

MAY 2018

## My St. Jude portal expands offerings

The *My St. Jude* patient portal was recently expanded to offer even more useful information for St. Jude patient families. If you are not familiar with the patient portal, it is a secure, interactive website where you can:

- View portions of your child's medical record anytime,
- Check on recent lab results,
- Read discharge instructions,
- View your child's personal information and send updates to Patient Registration,
- Check your child's latest schedule or request schedule changes, and
- Even send non-urgent messages to your child's health care team.

It is important to note that *My*

*St. Jude* should never be used for urgent matters that you believe may affect your child's health or well-being.

### What's new

*My St. Jude* is now offered in Spanish, although the reports are still in English. You can access many new items in the patient portal including the following:

### Laboratory results

Available four days after the lab test is completed.

- Complete blood count, or CBC, and reticulocyte count
- Blood chemistry test results – more complete results
- Urine chemistry and urinalysis test results

- Results of endocrine tests
- Coagulation studies

Pregnancy test results are not available on *My St. Jude*. Please ask your child's health care team about these.

### Radiology

Available two weeks after the scan result is ready.

- CT bone density scan
- CT DEXA scan

### Clinical notes

Available four days after they are completed.

- Discharge Summary (information for going home from the hospital)
- EKG report

**Patient Portal** *continued on back page*

## Keep your child and your personal items safe

St. Jude staff members want to remind all patient families about two important concerns – using only clean wagons and protecting your personal items.

### Clean wagons

The red wagons are a helpful way for young children to move from one appointment to the next, but re-using a wagon after another patient could expose your child to germs that cause infection. Sanitary wipes will not work well enough to clean these wagons.

The Environmental Services staff professionally cleans the wagons every night. After that, the wagons are delivered to the Patient Care Center (PCC) and Chili's Care Center throughout the day by Environmental Services staff and Ready Runner volunteers, who give their time to support the St. Jude mission. You will know a wagon is clean if it has a white piece of tape across it with the words "READY TO ROLL" printed in green, so choose one of those.

Also, linens that might be

sitting around the hospital in wagons, wheelchairs or other places should be considered dirty. After sheets and blankets are used by one patient, they need to be cleaned even if they do not look dirty.

If you have questions about the St. Jude wagons, please talk to the Guest Services representative at either the Patient Care Center or Chili's Care Center lobby desk or ask a Patient Services staff member.

### Personal items

Before bringing any personal items to the hospital, please mark them with your name and phone number or the patient's full name, so we will be able to reach you if one of your items is found. Use a Sharpie®-type marker or write the information on a piece of tape and place it on the item.

It is important for all St. Jude patient families to keep their personal belongings secure. Consider leaving valuables and important paperwork in your St. Jude housing room. Tri Delta Place offers a small safe in every room. When staying in Target House, Ronald McDonald House or Parcels @ Concourse, your possessions will be safe and secure as long as you keep your front door locked.

Do not leave your personal items (laptops, purses, luggage, etc.)

unattended in common areas of the hospital or housing facilities.

The housing directors remind all families to keep their room keys with them at all times. If you lose a set of keys, tell the housing staff right away, so they can take action to protect you and your belongings.

If you have a vehicle on the hospital or housing grounds, remember to keep the doors locked at all times and do not leave personal items in your vehicle.

If you do lose a personal item while in the hospital, check with Patient Services on the Patient Care Center plaza level and with Security.

We encourage you to call the St. Jude Security staff if you think your possessions have been lost or stolen. To reach Security from a hospital phone, dial 4444. If using a cell phone, call 901-595-4444. Always be aware of your surroundings and report any suspicious activity or anything that makes you feel uncomfortable. Security officers are on campus and in the hospital 24 hours a day to serve you.





# Talking about Medicines

## Watch out for poison ivy

By Shane Cross, PharmD, Pharmaceutical Services

While staying in Memphis, watch out for poison ivy. It is a vine or shrub that often is found on fence rows and in backyards throughout the central and eastern United States.

A poison ivy rash is caused when a person comes in contact with an oil that is in the plant's roots, stems and leaves. The oil is almost colorless at first but later turns a brownish-black color when exposed to air. The oil can stick to garden tools, the fur of animals and other objects, so direct contact with the plant is not always needed to get the rash.

The rash usually occurs within 12 to 48 hours after contact. It first appears as lines or streaks on the skin. Redness, itching and swelling will then occur, followed by blisters. The symptoms can be mild or severe depending on the person. The rash does not spread but often looks like it is "spreading" because the oil absorbs more slowly in thicker skin, such as hands, forearms and legs. It may take two or three weeks to heal from beginning to end.

The best way to prevent a poison ivy outbreak is to avoid the plant and its oil. If the oil touches your skin, wash the exposed areas well with soap and water. Also be sure to wash any clothing that might have touched the oil. Remember to wash the skin as soon as you can because skin can absorb the oil in less than 5–10 minutes. For more details, talk to your doctor, nurse or pharmacist.



## Patient portal

*continued from front*

- Eye Clinic notes
- Information from St. Jude LIFE procedures performed at other facilities – Including colonoscopy, fertility testing, and mammogram or MRI.
- St. Jude LIFE neurocognitive research evaluation

### Documents

Available as soon as they are completed.

- Psychological report and summary report
- Psychology neuropsychology assessment
- Psychological protocol letter
- Psychology sickle cell disease

- neuropsychology screener
- Early Childhood service plan
- Consent forms you signed at Registration

### How to sign up

*My St. Jude* is an easy way to have quick access to all the information above 24 hours a day, seven days a week. If you would like to sign up for a *My St. Jude* account, please talk to a Patient Registration staff member, or visit [www.stjude.org/mystjude](http://www.stjude.org/mystjude) to download the application form.

Taking part in *My St. Jude* is one more way that you can help the St. Jude staff continue to provide the best possible care for your child.

*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](mailto:parents_newsletter@stjude.org)) or Lois Young ([loislane.young@comcast.net](mailto: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](http://www.stjude.org/parents-newsletter). St. Jude is an Equal Opportunity Employer.

St. Jude complies with health care-related federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

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 Research Hospital

ALSAC • Danny Thomas, Founder

*Finding cures. Saving children.*

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