Hospital Information

Parking
The visitors' parking lot is located in front of the main entrance. There is an hourly fee, and weekly or monthly passes are available at the Admitting desk.

Scent free
The QEH is a scent free /smoke free environment.

Telephones
Cell phones are permitted to be used on Pediatrics. Regular phones are available at the bedside. If the bedside phone is hooked up it will be charged to your home phone. A pay phone is located just outside of Unit 5.

Televisions
Cable TV service is available at the bedside for a fee. See instruction sheet on bedside TV for information.

TV/DVD/VCR/game consoles are available to be taken into rooms. These are shared on the unit and movies/games are available to borrow in the playroom. Movie/game machines are to be turned off at 10 p.m.

Other Services

Cafeteria: Cash only
9:00 a.m. - 5:45 p.m. daily.

Crema Coffee: Cash only
6:45 a.m. - 9:15 p.m. daily.

Royal Pantry: Cash only
Monday to Friday 8:00 a.m. - 9:15 p.m.
Saturday & Sunday 1:00 p.m. - 9:15 p.m.

Lillibet's Gift Shop:
Monday to Friday 9:00 a.m. - 8:45 p.m.
Saturday & Sunday 2:00 p.m. - 8:45 p.m.

A bank machine is located in the lobby.

Vending machines are located outside of the cafeteria on the lower level.

Contact Us

For more general information, please contact

Queen Elizabeth Hospital
60 Riverside Drive
Charlottetown, P.E.I.
(902) 894-2111

11HPE06-31189

web version

Queen Elizabeth Hospital

Pediatrics
Unit 5

Information for Families and Visitors

Pediatric Department
Contact:
(902) 894-2122

QUEEN ELIZABETH HOSPITAL
QEH
PRINCE EDWARD ISLAND

Welcome

We understand that having a child in the hospital can be an overwhelming experience and we are committed to making your visit to the Pediatric Unit as stress-free as possible.

We recognize the important role families play in a loved one's recovery. We encourage you to be more involved and ***Ask, Listen*** and ***Talk*** with members of your health care team while in hospital. It is important to keep in mind that patients also need their rest in order to heal and regain their strength.

Pediatric Unit Visiting Hours

- **General hospital visiting hours** are from 11:30 a.m. – 1:30 p.m. and 2:30 p.m. – 8:30 p.m. daily.
- Parents, siblings (of any age), grandparents and/or another caregiver (at the direction of the parents) may visit at any time.
- All other visitors must follow regular visiting hours with **no more than two (2) visitors at one time** (this includes children).
- **Children under the age of 12** are welcome to visit and must be accompanied by an adult while in the hospital.

Family-Centered Care

Family-Centered Care is about helping you and your family get the information you need while giving you the environment to become an active participant in your own care. It respects the strengths, cultures, traditions and expertise that everyone brings to the situation. This practice ensures we provide the highest level of care for our patients and families.

Pediatric Health Care Team

Every member of our health care team is committed to providing every patient with the best care possible. We practice with a multidisciplinary team consisting of nurses, pediatricians, family physicians, specialty physicians, dietitians, child life worker, social workers, pediatric clinical pharmacist, pastoral care, occupational, physical and respiratory therapists. These team members will see patients on a daily basis or can be called by staff when needed.

Nursing Shift Change

Nurses change shift at 7:30 a.m., 3:30 p.m., 7:30 p.m. and 11:30 p.m. At these times, nurses pass on shift report (usually takes 20-30 minutes) followed by a visit to each patient room to introduce themselves.

Physician Rounds

Physicians normally visit their patients from 7:00 a.m. – 9:00 a.m. daily. This is the best time to talk with the physician about any questions or concerns you may have.

Family Room

The pediatric family room is located just outside of Unit 5. The family room provides a quiet place for the families of patients in Pediatrics. A shower for parents is located in this room. Please ask staff for the room key.

Play Room

There is a playroom located beside the nurses' desk with a selection of games, coloring books and toys. Children should be supervised by an adult in the playroom.
A computer with internet is also available for patients. Computer use is turned off at 10 p.m.

Infection Control

As a patient or a visitor, you can participate in infection control by washing your hands before entering and leaving the room and after using the bathroom.

All visitors and patients/clients of hospital services are encouraged to use hand washing stations when arriving at the hospital and throughout their stay.
If a patient requires isolation precautions, the nurse can teach patients and visitors about hand washing and using protective barriers (gowns, gloves or masks). If a patient is on isolation precautions, visitors should report to the nurses' desk for instructions before they enter the room. Isolated patients must stay in their rooms.

Visitors are reminded not to visit room to room.

Patient Safety

Medications

It is important to inform your health care provider about all the therapies and medications your child is using in order to provide the best care possible.

Cribs/Beds

Please help us to keep your loved one safe by making sure all side rails on cribs/beds are up before leaving your child. Children under the age of 3 years will be assigned to a crib unless the parent consents to the child sleeping in a bed.

Armbands

Please ensure armbands stay on your child as this allows staff to identify the child for medications or procedures. Children should be supervised when up and around the unit.

Footwear

Patients and families should wear footwear when up and about the room or unit.

Balloons

Due to allergies and the dangers of choking, mylar (foil) balloons are the only balloons accepted in Pediatrics.