

welcome

TO THE UNIVERSITY OF TEXAS MD ANDERSON CHILDREN'S CANCER HOSPITAL



If your child is facing cancer,
you want the best care possible.

The Children's Cancer Hospital at The University of Texas MD Anderson Cancer Center focuses on one thing: caring for children, adolescents and young adults with cancer.

You may have a million thoughts running through your mind right now, but rest assured you are at the No. 1 hospital in the nation for treating cancer with one of the top-ranked pediatric oncology programs. We will provide you with an accurate diagnosis and comprehensive care that centers around the physical, emotional and social well-being of your child. We're here to answer your questions, suggest options or simply listen.

At the Children's Cancer Hospital, we have created a welcoming environment staffed by experts specially trained to work with young cancer patients. This packet will help guide you through your initial diagnosis and the days to come.

**At the Children's Cancer Hospital, kids rule
– not cancer. We plan to keep it that way.**

dear patients and families,

On behalf of parents and family members, we would like to welcome you to the Children's Cancer Hospital at The University of Texas MD Anderson Cancer Center. Choosing your doctor and treatment center are among the most important decisions you will make. You have made an excellent choice in coming here, and know that you and your child are in the best hands possible. Our doctors and health care team are here to walk with you every step of the way.

It is difficult for others to imagine the fear and anxiety parents feel when their child is diagnosed with cancer. Shock, disbelief, guilt, sadness, and anger are all normal, and the uncertainty and lack of control can be overwhelming. When a child has cancer, it is a crisis for the whole family. For these reasons, we work every day to make sure parents have the support they need to navigate this journey.

Our Family Advisory Council includes parents of children with cancer and health care team members. Our mission is to enhance the experience of care for children, adolescents, young adults, and their families by incorporating the family perspective into everything we do. We strive to develop programs and tools that will help parents deal with the unique challenges of having a child with cancer. We welcome input from all families on how we can better meet their needs. Our families are true partners on their child's health care team.

We recognize the family is a child's primary source of strength and support and is critical to healing. Parents are the experts regarding their own children and have essential information that can enhance their children's health care. We encourage families to share their unique perspectives and to keep the channels of communication open with their health care team. Participation and collaboration are the cornerstones of a successful partnership and treatment plan.

Thank you for choosing MD Anderson Children's Cancer Hospital. Please contact us if we can assist you in any way.

Sincerely,
The Family Advisory Council Parent Coordinator
713-563-9750

table of contents

About the Children’s Cancer Hospital..... 6

What to Expect..... 8

Your Health Care Team 11

Programs and Services 14

Community Partners 19

Notes 20

When to Call back cover

Internet site: www.mdanderson.org/children
Facebook: www.facebook.com/kidsandcancer
Twitter: twitter.com/kidsandcancer





About the Children's Cancer Hospital

who we are

For more than 75 years, The University of Texas MD Anderson Cancer Center has been Making Cancer History®. Within its walls resides MD Anderson Children's Cancer Hospital where faculty and staff specially trained and experienced in pediatric cancers are caring for children, adolescents and young adults with cancer. Each year about 2,000 patients from around the world utilize our services.

Because our primary focus is cancer, we see more types of cancer than any other children's hospital in Houston or Texas. And because the Children's Cancer Hospital is a continuously top-ranked hospital for cancer care in the U.S. News & World Report's "America's Best Hospitals" survey, we have the advantage of easier and faster translation of new cancer treatments from adults to children.

Most importantly, at the Children's Cancer Hospital, kids rule – not cancer – and we offer you hope when you need it most.

what we do

At the Children's Cancer Hospital, we treat the whole child and not just the cancer. Each patient has a team of treatment specialists to address any cancer-related issues, whether they are medical, psychological or developmental. Because you know your child best, parents and caregivers are also included as part of the care team in order to design treatment plans that minimally impact your child's normal routine.

We also make sure life after cancer is the best it can be. Our survivorship program monitors and manages any side effects of cancer and its treatments. Counseling and support groups help parents and young patients overcome any fears and concerns.



what we offer you

Physicians, advance practice providers, qualified nurses and support specialists will all be members of your health care team throughout treatment.

The latest novel therapies and technologies are available including proton therapy, aerosol chemotherapy, cell therapy, advanced imaging and BrainSUITE®.

Family-centered care:

Parents, family members and other caregivers know their patient well and our philosophy of partnering with families to provide the high quality care is central to success.

As a partner with the health care team, we want you to feel confident in your child's treatment. If for any reason you feel unsure about the plan of care, we encourage you to discuss your concerns with your child's physician, nurse practitioner, social work counselor or another member of the health care team. Patient advocates may also assist with this process.

Our Family Advisory Council is made up of parents and staff who work together to guide the Children's Cancer Hospital in decision- and policy-making. Working with the Family Advisory Council are three additional committees focused on specific demographic groups within the Children's Cancer Hospital. They are the imPACT (teen) Council, the Young Adult Advisory Council, and the Supportive Care (bereavement) Council.

Numerous support services are available including an accredited K-12 school and school re-entry program, counseling, chaplaincy, arts and music programs, and much more.

Most importantly, we offer you hope when you need it most.

what to expect during your visit

Knowing what to expect can help you and your child prepare for your visit to the Children's Cancer Hospital. Here is a brief overview of what you and your child may experience.

Most families faced with cancer would agree the first few visits are overwhelming. It may be helpful to bring someone with you to take notes during your visits so you can focus on discussions with your child's health care team. A journal is helpful, too. You should bring the names and contact information for physicians who have previously treated your child along with any test results or records of previous hospitalizations.

check-in

If something occurs that impacts your arrival time, please notify the clinic at 713-792-6610.

- **Parking**

If this is your first clinic visit, valet park at one of the main entrances and our center will validate your parking. If you need additional assistance to cover parking payments, please contact your social work counselor.

- **Sign in at the Robin Bush Child and Adolescent Clinic**

Once you check in (Floor 7, Elevator C), an assistant will give your child an identification bracelet with their name, date of birth, and medical record number.

- **Have blood drawn**

When your child becomes a patient, a blood sample may be drawn. This may be before or after the doctor visit.

- **Taking vitals**

A nurse or assistant will measure your child's temperature, height, weight, blood pressure and heart rate.

- **Wait to be called back to the exam room**

While you wait to see your doctor, your child is welcome to play in our playroom, watch television, read a book, etc

- **Other people you may meet during appointments:**

- o [Child Life Specialists](#) are here to help your child feel comfortable and to assist you and your child with understanding the diagnosis and treatment.
- o [Social Work Counselors](#) help families with financial, lodging, and psychosocial needs
- o [Your patient advocate](#) is your liaison for patient care concerns or if you need help finding the right person to contact for any issue. If you need a patient advocate, you can contact the Patient Advocacy Office at 713-792-7776.

medical examination

A nurse or medical assistant will call your child's name when it is time to go back to the exam room. Once in your room, you will go through a routine process:

- **Quick review**

Review medications, assess pain, and ask about any immediate concerns.

- **Meet your doctor**

After the initial assessment, you will meet your child's pediatric oncologist and health care team, who will complete the examination. Since MD Anderson is a teaching hospital, there may be occasions when medical students will join the doctor at your child's appointment.

what to bring

Since your first few visits may involve several appointments resulting in long days, we suggest that you:

- **Bring a special item from home**

There are toys to play with in the playroom, but you may want to pack a special item such as a blanket, book, electronic device or favorite toy that may comfort your child. Having handheld games, tablets, books and other forms of entertainment with you will help your child be engaged between appointments.

- **Bring your child's medications**

It's important to bring all of the medications that your child is taking in their original bottles with the original labels, including any vitamins and supplements, to your clinic appointments.

- **Don't forget your own medications**

When the focus is on your child, you often forget your own necessities so be sure to pack your own medications in case you must stay overnight in the hospital.

- **Bring an overnight bag**

Sometimes a hospital admission will be recommended by your doctor. You may want to pack an overnight bag with a change of clothes in case you and your child need to stay. If you have a young child, also remember to pack extra diapers, wipes, etc.

- **Pack snacks or dietary necessities**

Occasionally wait times can be longer than expected so it may help to bring some snacks or cash for the vending machines or cafeteria. If your child requires formula or has diet restrictions, you should bring extra food items with you. In the clinic, please be mindful of patients who may be fasting before their appointments or who have sensitivities to strong odors.

helpful tips

- **Keep a journal**

A journal will help you keep track of your child's treatment including any reactions or side effects. You may also use it to jot down questions that come up between appointments so you can remember to ask the nurse or doctor.

- **Make a special calendar**

Your schedule can fill up quickly with appointments so it is helpful to have a calendar to keep track. You can also get an updated copy of your appointment schedule from myChart or from any Information Desk within the hospital.

- **Make a list**

Friends and family will ask you what they can do to help. Make a list of common duties they can help with such as providing meals, picking up your other children from activities, cleaning the house, doing the yard, etc. Allowing others to help you will lighten your load and give them a way to show they care. A useful website to help you organize a list is www.lotsahelpinghands.com.

If you have any questions prior to your first visit, please call **713-792-6610**. You can reach the **Robin Bush Child and Adolescent Clinic** at the **same number** and you will be routed to the appropriate health care team.



health care team

As a parent, you are part of the team that will take care of your child. Depending on your child's needs, one or more of the following people will be working with you.



Advanced Practice Provider (APP)

This is a health care professional with a master's degree and advanced clinical training in caring for children with cancer. The APP may be a nurse practitioner or physician assistant who works directly with the physician and clinical team and may coordinate care of your child.

Attending Physician

This doctor has completed all training and is the lead physician on your child's team. Our doctors are specialized in pediatric oncology and supportive care services.

Case Manager

This is a nursing professional who works closely with the medical team and social work counselors to help coordinate discharge from the hospital, arrange for home health care and verify home health care insurance coverage.

Child Life Specialist

Child life specialists employ targeted interventions according to the patient's age and social and emotional needs in order to reduce fears, encourage positive approaches to treatment and normalize the hospital environment. Play, diagnosis teaching, procedural preparation and support are some of the ways a child life specialist can help.

Fellow

A fellow is a doctor who has completed medical school and a pediatric residency and is now receiving specialty training in pediatric hematology/oncology or stem cell transplantation.

Hospital Teacher/School Liaison

The Pediatric Education and Creative Arts program team consists of master's-degreed and certified teachers with credentials and expertise in Special Education, English as a second language, and early childhood, elementary and secondary education. Your hospital teacher and school liaison will help your child maintain academic success during diagnosis, treatment, and into survivorship. Our school re-entry liaisons work with your child's community school, homebound teachers and medical professionals to advocate for your child's academic needs across diverse educational settings.

Interpreter

If English is not your first language, you or your child's health care team may request an interpreter to help you communicate. The interpreter may assist in person or electronically by phone or video conference.

Medical Assistant

Your medical assistant is certified and works directly with your child's team. All of the medical assistants have been trained to work with pediatric patients and their families.

Nurse

Your nurse provides, coordinates and supports evidence-based, quality patient care. All of your pediatric nurses hold an associate's, bachelor's or master's degree in nursing and are licensed by the Texas Board of Nursing.

Nutritionist

A nutritionist is specially trained to evaluate your child's weight and nutritional needs. The nutritionist helps to provide teaching and support about eating and drinking when your child goes home.

Parent Coordinator

The parent coordinator is the parent of a child with cancer and represents the needs of our patients and families to the organization.

Patient Access Specialist (PAS)

A patient access specialist works in the Patient Access Center and assists with registration, financial and insurance issues during treatment.

Patient Advocate

Patient advocates are available to help patients and families with any concerns they have about their care at the hospital.

Patient Service Coordinator (PSC)

A patient service coordinator works in the Child and Adolescent Center to schedule appointments and tests ordered by your health care team.

Pharmacist

A pharmacist is educated to prepare the medicines and nutritional support needed by your child.

Phlebotomist

A phlebotomist is trained and certified to draw your child's blood.

Physical/Occupational Therapist

Your child may work with a physical therapist or occupational therapist to maintain or restore a level of fitness through strength and endurance exercises.

Psychiatrist/Psychologist

These doctors are available to help you and your child cope with the stressors of illness and treatment. A psychologist counsels you and your child, while a psychiatrist provides medications.

Resident/House Officer

This doctor has completed medical school and is now receiving specialty training in pediatrics.

Social Work Counselor

Licensed social work counselors are available in person and by phone to provide counseling related to a variety of specific concerns, including anxiety/depression, relationships with family and friends, body image, grief and loss, school/work-life balance, etc. They also help with advance care planning (including completion of documents such as the medical power of attorney), linkage to emotional/physical/financial health resources, and more. Services are free and do not require a referral from a physician or medical team.

Spiritual and Religious Support

A chaplain is professionally trained in the art of being a spiritual companion, providing care and support to patients and caregivers of all faiths or no faith. As a caring listener, a chaplain attends to your heart, encourages hope, utilizes your spiritual strengths to find peace and helps you connect with spiritual resources of your choice to help on your journey.

Vocational Counselor

A vocational counselor assists adolescents and young adults in preparing for college and advocates for special needs in this environment due to possible side effects from treatment. This counselor is also available to help with career exploration and to offer job search support.

Volunteer

Volunteers are unpaid workers who provide supportive, non-medical activities for your child.



programs and services

Adolescent and Young Adult (AYA) Program

713-563-9750

The AYA program is focused on addressing how a cancer diagnosis and treatment affects all aspects of young patients' lives (coping, relationships, fertility, school/work life, career goals, long-term health, quality of life, etc). At the first clinic visit each patient will see a medical provider, social worker, and vocational counselor for thorough discussion and resource linkage.

Arts in Medicine

713-792-5192

aim@mdanderson.org

The Arts in Medicine Program has a goal to help young patients feel better by offering collaborative and individual art projects, which help elevate a patient's sense of purpose and facilitate a positive hospital experience. Through their artwork, young patients connect with one another and build a sense of community within the hospital.

Beauty/Barber Shop

713-792-6039

Location: Main Building, Floor 6,
near Elevator F, G6.3253

The Beauty/Barber Shop offers free shampoos, haircuts, shaves, wigs, scarves and hats to all patients. Services are provided on a first-come, first-served basis by professional staff through the Department of Volunteer Services. The shop is open Monday–Friday, 8 a.m.– 12:30 p.m. & 1:30 p.m. - 3:30 p.m.

Blood Bank

713-792-7777

Location: Mays Clinic, Main Building, Holly Hall

The MD Anderson Cancer Center Blood Bank provides our patients with safe, high-quality blood components. Family and friends of patients are encouraged to donate at MD Anderson Blood Bank locations on and off campus.

Camp Programs

713-792-3362

camps@mdanderson.org

The Children's Cancer Hospital understands that cancer is not just a physical disease so we offer special camp programs that focus on child and family wellness. While undergoing treatment, many patients have activity restrictions. Our camp programs create opportunities to have fun and meet others with similar conditions to build confidence. Camp is free for patients and families through funding from community and corporate donors. Doctors, nurses, and child life specialists staff all of our camps to handle the medical and emotional needs of campers. Programs include:

- Camp Star Trails (children ages 6-12)
- Junior Camper Day (children ages 4-5)
- Camp For All 2U (children/teens ages 5-18)
- Camp AOK (teens ages 13-18)

Ask any member of your medical team for more information about camp.

Childhood/AYA Oncofertility program

Young cancer patients and their families can meet with a medical provider to openly discuss the impact cancer and cancer treatment may have on the patient's fertility and to explore possible options for fertility preservation.

Childhood Cancer Survivors Program

713-792-6610

Location: Robin Bush Child and Adolescent Clinic,
Main Building, Floor 7, near Elevator C

The Childhood Cancer Survivors Program helps survivors overcome physical, psychosocial, educational, vocational and developmental problems that may result from cancer or its treatments. An individualized monitoring program is created to assess and evaluate survivors for treatment and prevention of long-term effects from the treatment.

Child, Adolescent, and Young Adult Life Program

713-563-1910

childlife@mdanderson.org

Child Life focuses on the social and emotional impact of cancer on the child and family. Child life specialists are experts in child development and promote effective coping through play, preparation and education. They also help children understand important elements of their diagnosis and assist with reducing the fear, anxiety and uncertainty of clinical and operative procedures. Therapeutic interventions include:

- Age appropriate play and other activities that encourage mastery, coping and expression of feelings
- Preparation for medical experiences (i.e. procedures, diagnosis)
- Emotional support
- Development of effective coping and expression during the treatment experience
- Provision of safe and fun environments and experiences for patients and their families to participate in play, art and games (i.e. special events, supervised playtime)

Children's Art Project

800-231-1580

The Children's Art Project offers merchandise inspired by the artwork of our pediatric patients. Net proceeds support programs for children with cancer. Merchandise is available at partner retail stores, MD Anderson Volunteer Services Gift Shops and online at www.childrensart.org.

Dining & Food Services

713-792-2288; 2-DINE for room service

MD Anderson offers many choices for dining.

If you are an inpatient, a menu is available for you to order through Dining Services. Family and other friends can order from a guest menu so you can dine together.

If you are an outpatient, meals are available in both the Main Building (Floor 1 - Café Anderson) and Mays Clinic (Floor 2 - Waterfall Café) cafeterias, as well as in other locations throughout the hospital.

Need coffee? Visit any of our coffee bars including Starbucks in the Main Building (Floor 1 near The Aquarium and Floor 2 in The Park) and the Cool Beans Bakery in the Cancer Prevention Building (Floor 2 near Elevator Q). Dining options are also available in the Rotary House International Hotel.

Family Advisory Council

familyadvisorycouncil@mdanderson.org

The Family Advisory Council (FAC) is made of adult family members of pediatrics patients and staff/faculty members from Children's Cancer Hospital and MD Anderson Cancer Center. The council collaborates with faculty, staff, and families in developing, and evaluating policies, programs, services, and partnerships involving the Children's Cancer Hospital and MD Anderson Cancer Center.

Kim's Place

713-563-3075

Location: Main Building, Floor 2,
near The Park, B2.4309

Kim's Place is a unique hang out for teens, young adults and their friends and family. This recreation area includes a pool table, arcade and video games, computers and more. Visitors can listen to music, surf the internet, watch a movie, play pool or simply relax.

Language Assistance Program

713-792-7930; after hours 713-792-2121

Members of the language assistance team are involved whenever there is a language barrier between the patient and staff. Their task is to interpret from one language to another. In-person services are provided in many languages, including American Sign Language, at no cost to the patient. Assistance may also be provided through reputable translation agencies by 24-hour telephone service or using video interpreters in some areas of the institution. Many documents, informed consents and patient education materials are also translated and provided to the patient free of charge.

MyCancer Connection

800-345-6324

MyCancer Connection provides hope and support to those caring for children with cancer. The service pairs caregivers with adult survivors and caregivers who have had a similar experience or diagnosis. The telephone network is facilitated by Anderson Network, a program of the Department of Volunteer Services at MD Anderson.

Patient Access Center

713-792-6610

Location: Main Building, Floor 7,
near Elevator D, B7.4427

The Patient Access Center team coordinates new patient referrals and registrations, insurance authorizations, and financial counseling. They also help process payments and requests for supplemental financial assistance.

Patient Advisory Council for Teens (imPACT)

impact@mdanderson.org

The imPACT council consists of patients ages 13-18 and staff facilitators from the Children's Cancer Hospital. The council helps us ensure a child- and family-centered atmosphere by advising staff and administration on issues regarding care in inpatient and outpatient settings from the perspective of a child/teen.

Patient Advocacy

713-792-7776

Locations:

- Main Building, Floor 3, near Elevator E, G3.3240
- Mays Clinic, Floor 2, near The Tree Sculpture, ACB2.1508

Every patient is assigned a patient advocate when they come to MD Anderson. Your patient advocate is here to help with any concerns or complaints you may have or when you are unsure where to go with questions. For emergencies after hours and on the weekends, call the page operator at 713-792-7090.

Patient Relaxation Area

713-792-1080

Location: Main Building, Floor 2, near Elevator A, B2.4314

A quiet oasis with recliners provides a place for patients ages 13 and up and adult family members to rest and relax. Internet access, a private phone, games and paperback books are available. Volunteers provide assistance and answer questions about appointment schedules.

Pediatric Ambulatory Treatment Center

713-792-6613

Location: Main Building, Floor 9, Elevator F

The Pediatric Ambulatory Treatment Center (PATC) includes 11 individual patient rooms and a four bay chair room. Patients who receive care in the chair room are typically scheduled for outpatient treatments that will last four hours or less. When available, patients requiring longer outpatient treatments are given their own private room. The PATC has a large family-friendly waiting area where patients check in for care.

Pediatric Education and Creative Arts Program

713-745-5059

Location: Main Building, Floor 9,
near Elevator F, G9.3404

The Pediatric Education and Creative Arts Program, commonly known as the School Program, is your primary support for all school related questions and concerns for PreK-12th grade.

The program is staffed by one certified school principal and certified educators. The in-hospital school is privately accredited and features a 21st century model of technology integration for student engagement including interactive whiteboards, mobile devices, and video conferencing capabilities. The creative arts activities consist of weekly art, music, cooking, nutrition, field trips and other special events. School re-entry services are available to all school-aged patients and siblings. These services can include registration, homebound placement, special education documentation, and re-entry services upon return to community school. MD Anderson school-aged patients are immediately eligible for school support services.

Pediatric Integrative Medicine

713-792-6610

This program offers comprehensive integrative medicine using the best available evidence for symptom management and cancer control. Services include dietary counseling on alternative diets, nutraceuticals, herbs and vitamins, alternative cancer remedies, mind-body practices, meditation and yoga, Reiki (healing touch therapy), aromatherapy, relaxation techniques and stress reduction. Referrals to Integrative Medicine for acupuncture and massage therapy are also available.

Pediatric Palliative and Supportive Care

713-792-6610

This program provides supportive care for children with cancer and their families using state of the art medical therapies and coordinated interdisciplinary care. The team will optimize the child's quality of life by minimizing pain and symptoms and optimizing psychosocial and emotional/spiritual functioning. Supportive care can begin whenever a child or family is suffering and is not dependent on prognosis. Supportive care continues throughout the child's disease trajectory through survival or end-of-life care. In the event cancer is irreversible, the supportive care team can assist

with establishing goals of care and advanced directives, aggressive symptom management, and hospice referrals if desired.

Psychological and Psychiatric Services

713-792-6610

Psychological and psychiatric services are available to assist you and your family through this challenging and life altering journey.

- Clinical psychology services focus on emotional well-being and behavior problems. The psychologist considers your emotional needs and provides suggestions and interventions to provide support and ease your emotional distress.
- Neuropsychological services focus on a person's intellectual, academic, and learning abilities.
- The neuropsychologist and psychometrician provide testing and feedback. Assessments are recommended for patients with certain types of cancer and treatments, as well as patients who are concerned about their learning abilities, academic achievement and self-reliance.
- Vocational and career counseling services aim to prepare survivors for post-high school training, education, and employment. The psychological associate or counselor provides career exploration, career testing, job search support, and advocates for persons who have health-related disabilities or accommodation needs.
- Psychiatric services are provided by a medical doctor and focus on the diagnosis, treatment and prevention of mental, emotional and behavioral disorders. Treatment may include prescribing medications.

Social Work Counselor

713-792-6195

Location: Main Building, Floor 2,
near Elevator D, B2.4650

Services of licensed social work counselors are free to patients and caregivers and do not require a referral from a physician or medical team. They are available to provide counseling in-person or by phone for a variety of concerns including anxiety/depression, relationships with family and friends, body image, grief and loss, school/work-life balance, etc. They also help with advance care planning (including completion of documents like the medical power of attorney), linkage to emotional/physical/financial health resources, and more.

Spiritual and Religious Support

713-792-7184

after hours: 713-404-3599 pager

- Locations: Chapel, Main Building, Floor 1
near The Café Corner
- Chapel, Mays Clinic, Floor 2
near The Tree Sculpture
- Muslim Prayer Room, Main Building, Floor 3
near Elevator E

A full-time pediatric chaplain makes regular visits and responds to the emotional and spiritual needs of young patients and their families throughout the hospital. "On call" chaplains, stationed 24/7 in the hospital, provide off-hour services. Chaplains also lead daily (except Saturday) worship services and special religious holiday services.

Supportive Care Council

713-793-9750

The Supportive Care Council is comprised of bereaved parents and staff/faculty members from the Children's Cancer Hospital and MD Anderson Cancer Center. The council strives to continually evaluate and improve palliative, end-of-life and bereavement services by collaborating with families, faculty, and staff.

Volunteer Services

713-792-7180

Location: Main Building, Basement, RB.2800

Volunteer Services provides more than 60 programs throughout the hospital and clinic areas to support patients, families and caregivers.

Young Adult Advisory Council

713-745-4451

The Young Adult Advisory Council is a group of young adult patients/survivors ages 18 – 39, and MD Anderson staff who work together to improve the experience of care for young adults and families. They collaborate with hospital staff and families to develop, implement, and evaluate policies, programs and services that impact young adults. Visit www.mdanderson.org/aya for more information.

community partners



Candlelighters

713-792-4891

Candlelighters are parent consultants based at the Children's Cancer Hospital who provide information, support for families, and practical assistance with parking passes, gas cards and meal passes. Services and programs, such as scholarships, campus and other fun activities are offered to families of young cancer patients. Parent support groups are held every Wednesday, 11:30 a.m. – 1:00 p.m., on the pediatric inpatient unit.



Sunshine Kids

713-524-1264

Sunshine Kids is a non-profit organization that provides positive activities to children with cancer and their families. Events are designed to promote self-esteem, personal accomplishment and allow families to meet and bond with other families going through similar experiences.



Ronald McDonald Family Room

Office: 713-745-4930

Kitchen: 713-745-0673

The onsite Ronald McDonald Family Room provides patient families with a home away from home on the pediatric floor only steps from their child. As a Ronald McDonald House (RMH) Houston program, our Family Room offers a place to rest and regroup and includes:

- Two bedrooms with adjoining bath/shower are available overnight and for naptime and are assigned for one day at a time.
- Waiting area with comfortable seating, a large screen TV and aquarium, as well as computers and a printer.
- Kitchenette with snacks/beverages, dining area, TV, microwave, small appliances and limited refrigerator storage.
- Laundry facilities



Please visit the Welcome Desk on Alkek Floor 9 of MD Anderson Hospital for possible assignment of overnight rooms and stop by the Family Room Kitchen to sign up for nap time. In addition, Ronald McDonald House employees and volunteers manage and support the Family Room, provide compassionate support, and host meals and activities.

Contact your Social Worker or visit www.rmhhouston.org for information about the freestanding, multiple-bedroom Ronald McDonald House on Holcombe Boulevard for longer term stay.

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who and when to call:

Robin Bush Child and Adolescent Clinic: 713-792-6610, Monday-Friday, 8 a.m. to 5 p.m.

George E. Foreman Pediatric and Adolescent Inpatient Unit: 713-792-5173 or 713-792-5149

If calling the inpatient unit after hours, please ask to speak with the charge nurse.

Be prepared to go to the nearest emergency room if you are more than one hour away.

Call one of the above numbers immediately if your child has:

- **Fever of 100.4°F (38.0°C) or higher.** Do not take any medicine to reduce the fever, unless otherwise instructed by your child's doctor. Do not wait for your child's temperature to rise.
- **Signs of infection.** Pain, redness or swelling anywhere in the body (sore throat, ear ache, stiff neck, pain or burning when urinating or having a bowel movement, pain or redness at the central line / port-a-cath site), chills, open sores on the lips, tongue or gums or near the rectal area.
- **An exposure to chicken pox.**
- **Bleeding.** Nose bleed or bleeding from the gums that does not stop within 5-10 minutes of gentle pressure, blood in the urine or stool, vomit that looks black, easy bruising or tiny, red freckles on the skin.
- **Shortness of breath, difficulty breathing and/or persistent cough.**
- **Change in behavior or level of consciousness.** Being very sleepy and irritable or not making sense when talking.
- **Nausea.** Feeling sick to your stomach or vomiting that cannot be stopped with medicine.
- **A severe headache** when he or she wakes up.
- **Diarrhea.** More than four loose stools in eight hours and/or constipation for longer than three days.
- **Not able to take or keep fluids down** for six hours or more.
- **A break in the central line.**
- **Uncontrolled pain** even when taking pain medications.
- **Other new symptoms** your child did not have before, such as change in mental or emotional health

Call 911 or emergency services immediately if your child:

- is unable to breathe
- is threatening harm
- is not able to wake up
- is harming self
- is having a seizure