

# St. Jude Parents



JANUARY 2020

## Meal card facts you should know

**S**t. Jude provides meal cards to help pay for Kay Kafe meals for the patient and one caregiver when the patient has hospital appointments. The cards are loaded with \$6 for each person – \$12 per meal. So, each family could have as much as \$36 on a meal card to cover breakfast, lunch and dinner.

### Qualifying for meal card funds

Meal cards are loaded with money according to the patient's scheduled clinic appointments. If the patient has no appointments for the day, there will be no meal funds loaded on the card. School appointments are not eligible for meal card funds.

If your child has a full day of appointments, your family might qualify for a \$36 meal card. But, if you activate the meal card after the breakfast period is over, your family would only have \$24 to cover lunch and dinner.

For example: You qualified for breakfast, lunch and dinner, but you didn't activate the meal card until 4 p.m. In this case, your card would have only \$12 because breakfast and lunch already passed. When using meal cards, be aware of meal times. Breakfast is from 7–11 a.m., lunch

is 11 a.m. to 4 p.m. and dinner is 4–9 p.m.

If you are staying in long-term housing, you will receive a weekly meal allowance on a reloadable MasterCard instead of a meal card. St. Jude Patient Services will issue the MasterCard. When you receive the MasterCard, you no longer qualify for a meal card.

### Activating Meal Cards

Some patients are local or travel back and forth from home each day, because they don't qualify for housing or don't want to use it. In these cases, the families must activate the meal cards each day. When the patient is staying at Tri Delta Place or a hotel paid for by St. Jude, Patient Services will activate the meal card for the patient's entire stay.

You should activate your meal card in Patient Services before going to the Kay Kafe. Cashiers cannot activate meal cards. They can call Patient Services to have a card activated, but that is not a good way to do it. If the Patient Services staff is busy with customers or handling phone calls, the Kay Kafe cashiers could have long hold times while their checkout lines back up.

### Inpatient Meal Cards

If your child becomes an inpatient, your caregiver meal card or MasterCard will be loaded with \$18 per day for the entire hospital stay. Inpatient room service will provide the patient meals.

### Extended Stay

If your child's stay must be longer than expected in Tri Delta Place or a hotel paid for by St. Jude, call Patient Services to have your meal card extended.

### Questions or concerns

If you have questions or concerns about meal cards, talk to the Patient Services staff.



## Acute Care Clinic will open January 28

The St. Jude Acute Care clinic for established patients will open Tuesday, January 28. This new clinic will improve the flow of primary clinics by seeing patients with symptoms such as fever, pain and uncontrolled nausea.

Acute Care will be located behind the north lobby waiting room. It will be open Monday through Friday 8 a.m. to 5 p.m.

Consider the acute care team an extension of your child's care team. Your child will receive the same level of care they are used to, and your child's primary doctor will receive status updates.

If your child is sick, you will still call your child's care team. The team will let you know whether to come into your child's primary clinic or schedule an appointment for your child in Acute Care. If your child has a medical emergency, call 911. The Acute Care clinic is not an emergency room.

The Acute Care clinic will roll out to patients in phases starting with solid tumor patients. Please look for more details in the months to come in your child's primary clinic.

## Free flu shots for caregivers, siblings

Free flu shots for caregivers and siblings are offered Monday through Friday from 1–4 p.m. in the Patient Care Center Assessment and Triage area. St. Jude provides the seasonal flu vaccine to all patients, staff members, adult caregivers and patient siblings who are 6 months old or older.

When all family members get the flu shot it helps provide a circle of protection around the patient. It is one way to keep the virus from coming close to your child.

Influenza, "the flu," is a virus that causes symptoms like fever, chills, cough and body aches. It can easily pass from one person to the next. In many St. Jude patients, the flu can be severe.

These are the best ways to prevent flu infections:

- Clean hands often with soap and water or an alcohol-based hand cleaner.
- Avoid contact with those who have flu symptoms.
- Avoid crowds during flu season.
- Get an annual flu shot.
- Take anti-viral medicines after exposure to people known to have the flu (under a doctor's advice).
- Limit the number of visitors your child has at St. Jude and in housing.
- Discourage family members from coming to the hospital if they have flu symptoms (cough, sneezing, runny nose, sore throat, body aches, chills).

If you have questions about the vaccine, talk to your doctor or your child's primary clinic staff.



# Talking about Medicines

## Home medicines on inpatient unit

By Shane Cross, PharmD, Pharmaceutical Service

If your child becomes an inpatient, it is likely the staff will order new prescription meds even if you bring a home supply of your child's medicines. The staff orders new meds for several reasons:

- To ensure your child gets the correct dose of each medicine, since the dose might change during the inpatient stay.
- To make sure that your child only gets the medicines needed while inpatient, since some medicines may be temporarily held during an inpatient stay.
- To keep the medicines out of reach of the patient and any other child who might come into the patient's room.

The medicines you bring to the hospital with your child will not be used on the inpatient unit unless:

- The prescribing clinician writes an order that says the medicines from home can be used while the child is an inpatient; and
- A St. Jude pharmacist has inspected the medicines.

The pharmacist will make sure the medicine is the correct drug and the correct dose, and that it is in good condition.

When you arrive on the inpatient unit with your child, a nurse will collect all the medicines you bring with you. Most medicines cannot be kept in the patient's room. The nurse will store the medicines in a secure place for you. There are some medicines that we cannot store for you. The nurse will encourage you to take these back home or to St. Jude housing. All medicines that are collected at admission will be returned to you when your child is discharged from the inpatient unit.

These policies about prescription medicines are in place to keep your child safe. If you have questions about medicines you bring from home to the inpatient unit, talk to your child's doctor, nurse or pharmacist.

## Teen art show

Our teens are talented, and it is an honor to give them the spotlight! Child Life will host the annual St. Jude Teen Art Show, "Reach for the Stars," Friday, January 24, from 3–5 p.m. in the Danny Thomas Research Center atrium. Come support St. Jude teens and their art show.

Patients and siblings 13 and older are invited to submit art work or perform. The submission deadline is Friday, January 17. Teens can take part in the art show by submitting artworks even if they will not be present for the event. Following the art show, those teens can choose to have their work displayed in the Teen Art Gallery for one year.

Talk to your child life specialist for more information or if you need supplies.

## Shuttle bus pickups at Sheraton Hotel

Sometimes patient families have short stays at the Sheraton Downtown Memphis Hotel. Currently, construction is happening close to the normal St. Jude Shuttle Bus pickup/drop-off location.

If you are staying at the Sheraton and call for a shuttle bus pickup, please go to the valet loop area and wait for the shuttle. If you are not sure where that is, ask at the hotel front desk.

*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](mailto:ParentsNewsletter@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.

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



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