

MARCH 2017

Changes for Patient Scheduling

St. Jude Patient Scheduling is moving to a central location in mid-March. In the past, schedulers were located in each clinic, which meant they sometimes handled other duties in addition to scheduling patient appointments. This change will allow the Patient

Scheduling staff to focus more attention on each patient's schedule. The goal of this move is to provide you with the most accurate schedule in a timely manner.

The schedulers will still be able to meet with patient families one on one in their new location on the Patient

Care Center third floor. As in the past, you can always talk to your scheduler by phone. You can call the new central number 901-595-6146, and your call will be directed to the correct scheduler. And, the scheduling phone numbers you are currently using will continue to work.

You can also use the *My St. Jude* patient portal to check your child's schedule. To sign up for *My St. Jude*, pick up a brochure from Patient Registration or download it at www.stjude.org/mystjude.

Patient Representatives will still be available in each clinic to print schedules and answer basic questions. The Patient Representatives can also take information from you and forward it to the schedulers.

The St. Jude staff wants to ensure that you have the best patient experience possible. Proper scheduling is a crucial step in meeting that goal.

If you have questions about this new scheduling process, please call Sharon Woods, RN, MSN, at 901-595-7972.

Prescreening helps you and the St. Jude staff meet goals

In 2015, the Nursing Surgical Services (NSS) staff began prescreening patients before anesthesia for diagnostic imaging and radiation therapy. The goal was to better prepare patients. They also wanted to reduce the number of tests or procedures that are cancelled and delayed.

As part of the prescreening NSS staff work closely with the clinics, anesthesia care team, Child Life specialists and other teams. This has led to a better patient experience.

"Feedback from patients has been very positive," said NSS Prescreening Manager Barbara David, RN, MSN. "The information we receive from parents before the day of the scan is quite valuable."

You may not be aware of the behind-the-scenes tasks that go into making sure your child's appointments go as planned on the day of the scan or treatment. First, the nurses review your child's planned procedure to make sure the staff scheduled it correctly and ordered the correct lab work. Then, they gather any reports since your child's last visit that might be important to know beforehand and confirm that staff such as a Child Life specialist are available to provide education and support. The prescreening process has worked well to cut back on delays and even kept procedures from being cancelled. It has also helped many patients achieve their goals.

Once the nurses have finished that review, they call you to discuss the procedure and gather other important details. If your child has had surgery since the last MRI or if your child has a cough or cold, the prescreening call can help staff put a plan in place before you arrive.

During this call, staff can also find out if you or your child has any concerns or requests for the procedure. For example, sometimes a patient might like to try completing a scan without anesthesia. Often parents are unaware that this is an option. If you decide you want to try this, the NSS staff can develop plans that include Child Life, the sedation team, the anesthesia care team and the Diagnostic Imaging team to work toward that goal.

During prescreening calls, the staff will tell you:

- what time your child needs to arrive at the hospital;
- what time to arrive for the scan, procedure or treatment;
- what time to stop eating and drinking; and especially
- what medicines your child should take or not take before the test.

"As we continue to grow and develop this program, we look forward to an even better relationship with parents and patients," David said. "We want parents to call us for any prescreening needs."

Parents, please update your contact information with Patient Registration each time you come to the hospital. That will help the staff know the best way to reach you.

Nursing Surgical Services is open from 7 a.m. to 5 p.m., Monday through Friday and some weekends. They can be reached at 901-595-5740 or NSSPrescreening@stjude.org. The NSS Prescreening staff are happy to talk with you about your questions, concerns or special requests.

Child Life invites you to fun, March Madness activities

Everyone knows what happens in March. That's right, Music Madness and Child Life Championship Week! Come celebrate and learn about Child Life and Music Therapy by attending our March Madness event, Monday, March 13, from 9–11 a.m.

Have your own championship picture made in the photo booth and enjoy the concessions along the ABC Wall. While viewing stats of the Child Life team, you can take part in providing the halftime entertainment. Sing some karaoke on the MVP stage or even try

your hand at playing basketball located in the Kay Kafe Corner.





Talking about Medicines

Oral syringes versus IV syringes

By Cheri Wilkerson, PharmD, and Steve Pate, PharmD, Pharmacy Services

Many times when we hear the word syringe, we think of a syringe that is used to inject medicine into the body. But, a different type of syringe is used to give medicines by mouth (oral). These syringes are a great way to measure oral liquid medicine, so each dose is correct.

For your child's safety, make sure you know how to give each medicine the correct way. Here are a few things to remember:

- Always be sure you listen carefully when your doctor, nurse or pharmacist describes how to give the medicine. Do not be afraid to ask questions about anything you do not understand. If you are unsure about something, ask them to repeat the instructions a second time.
- Read the prescription labels carefully to be sure you received the medicine in the proper form, such as a liquid or tablet.
- Throw out oral syringes after each use with chemotherapy. For all other medicines, you can wash and reuse oral syringes unless the clinic doctor or nurse tells you not to.
- Oral syringes are only meant to be used by mouth. Usually, oral syringes are yellowish-brown or orange in color, except when a patient needs a dose larger than 10mls.
- Clear syringes usually are used to inject medicines through an IV, into a muscle (IM) or just under the skin (sub-Q).
- The tip of an oral syringe is different than the tip on an IV syringe. An oral syringe will not fit onto the end cap of a patient's IV line. The syringe tips were designed this way to help prevent medicine errors.
- Store oral syringes away from IV syringes to avoid making mistakes with your child's medicines.
- Pre-filled oral syringes have a cap on the end to prevent the liquid medicine from leaking out. As soon as you are ready to give the medicine, remove this cap and throw it away to prevent your child from swallowing the cap and choking. There should never be a need to recap an oral syringe.

If you have questions about any of your child's medicines, talk with a St. Jude pharmacist, doctor or nurse.



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) or Lois Young (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. St. Jude is an Equal Opportunity Employer.

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ATTENTION: If you speak another language, assistance services, free of charge, are available to you. Call 1-866-278-5833 (TTY: 1-901-595-1040).

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-866-278-5833 (TTY: 1-901-595-1040).

تنبيه: إذا كنت تتحدث بلغة أخرى، فيمكنك الاستعانة بخدمات المساعدة اللغوية المتوفرة لك بالمجان. يرجى الاتصال بالرقم 1-866-278-5833 (الهاتف النصي: 1-901-595-1040).



St. Jude Children's Research Hospital

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