



**The
Emily
Center**



Who's Who on the Hospital Health Care Team

#254

Who's Who on the Hospital Health Care Team

There are many people on your child's health care team. They work together to meet your child's needs. Not all children have all these team members. Your child's and family's needs will decide who's on the team.

Who's who? It can be hard to remember everyone's name. It can be hard to know who's in charge of what. **It's OK for you to ask members of your child's health care team who they are, what their jobs are, and how you can call them if you need to.** Write your notes on this handout. As you meet a team member, check the box and write down his or her name.



Do you know who's coming in the room?

You

You are on your child's health care team. You know your child better than anybody else. Be an active part of your child's care. Talk to other members of the team, and make treatment decisions together. Ask questions when you don't understand.

You are your child's biggest support. Bring a few toys or pictures from home to help your child feel safe in the hospital. If you bring something in from home for your child, put your child's name on it.

Your Child's Primary Doctor

Name _____ Phone Number _____

Your child's **primary doctor** may be a pediatrician or a family practitioner. Your child's doctor knows your child's medical history and can help the doctors in the hospital understand your child better. If your child does not have a regular doctor, ask your child's doctor in the hospital to help you find one.



Your child's primary doctor may be a pediatrician or a family practitioner.

Residents or House Staff

(Interns and Senior Residents)

Name _____ Name _____

Name _____ Name _____

Name _____ Name _____

What team is your child on? _____

When you want to speak to the doctor, ask your nurse to call him or her. Many doctors come to Phoenix Children's Hospital to learn how to better take care of ill children. **Interns** and **Residents** have finished medical school. They are here to learn more about taking care of children (**pediatrics**). A Resident will work with your child's doctor to care for your child.

You want your child to have a doctor in the hospital 24 hours a day, but doctors need to sleep, too. So the Resident who admitted your child is on a team of doctors. When your child's Resident goes home to rest, other doctors on the team care for your child. This way, there are doctors in the hospital 24 hours a day. Each team has a name. Doctors on a team talk to each other about the treatment plan and how your child is doing. Doctors on each team take turns being the **Resident-on-Call**.

Staff Nurses or Registered Nurses (RNs) and Nurse Practitioners (NPs)

Phone Number at the Nurses' Station _____

Name _____

IV Nurse Name _____

IV Nurse Name _____

IV Nurse Name _____

IV Nurse Name _____



The nurse gives your child the medicines and treatments needed, and watches for your child's response.

The nurses at Phoenix Children's Hospital have chosen to work with children. The nurse at your child's bedside went to school and took a test to become a **Registered Nurse**. Some have national certifications or advanced degrees. Some nurses specialize in starting IVs.

The staff nurse is in charge of your child's nursing care. The nurse gives your child the medicines and treatments needed, and watches for your child's response. The nurse knows about illness, healing and medicines, and can answer questions. The nurse works with other team members to teach you what you need to know. They make sure you'll be ready to care for your child at home.



The nurse works with other team members to teach you what you need to know.

The nurse also gets to know your child and family. The nurse comforts your child when you are not there and gives you and your child support. The nurse calls other health care team members in, when they are needed. If you want, your staff nurse can help you speak with a doctor, social worker, chaplain, community resource or other health care team member.

Certified Nurse Assistants (CNAs) or Nurse Externs

Name _____ Name _____

Name _____ Name _____

Name _____ Name _____

Certified Nurse Assistants are trained to take care of many of your child's physical needs. They may take temperatures, answer the call light, change linens, give baths, give your child drinks or snacks and help with toileting.

Nurse Externs are nursing students who also care for many of your child's physical needs.

Both Certified Nurse Assistants and Nurse Externs report to your child's nurse.

Coordinator or Charge Nurse

Name _____ Pager Number _____

Name _____ Pager

Number _____

The **Charge Nurse** or **Coordinator** runs the unit. The Charge Nurse understands the care each patient needs. The Charge Nurse gets the unit ready for new patients coming in and helps patients transfer smoothly from the one unit to another. Sometimes the Charge Nurse helps staff nurses care for patients. Tell the Charge Nurse how you feel about your child's health care team.



Tell the Charge Nurse how you feel about your child's health care team.

Case Manager

Name _____ Pager Number _____

Name _____ Pager Number _____

The **Case Manager** is a nurse that checks with your insurance company to see that your child gets services as they are needed, such as lab tests and therapy. The Case Manager also makes sure you have the supplies and follow-up care you need to take care of your child at home.

Specialists or Medical Consultants

Name _____

Specialty _____ Phone Number _____

Your child's doctor may ask a **Specialist** to help decide what is best for your child. These doctors may specialize in areas like Surgery, Neurology (brain and nerves), Nephrology (kidneys), Pulmonary (lungs), Cardiology (heart), Endocrinology (hormones), Infectious Diseases (germs) or other things. When Specialists examine your child, you may ask what they specialize in and why your child needs to be seen by them.



When Specialists examine your child, you may ask what they specialize in and why your child needs to be seen by them.

Clinical Nurse Specialist, or Nurse Clinician

Name _____ Phone Number _____

Name _____ Phone Number _____

Name _____ Phone Number _____

Your child may need a **Clinical Nurse Specialist** or **Nurse Clinician**. If so, the staff nurse or doctor will ask one to see your child. Some have national certifications or advanced degrees. They may specialize in areas like Neurology (brain and nerves), Diabetes, Nephrology (kidneys), Pulmonary (lungs) or Infectious Diseases (germs). Like other members of the health care team, they may teach you how to care for your child at home.

**Physical Therapy, Occupational Therapy or Speech Pathology
(PT, OT or Speech)**

Name _____ Phone Number _____

Name _____ Phone Number _____

Name _____ Phone Number _____

Your child's doctor may want your child to get Physical, Occupational or Speech Therapy. Not all children need their services. **Pediatric Occupational Therapists** evaluate and treat children who have trouble reaching, holding, and playing with toys. **Pediatric Physical Therapists** evaluate and treat children who have trouble sitting, crawling, balancing or walking. **Pediatric Speech-Language Pathologists** evaluate and treat children who have trouble eating, swallowing, following directions or talking.



**Your child's doctor may want
your child to get Physical,
Occupational or Speech Therapy.
Not all children need their services.**

Social Workers

Name _____ Phone Number _____

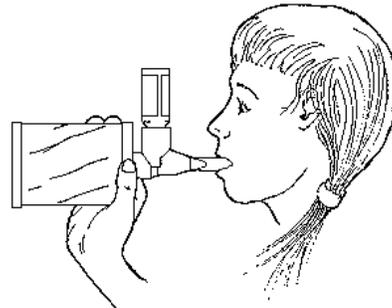
Social Workers can help support you when your child is in the hospital. They have advanced training as counselors and are good listeners. They work with the health care team to help you understand and deal with your child's illness. Social Workers may connect you to groups and agencies in the community that can help you and your family. If you want, they can help you with parenting issues. Social Workers may also help you with basic needs like food, clothing, finding a place to stay, and transportation. Ask your staff nurse or doctor if you want to see a Social Worker.

**Respiratory Care Practitioners
(Therapists and Technicians)**

Name _____ Phone Number _____

Name _____ Phone Number _____

Respiratory Care Practitioners are trained to help people with breathing problems. They use breathing machines (small volume nebulizers or ventilators), give tests, give treatments and help to suction mucus from the airway. They may teach you how to use special machines and how to do breathing treatments at home.



**Respiratory Care Practitioners
may teach you
how to use special machines and
how to do breathing treatments
at home.**

Phlebotomists

Name _____ Name _____

Phlebotomists are trained to draw blood for lab tests from your child.

Child Life Specialists

Name _____ Phone Number _____

Child Life Specialists are trained in how to help children and teens cope with their illness and stay in the hospital. They offer support in ways children and teens can understand. Child Life Specialists also help siblings of children and teens staying in the hospital. Here are some reasons you might tell your staff nurse you want a Child Life Specialist to see your child:

- Your child is having trouble coping with a treatment.
- Your child needs help understanding his diagnosis or medical treatments.
- Your child needs help dealing with stress or fear in the hospital.
- You want to know how to help your child cope better at home or in the hospital.
- Your other children need help understanding their brother or sister's illness or injury.
- Your child wants to know what to say about the illness or injury to friends, classmates, and others.
- You wonder how the illness or injury will impact your child's development.



Child Life Specialists are trained in how to help children and teens cope when they're in the hospital or living with life-long illness.

Child Life Activity Coordinators

Child Life Activity Coordinators are in charge of the play rooms and teen room. They plan and offer crafts and other activities. Children who cannot leave their rooms can have activities brought to their beds.

School Teachers

School Teachers teach all students, from kindergarten to 12th grade. They work with the child's school and teachers. They may teach in the hospital classroom, or at the bedside. They offer programs in the summer, too.

School Re-Entry Coordinators

School Re-Entry Coordinators are teachers who work with children and their families when they go back to school. They will visit a child's school and help teachers and students understand about a child's new or life-long illness.

Nutritionists and Diet Technicians

Name _____ Phone Number _____

Nutrition is an important part of health. If your child has special food and nutrient needs, a **Nutritionist** may be on your child's health care team. Your child may need special meals or snacks. Nutritionists may help with special diets, formulas, tube feedings or IV nutrition.

A **Diet Technician** may help you plan meals and snacks that best meet your child's needs. A Nutritionist may show you how to make some healthy changes in your child's diet at home.

Pharmacists

Name _____ Phone Number _____

Pharmacists see that your child gets the medicine he or she needs and can teach you about them. Ask your staff nurse if you want to see a pharmacist.

Chaplain

Name _____ Phone Number _____

When your child is in the hospital, you may want spiritual support. Your staff nurse can help you speak with a **Chaplain**. You may also invite your own religious leader to visit you and your child in the hospital. You can have private time for prayer at the bedside.

The Chapel is just off the main lobby of the hospital. It is open to everyone.

Business Associate or Unit Clerk

Name _____ Name _____

The **Business Associate** or **Unit Clerk** helps team members communicate with one another. The Business Associate or Unit Clerk manages the phones, paperwork and order tests on the computer. They can tell you where to find things in the hospital.

Volunteers

Volunteers help staff and families in many ways. They bring parents coffee or snacks, help in the playrooms and hug babies. Volunteers at Phoenix Children's Hospital wear either purple or green aprons.



Your Health Insurance Company

Name _____

Phone Number _____

**The health insurance company
is part of your
child's health care team, too.**

Most people don't pay for their medical care in cash. Usually, an insurance company or AHCCCS helps to pay the bill. **Insurance companies** decide what they will and will not pay for. So the health insurance company is part of your child's health care team, too.

Sometimes a health insurance company does not want to pay for a certain doctor or treatment. Your case manager or doctor may be able to talk to them and change their minds. You may also choose to pay for it yourself.

Your child's health care team may also have other members not listed in this booklet.

You know your child and can keep the team focused on what is best for your child. But someone has to keep the team of professionals working together. The person in charge of the health care team is:

Your Child's Attending Doctor during this hospital stay

Name _____ Phone Number _____

As you can see, there are many members of the health care team. Each looks at a different part of your child's care and they work together. The person in charge of your child's care is called the **Attending Doctor** or **Attending Physician**.

The Attending is the doctor who admits your child to the hospital. It may be your child's doctor, an intensivist or a specialist. The Attending may be different if your child is admitted to the hospital again.

This doctor meets with the other members of your child's Health Care Team to make sure everyone is working together toward the same goal. This doctor decides what tests and treatments to do, what medicine to give, and when your child can leave the hospital. The Attending talks to you, and with you, decides what treatments your child will have.

It is very important that all the team members work together. If you have any questions or concerns, speak up! Talk to your child's nurse or doctor. If you feel the need, ask them to call a **team meeting**, where everyone can come together and talk about your child's care.

If you still feel like you aren't being listened to, speak to the Director of the hospital's Patient and Family Services department (602-546-0252). We are all working together to make this hospital stay go smoothly for your child and family.

Now that you've read this:

- Ask your nurse for the handout: **You're On The Health Care Team, #167**.
It gives examples of the sorts of questions you might want to ask, and space to write down the answers. (Check when done.)



If you have any questions or concerns,
 call your child's doctor or call _____

If you want to know more about child health and illness,
visit our library at The Emily Center at Phoenix Children's Hospital
1919 East Thomas Road
Phoenix, AZ 85016
602-933-1400
866-933-6459
www.phoenixchildrens.org
Facebook: facebook.com/theemilycenter
Twitter: @emilycenter
Pinterest: pinterest.com/emilycenter

Disclaimer

The information provided at this site is intended to be general information, and is provided for educational purposes only. It is not intended to take the place of examination, treatment, or consultation with a physician. Phoenix Children's Hospital urges you to contact your physician with any questions you may have about a medical condition.

#254 • Written by Fran London, MS, RN • Illustrated by Dennis Swain
This handout is also available in Spanish as #460/254s.
Si usted desea esta información en español,
por favor pídasela a su enfermero o doctor.