



WELCOME TO THE BUTTERFLY WARD

To maintain a high standard of care for your baby we ask that you follow these guidelines -

- Quiet time is between 12-2pm daily, only parents permitted at this time.
- No visitors allowed when parents not present-unless prior arrangements have been made with the bedside nurse.
- Maximum of 3 people only are permitted at the bedside at any one time.
- Children under 12years can only visit if they are siblings of the patient. Under no circumstances can other children visit.
- No food or hot drinks are permitted in the patient's room.
- Mobile phones are to be on silent and calls to be taken outside the patient's room near the Family Room.

Your room extension number is

The telephone number for the room is 9345

MEDICAL WARD ROUNDS

Conducted each day at 8.30-10.30am and 4.30pm. You are welcome to stay at your baby's bedside whilst your baby's daily management is discussed but are asked to leave the room when other babies are being reviewed.

The Royal Children's Hospital aims to provide an environment that is safe, professional and friendly.

The Royal Children's Hospital request that staff, families, patients and visitors to:

- Treat all people with dignity, courtesy and respect
- Be sensitive to the needs of others
- Respect the privacy of others
- Not accept or display offensive behaviour or language
- Respect visiting hours and be mindful of quiet times
- Respect the other people's property (including the hospital's)
- Look after your own property
- Honour the non-smoking procedure

We will not tolerate physical or verbal aggression or abuse towards staff, patients, family members or visitors. If necessary security staff and or police will be called to intervene. Visitors to the hospital who do not comply with this code will need to leave the hospital.