

JUNE 2018

Outpatient isolation types change

St. Jude has several levels of isolation precautions to keep viruses and bacteria (organisms) from spreading to patients, families and staff. The risk of spreading some organisms is higher than it is for others, so different levels of protection are needed. Depending on the kind of organism involved, your child might be isolated, kept away from other patients and visitors. In other cases, your child might be allowed in common areas with a face mask or extra hand cleaning.

Until now, St. Jude had four levels of isolation precautions; contact, droplet, airborne and special airborne. Recently, St. Jude policies changed to split up contact and droplet into four types of precautions for the outpatient areas only. The chart below lists the types and guidelines for each.

For patient safety, the rooms where these patients have appointments are cleaned after each visit.

The staff will switch a patient from non-restrictive to Droplet Restrictive or Contact Restrictive, if the patient's condition changes or if a family

cannot follow the guidelines.

These isolation changes should improve the flow of patients through the Outpatient Clinic and give patient families more freedom of movement around the hospital. The changes should also keep all patients as safe as possible from the spread of viruses and bacteria.

Thanks for following these new guidelines. As always, cleaning your hands often is the single most important thing you can do to limit the spread of infection. Also, cover your mouth with a tissue when you cough or sneeze, discard the used tissue and clean your hands afterward. Wear a mask when you have the "sniffles." Please remember that outpatients should never visit inpatient units, including inpatient common areas, because inpatients are at greater risk for infection.

If you have questions about these new isolation precaution types, talk to the staff. If your child shows signs of an illness that might spread to others, please call your primary clinic before coming to the hospital. If you

are calling the hospital after normal clinic hours, ask to speak to the nursing coordinator.

Inpatient isolation precautions have not changed. If your child has non-restrictive precautions in the outpatient area and becomes an inpatient, all the restrictive rules will apply, such as not leaving the patient room.

Email available for reservations

Do you need to reserve lodging for your next trip to St. Jude? Do you live locally and need to schedule transportation to St. Jude? Now, you can email Patient Services with your lodging and transportation requests at reservationrequest@stjude.org.

Requests for local transportation must be made 24 hours in advance of the pick-up time. Emails will be answered within 24 hours or the next business day. If you'd like to speak with one of our Patient Services representatives, call 901-595-4501.

Contact Precautions Restrictive	Contact Precautions Non-Restrictive	Droplet Precautions Restrictive	Droplet Precautions Non-Restrictive
<ul style="list-style-type: none"> • Enter and exit by Isolation entrance • Most appointments in one outpatient room • Not allowed in common areas, in waiting rooms, or at public events • Clean hands often • Patient wears purple armband • Purple isolation sign on the door • Staff wears gown and gloves when entering room • Patient Services arranges transport. Do not ride St. Jude shuttle buses. • Housing: In apartment isolation 	<ul style="list-style-type: none"> • Use regular hospital entrance • Can go to appointments in different areas • Can be in common areas, in waiting rooms, and at public events • Clean hands often • Patient wears white armband • Purple isolation sign on the door • Staff wears gown and gloves when entering room • Can ride St. Jude shuttle buses • Housing: stay in regular room and may take part in common area events 	<ul style="list-style-type: none"> • Enter and exit by isolation entrance • Most appointments in one outpatient room • Not allowed in common areas, in waiting rooms, or at public events • Clean hands often • Patient wears blue armband • Blue isolation sign on the door • Staff wears gown, gloves and face mask when entering room • Patient Services arranges transport. Do not ride St. Jude shuttle buses. • Housing: In apartment isolation 	<ul style="list-style-type: none"> • Use regular hospital entrance • Can go to appointments in different areas but must wear face mask • Patients wear face masks and clean hands often when out of room • Can be in common areas, in waiting rooms, and at public events wearing face mask • Patient wears white armband • Blue isolation sign on the door • Staff wears gown, gloves and face mask when entering room • Can ride St. Jude shuttle buses wearing face mask • Housing: stay in regular room and may take part in common area events wearing face mask



St. Jude Garden offers open hours

The St. Jude Garden helps supply home-grown foods for Kay Kafe. The gardeners are now offering open hours for patient families to visit the garden every Tuesday from 8 a.m. to 3 p.m. The garden is just one block west of the St. Jude campus. The St. Jude Garden is a nice place to hang out or you could bring your lunch to eat outdoors. Come enjoy the fresh air and peaceful surroundings.

A staff member will be present during the open hours if you have questions. You could learn about the types of plants grown in the garden and what it takes to keep them healthy, the role of bugs and worms in the garden, what types of plants grow well in Memphis, and why bees are important.

Guidelines for patients visiting the St. Jude Garden

- Outpatients only
- Check with your St. Jude doctor for permission.
- Have an ANC count greater than 500.
- Patients on restrictive isolation precautions cannot attend.
- No patients less than 100 days from allogeneic transplant.
- No open wounds unless the wound is covered with a medical dressing or clothes.
- Help control infection by not picking up dirt or plants while in the garden.
- Dirt contains germs that can be harmful to some patients. After visiting the garden, go back to housing or home to clean up before returning to St. Jude.

Patient Services has new process for you to get reimbursed for travel mileage expenses

Patient Services has new, better ways for you to get reimbursed for travel mileage expenses. The staff hopes these changes will help you spend less time waiting in line to complete forms and pick up checks.

You will now fill out your mileage reimbursement forms on an iPad. The Patient Services staff will hand you an iPad. You type your information on it and hand it back. The staff will process your information and issue

your reimbursement on a ClinCard. ClinCards are similar to pre-paid debit cards.

If you have questions about this new process, talk to the staff in Patient Services.



Siblings will be stars at carnival-themed event

Child Life will host the 2018 Sibling Star Day event Thursday, June 14. The theme this year is Carnival. The day will be filled with fun for siblings 4–19 years of age.

Registration will be open from 10–10:30 a.m. at the Domino's Event Center located on the St. Jude campus. Siblings will take part in carnival-themed games and activities from 10:30 a.m.–11:30 a.m. and have lunch from 11:30 a.m.–noon.

The patients and families will be asked to join the siblings for dessert in the Domino's Event Center at noon to watch clips of the day's events. After dessert, families will line the red carpet outside of the Domino's Event Center as the siblings walk and receive their special awards and surprise gift.

If you have questions about this event, talk to a child life specialist.

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 الاستفادة بخدمات المساعدة اللغوية المتوفرة لك مجاناً. يرجى الاتصال بالرقم 1-866-278-5833 (الهاتف النصي: 1-901-595-1040).



**St. Jude Children's
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