



You Know Your Child Best

At Lucile Packard Children's Hospital, we encourage you to be an active and informed member of the health care team. This brochure includes ideas and suggestions on how to actively participate in decisions about your child's health care.

FAMILY *to* FAMILY

Dear Families,

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

This brochure was created in partnership with Packard staff and is part of a series of 'Family to Family' brochures. Our goal is to share ideas and strategies that have worked well for our families. We hope that 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 CHILDREN'S HOSPITAL

family-centered care

FAMILY *to* FAMILY
S E R I E S

Making Smart Medical Choices



**Lucile Packard
Children's Hospital**
AT STANFORD





families + packard = family-centered care

1

YOU ARE AN IMPORTANT MEMBER OF THE TEAM!

Working together as partners, you and your child's health care team will be able to make the safest and smartest decisions for your child. We have listed some key elements that may help you create a successful partnership with your team:

Trust: An important first step is to build a strong, honest and trusting relationship with your child's doctor and health care team. Good communication is a cornerstone to good health care.

Agreement: You and the health care team should agree on what will be done during your child's care. Take the time to discuss any differences carefully.



Know the Players:

Feel free to introduce yourself to all those who will be taking care of your child. If team members forget to introduce themselves to you or your child, feel comfortable asking them for their name and their role on the team.

UNDERSTAND YOUR CHILD'S TREATMENT PLAN

Your health care team will help you understand your child's treatment plan. We hope that you feel comfortable voicing your opinion and contributing to team discussions about your child's care.

Read before you sign: Please do not feel pressure to sign anything that you have not read and understood. There are many papers to



Questions to Ask

Hospital staff may sometimes use complex medical terms. Feel free to ask the team to clarify anything that is unclear, and address your questions or concerns. Some sample questions to ask your team:

- ✓ What is this test or treatment for?
- ✓ How will this medicine benefit my child?
- ✓ How long will my child's treatment last?
- ✓ How is my child expected to feel during and after the treatment?

sign and forms to fill out during your child's hospital visit. Take your time and ask your team members to explain anything that is unclear.

3

Record keeping: Keep copies of your child's medical records during previous hospital stays and offer to share them with your health care team. This will give the team better information about your child's health history.

REQUEST A SECOND OPINION

If you have questions or are unsure about the best treatment plan for your child, we encourage you to

talk with one or two additional doctors.

- The more information you have about the different kinds of treatment available to your child, the better informed you will be to make the most important decisions.
- Many people choose to get a second opinion. Getting the information you need to make the best decision for your child's care is your right and responsibility as a parent.

4

• You may wish to speak with others who have had the same treatment or operation your child may have. They may help you prepare for the days ahead. Your health care team may be able to assist you in this effort.

STRATEGIES FOR STAYING ORGANIZED

Hospitals can be busy places where things move quickly. To keep track of important information, we have found it helpful to:

- Write down important facts that your doctor tells you
- Ask for written materials that you can take home with you
- Keep a binder that organizes all of your child's medical information
- Create a list of health care providers and their contact information
- Write down and prioritize all of your questions for the team before you meet with them
- Ask your most important questions first, in case your conversation gets interrupted.
- If your conversation gets interrupted and you have additional questions for your

