

AUGUST 2019

Helping protect you and other caregivers from drug hazards

Chemotherapy medicines are used to stop the growth of cancer cells. But, they can also damage healthy cells. Chemo medicines and some other drugs can be hazardous to caregivers who work with patients receiving them. The drugs can sometimes irritate the skin or cause other side effects if the medicine soaks into the skin or gets in the eyes.

For 48 hours after the patient receives the chemo, all body fluids can contain these drugs. You and St. Jude staff members must follow safety precautions—be very careful—both during and after your child receives these medicines. This can mean wearing protective gear and being careful when flushing or throwing away body fluids.

Staff safety guidelines for some chemo recently changed. Staff who give your child these medicines will

now wear gowns and double gloves. They might wear face shields or goggles if there is a splashing risk. The staff might ask you to wear gloves during the time your child receives these medicines.

During the 48 hours after chemo is given, staff will wear gowns and double gloves when handling your child's vomit, blood, urine and bowel movements, including diapers. You should also wear gloves when handling these body fluids.

Staff members wear double gloves because they have many more exposures from working with multiple patients. You are a caregiver for your child only, so one set of gloves should be enough. But, always wash your hands after removing the gloves.

If your child is inpatient during the 48 hours, please do not put your child's body fluids or diapers in the

regular trash. The staff will place them in chemo hazard bags. If your child uses the toilet while inpatient, ask the staff to flush the toilet.

If your child is outpatient during the 48 hours, you should wear gloves when handling your child's body fluids or diapers.

At home or in housing:

- Dispose of diapers in your regular trash. Try to limit your exposure to the diapers.
- Put the toilet lid down when flushing.
- If body fluids touch your skin, wash the skin well with soap and water.
- If body fluids get in your eyes, flush with water for 15 minutes while holding the eyelid open. Then, call your personal doctor and explain what has happened.

To find out more, ask for a copy of the handout called "Do You Know... Protecting Caregivers from Drug Hazards." You can find it at www.stjude.org by searching for "protecting caregivers."

Call St. Jude with concerns, call 911 in emergencies

Always call with concerns

Anytime you have questions or concerns about any aspect of your child's care or condition, please call St. Jude right away. During normal clinic hours, call your clinic number. If you cannot reach the clinic or it is after regular clinic hours, call the main hospital number at 901-595-3300 or toll-free 1-866-278-5833. A doctor is always on call, and a nursing supervisor is always on duty to help you.

If your concern involves a medicine your child is taking, you can call the Pharmacy's toll-free number, 1-866-820-2442. A St. Jude pharmacist is here to speak with you 24 hours a day.

In an emergency

When your child is outpatient, always call **911** in a medical emergency, such as if the child is not breathing or has been injured in an accident.

You should also call your child's St. Jude doctor right away if you take your child to a local hospital or doctor for any unplanned or urgent medical treatment. If you are calling after regular hospital hours, dial 901-595-3300 and ask for the doctor on call.

Who to call? When to phone?

To learn more about when to call St. Jude about a change in your child's condition, ask for a copy of the Do You Know handout titled "Who to call? When to phone?" or go to www.stjude.org and search for "who to call."

Are you new to St. Jude?

St. Jude provides lodging, transportation, meal plans, reimbursements and more, but you need to know how those services work.

Learn more about what is offered and the rules that help you get the most out of those services. Attend your scheduled Housing and Patient Services Orientation.

This appointment will be listed on your child's schedule during your first week at St. Jude. If you cannot attend the orientation on the day it is scheduled, please call or email Housing and Patient Services to reschedule at 901-595-4501 or patientservices@stjude.org.

The orientation usually takes an hour or less. The Housing and Patient Services office is on the Plaza Level of the Patient Care Center.





Talking about Medicines

What's in a name?

By Shane Cross, PharmD, Pharmaceutical Service

Did you know that medicines have more than one name? It's true, and it can be confusing for patients, parents and caregivers.

All medicines have at least two names: a brand name and a generic name. The brand name is the name given to a drug by a particular drug company. The generic name describes the active ingredient. For example, Tylenol® is the brand name for acetaminophen (the generic name).

It's important for you to be familiar with the names of the medicines your child takes. The Pharmacy staff would be happy to go over these names with you. Keep in mind that all prescriptions from the St. Jude Pharmacy will be labeled with the generic name on the bottle. So the name on the bottle might not always be the name you see or hear most often.

If you have questions about the names of your child's medicines, be sure to check with your doctor, nurse or pharmacist. They are here to help you.

Adding photos to medical records

Tuesday, August 6, the Patient Registration staff will begin taking photos of patients during the registration process. These photos will be displayed in the St. Jude electronic medical record.

Your child's photo will be seen only by St. Jude staff who are authorized to view your child's medical record.

The St. Jude staff is adding these photos to the medical record to improve patient identification and patient safety. The staff will not use these photos for any other purpose.

If you have questions or concerns about your child's medical record photo, talk to the Patient Registration staff or your doctor or nurse.

New B Clinic waiting room, services

St. Jude is making changes to improve service to B Clinic patients and families. B Clinic is for patients who have bone marrow and stem cell transplants. The clinic remodel started in June and will continue through September. Once complete, B Clinic patients will:

- Have a new, comfortable waiting room connected to B Clinic,
- Register for the day in the clinic,
- Have Assessment and Triage in the clinic, and
- Meet with a patient scheduler in the clinic.

Some other clinic processes will also change to make sure the staff provides everything you need as a B Clinic patient family.

Please excuse the mess and bother as they remodel to serve you better.

Interpreter services always available

Even if you speak or read some English, you can still ask for an interpreter when you need someone to clarify details for you.

You want your child to receive the best and safest care. To do so, you need to understand what the staff is telling you about that care. It is also crucial for staff to understand the answers you give about your child.

Would you like to use an interpreter? Tell a staff member, or you can call Interpreter Services at 901-595-2983.

St. Jude Parents is published on the first of each month by Patient Education 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 Samantha Ransone, RN, PhD, at 901-595-3334 (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.

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 الإستعانة 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**

Finding cures. Saving children.

ALSAC • DANNY THOMAS, FOUNDER

262 Danny Thomas Place
Memphis, TN 38105-3678