



Level 11 Welcome Checklist

✓ MyChart Registration

MyChart is free. It is an easy way to access and manage your child's health care. To request access to your child's account, look for the instructions in your admission folder.

✓ White Boards

Each room has a white board on the cabinet door. Please feel free to use it. We care about what matters most to you. Write down any questions you have for your child's care team. The care team will also use the board to share information about your child with each other.

✓ OneView System

OneView is an interactive system on the TV and tablet on your child's bedside table. Watch the welcome tutorial to learn how to use the system. You will learn important information in the "Education" and "Communication" sections. The Child Life and Children's Library channel has the weekly schedule of Child Life activities.

✓ Food for Families

- Get 1 meal voucher (\$12 value) each day. Read the handout in your child's room to learn more.
- Bring it to any hospital cafeteria. Bread Garden is not included.
- It is good only on the day it is printed. It is 1-time use only.
- There is no cash back for meals less than \$12.
- Other guest trays can be ordered after buying meal cards at any cafeteria.
- This program is made possible by the Rally for Reid foundation and other generous donors.

✓ Quiet Time

Each day from 12:30 p.m. to 2:00 p.m. hallway lights will be dimmed. The care team tries to limit entries into your room. This is to support rest and healing for children and parents.

✓ **Voalte Phones**

Your child's care team uses hospital-issued cell phones to quickly talk or text with each other. These are called "Voalte" phones. They are not used to make personal calls.

✓ **Services on Level 11**

- There are snacks for you in the Ronald McDonald Pantry in the family lounge.
- There is a laundry room on the unit for family use. Do not use it for your child's laundry.

✓ **Respite Room**

This is a quiet space for parents who need to take a break. It is at the front of the unit.

✓ **Parking for You**

- You get 1 free parking pass per family per day. It can be used in Parking Ramps 1, 2, 3, 4, and the Dental Visitor's Lot.
- If you need more than 1 parking pass per day, you can get parking booklets at the Information Desk for a reduced cost. There are 5 passes per booklet. They do not expire.