

St. Jude Parents

JULY 2019

New device and app help staff improve communications

Is your nurse spending clinic time on a phone that has a St. Jude logo on it?

A few months ago, St. Jude introduced a new device that looks like a mobile phone. It will only work within the hospital grounds. Your child's doctors can also reach the app on their personal smart phones. This means anything shared between two devices using that app will remain private.

These devices and app allow doctors, nurses and other care team members to share patient details quickly and securely. Care team members can call each other directly or use text messages. All calls and messages are shared over a secure

network, so no patient details are stored on the phones.

These devices and app will cut down on delays and improve the staffs' ability to share information with each other. For example, a nurse can send a text message to a doctor. That doctor can respond as soon as possible either by text or call. That way the nurse does not have to wait for a paged call to be returned. This might mean you get questions answered more quickly or a medicine prescribed sooner.

As new functions are added, you will see your child's nurse using these devices even more often. Soon, nurses will be able to add some things directly to your child's medical

record using this device.

If you have questions about the new device or app, please ask your child's nurse or doctor.



MedSafe box for unwanted medicine

Is your medicine cabinet full of expired and unused drugs you no longer need? Your medicine is meant only for you. What is safe for you might harm someone else.

Medicines in the home are a leading cause of harmful accidents. Flushing medicines down the toilet can pollute our waters.

You can dispose of your expired, unwanted or unused medicine through a drug take-back program. It will help prevent prescription drug abuse and keep our water supply safe.

If you have unused medicines, place them in the blue MedSafe® box. It is located outside the St. Jude Outpatient Pharmacy.

Please write the names of the drugs you are throwing away on the medicine card. The cards are on the side of MedSafe box. You do not give your name on this card, only the medicine names. The pharmacy can use these drug names to study what drugs are being prescribed and possibly over-prescribed.

What we can accept

- Prescription medicine (controlled substances and non-controlled drugs)
- Over-the-counter medicine
- Liquid medicine bottles in a sealed plastic bag

If possible, leave the medicine in the original containers.

Not accepted

- Investigational (study) medicine
- Illegal drugs
- Needles and syringes
- Medical devices or batteries
- Inhalers
- Chemicals

Return all investigational (study) medicines and their empty bottles to the Pharmacy staff.

Do not leave medicine outside the Medsafe box. This could be dangerous for children in the hospital.

To learn more, ask a St. Jude pharmacist or call 901-595-4166.



Respecting your culture and religion

When families come to St. Jude, they do not have to leave their culture and religion at the door.

The St. Jude staff will respect your culture, religion and rituals connected to your beliefs, so long as they do not interfere with others. You also have access to St. Jude chaplains, chapels, and other spiritual resources while at St. Jude.

The staff might be able to help your child follow religious and cultural diets, especially when they fit a medical need. Your St. Jude dietitian can work with you and your child to try to honor diet requests. Talk to your child's dietitian about special diet needs or call Clinical Nutrition at 901-595-3318.

If you want to speak with someone about your religious or spiritual needs, ask the staff to call a chaplain. You can also call the main hospital number 901-595-3300 and ask to speak with a chaplain.



Talking about Medicines

Medicine charts and calendars

By Shane Cross, PharmD, Pharmaceutical Service

To get the most benefit from medicines, it's important to take them exactly as they are prescribed by your doctor or nurse practitioner. However, many factors can make it hard to follow medicine instructions. Some patients must take complex drug regimens. These can include many different drugs that are given many times each day. All of this can lead parents to forget to give a medicine or to have trouble remembering whether or not a drug was already given.

Having an organized system for taking medicines can make a world of difference. One way to help keep track of a medicine schedule is to use a medication chart or calendar. These are written records that list all of the medicines your child takes and the times each should be taken. The chart or calendar also can contain some of these details:

- Why each medicine is being used
- What each medicine looks like
- Special instructions for each drug

St. Jude pharmacists can help you design a chart or calendar that fits your child's needs. One common calendar used is called a Meducation[®] calendar. It shows medication names, doses, times and reasons for use. It is offered in several languages. Ask your doctor or pharmacist if you would like to know more about medication charts and calendars.

Clean hands often to protect your child from infection

Keeping your hands clean is the best way to protect your child from serious infection because clean hands stop germs from spreading. Most St. Jude patients have weak immune systems because of their illnesses or treatments. So, they have a hard time fighting off germs that cause infection.

Parents and caregivers play an important role in controlling infection at St. Jude. We need your help to keep your child safe and to protect the health of all St. Jude patients.

You should clean your hands:

- Anytime you have direct contact with a patient, including your own child;
- Before you enter your child's hospital room and after leaving the room;
- After using the restroom;
- After changing your child's diaper;
- After coughing, sneezing or blowing your nose;
- After going outside;
- After touching pets;
- Before and after eating; and
- Before and after feeding your

child.

Don't forget to clean your hands often when you are in the common areas of the hospital, such as waiting areas, play areas, lobbies and the Kay Kafe.

To learn the best ways to clean your hands, ask a staff member for the handout called "Do You Know... Clean Hands" or visit stjude.org and search for "clean hands."

Together, we can help protect all St. Jude patients from life-threatening infections.

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

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