



**KEY INFORMATION**  
ABOUT YOUR  
CHILD'S STAY

## WELCOME GUIDE



**Hasbro Children's Hospital**  
The Pediatric Division of Rhode Island Hospital  
*Lifespan. Delivering health with care.®*

## Table of Contents

<p>Welcome from Hospital Leadership ..... 1</p> <p>About Our Hospital ..... 2</p> <p>Your Child's Stay ..... 2</p> <p>    Visitors are Welcome</p> <p>    Patient/Parent Bracelets and Visitor Badges</p> <p>    Using the Get Well Network</p> <p>    Patient and Family-Centered Care</p> <p>    General Pediatric Units</p> <p>    Pediatric Intensive Care Unit</p> <p>    Medical-Psychiatric Unit</p> <p>    Medications</p> <p>    Personal Items</p> <p>    Family Advocate</p> <p>    Social Work</p> <p>Your Child's Healthcare Team ..... 4</p> <p>Healing Arts ..... 6</p> <p>Meals ..... 6</p> <p>    Dining Options</p> <p>Important Telephone Numbers ..... 7</p> <p>    Directory</p>	<p>Places ..... 7</p> <p>    Family Rooms</p> <p>    Lodging for Families</p> <p>    Pediatric Garden</p> <p>    Resource Center</p> <p>    Lifespan Pharmacy</p> <p>    Gift Shop</p> <p>Parking and Transportation ..... 9</p> <p>    Parking Fees</p> <p>    Transportation</p> <p>Special Services ..... 9</p> <p>    Interpreter Services</p> <p>    Ethics Consultation</p> <p>Spiritual Care Services ..... 10</p> <p>    Multi-Faith Spiritual Care</p> <p>    Roman Catholic Spiritual Care</p> <p>    Chapels</p> <p>    Chapel Services</p> <p>For Your Child's Safety ..... 10</p> <p>    Fire Drills</p> <p>    Electrical Appliances</p> <p>    Security</p> <p>Going Home ..... 11</p> <p>    Discharge Preparation</p> <p>    Lost and Found</p> <p>    Billing</p> <p>    Patient &amp; Guest Services</p>
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## Welcome to Hasbro Children's Hospital.

We are dedicated to providing you and your child the very best in compassionate patient- and family-centered care.

Our nurses, physicians and staff understand how stressful the hospitalization of a child can be, and we are here to support your family in every way possible. Our medical expertise is profound; we also know that you are the real expert when it comes to your child. We will partner with you to ensure that your child receives excellent care, and that you and the rest of your family are comfortable, informed and included in all facets of your child's experience. Family Advocates whose own children have received medical care at Hasbro Children's Hospital are on staff to partner with patients, families, and hospital staff, and to bring the family experience and perspective into every area of the hospital.



For your convenience, we offer a breakfast cart for parents, serving coffee and pastries. The Ronald McDonald Room on our fourth floor, the Izzy Family Room on the fifth floor and the Dunkin' Family Room on the sixth floor can provide you with additional refreshments, computers, a place to do laundry, or simply a quiet refuge for you to relax or rest, while never being far from your child.

For entertainment, education and information to help ease your stay, the Get Well Network system in your child's room provides access to practical health and hospital information; movies, games, and television. This is an interactive system; we hope you will use the prompts and surveys to provide feedback so we can best meet your family's needs.

We also have a full-service cafeteria as well as a coffee shop, ATM, and gift shop. Each patient room has a chair or couch that converts to a bed, if you wish to remain with your child 24 hours a day. If you know your child's stay will be an extended one, we can make a referral for lodging at the nearby Ronald McDonald House of Providence. We are happy to assist you with referrals to other services within Lifespan.

If there is anything you would like to discuss during your stay or if you have immediate concerns that need to be addressed, please let a staff member know. You may also call one of us directly at 401-444-5581.

We thank you for entrusting your child's care to Hasbro Children's Hospital.

Sincerely,

**Phyllis A. Dennerly, MD**  
Pediatrician-in-Chief  
Hasbro Children's Hospital

**Francois Luks, MD, PhD**  
Pediatric Surgeon-in-Chief  
Hasbro Children's Hospital

**Tracey Wallace, MBA**  
Vice President  
Pediatric Services of Lifespan



## About Our Hospital

Hasbro Children's Hospital is the premier pediatric facility for clinical care, research, and education for Rhode Island and surrounding southeastern New England. We are the only Level 1 pediatric trauma center in the region. A private, not-for-profit institution, Hasbro Children's Hospital is the pediatric division of Rhode Island Hospital and part of the Lifespan health care system.

## Your Child's Stay

We encourage you to be honest with your child about their stay in the hospital. Let your child know that you will be there whenever you can and that the hospital staff is kind and caring. To reassure your child, you can also talk about some of the fun, everyday activities available at the hospital, including the playrooms, games, arts and crafts, and special programs.

We understand your desire to be with your child, and we encourage your participation in your child's care. Parents are welcome to stay with their child 24 hours a day. The patient's room accommodates one parent at night. We will provide a pillow and linens for the chair or couch that converts to a single bed.

### Visitation Rules

Please scan the QR code to read the latest information on visitation to the hospital.



### Visitors are Welcome

Parents are not considered visitors; you are part of your child's care team. Other family members and friends generally are welcome to visit daily, depending on visitation restrictions in place.

### Patient/Parent Bracelets

To ensure your child's safety, we ask that you wear an identification badge and/or bracelet **at all times** during the hospital stay. This bracelet and badge contains important information and must not be removed until your child leaves the hospital. The bracelet must be scanned for your child to receive medications. We may need to gently wake your child during the night to scan the bracelet before giving medication.

Every patient's decision-making parent or legal guardian must wear a blue identification bracelet. For your child's protection, you will be asked to provide the last two digits of his or her medical record number, located on your bracelet, before any information about your child can be given over the telephone.

If are visiting the hospital after hours, you will need to enter through the emergency department and show your bracelet to security staff, who will admit you. All other doors will be locked.

**Please wear your blue identification bracelet until your child leaves the hospital.**

### Visitor Stickers

Hasbro Children's Hospital requires that all visitors wear the provided ID sticker while visiting any area within the hospital. When visitors arrive, we ask they contact the parent/guardian in the room. The parent/guardian will meet the visitors at the locked door, and accompany them to the child's room. In certain circumstances, visitors may use the phone outside the unit to contact the nurses' station and ask to be admitted.

### Using the Get Well Network

The televisions at Hasbro Children's Hospital can do more than provide a diversion. We use the Get Well Network to provide education, entertainment, links to services, and more.

Patients and families can:

- view prescribed health education videos
- relax and meditate with guidance from healing videos and music
- request help from spiritual care, environmental, and interpreter services
- provide real-time feedback by completing surveys about their stay
- enjoy entertainment via a varied collection of feature movies, games, and TV shows

Patients and families are encouraged to use the Get Well Network to connect with their care team and be involved in their care. Please ask a care team provider if you need help.



### Patient & Family Centered Care (PFCC)

Patient & Family Centered Care strives to foster respectful, compassionate, culturally appropriate and competent care that is responsive to the needs, values, beliefs of patients and families. Patients, families and healthcare providers work together to improve every aspect of one's healthcare



journey. For more information about PFCC please call us at 401-444-7562, email at PFCC@lifespan.org or visit our website using the QR code.

### General Pediatric Units

*Hasbro 4, Hasbro 5, and Hasbro 6*

At Hasbro Children's Hospital, the floors are divided into three "pods" – A, B & C. Each pod has eight rooms with a nursing station at the center, allowing nurses to have a clear view into each room. Nurses are always available to you and your child. There are well-stocked playrooms on the floors, staffed at different times by child life specialists.

Each unit is locked to ensure our patients' safety.

### Pediatric Intensive Care Unit

Our pediatric intensive care unit (PICU) contains all private rooms, located around a central nursing station. Glass walls allow nursing staff to see all patients, though curtains can be drawn to allow privacy for children and parents. If your child is in the PICU, one parent is welcome to stay overnight, and we provide bedside sleeping accommodations.

If for some reason you are unable to stay and you would like to designate another adult caregiver to stay with your child, please ask your nurse for details.

The PICU family room is just inside the main PICU entrance doors. The lounge includes a kitchenette, bathroom and shower.

To request entrance into the PICU, please use the telephone located on the left side of the double doors. Be prepared to show your visitor badge upon entering the unit.

Various medical professionals will care for your child in the PICU. Under the leadership of the attending physician, daily rounds take place, during which the care team members from the nursing, respiratory therapy, nutrition, case management, social work, child life, and physical therapy departments work together to develop a plan of care for your child. You are encouraged to participate in the rounds to the extent you feel comfortable.



### **Pediatric Medical-Psychiatric Unit**

*Hasbro 6*

Our pediatric medical psychiatric unit is a 16-bed inpatient unit treating psychiatric patients, ages 12 to 17 years, who also have medical diagnoses. The interdisciplinary team consists of both psychiatric and pediatric specialists. This unit offers a structured program which includes individual, group, and family therapy, as well as many other therapeutic activities which enhance social skills and provide opportunities for your child to communicate his or her needs on an emotional level.

This unit has special visiting hours. You will be given a handbook with specific details about the unit when your child is admitted.

### **Medications**

While your child is in the hospital, please do not give your child any medication, not even medication that they had been taking at home, including prescriptions, over-the-counter medicines, vitamins, and herbal remedies. All medicine taken in the hospital is prescribed by your child's doctor, prepared by registered pharmacists, and administered by our nursing staff.

### **Personal Items**

We will provide pajamas, slipper socks, and toiletries for your child. If your child feels more comfortable with their own personal items, you may bring them. We encourage you to bring a favorite blanket, stuffed animal, doll or other special possession for your child. These reminders of home are very comforting to children.

## YOUR CHILD'S HEALTHCARE TEAM

All the members of our team – physicians, nurses, therapists, and other staff members – are committed to patient- and family-centered care. You are your child's best advocate. We welcome your participation and questions and encourage you to partner with us in caring for your child. It is also important to us to make sure that all of your child's needs are taken into consideration while in our care (i.e. they have fears, are sensitive to tags, bright light or loud sounds...)

There are several team members you and your child may meet during a hospitalization. The following are brief descriptions of our team members.

**Attending Physician (MD)** is the doctor who will lead your child's healthcare team, decide on necessary tests and coordinate a treatment plan with other team members.

**Resident and Fellow Physicians (MD)** will also care for your child. Residents are physicians who have graduated from medical school and are receiving post graduate training. Fellows are board certified pediatricians in training as specialists. Residents are directly responsible for the day-to-day care of patients, under the supervision of attending physicians. On duty 24 hours a day, residents are always available to answer questions concerning your child's care.

**Registered Nurses (RN)** provide your child's daily care, and ensure your child's comfort, safety and well-being. Among many other duties, your child's nurse assesses and monitors his or her condition, checks your child's vital signs, administers medications, answers questions and provides patient and family education.

**Nurse Practitioners (NP)** have completed advanced nursing training in specific areas of pediatrics and are supervised by physicians. Nurse practitioners help your child's physician with physical examinations and procedures, and also conduct assessments and order medications and treatments.

**Licensed Clinical Social Workers (LCSW)** are an integral part of the multidisciplinary teams here at Hasbro Children's Hospital. They assist children and families in multiple ways, including assessing areas of need and providing resources, identifying barriers and stressors associated with patient wellness, and ensuring empathetic and equitable patient care within their programs. Social workers help families cope with difficult situations, such as medical crises and adjustment to illness; emotional and psychological distress; loss and bereavement; and the impact of abuse and trauma.

**Certified Child Life Specialists (CCLS)** offer therapeutic play, preparation for procedures, education to reduce fear, anxiety, and pain and work in partnership with families and the healthcare team to meet the psychosocial, emotional, and developmental needs of infants, children, and adolescents.

**Family Advocates** are parents whose children have received medical care here at Hasbro Children's Hospital. In this peer support role, they partner with families and hospital staff to help enhance the patient and family experience. They offer hospital and community resources and facilitate our Family Advisory Council to bring the family perspective into every area of the hospital.

**Respiratory Therapists (RT)** evaluate and treat children with breathing disorders. They manage therapy to help your child recover lung function. They are able to administer medications in aerosol form to assist with breathing problems and help support respiratory functions.



**Registered Dietitians (RD)** watch for changes in your child's appetite and weight and take care of special nutrition needs for food allergies, medical diet prescriptions, tube/formula feedings and other conditions. Dietitians also provide nutritional counseling and education.

**Physical Therapists (PT)** work with your child to help improve strength and endurance, and regain mobility so that your child may be safely discharged from the hospital. The goal is to help your child function independently at home, school and in the community.

**Occupational Therapists (OT)** work with your child on everyday activities such as dressing, feeding and participating in school and play activities. They also help your child progress toward age-appropriate developmental milestones.

**Speech-Language Pathologists (SLP)** work with children of all ages, including infants, who have difficulties in the areas of communication and feeding/swallowing due to injury, illness, or developmental delays. Speech-language pathologists can improve a child's understanding of language, help a child speak clearly, and help a child better express wants and needs.



Many others will contribute to your child's stay, including the unit secretary, who facilitates unit functioning; the unit assistant, who delivers your food tray or linens; the nutrition hospitality associate, who can help you and your child with menu selections; the housekeeper, who maintains a clean environment during your hospital stay; and the transporter, who will take you and your child for tests, procedures and other places you need to go in the hospital.

Students from The Warren Alpert Medical School of Brown University and from schools for nursing, respiratory therapy, physical therapy and others may observe or help care for your child under an instructor's supervision.

## Healing Arts

The Healing Arts program at Hasbro Children's Hospital is an integral part of patient care and treatment.

Creativity, in the form of art making, music, dance, writing and performance, has been shown to reduce fear, anxiety and nervousness in individuals receiving medical treatment. The creative process is a powerful healing modality, treating mind, body and spirit, while fostering deep relaxation and the reduction of pain perception. The arts transform consciousness by shifting focus from bodily sensation and thoughts of limitation to the limitless arena of imagination. Weekly programming and services available by request as schedule permits.

## Meals

Hasbro Children's Hospital offers the Treat Yourself Room Service Program. A host will provide you with a menu to select breakfast, lunch, and dinner. Hosts will visit daily to obtain meal selections for each meal. Alternatively, after reviewing the menu you can call 401-606-3663 to place an order. Your child's food will be delivered at a scheduled time based on your child's room location. If you are unable to leave your child's room, please feel free to request a parent meal be delivered to your room, for a small charge, which will appear on your child's hospital bill. If you have questions about the menu or need help placing your order, your host can assist you.

**Hospital School Teacher** is an experienced professional certified by the State of Rhode Island, who may maintain contact with your child's school and will present material appropriate to your child's academic needs during hospitalization. The teacher provides group classes and individual sessions for students in Grades 6-12.

**Patient Care Attendants (PCA)** are members of the treatment team whose role is to monitor patients for safety. They interact with patients to maintain safety but they do not provide physical care of the patient. PCAs usually sit with patients that are admitted to the medical units while awaiting admission to a psychiatric setting.

**Pediatric Behavioral Interventionists (PBI)** are members of the care team whose role is to work with patients with behavioral and mental health issues. PBIs create a therapeutic environment for patients through the use of coping skills building, developing therapeutic relationships with their patients, and creating a safe space for healing to begin.

**Mental health workers** will support your child in creating a therapeutic environment on the pediatric medical-psychiatric unit. Mental health workers facilitate therapeutic activities in groups and partner with the interdisciplinary team in the treatment of your child.

Infant formula may be provided for your infant during their hospitalization. Your nurse can let you know what formulas are available at Hasbro Children's Hospital. You can request certified lactation counselor services by speaking with your health care team. Breast pumps and milk storage are available upon request.

We understand that you want to comfort and nourish your child. Healthy snacks and refreshments are available for children on the nursing units. Please ask your nurse for food if your child is hungry.

Each morning, a staff member brings a breakfast cart onto the unit between 8 and 10am with coffee and other light refreshments. In addition, the Family Rooms located on the 4th, 5th and 6th floor are open to parents/caregivers and provide snacks, coffee and other food options throughout the day.

There are a variety of dining options in the hospital, including:

Our **Artisan Café & Market** (Cafeteria), on the first floor of the Rhode Island Hospital main building (the Zecchino Pavilion), serves hot and cold meals, beverages, daily specials, salads and desserts. The cafeteria is open 24 hours a day.

The **Dudley Street Café** offers a wide selection of menu items, including breakfast pastries, sandwiches made to order, salads, fresh fruit, cookies, and desserts. Located on the first floor at the end of the bridge to the Cooperative Care Center, the café is open 6:30 a.m. to 6:30 p.m. Monday to Friday.

## Important Telephone Numbers

### Directory:

Main Number	401-444-4000
Patient Information	401-444-5421
Security	401-444-5221
Gift Shop	401-444-8318
Interpreter Services	401-444-8708
Family Advocate	401-444-8657
Parking Office	401-444-4013
Patient & Family Centered Care:	401-444-7562
Patient and Guest Services	401-444-5817
Patient Financial Services	401-444-6966
Physician Referral	401-444-4800
Pastoral and Spiritual Services	401-444-4746

## Places

**Families whose child is on precautions may not use any of the Family Rooms.**

### Ronald McDonald Family Room

Located on the fourth floor, just off the elevators, the Ronald McDonald room offers a comfortable place for family members to grab a quick snack, rest, or even do laundry. The room is available to all adult family members of hospitalized children and is open daily (depending on volunteer availability). For more information, please call 401-444-6085.

### The Izzy Family Room

The Izzy Family Room is located on the 5th floor. This is a family space for both parents/caregivers and patients. The Izzy Foundation offers snacks, coffee, hygiene products and meals on most days. There is a kitchen, microwave, computers, television, and comfortable seating. For your convenience, the space is open 24 hours a day. Please ask the unit secretary for the access code



The Izzy Family Room

### Dunkin Family Room

The Dunkin Family Room is located on the 6th floor. There is coffee, computers, and a comfortable environment to rest and relax during long hospital stays. To access the code, please ask your unit secretary.

### Lodging for Families

The Ronald McDonald House of Providence provides a “home away from home” for families of children being treated at Hasbro Children’s Hospital. It offers 28 bedrooms that can accommodate two to four family members. All rooms have a private bath and many are handicapped accessible.

The house offers a stress-free place for families to step away from the hospital, have a meal and share a unique support system with other families, staff and caring volunteers. There is no charge to stay at the Ronald McDonald House. For more information, please speak to your social worker at the hospital, or call the Ronald McDonald House of Providence directly at 401-274-4447.



Balise Healing Garden

### Balise Healing Garden

The pediatric garden was created to provide fun, diversion, and a change of scenery for our families. The entrance to our pediatric garden is on the lower level. It is open during daylight hours in the warmer months of the year. Check with your child’s nurse before leaving the floor to visit the garden.

### Lifespan Full Service Pharmacy

We will fill your child’s prescriptions here at the hospital, so you do not need to stop on your way home. You can opt-in on the Get Well Network or just let your nurse or doctor know that you would like to use this great service; and we will do the rest!

The best part...Lifespan Pharmacy also delivers refills! Lifespan Pharmacy is conveniently located in the Davol Building, near the Hasbro Children’s upper lobby.

### Gift Shop

Lori’s Gifts, a full-service gift shop, is on the first floor of the Hasbro Children’s Hospital lobby. It is open Monday through Friday, 8 a.m. to 8 p.m.; Saturday, Sunday and holidays, 9 a.m. to 8 p.m.



## Parking and Transportation

### Parking Fees

Parking fees are determined by length of visitor stay.

**Discounted parking is available** to parents. A parking representative is available daily in the Hasbro Children’s Hospital and Rhode Island Hospital main entrance lobbies to give the discount. There is a self-pay station in the lobby where visitors can pay the fee before returning to their cars. If you have questions, please ask the unit staff.

If you require shuttle service to the parking lot, please call 401-639-8449 to arrange pickup. Visitors may request a security escort to the parking lot by calling 401-444-5221.

Lifespan is committed to the health and safety of our patients, staff and visitors. Use of smoking, vaping devices, or chewing tobacco is not permitted on or within 50 feet of any Lifespan owned or leased property, including buildings, entranceways, sidewalks, parking lots and garages. We appreciate your support of our tobacco-free initiative.

### Transportation

Rhode Island Public Transit Authority (RIPTA) buses stop outside the main entrance to Rhode Island Hospital.

A RIPTA bus schedule is available at the hospital’s information desk. For more information on routes and fares, please call RIPTA at 401-781-9400.



For more details, please visit <https://www.rhodeislandhospital.org/parking-public-transportation>.



Each year, Hasbro Children’s Hospital honors several employees whose outstanding care and compassion moves patients or their family members to nominate them as Brite Lites.

<https://www.lifespan.org/nominate-brite-lite>

## Special Services

### Interpreter Services

Interpreters are available to assist children and families. Our trained interpreters speak Spanish, Portuguese, and Cape Verdean Creole. Assistance with other languages, including American Sign Language for hearing-impaired children or parents, is also available, in-person and through the video remote interpretation devices. Please ask your nurse or call 401-444-8708 for assistance.

### Ethics Consultation

During your child’s treatment, parents and doctors may have difficult decisions to make. Our ethics committee can provide guidance for those facing complex choices, such as choosing among treatment options or continuing life-sustaining treatment. This free service is available to help your family come to your own decisions. It provides confidential support and ensures that you have a clear understanding of the situation and the options available. For more information, call 401-793-2872.





Hasbro Children's Chapel

## Spiritual Care Services

As part of Lifespan's commitment to providing care that recognizes the whole person, our spiritual care department is committed to meeting the spiritual and emotional needs of our patients, family, and staff. The community we serve includes a diversity of religions, cultures, and spiritual practices, as well as those who don't identify with any spiritual or religious tradition. As a result, our staff takes a multi-faith approach to spiritual care, emphasizing the individual needs of those we serve.

### Chaplain Availability:

Chaplains are on-site Monday through Friday from 8 a.m. to 4:30 p.m. On-call chaplains are available nights and weekends for emergencies.

**Spiritual Care Office:** 401-444-4304

**For emergencies:** 401-444-5108, ask for the on-call multi-faith chaplain to be paged.

### Catholic Spiritual Care

In partnership with the Diocese of Providence, Catholic priests are available to care for the sacramental needs of our patients.

To contact a priest, please call 401-444-4627.

For emergencies, please call 401-444-5108 and ask for the on-call Catholic priest to be paged.

### Chapels

Two chapels are available within the hospital to give patients and families a quiet place for prayer and reflection. The chapels are open 24 hours a day.

The Hasbro Children's Hospital Chapel is near the upper lobby of Hasbro Children's Hospital.

The Chapel of Hope is adjacent to the lobby of the Zecchino Pavilion, the main building of Rhode Island Hospital.

### Chapel Services

#### Catholic Mass

Sunday at noon in the Hasbro Chapel

#### Muslim Prayer Service

Fridays 1:15pm-2pm in the Chapel of Hope

#### Weekly Guided Meditation Group

See times posted in the Hasbro Chapel for further details

## For Your Child's Safety

At Hasbro Children's Hospital, the well-being of your child is our primary concern. To ensure the safety of your child and family at all times, please be familiar with the policies below.

### Fire Drills

We conduct fire drills to ensure the safety of all people in our building. During a drill, a nurse will close the door to your child's room as a routine procedure. In the event of a drill or a real fire during your child's stay, please follow all instructions given by the hospital staff.

### Security

Our security department provides around-the-clock security. If you have any concerns, please call 401-444-5221.

## Going Home

### Discharge Preparation

When your child is ready to go home, a nurse will meet with you to be sure that you have:

- instructions about the care that your child may need at home
- information about home care services that may help your child
- information about community organizations that can help your child
- met with a staff member to plan your child's care
- ordered supplies your child may need

Please remember to bring in the clothes that your child will wear to go home, and arrange for transportation.

### Lost and Found

If you return home and discover that you left something important at the hospital, please call the nursing station on the floor where your child received care as soon as possible.

### Billing

Soon after your child's discharge, you will receive a statement for services.

If you do not have health insurance or can demonstrate a financial hardship, a financial counselor will speak with you about financial assistance and will help you make arrangements to pay the bill. The social services department may also be helpful in directing you to community resources that can help you pay the hospital bill.

If you have any questions about hospital charges and your child is still in the hospital, call 401-444-4701. After your child's discharge, call billing/patient financial services at 401-444-6966.



### Patient and Guest Services

We are here to help when you have:

- a compliment to share about your experience at Hasbro Children's Hospital
- a complaint regarding care or services at the hospital
- lost belongings that need to be located during or following your visit

We are located in the Rhode Island Hospital Main Building, first floor, in the Patient and Guest Services Office, and are open 8 a.m. to 5 p.m. Monday through Friday. Walk-ins are welcome, and meetings may be arranged. Please call 401-444-5817 if you would like us to visit you in the hospital, or send an email to [pgs@lifespan.org](mailto:pgs@lifespan.org)

### Share Your Opinion

We are proud to partner with you to care for your child's health needs. Your insights and feedback can help us learn and become even better healthcare partners. After your child leaves the hospital, you will receive a request for feedback by text, email or phone asking about your experience at Hasbro Children's Hospital. This brief survey includes a few simple questions and asks for your comments in your own words. We use this feedback to improve by providing recognition and education for our care team members. Our team, from leadership to frontline caregivers, monitors this feedback weekly and will follow-up with you if you have questions, suggestions or concerns we can act on. We would appreciate you taking the time to respond, however, you always have the option to opt out, if you prefer. Our goal is to earn your trust and to sustain our partnership with you for as long as your child needs.

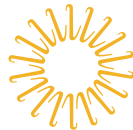




**MyLifespan**<sup>®</sup>  
Your secure on-line health records

Lifespan now uses LifeChart, an electronic health record system that gives you access to your own medical information and enables private communication with your physicians. Visit [Lifespan.org/MyLifespan](http://Lifespan.org/MyLifespan).

Learn more about Lifespan's clinical trials.  
Go to [lifespan.org/clinical-trials](http://lifespan.org/clinical-trials) for information.



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Hasbro Children's Hospital  
593 Eddy Street, Providence, RI 02903  
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