

APRIL 2018

Keeping in touch with the St. Jude staff

Many patients and their family members have accounts on social media sites like Facebook, Twitter, Instagram, Snapchat and CaringBridge. For important reasons, St. Jude staff and volunteers are forbidden to “friend,” share messages, or directly connect with patients and their family members through social media.

First, St. Jude encourages its staff and volunteers to be caring and compassionate toward patients and their families. But hospital policy also requires them to maintain

professional boundaries. It is against St. Jude policy for staff and volunteers to share their personal information with patients and their families. If the staff and volunteers do not follow these rules it could cause some patient families to distrust other providers or feel jealous of families who seem to receive more attention.

Second, St. Jude staff and volunteers must follow rules and regulations that protect patient privacy. Some of these are state laws and some are federal laws. St. Jude does not allow staff to share or exchange

messages with patients or patient family members on social media sites. An important reason for strict social media rules is that it is impossible to control where a picture or message might spread on the internet. This could lead to an inappropriate use of a photo or message about a patient that could violate the patient’s privacy and the law.

In following hospital policy, St. Jude staff and volunteers can be friendly and compassionate in person, but they must avoid being your “friend” online. Please do not ask them to friend or connect with you or your child on social media sites.

You can still keep in touch with staff and volunteers through regular mail by sending letters to: *name, department*, 262 Danny Thomas Place, Memphis, TN 38105-3678. If you signed the general consent when your child was first admitted for care, then staff can receive email and photos from you. You can also contact some employees through the My St. Jude patient portal, when you have questions or concerns.

If you have further questions about this policy, email the Patient and Family Experience Office at patientandfamilyexperienceoffice@stjude.org. Also, find out more about using social media in *Do You Know... Using Social Media*.

Celebrate Children’s Mental Health Awareness Week with Psychology Staff

Mental health plays a vital role in how well children cope with illness and treatment. It affects quality of life and children’s overall sense of hope and well-being as they tackle all the challenges of being St. Jude patients. Good mental health can lead to:

- better pain management,
- healthier sleep and appetite, and
- fewer problems coping with procedures, side effects and routine changes.

The Psychology Department staff helps patients work toward their best possible quality of life. The staff provides a high standard of patient care and leads new clinical research for improving outcomes for patients and families.

Children’s Mental Health Awareness Week is April 30–May 4. You can help the Psychology staff celebrate this year’s theme

“CandyLand: The Kingdom of Coping” by attending these fun events for patients and families:

Monday, April 30

Patients, siblings and parents are invited to join the Psychology staff for a scavenger hunt. It will focus on ways to have good sleep hygiene, pain management and general coping skills, and how to parent your child who has medical concerns. Earn stickers at each station and finish with an ice cream sundae in the Psychology Clinic.

ABC Wall (starting line) 1:30–3:30 p.m.

Tuesday, May 1

Psychology staff will host an information table outside the Kay Kafe. The table will highlight current clinical and research activities. The staff will also answer questions you might have about the services offered to patients and families through the Psychology Department.

Kay Kafe Corner
11 a.m.–2 p.m.

Wednesday, May 2

Patients and siblings are invited to join Psychology staff members at the Kay Kafe Corner for a photo booth and craft activities. These include taking fun photos with a CandyLand theme, making a coping-skills fortune teller, and coloring.

Kay Kafe Corner
11 a.m.–2 p.m.

Redbox now offered in hospital

Redbox movie and game rentals are now offered inside the hospital. The Redbox vending machine is located outside the Kay Kafe near the restrooms. It can be used by patient families as well as staff.

You can use a credit card to rent movies and games for low prices:

- DVDs are \$1.50 per day
- Blu-Ray discs are \$2 per day
- Video games are \$3 per day

If you have questions about the Redbox vending machine, email patientandfamilyexperienceoffice@stjude.org.





Talking about Medicines

Learn more about your child's medicines

By Shane Cross, PharmD, Pharmaceutical Services

If you're looking for information about the medicines that your child takes, St. Jude Pharmaceutical Services is a wonderful resource. The Pharmacy has Patient Medication sheets that contain helpful details about many drugs used at St. Jude, including chemotherapy drugs. Each sheet contains a brief description of the drug along with a list of some of its possible side effects. Patient Medication sheets also contain special instructions for each drug.

You can find Patient Medication sheets on the St. Jude website. Just go to www.stjude.org and search for "A to Z List of Medicines" using the search tool. In addition, you can pick up medication sheets from the main Pharmacy (located on the first floor, near D and E clinics). They also are available in the Kmart St. Jude Life Center Pharmacy.

If a Patient Medication sheet for a certain drug is not offered, feel free to ask your child's doctor, nurse or pharmacist any questions that you might have about that medicine.

Liquid feeding products now in Nutrition Lab

Clinical Nutrition Services now manages all liquid feedings for St. Jude patients. This recent change includes nutritional feeding products taken by mouth and tube, such as tube feeding formulas, baby formulas, Ensure® and PediaSure®. These feedings were previously handled by the Pharmacy. This new service is processed in a new location called the Nutrition Lab.

Patients receive most tube feedings from a home infusion company, but there are times when they need just enough to get them started before the home infusion company can deliver the product to their homes or housing units. The Nutrition Lab also covers those cases when a certain formula is not available from the home infusion company.

This change frees up time and storage space for the Pharmacy. It also improves the efficiency of getting these feedings to patients

whether they are inpatient or outpatient. Outpatients now pick up these supplies in the Take-Home Supplies stock room on the Patient Care Center plaza level. It is located just north of the revolving door for the Outpatient Parking Garage.

The new Nutrition Lab provides more chances for patients to "taste-test" products before receiving a large order. It also makes it easier for families to pick up these products in the same place where they get other take-home patient supplies.

"This new arrangement will increase opportunities for us to bring in new products to best meet the special needs of our St. Jude patients," said Ginger Carney, director of Clinical Nutrition and Lactation Services.

If you have questions about the Nutrition Lab or where to get patient feeding supplies, talk to your child's clinical dietitian.

St. Jude Parents is published on the first of each month by Patient Education and Information 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 Wright, RN, MSN, at 901-595-5453 (parents_newsletter@stjude.org) or Lois Young (loislane.young@comcast.net). 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 باللغة العربية فيمكنك الاستعانة بخدمات المساعدة اللغوية المتوفرة لك مجاناً. يرجى الاتصال بالرقم 1-866-278-5833 (الهاتف النصي: 1-901-595-1040).



St. Jude Children's Research Hospital

ALSAC • Danny Thomas, Founder

Finding cures. Saving children.

262 Danny Thomas Place
Memphis, TN 38105-3678