During Your Visit

Weill Cornell Medicine pediatric physicians and staff members are dedicated to providing the best, most compassionate care for children and their families. We encourage you to let us know about any needs or concerns throughout your child’s visit or hospitalization.

Your Child’s Healthcare Team
During your visit, you will encounter a number of healthcare professionals who work together to coordinate your child’s treatment. They make up your child’s healthcare team. You and your family are also an important part of the team.

Your child’s healthcare team may include:

Doctors
There may be many doctors involved in your child’s care. In addition to your child’s attending doctor, who is often your child’s personal doctor or the doctor who admitted your child, your child may be seen by other medical or surgical specialists for consultation, as well as fellows or residents. A fellow is a doctor pursuing further training in their subspecialty. A resident is a doctor who has completed medical school and is enrolled in a residency training program in a particular specialty. Residents are also referred to as house staff, and work under the careful supervision of attending doctors.

Nurses
There may be many nurses involved in your child’s care as well. They work closely with doctors and other members of your healthcare team. Our nursing team includes a patient care director, nurse practitioners, staff nurses, nursing assistants and ICU technicians. The patient care director is responsible for supervision of all nursing care. A registered nurse who is designated as your child’s primary nurse will plan and coordinate your child’s overall nursing care, and assign tasks as appropriate to other members of the nursing team.

Residents & Fellows
We are affiliated with the NewYork-Presbyterian Phyllis and David Komansky Children’s Hospital at
Weill Cornell Medical Center, an academic medical center where new physicians, medical students, fellows and other healthcare students are trained. These individuals may participate in aspects of your child’s care under close supervision.

**Physician’s Assistants**
Physician’s assistants are healthcare professionals who, under the supervision of your child’s attending physician, may deliver a broad range of medical or surgical services, including: physical exams, diagnosis and treatment, test ordering and interpretation, preventive healthcare counseling, surgery support and medication prescription.

**Physical Therapists**
Physical therapists assess your child’s functional needs, and provide exercise programs to help your child regain strength and restore mobility in preparation for discharge.

**Occupational Therapists**
Occupational therapists provide therapy to improve your child’s ability to carry out age-related activities of daily living (eating, dressing, bathing, grooming, etc.) following discharge.

**Child Life Specialists**
Child life specialists are credentialed professionals who strive to normalize the hospital experience for children and their families. They address the emotional, developmental and psychosocial needs of patients and families to provide positive coping skills and support.

**Creative Art Specialists**
Creative art specialists are credentialed therapists who use creative art to help children and teenagers express their concerns and fears, as well as ease any stress or anxiety experienced by children and their families in the hospital setting.

**Feeding Specialists**
Feeding specialists assist babies and children who may need help regaining or improving their feeding skills.

**Respiratory Therapists**
Respiratory therapists provide care for patients who need assistance with breathing difficulties.

**Dietitians**
Our registered dietitians assess the nutritional needs of young patients and develop individual nutrition treatment plans for children that support their doctor’s medical care. If your child requires a special diet, the registered dietitian may work with you directly to coordinate this diet during hospitalization. If your child requires a special diet following discharge, your child’s dietitian will provide you with instructions for adherence to this diet at home.

**Nutrition Assistant**
Nutrition assistants take your child’s daily meal orders and deliver meals to your child’s room. You can also ask your nutrition assistant to provide snacks for your child.

**Social Workers**
Social workers are key members of our healthcare team, working with children and their families
to manage the complexities of their hospital stay. Our social workers are committed to educating parents, serving as advocates and facilitating communication during and after hospitalization. They perform psychosocial assessments, provide counseling and support for families coping with the emotional stresses of illness and hospitalization, assist with discharge planning to promote continuity of care, and provide referrals for community services and resources.

**Unit Clerks**
Unit clerks greet patients, family members and visitors as they arrive, answer phones, respond to call bells, and schedule tests. They also check the accuracy of the information on your child’s ID band. They are available to answer your questions and direct you within the unit.

**Laboratory Personnel**
Laboratory technologists manage all technical aspects of laboratory testing. Phlebotomists are members of the laboratory team trained to draw blood.

**Lactation Specialists**
Lactation specialists are available to teach mothers techniques for breastfeeding and increasing their milk supply.

**Patient Escorts**
Patient escorts are staff members who transport your child to and from tests and procedures in the hospital. Only staff members wearing purple ID badges can transport patients to locations off the unit.

**Radiology Technologists**
Radiology technologists are specially trained health professionals who perform radiological examinations including X-rays, CT scans, MRIs and ultrasound procedures.

**Environmental Service Workers**
Environmental service workers are responsible for providing a clean and safe environment for patients and staff, including cleaning your child’s room every day.

**Volunteers**
Throughout our hospital, volunteers provide vital assistance with a wide range of tasks and activities. They welcome patients and families, provide toys and games, organize arts and crafts activities, and serve as a companion when one is needed. If you feel that a volunteer might help your child during their hospital stay, please let your child’s nurse know.

All parental members of the Family Advisory Council are official hospital volunteers and are available to provide help, guidance and direction for patients and their families.

**Resources**

**Patient Service Administration**
(212) 746-4293
The Patient Service Administration provides a central location for patients and families to voice their opinions - both positive and negative - about any aspect of our hospital care or services. Patient Service Administration personnel help families with questions and concerns, explain
policies and procedures, take appropriate steps to see that each child’s rights as a patient are respected, and address any ethical concerns that may arise during your visit.

Interpreter Services
Foreign language and sign language interpreters can be arranged free of charge, by indicating that you require this service to a member of our staff. Equipment for hearing-impaired patients is also available.

Services for the Visually Impaired
Our staff will assist any visually impaired visitor with completion of forms. The Patient Bill of Rights and various selected forms are available in braille from the Patient Services Administration.

Ethics Consultation
The Hospital Ethics Committee and its representatives are available to help patients, family members, and hospital staff when ethical issues relating to care arise. The Ethics Committee provides counsel regarding ventilator use, feeding tubes, and dialysis.

Myra Mahon Patient Resource Center
Monday-Friday, 9 a.m.-5 p.m.: (646) 962-4472
Weill Greenberg Center, 1305 York Ave., Second Floor
The Weill Cornell Medicine Myra Mahon Patient Resource Center is open to patients, families, friends and caregivers. A library, reading room, lounge areas and computers with internet access are available at the center. A medical librarian is also available Monday-Friday, 9 a.m.-5 p.m., to offer confidential assistance with health information questions, as well as prepare and deliver customized packages of materials. A schedule of health and wellness events at the center include presentations from expert speakers about the latest advances in healthcare.

Pediatric Services

Pediatrics
Weill Cornell Medicine

Appointments & Referrals:
(646) 962-KIDS
(646) 962-5437

Chairman's Office:
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