vitals are good and the patient is ready to receive the treatment. Only then can they send the blood product to the Medicine Room.

Once medicines or blood products are delivered to the Medicine Room, they must be checked again for accuracy. For chemo, two nurses,

separate from one another, must check the medicine making sure it is just what the doctor ordered—correct medicine, correct dose, correct patient. Then, when both a nurse and a room are available, the patient is called back.

For treatments other than chemo or blood products there might not be as many steps to go through to get ready for the treatment. The Medicine Room tries to see as many patients as they can while they are waiting for blood or chemo to arrive. That’s why some patients’ wait times are shorter than others.

Please be assured that together Pharmacy and Nursing are constantly looking for ways to decrease your wait time while continuing to provide your child and all St. Jude patients with the safest level of care.

It takes many people and departments working together to make your child’s Medicine Room treatment safe and successful. I guess there’s no such thing as, “Just run on over to the Medicine Room and get your treatment.”

Now, I wonder who’s going to be on *Dancing with the Stars* next year?

## DAISY Awards given to four nurses

Four extraordinary nurses were recognized as honorees for The DAISY Award in July. These honorees demonstrate professionalism with a focus on our mission, vision and values. They exemplify great teamwork, interpersonal skills and have established a professional connection with patients and families through emotional support and trust.

Congratulations to our St. Jude DAISY honorees: Tabatha Doyle (Neuro-Oncology coordinator), Terrie Leslie (Ambulatory Care Unit, Medicine Room), Rebekah Pittman (Solid Tumor, Inpatient) and Becky Tippet (Ambulatory Care Unit, Medicine Room).

DAISY stands for diseases attacking the immune system. The DAISY Foundation was formed in 1999 by the family of J. Patrick Barnes, who died of an immune disorder at 33. His family had experienced the skilled and compassionate care of many nurses, and they started the DAISY

Award program as a way of saying thank you. Today, more than 1,800 health care centers in all 50 states and 14 countries are committed to honoring nurses with The DAISY Award.

Any nurse can be nominated by patients, families, employees, volunteers or visitors. If you would like to nominate a nurse for The DAISY Award, pick up a nomination form from any inpatient unit (BMT, ICU, Leukemia or Solid Tumor), your child’s clinic waiting area, the Linda R. Hajar Family Resource Center (located on the second floor of the Patient Care Center), the Blood Donor Center or Chili’s Care Center lobby. You may also nominate a nurse online at [www.stjude.org/daisyaward](http://www.stjude.org/daisyaward). To find the nomination form, click on “Nominate a Nurse” located under Related Topics.

If you have questions about The DAISY Award, email [DAISYAwardRecognitionCommittee@stjude.org](mailto:DAISYAwardRecognitionCommittee@stjude.org).

## Help keep leg rests on wheelchairs

If your child uses a wheelchair, please do not remove any parts from it, such as leg rests. When you finish using a hospital wheelchair, it is important to have all the parts in place for the next patient.

St. Jude has many teen and young adult patients who need the leg rests. Riding in a wheelchair without the leg rests can cause discomfort, especially when patients do not feel well.

Lost parts and damaged wheelchairs also cost the hospital money that could be spent on patient care.

Thank you in advance for helping St. Jude provide complete wheelchairs to all patients who need them.





# Talking about Medicines

## Going to school with medicines

*By Shane Cross, PharmD, Pharmaceutical Services*

With autumn quickly approaching, it may be time to start preparing for school or day care. Whether your child is returning to school or going for the first time, here are some tips to keep in mind as you get ready:

- Keep good records of your child’s medical history. Be sure to include everything from immunizations to medicine allergies or side effects. Update those records every 6 to 12 months.
- Give the school nurse or child care worker the names and phone numbers of your child’s doctors or other health care workers.
- If your child needs to take medicine at school or day care, you will need to fill out and sign a “Medication Permission Form.” This form should include details about how and when to give the medicine.
- Always keep medicines in the original, childproof containers. You can ask the pharmacy to divide the medicine into two containers if your child needs a supply at school and at home.

As a parent, you are the one who must make sure your child gets medicines at the right times and in the right amounts. So, you should give clear instructions to the school nurse or day care worker if your child needs medicine during the school day. To learn more about sending medicines to school, please talk to your child’s doctor, nurse or pharmacist.

## Visit Teen Art Show

Child Life will host the annual St. Jude Teen Art Show from 2–4 p.m. Wednesday, September 23, in the Kay Kafe Rotunda. This year’s theme is *#nofilter*. Through works of art, the teens will give people an honest view, without a filter, of who they are and what their lives are like.

Come support St. Jude teens and their art show. Light snacks will be served.

## Eye/ENT Clinic has moved to third floor

The Eye/ENT Clinic has moved to the third floor of the Patient Care Center in the past month. Patients can check in at the first floor patient representative’s desk in either the north or south waiting area. Patients should remain on the first floor until the Eye/ENT Clinic calls, because there is no waiting room on the third floor.

## Walk/Run to End Childhood Cancer

Together, we can help end childhood cancer, and September is a great time to advance the fight. Patient families are some of the most engaged and effective supporters for St. Jude, and we need you to make an impact. The St. Jude Walk/Run to End Childhood Cancer is happening during Childhood Cancer Awareness Month. Check it out by going to [stjude.org](http://stjude.org) and typing *walk/run* in the search screen. Click on the first choice to learn more.

This is an incredible chance to raise awareness and funds for childhood cancer, and on September 19 or 26, there’s an option for everyone in one of 58 walks across the United States. You can form a team, sign up to walk

or run, or show up to cheer on the participants. If you’re not available on those dates, you can simply share this information with your network of family and friends who want to learn more or are already passionate about pediatric cancer research and treatment.

St. Jude is dedicated to providing the best care for patients, and as a research hospital, we’re also searching for cures. No one knows the importance of this research more than you do. Information and resources are waiting for you on our Childhood Cancer Awareness Month website ([www.stjude.org/september](http://www.stjude.org/september)). Get started now!



## St. Jude Children’s Research Hospital

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