



Guidelines for Visitors

Welcome to Yale-New Haven Children's Hospital. We look forward to your visit and anticipate that it will be a positive experience for you and our patients and families. Though a hospital representative will accompany you during your visit please review the following reminders for successful interactions with our patients.

PLEASE REMEMBER:

- Tell the children who you are and why you have come to visit them.
- Engage children in conversation about the activity in which they are involved or about their special interests such as school, pets, favorite colors or hobbies but avoid questions regarding why they are hospitalized or when they will go home.
- The medical treatment a child receives may alter his or her appearance, making it difficult to determine the age or gender of the child. Ask questions like: "How old are you?" "What grade are you in?" or use phrases such as "your child" or "children" rather than he or she.
- Ask for help from the hospital staff should you need assistance to enable a patient to participate in your program. Always check with a staff person if you have questions about the suitability of an activity for a patient.
- Be aware that unfamiliar adults may be overwhelming to children who feel uniquely vulnerable in the hospital. Allow children to become accustomed to the activity at their own pace and at their individual level.
- Understand the unique role families play in the recovery process for children and the impact that hospitalization can have on the family. Encourage the involvement of family members.
- **Respect the privacy rights of patients and families.** It is a federal offense to inquire about or discuss the diagnosis or medical treatment of a patient during or after your visit or to even repeat the names of patients you have met or observed.
- **No photo may be taken of any child without the signed consent of the child's parent or guardian. No child's name or any information may be used in any publication without signed consent.** This rule is strictly observed.
- Give the children your full attention. Your caring presence and generous sharing of your talents greatly contributes to the healing environment and well being of each child and family.
- Gifts to children: Please contact me in advance about the kinds of items that meet safety, dietary and medical requirements and are appropriate for the age of the children and the number of items needed. Only new items will be accepted. Latex products are not permitted.