

# Welcome to the NICU

Dear NICU Parents,

We would like to warmly welcome you to the AdventHealth for Children Neonatal Intensive Care Unit (NICU). We are here to provide your baby with the best care possible and we are committed to helping you understand your baby's condition and treatment plan.

We realize that this is not how you imagined you would welcome your baby into the world. You may experience mixed feelings of joy and sadness. You may also feel frightened and overwhelmed by the medical equipment and sounds of monitors and alarms.

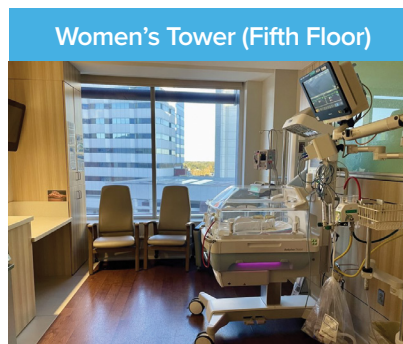
This handout was created to help alleviate your fears. It provides resources to help you learn how to best care for your baby throughout your stay in the NICU.

To ensure your baby's safety, we will provide you with a four-digit **privacy code** at admission that will enable the nurses to give you updates on your baby when you call. Please understand that the nurse may not be available to answer your call between 6:45 and 7:15 am and pm because they will be providing a detailed report on your baby's progress to the oncoming nurse.

## NICU Contact Information:

- Women's Tower NICU (Fourth Floor): 407-609-3004
- Women's Tower NICU (Fifth Floor): 407-609-3005
- Main Tower Grow and Go Nursery (Fifth Floor): 407-609-3004

Each of these units is staffed with a world-class care team of physicians, surgeons, nurses and support personnel who will care for your baby. Babies can be moved to different units during their stay or transferred to another AdventHealth for Children NICU closer to home as the level of care and needs change.



## Parent Involvement

**The staff will provide family-centered rounds** every day in your baby's room to discuss the plan of care. Please attend this meeting with the clinical team in person. If you are unable to be there, the provider will call you to ensure you are updated about your baby's condition. This is an important time to get answers to any questions you have.

Your baby's nurse will be **providing care every three to six hours**, depending on need. During this time, they will assess your baby's pain and comfort level and run any tests that the doctors may have ordered.

**We encourage parents to assist** with routine care, including diaper changes, bathing, kangaroo (skin-to-skin) care, non-nutritive feedings or bottle or breastfeeding during these nurse visits. Please call your baby's nurse if you plan on being present as the routine care times may change from day shift to night shift.

Care times for your baby may look different for everyone depending on the state of your baby's development.

**Your child may not be able to wear normal baby clothing** due to weight, age or condition. For most premature babies, a weight 1,500 grams (about three pounds), is when they can start to wear clothes. Please make sure your baby's clothes are washed before you bring them to the hospital.

When your baby nears 34 weeks, please have a **car seat** at the bedside. You will also want to choose a **pediatrician** and make an initial appointment to be completed within one to two days after discharge. Every baby has a unique journey, so please speak to your care team for information on when your baby is approaching this milestone.

**MyChart Bedside** is a great way to stay connected through our bedside tablets or the AdventHealth app. You can access real-time updates on tests, including labs, X-rays, and ultrasounds through MyChart Bedside. Using MyChart Bedside, you can also learn more about your baby's medication or medical diagnosis.

Our complimentary health navigation team can help you find a pediatrician that fits with your family. Our health navigators are registered nurses who provide a variety of services to help you and your family for a lifetime of care. These services include:

- Finding a pediatrician or pediatric specialist
- Assistance with scheduling office visits
- Help answering insurance questions
- Providing resources and support for your family

To contact our health navigators, go to [FindYourPediatrician.com](https://www.adventhealth.com/findyourpediatrician) or call **407-537-5516**

