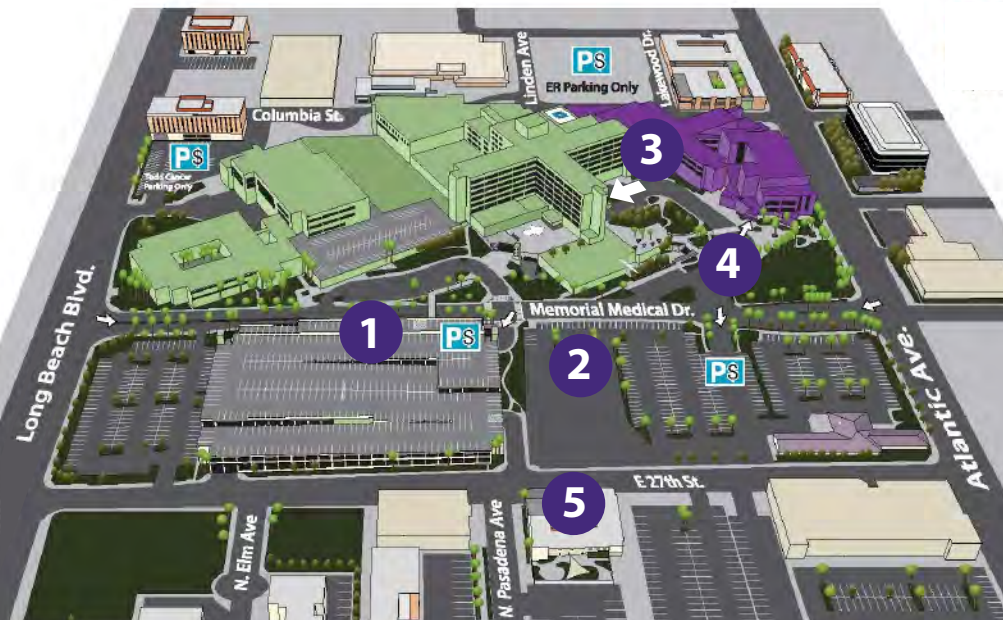


## Miller Children's & Women's Hospital Long Beach

**PS** Parking  
Less than 30 minutes: Free  
Day Pass (24 Hours): \$5



- 1 Visitor Parking Bottom Floor of Parking Structure - \$5/day
- 2 Parent and Visitor Parking - \$5/day
- 3 Valet at the Long Beach Memorial Entrance
- 4 Miller Children's Pavilion Entrance
- 5 Long Beach Ronald McDonald House

[MillerChildrens.org/TransportProgram](http://MillerChildrens.org/TransportProgram)

# Parent Guide

*My child is being transported - now what?*



  
Miller  
Children's & Women's  
Hospital Long Beach  
Transport Program  
MEMORIALCARE HEALTH SYSTEM

2801 Atlantic Ave.  
Long Beach, CA 90806

[MillerChildrens.org/TransportProgram](http://MillerChildrens.org/TransportProgram)

# Welcome to Miller Children's & Women's Hospital Long Beach

Your child is being transferred to Miller Children's with the help of our dedicated Transport Program. The team provides the same level of care by ground or air transport that your child will receive at Miller Children's.

In this guide you'll find important information about Miller Children's, including visiting guidelines, amenities and an overview of each of our intensive care units. Your child's transport team will be available to answer your questions while on your journey to Miller Children's.

## When You Arrive

Check in at the security desk in the lobby for a visitor badge. You will be given visiting information and a brief orientation by your bedside nurse that is specific to your child's care unit.

## Visiting & Safety Policies

We encourage parents to be with their children as often as possible. However, for the safety and security of our patients, parents, visitors and care teams, we ask that you help us by following our visiting guidelines. These guidelines are designed to promote a safe environment where children can get well faster and with fewer complications.

### General visiting hours are from 8 a.m. – 9 p.m.

- We provide medical information to parents or legal guardians only.
- A parent/guardian of a patient will be issued a "parent" badge to aid in their multiple entries to the hospital during their child's stay.
- All visitors (18+) must provide a valid government issued photo ID at check-in, and will be issued a "visitor" badge that must be renewed each day they visit the hospital.
- All badges must be visible.

**Please comply with the rules and requests made by your child's care team while visiting.**

## Important Phone Numbers

**Family Resource Center**  
(562) 933-8050

**General Pediatrics**  
(562) 933-8200

**Hospital Operator**  
(562) 933-2000

**Interpreting Services**  
(562) 933-1113

**Miller Children's West**  
(562) 933-9200

**Neonatal Intensive Care Unit (NICU)**  
(562) 933-8100

**Patient Ambassadors**  
(562) 933-9315

**Pediatric Intensive Care Unit (PICU)**  
(562) 933-8300

**Pediatric Hematology/Oncology**  
(562) 661-1300

**Spiritual Care**  
(562) 933-1450

## Staying Overnight

We encourage a parent or partner-in-care to stay at the bedside, if they wish. Please discuss sleeping options with your nurse.

## Long Beach Ronald McDonald House

The Southern California Ronald McDonald Houses® serve as "homes-away-from-home" for families of children undergoing treatment for cancer and other life-threatening illnesses at nearby hospitals and medical facilities. They provide inexpensive, and often free, lodging for families who travel long distances while their children undergo treatment.

- **\$10 deposit required**
- **\$25 - \$35/night**

*Reservations are made through your child's care team. For more information, please call (562) 285-4300.*









## Meals

Your child's meals are served at set times each day. Snacks are available by asking your child's care team.

- **Breakfast: 8:15 – 8:45 a.m.**
- **Lunch: noon – 12:45 p.m.**
- **Dinner: 4:45 – 5:45 p.m.**

## Visitor Parking Garage and Lot

**Located off Memorial Medical Center Dr. and Atlantic Ave.**  
**Open 24-hours a day, 7 days a week, including holidays.**

-  Parking is free for the first 30 minutes, otherwise parking is \$5 a day.
-  Free valet parking is available Monday through Friday from 7 a.m. – 6 p.m.  
 While valet service is free, you will still be required to pay for parking.
-  Parking can be paid at one of the seven self-pay machines around the medical campus, including one in the Miller Children's Pavilion lobby and one by the valet.
-  You may find that you are coming here frequently for an extended period of time. When that happens, you can purchase monthly/extended day parking passes.  
**Passes are available for purchase in the lobby or the valet office.**  
 **5-day passes: \$20**    **10-day passes: \$30**    **Monthly passes: \$50**

*A map of Miller Children's is available on the back.*

## Miller Children's Pediatric Intensive Care Unit (PICU)



The **Cherese Mari Laulhere Pediatric Intensive Care Unit (PICU)** at Miller Children's is a nationally recognized leader in pediatric critical care. Whether your time in our PICU is planned, or the result of a sudden, urgent need, having your child admitted to the PICU can be difficult. The physical, psychological and social needs are assessed on admission, as well as continuously during the hospital stay. The unit also is designed to enable all patients, and their families, to have visual accessibility of a nurse at all times.

### Understanding our PICU

- Miller Children's is a level II trauma center and admits patients with a wide variety of traumatic injuries. The 28-bed PICU provides care to more than 1,300 toddlers, children, teens and young adults each year who become critically ill or injured and may require constant specialized monitoring.
- Miller Children's is ranked nationally in the top 10 percentile for preventing hospital-acquired infections. Our PICU was built with evidence-based design to prevent infection.
- The PICU is recognized for its state-of-the-art therapies in head traumas, respiratory disorders and pediatric cardiac surgery. Equipped with advanced technology, our dedicated care team speeds up recovery time by minimizing disability and relieving pain from critical illness and injury.
- The PICU is undergoing expansion that, thanks to parent input, creates a space that moves away from the standard feel of an intensive care unit, and instead envelopes a warm, calming and soothing feel, ensuring that maximum healing can occur. Our newly renovated unit features complete private rooms with pull-out parent beds, personal nursing stations, a child-friendly family area and more.



## Miller Children's Neonatal Intensive Care Unit (NICU)



The **Neonatal Intensive Care Unit (NICU)** at Miller Children's has an expert NICU care team that specializes in the care of premature and critically ill babies. The NICU is designated level III, meaning it meets strict state regulatory criteria to provide the highest level of care for very sick infants who need immediate surgery, or weigh less than two pounds.

### Understanding our NICU

- To provide the best care for your baby, the NICU team may need to move babies from room to room as their condition changes, and each room contains different equipment used to care for your baby. Your baby's care team will explain the equipment and its uses to you.
- The NICU has lactation consultants and lactation educators who also are registered nurses with many years of NICU experience with babies, parents and families. These dedicated consultants are available to help moms provide expressed breast milk and/or breastfeed your baby/babies during their hospitalization, and longer.
- Miller Children's and the March of Dimes have collaborated to provide our NICU Parent Mentor program to help support families during their hospital stay.
- The Neonatal Intensive Care Unit (NICU) at Miller Children's is one of the largest in the state of California. More than 25 community hospitals refer patients to us. More than 1,000 families each year trust the NICU at Miller Children's with the care of their newborns.



# Amenities at Miller Children's

## Family Comforts

### Customer Service Hotline

(562) 933-9315  
Office open Monday – Friday | 7 a.m. – 5:30 p.m.  
After hours: message returned within 24 hours

### Parent-to-Parent Support

(562) 933-8044

### Pastoral Care

(562) 933-1450  
Office open Monday – Friday | 8 a.m. – 4:30 p.m.  
Chapel is always open  
Located on the 1<sup>st</sup> Floor near the Long Beach Memorial Lobby

### Sibling Time

(562) 933-0806  
Offered seven days/week | 4:30 – 8:30 p.m.  
Located on the 1<sup>st</sup> Floor in the Miller Children's Pavilion Lobby



## Places to Pick Up What You Need

### Essentials Mother/Baby Store

(562) 933-2744  
Open Monday – Friday | 8 a.m. – 4 p.m.  
Breastfeeding and maternity items available  
Located in the BirthCare Center (2<sup>nd</sup> Floor)

### Gift Shop

(562) 933-2309  
Monday: 9:30 a.m. – 4:30 p.m.  
Tuesday – Friday: 9:30 a.m. – 7:30 p.m.  
Saturday & Sunday: 1 – 4 p.m.  
Located in the Long Beach Memorial Lobby (1<sup>st</sup> Floor)

### Long Beach Memorial Pharmacy

(562) 933-7048  
Monday – Friday: 9 a.m. – 10 p.m.  
Saturday & Sunday: 9 a.m. – 5:30 p.m.  
Located in the Long Beach Memorial Lobby (1<sup>st</sup> Floor)



## Places to Eat or Get a Snack

### Plush Pantry

Hospital cafeteria | (562) 933-3079  
Open every day | 6:30 – 9:30 a.m., 10 a.m. – 8:30 p.m. & 10:30 p.m. – 3:30 a.m.  
Located on the Ground Floor (near the escalators)

### Seaside Café

Restaurant-style dining: (562) 933-2340  
Monday – Friday open from 6:30 a.m. – 7 p.m.  
Saturday open from 8:30 a.m. – 4:30 p.m.  
Located in the Long Beach Memorial Lobby (1<sup>st</sup> Floor)

### Good Life Café

Coffee cart & snacks:  
(562) 933-1545 | Open Monday – Friday  
Hours: 6:30 a.m. – 7 p.m.  
Location: outside of the hospitals' lobbies, under green canopy  
*Serves Starbucks® coffee*

### Plush Pantry "Grab & Go" Machines - snacks & meals

Locations:

- Miller Children's Pavilion Lobby
- BirthCare Center Outpatient Lobby
- Plush Pantry Cafeteria
- Long Beach Memorial Lobby

## Fast Break Cart *Mobile Snack Carts*

Open Monday – Friday, excluding holidays/special events

### Hours & Locations:

#### 2:30 – 3:30 p.m.\*

Miller Children's 3<sup>rd</sup> Floor  
Miller Children's Emergency Room

#### 6 p.m.\*

Miller Children's West 2<sup>nd</sup> Floor

#### 6:30 p.m.\*

Medical Records  
1<sup>st</sup> Floor

#### 6:45 p.m.\*

Recovery 2<sup>nd</sup> Floor

#### 7 – 7:30 p.m.\*

Emergency Room

#### 7:30 – 8 p.m.\*

4<sup>th</sup> Floor

#### 8 – 8:15 p.m.\*

5<sup>th</sup> Floor

#### 8:45 – 9:15 p.m.\*

7<sup>th</sup> Floor  
Wings A, B & C

#### 9:15 – 9:45 p.m.\*

3<sup>rd</sup> Floor  
4 Wings

#### 9:45 – 9:55 p.m.\*

2<sup>nd</sup> Floor Pediatric Unit

#### 9:55 – 10:15 p.m.\*

2<sup>nd</sup> Floor Postpartum Unit

*\*Approximate arrival times*