

# THINGS I WISH I HAD KNOWN EARLIER ...



Parents on the Family Advisory Council would like to share these tips and resources they've learned along the way.

# 1

**You know your child best!** Share your concerns with staff if something isn't right. If you don't feel like you're being heard, ask to see the nurse manager or call a patient representative at 682-885-6698.



# 2

**Keep a notebook.** Use it to write down questions and information about your child's care. You can get a free medical planner from the Family Health Library. Just stop by, call 682-885-3060 or email [family.library@cookchildrens.org](mailto:family.library@cookchildrens.org).



In addition to providing play activities, a **Child Life specialist** can also:

- Prepare and support you and your child for procedures.
- Talk with patients and siblings about diagnoses, treatment and other changes.
- Help celebrate birthdays and other important life events.

# 3



You can pick up and pay for your child's medicines at Cook Children's before you leave. **Cook Children's Pharmacy** is located on the first floor of the medical center, next to the Emergency Department. It may take a few hours to get your child's medicines filled. If you'd like to pick up your child's medicine before you leave, let your nurse know as soon as possible. Parents need an ID to pick up a prescription.



# 5

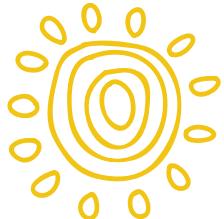
Contact us at **682-885-7123** or [parents@cookchildrens.org](mailto:parents@cookchildrens.org) if you would like help connecting with another parent. He/she can give you information, support and encouragement.

You can ask to talk with a **social worker** for help with:

- Job, lodging and child care issues.
- Medical insurance and/or other financial concerns.
- Problem-solving, community resources and crisis intervention.



**It's OK to take a break.** You need to take care of yourself, too. Go out to eat, take a walk or simply step outside for some fresh air. Ask your nurse or Child Life specialist if a volunteer is available to sit with your child.



**You can do your laundry right here** at the medical center – for FREE! Ask your nurse where the closest laundry room is located. Please be patient, as the laundry room can be a busy place.



**There are other food options.** Each nurse's station has a book of menus for local restaurants, including some that deliver to the medical center, should you want a break from the cafeteria.

**You can ask for help.** There is support available for the whole family, including support groups for parents/caregivers and programs just for brothers and sisters. Ask your nurse, social worker or Child Life specialist for more information. Chaplains are available to provide counsel and comfort for people of all faiths and beliefs.



**Have you lost something?** Our staff has probably found it. Forgotten personal belongings are labeled with the patient's name and stored. Ask for help at the nurse's station. For lost electronics, contact the Security office at 682-885-1047.