

SEPTEMBER 2018

Free, helpful service for St. Jude families

Do you need help with everyday tasks, like errands, shopping, food delivery, mailing packages, planning events, moving services, auto services, information research?

St. Jude provides these services and more, free of charge through the Best Upon Request (BEST) concierge service. Pronounced con-see-AIR-zh, this service has been offered at St. Jude since August 2017. The BEST workers have provided more than 3,700 services for St. Jude families. Patient families only pay for the goods received.

So far, 99 percent of patient family responses have agreed:

- The concierge service made their time at the hospital more pleasant, and

- The concierge assistance helped them focus on their children.

Below are just a few of the many positive reviews from St. Jude patient families:

“This is the best service available for parents, especially those who have no vehicle here and no other people to help. I would have been lost without you ladies.”

“These ladies are amazing! They have been so kind, sweet, helpful, loving! This service is probably the best part of St. Jude (aside from curing cancer, lol).”

“I don’t know what we would do without the concierge service. We love that we have this option while we stay here.”

“Being a parent here at St. Jude,

this service has been a lifesaver and has made my stay here very pleasant.”

BEST workers offer services Monday through Friday, from 8 a.m. to 7 p.m. They have a desk in the north outpatient lobby near the Medicine Room. You can also reach them by phone at 901-595-4000 or email stjudeconcierge@bestuponrequest.com.

Fun activities for awareness month

September is Childhood Cancer Awareness Month and Sickle Cell Awareness Month. A group of volunteers from departments across St. Jude are planning fun and meaningful activities. The staff wants to honor the sacrifices that patients and families make each day on their cancer and sickle cell journeys.

Several activities and giveaways are scheduled for inpatients, outpatients and caregivers, including story time, special snacks and crafts.

Calendars will be available at the Guest Services information desks. Look for the gold and burgundy “We Honor You” logo around campus.

Exercise room open for parents

Exercise is one proven way to relieve stress. Now that you are in the hospital almost every day, it may be hard to find time to exercise.

St. Jude has a Parent Exercise Room inside the hospital. It is located on the plaza level of the Kay Research and Care Center, room IAP124. The room is just a few floors below the inpatient care areas, so parents can get back to their children quickly if needed.

Use of the exercise room is limited to parents and caregivers 18 years and older. Teens 13 years and older can use the room if they have a parent or guardian with them. No patients are allowed in the exercise room.

The Parent Exercise Room is open 24 hours a day with secure access. Just press the button outside the door and let the security guard know who you are. Then, the guard will unlock the door for you.

Two changing rooms with toilets and showers are available. One is just down the hall from the exercise room and another around the corner.

The exercise room features mats for stretching and floor work, several machines for cardio and weight training, and free weights. Workout hand towels are provided. Security cameras

monitor the room for your safety, and a phone is in the room should you need help.

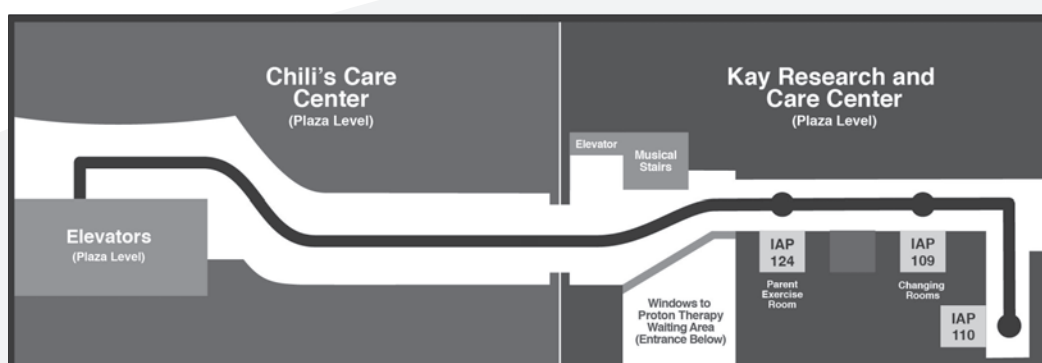
Anyone who uses the Parent Exercise Room must complete and sign a liability waiver first. A drop box with these forms is located in the exercise room, or you may complete a waiver in the Linda R. Hajar Family Resource Center, located on the Patient Care Center second floor, room B2000.

If you would like to use the Parent Exercise Room but can’t leave your child alone in an outpatient treatment area or on the inpatient unit, ask your nurse or social worker about the Helping Hands program.

To learn more about the Parent Exercise Room, ask a staff member for a copy of “Do You Know... Parent Exercise Room.”

To reach the Parent Exercise Room:

On the first floor of the Chili’s Care Center, take the elevator located near the lobby Guest Services information desk and the Diagnostic Imaging Center to the Plaza Level. Push “P” to reach the Plaza level. Follow the map below once you are on the Plaza Level of the Chili’s Care Center to reach the Parent Exercise Room and changing rooms.





Talking about Medicines

Dispensing changed for some liquid meds

By Tiffany Nason, PharmD, Pharmaceutical Services

Does your child take a medicine by mouth that is a powder mixed with water before you receive it from the pharmacy?

In July, the Outpatient Pharmacy began a new process for providing you with these liquid medicines. Now, your child's label is placed on the original full bottle from the drug company.

The prescription label will state the number of days your child's doctor ordered the medicine to be taken. The label also contains the phrase "discard after expiration date." It is important to throw away any remaining liquid after that date.

This change was needed to ensure that insurance companies will continue to pay for these medicines. They did not want to pay for partial bottles.

If you have questions, please talk to a St. Jude pharmacist or call 901-595-2114.

What facemask can my child wear?

Are all face masks the same? The answer is no. Masks have many different levels of protection based on why they are being used. If your child has low white blood counts (neutropenia), an N-95 mask should be worn, like the white "duck-bill" mask that St. Jude provides.

Although masks that you can purchase may be more stylish, they do not provide your child with the best protection from airborne germs (mold and bacteria) and should not be used. The N-95 mask is important to help protect your child from germs and mold particles.

Staff members have noticed that some parents are ordering their own masks for color, comfort or style. We understand that your child wears the mask for a long time every day, and you may prefer a different mask. But keep in mind that as a team we want to make sure you are protecting your child's health as well as possible with the mask choice you make.

You can simply use the white "duck bill" masks provided at St. Jude. However, if you choose to order special masks, please talk with your doctor or nurse first to make sure that the masks you choose do provide N-95 air filtering protection for your child.

To get the best protection, change the N-95 face mask when wet, soiled or after one week of use. Handmade cloth masks do not provide good filter protection from germs or mold.



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 (ParentsNewsletter@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).



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