



Partnering with Packard

Everyone plays a role in making health care safe. As a parent or caregiver, you can make your child's care safer by being an active, involved and informed member of your child's health care team. Inside this brochure you will find simple ideas on how you can partner with Packard to make your experience as positive and safe as possible.

FAMILY *to* FAMILY

Dear Families,

We are parents of children who have received care from Lucile Packard Children's Hospital. Through the years, we have learned about the importance of building partnerships with our health care team. At Packard, you are encouraged to be an active partner during your child's stay.

This brochure was created with Packard's Patient Safety Committee and is part of a series of 'Family to Family' brochures. Our goal is to share ideas and strategies that have worked well for us. We hope these brochures help you navigate the hospital and build partnerships with the Packard providers who care for you and your child.

From our family to yours,

The Parent Staff
of Family-Centered Care



FAMILY-
CENTERED CARE
AT PACKARD

For more information, please visit our website at :

www.lpch.org

family-centered care

FAMILY *to* FAMILY
S E R I E S

Asking The Right Questions

how to manage your
child's medical care



Lucile Packard
Children's Hospital
AT STANFORD





families + packard = family-centered care

At Lucile Packard Children's Hospital, we invite and encourage you to be an active partner in your child's health care. Here are some actions you may consider:

1 ASK QUESTIONS

Your questions are important. Feel free to speak up when you have any questions or concerns.

- Keep a list of questions and bring them to appointments.
- If you don't understand something, ask your child's health care team to explain it more clearly.
- If you feel that you have not been heard by your child's health care team, repeat your question or concern and ask to speak with someone who can help address your need.
- If you would like an interpreter to translate for you, ask your health care team to set up this service.



Keep a list of all medicines your child is taking. Be sure to ask your doctor or pharmacist if it is safe to take those medicines together. Do the same thing with vitamins, herbs and over-the-counter drugs.

2 EDUCATE YOURSELF

There are many ways to learn about your child's illness and treatment plans. Everyone has a different way of gathering information. We encourage you to find the way that works best for your family.

- Ask your bedside nurse any questions. Your health care team can supply helpful information to read.
- There are many sources of information available at Packard Children's. To get started, check out our 3rd floor Family Resource Center and computers for family use.
- Check out respected websites and local support groups.
- Think about which family member(s) like to research and gather information and ask them to be the designated 'resource person'.



3 BE AN ACTIVE PARTNER

As a parent, you might have a safety concern about your child's care. Listen to your instincts.

- Ask the team to double-check whether a medication dosage is correct for your child if you are unsure.
- If something does not feel right to you, share your concern clearly with the team. You know your child best.

4 BRING A FRIEND OR FAMILY MEMBER

A friend can be a big help to you and your child at the hospital. A trusted friend or family member can offer support and assistance in many different ways. They can:

- Ask questions that you might not think of while at the hospital.
- Take notes or speak up during a doctor's visit.
- Review and discuss consents for treatment before you sign them.
- Give you a break or stay overnight with your child while you go home and rest.
- Bring you a hot cup of coffee or a snack.



TOP 3 QUESTIONS I HAVE TODAY:
