

JULY 2016

## Speak up about your child's care

**Y**ou are your child's best advocate for safe health care. Health care workers are people, and all people can make mistakes. If something doesn't look right or sound right to you, it might not be right.

As your child's primary caregiver, you have the right to question each staff member who is caring for your child. If that person does not answer your questions in a way that addresses your concerns, ask to speak with a nurse manager, your child's doctor or the nursing coordinator. A nursing coordinator is on duty at all times.

Keep these safety tips in mind each time your child visits the hospital:

- Make sure staff members check your child's ID armband before providing any care. This ensures that your child only has the tests, treatments and medicines that have been ordered.
- Ask staff members to double-check the doctor's orders, if they are about to give your child a

medicine that does not look or sound familiar.

- Ask staff members to double-check the doctor's orders if they are about to perform a procedure that you do not remember discussing with the doctor.
- Let staff members know of any situation that you think puts your child at risk.
- Ask to speak to a pharmacist for questions or concerns about medicines. A pharmacist is here to speak with you 24 hours a day.
- Make sure you understand the staff member's answers to your questions.

It is always OK to ask a staff member to explain an answer again.

If the answer doesn't make sense the second time, ask to speak with a nurse manager, doctor or nursing coordinator.

If you have a concern about your child's care, do not wait and worry about it. Please talk to a staff member

right away.

Patient Education created a brochure and pocket card both called "We Care about Your Concerns." The brochure tells you who to talk to for

certain issues and how to report your concerns. The pocket card is a handy way to carry these important phone numbers with you. Pick up a copy of the brochure and pocket card in Patient Registration, Patient Services or at the lobby desks in the Patient Care Center, Chili's Care Center and the Kmart St. Jude Life Center.

You are a crucial part of your child's health care team. We need your help to provide the safest care possible. Never be afraid to speak up about your child's care.



## New St. Jude Affiliate Clinic in Tulsa

This month St. Jude will open a new affiliate clinic in Tulsa, Oklahoma. St. Jude has partnered with The Children's Hospital at St. Francis to provide care for children with cancer and blood diseases. The St. Jude Affiliate Program is a national network of pediatric hematology-oncology clinics. This program allows St. Jude to extend care and benefits to more children while increasing the number of patients treated on our clinical trials. Having more patients enrolled in clinical trials means St. Jude can work faster at finding cures and saving children.

"Our clinic in northeastern Oklahoma is now an extension of the world leader in pediatric cancer research and treatment," said Jake Henry Jr., president and CEO of Saint Francis Health System.

St. Jude doctors and researchers spent two years carefully checking to see whether Saint Francis was qualified to be part of the St. Jude clinic network.

"It's a fairly selective process. There are only seven other affiliate clinics, so we feel honored to be chosen to be one," Henry said. "It gets the most cutting-edge care into this community at a much faster rate."

Doctors and staff at the affiliate clinics work with St. Jude staff to provide the best care to patients in settings that are closer to home. The other St. Jude affiliates are located in Baton Rouge, Louisiana; Charlotte, North Carolina; Huntsville, Alabama; Johnson City, Tennessee; Peoria, Illinois; Shreveport, Louisiana; and Springfield, Missouri.

Any patient undergoing treatment at a St. Jude affiliate clinic receives similar benefits to St. Jude patients in Memphis.

Affiliate Program staff members always welcome feedback from patients and families. If you have questions about the Affiliate Program, please call 901-595-8802.

## Security offers motorist assist services for families

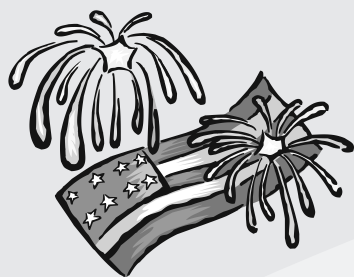
Imagine you've had a long day of St. Jude appointments with your child, but when you get out to the parking lot your car won't start. Now what do you do? Call St. Jude Security at 901-595-4444. A security officer will come to you and then call a motorist assist vendor to help you.

Once the motorist assist vendor has arrived, the security officer will stay with you and the vendor until the repair is made or the car is towed. For your peace of mind, St. Jude pays for these services for patient families.

What types of motorist assist services are provided?

- Charging a dead battery
- Fixing a flat tire, changing a tire
- Retrieving keys locked in the car
- Towing to a repair shop





## Patient Registration to close July 21–24

Patient Registration in the Patient Care Center will be closed for renovation July 21–24 (Thursday through Sunday). Regular access to Assessment and Triage will also be closed. Signs will show patient families how to reach Assessment and Triage through one of the hallway doors.

For those four days, patients will register and get their schedules and armbands in the Chili's Care Center lobby. Patients will also be able to register at the north reception desk outside the Medicine Room.

During those four days, patient shuttle buses will be dropping off at the Chili's Care Center instead of the Patient Care Center.

If you go to Patient Registration in the Patient Care Center, signs will route you to the right locations.

*St. Jude Parents* is published on the first of each month by Family-Centered Care Services and Biomedical Communications. Your questions and comments are important to us. **We want to print advice and tips from St. Jude parents to other St. Jude parents.**

To share your ideas or to receive this newsletter by email, please call or email Alicia Huettel, RN, MSN, at 901-595-5453 ([parents\\_newsletter@stjude.org](mailto:parents_newsletter@stjude.org)) or Lois Young ([lois.young@stjude.org](mailto:lois.young@stjude.org)). To subscribe to an online version of this newsletter or to learn more about *St. Jude Parents*, visit [www.stjude.org/parents-newsletter](http://www.stjude.org/parents-newsletter).  
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## Talking about Medicines

### Traveling safely with medicines

*By Shane Cross, PharmD, Pharmaceutical Services*

At St. Jude, we see many patients from all over the country and around the world. As a result, some of our families will travel back and forth many times during the course of their children's treatment. Here are a few tips for traveling safely with medicines:

- If traveling by car, do not store medicines in the glove compartment or the trunk of your car. Medicines are sensitive to temperature extremes, and these areas can become very hot and humid.
- Keep medicines with you in a carry-on bag when traveling by train, plane or bus. Your child may need a dose during travel. Plus, if your luggage gets lost, you could be without it for several days.
- If traveling by plane, keep medicines in clear plastic bags inside your carry-on bag.
- Be sure to alert the airport security officers if you are traveling with any liquid medications that contain more than 3 ounces. You may be asked to sign a form declaring medicines in larger volumes.
- It is recommended that you keep a complete list of your child's medicines. Include the names, doses and schedules of each and always keep the medicines stored in their original containers.
- Take plenty of your child's medicines home with you in case your stay away from St. Jude is longer than expected.

Of course, all of the above applies to your own medicines as well. If you have more questions about traveling with medicines, please ask your doctor, nurse or pharmacist.

## Parents and caregivers play important role in stopping the spread of infection

Keeping your hands clean is the single best way to protect your child from serious infection because clean hands stop germs from spreading.

Most St. Jude patients have weak immune systems because of their illnesses or treatments, and they have a hard time fighting germs that cause infection. Parents and caregivers play an important role in controlling the spread of infections at St. Jude. We need your help to keep your child safe and to protect the health of all St. Jude patients.

Hospital guidelines say that you should clean your hands:

- Anytime you have direct contact with a patient, including your own child;
- Before you enter your child's hospital room and after leaving the room;
- After using the restroom;
- After coughing, sneezing or blowing your nose;
- After going outside;
- After touching pets;
- Before and after eating; and
- Before and after feeding your child.

Don't forget to clean your hands often when you are in the common areas of the hospital, such as waiting areas, play areas, lobbies and the Kay Kafe.

To learn the best ways to clean your hands, see the handout called "Do You Know... Clean Hands."

Together, we can help protect all St. Jude patients from life-threatening infections.



## St. Jude Children's Research Hospital

ALSAC • Danny Thomas, Founder

*Finding cures. Saving children.*

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