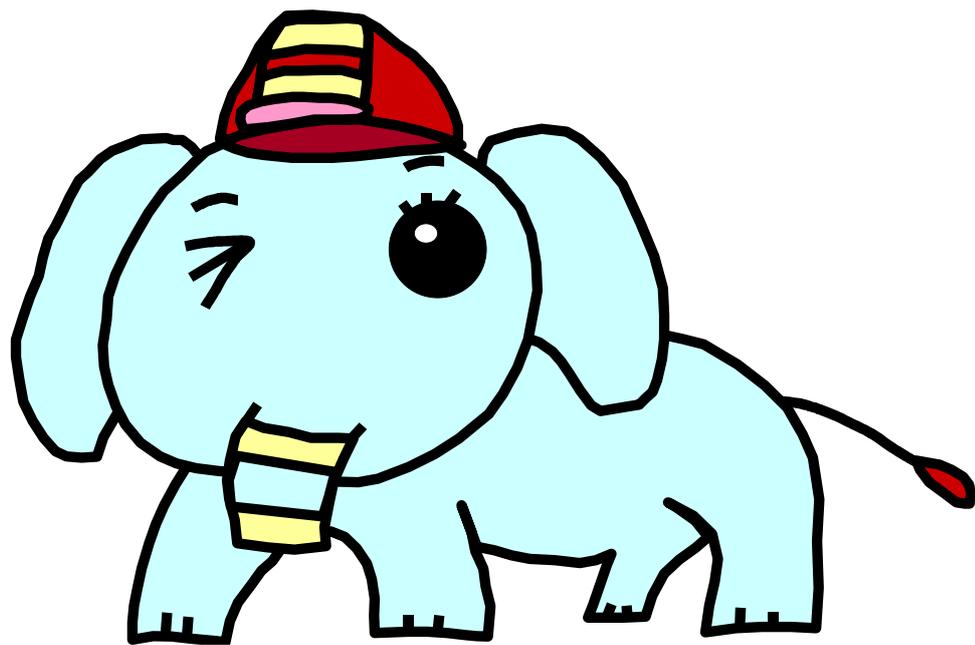


# Hospitalization Guide

The Third Ward, Sapporo Hokuyu Hospital



This picture was drawn by a patient in our hospital.

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This picture was drawn by a patient in our hospital.

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## Preparation for hospitalization

Please bring the following items with you to the hospital.

Personal seal (*inkan*)

Proof of insurance (card or policy certificate)

Examination ticket

Maternity passbook

Prescription passbook (record of recent prescriptions)

Any current medications

Clothes

Diapers (if needed)

Underwear

Wash basin

Toiletries

Towels

Unbreakable cup

Daily necessities

(toys, books, and tissue paper, DVDs etc.)

Chopsticks, spoon, and fork.

## Pajamas

When you want a change of hospital pajamas, please fill out the "Pajamas request slip".

The smallest size pajamas available for children is about 100 cm, and the rental is ¥40 a day (excluding tax).

Pajamas with long sleeves for children are ¥100 per pair.

## Shoes in the hospital

Please prepare a pair of shoes to use within the ward and hospital that are sturdy.

Please choose a sport-type shoe that does not come off easily.

Consider avoiding Crocs, as it is easy to stumble when wearing them.

Sandals with heels and slippers are also dangerous.

Avoid shoes that make sounds.

## Powdered milk (formula)

Formula milk will be provided by the Nutrition Department. You may bring powdered milk and baby bottles, if you have a preference to use the same type as at home.

Glass bottles are very dangerous, and we request that you do not bring glass bottles. Please bring the necessary disinfection materials for your own bottles.

#### The following items are available:

- Booster toilet seat for toddlers
- Step stool (These are limited in number. Please bring it from home if you want to use it daily.)
- Chair for shower
- Baby bath
- Diapers (¥50 a piece)
- Table for taking meals in bed

#### Guide to ward

There are 22 private rooms in the Third Ward.

Basically, this ward is for children and adolescents, but adult patients are also sometimes hospitalized here.

#### Staff

Doctors, nurses, nursery teachers, nurse's assistants, and clerks staff this ward.

#### Nursing system

Nurses work on three shifts (0:30 AM~9:30 AM, 8:30 AM~5:30 PM, 4:30 PM~1:30 AM).

We will help with daily life from hospitalization to discharge as a team, led by the charge nurse.

The charge nurse will be assigned within a few days after hospitalization.

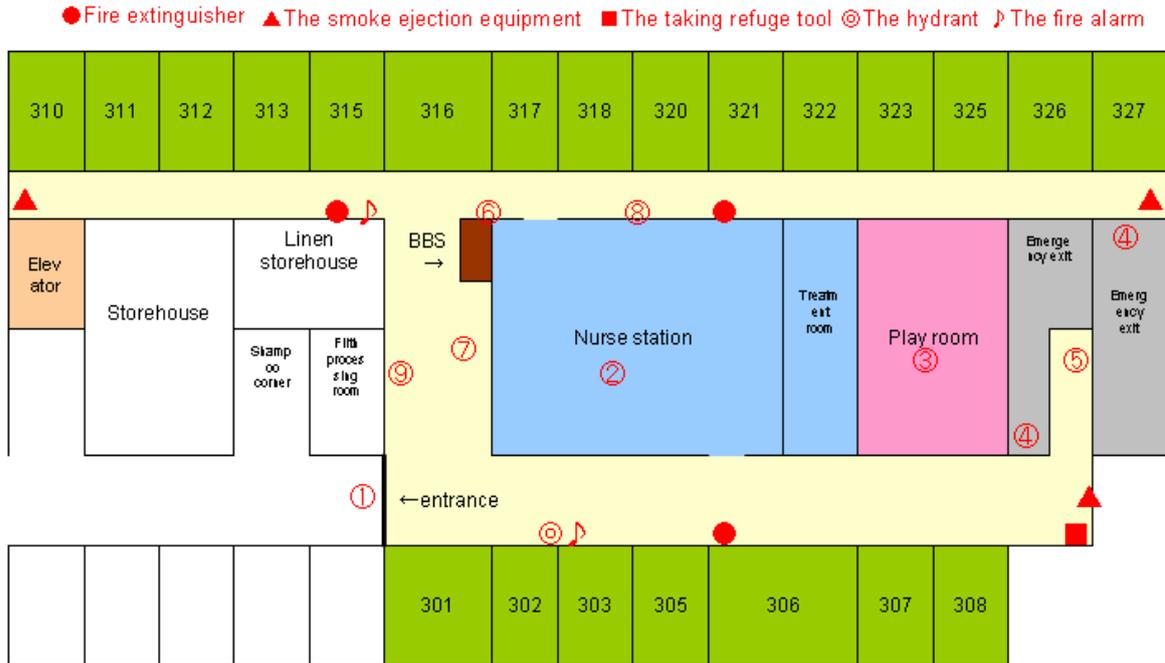
The charge nurse will create the nursing care plan for the child and the family and will ensure that care is carried out based on the plan.

Please feel free to raise any concerns you may have about the care of your child with the charge nurse.

When the charge nurse is not on duty, another nurse on the team will be in charge of the care of your child.

The name card in your room shows the name of the charge nurse for that day.

## Ward map



### 1. Entrance of the ward

Please close the door. Please be quiet around the door.

### 2. Nurse station

There are a microwave oven, a toaster, and an electric jar. Please note the accident when you take the child. Moreover, please be quiet because of the sickroom front.

### 3. Play room

Your child's doctor will decide whether your child can use the play room or not.

Please wash your and your child's hands before and after playing in the play room to avoid the spread of infectious diseases.

Please accompany your child in the play room. If you must leave the play room, please take your child back to his or her room, or you may call the nurse. This measure is for the prevention of accidents.

Your child should return to his or her room at meal times, doctor's round times, and around 11 AM and 3 PM.

Eating and drinking is prohibited in the play room.

In case of emergency, please push the call light on the wall at the entrance side of the play room.

Please consult the nursery teacher about borrowing play equipment from the play room.

You can borrow books, but some toys can not be borrowed. Your child should wash his or her hands before and after using the toys to prevent the spread of infectious diseases.

#### 4. Fire escape

There is a gate to prevent accidental falls by children. Please do not use the exit, except in an emergency.

#### 6. Shelf for returning meal trays

Please return meal trays (with any unfinished food) on this shelf when the meal serving wagon has already been removed from the ward. Be careful to not return the tray with your personal tableware (spoon, fork, or chopsticks).

#### 7. Meal serving wagon

There will be an announcement in Japanese (“SYOKUJI”) for mealtimes. Please come to the wagon to collect your tray.

#### 8. Book corner

Please use it freely. Please wash your hands before and after using the books.

#### 9. Tea

Tea is prepared before every meal. There is an announcement for tea in Japanese (“Otya”). Please bring your cup to receive tea. There is danger of burn accidents. Please be careful with your child when receiving tea.

### Rules of the ward

Please do not allow your child to play in the hallway or with the door to the room. Please do not run in the hallway, and do not speak in a loud voice. Do not enter other patient's rooms.



### About the room

Smoking is not allowed in the patient room or anywhere in the hospital. No alcoholic beverages are allowed, including wine, beer, and mixed drinks that include alcohol.

A name card with your child's name and blood type are placed on your child's bed. Do not remove it and take it home. Do not put stickers on any hospital property or on

the bed or at the entrance of your child's room. Please do not use pushpins on the wall.

The clinical thermometer is for your child's use during his or her stay in the hospital. Please return it to the Nurses' Station when you leave the hospital. If the thermometer is damaged or lost, you will be charged the actual replacement cost (¥1,845).

Limit the number of valuables you bring to the hospital. Valuables can be kept in a lock box in your room. If the key is lost, you will be charged for the actual replacement cost (¥315).

You can use the refrigerator in your room. We can keep one ice cream per person at the Nurses' Station. Ice cubes are available at the Nurses' station. You may be asked to move to a different room in consideration of the conditions of the ward and by the decision of ward management. Please keep your luggage to a minimum.

You will be billed for electricity use as follows: ¥140 a day for using the television, ¥100 a day for using the refrigerator, and ¥50 a day for each personal electrical appliance.



Use of humidifiers is prohibited because there is a possibility of mold generation.

### Explanation of medical condition

The doctor will explain treatment plans and the medical condition only to the parents.

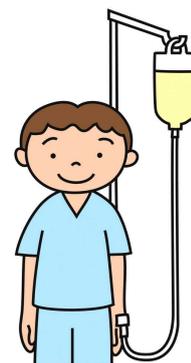


You may ask questions to the doctor during morning and evening rounds.

In addition, please feel free to talk to the charge nurse (or nurse on duty) when you have a concern.

### Prevention of accidents

Please keep the railing on the child's bed raised as far as possible. Serious injury may result if your child should fall from the bed when the railing is not raised or is only raised halfway. Please raise the railing any time your attention will be diverted from your child in the bed. Please raise the railing at least halfway when you leave the room for a child who can not yet roll over. Please do not hang items over the railing of the bed. The hospital floor may be slippery with some kinds of footwear.



Do not play by the fire escape.

Please inform the nurse of any falls. Tea is available at the ward entrance before every meal. Please take care that your child will not be burned.

## Time table

6 AM	Wake up time. Measure your child's body temperature. When needed, the nurses will check blood pressure and body weight. Blood sampling is done at this time when needed.
8 AM	Breakfast
9 AM	Doctor's morning rounds. Please wait in your room.
10 AM	The nurse will measure your child's body temperature.
12 PM	Lunch
1 PM	The nurse will measure your child's body temperature.
3 PM	Afternoon snack (only children)
4:40 PM	Doctor's afternoon rounds
6 PM	Supper
7 PM	The nurse will measure your child's body temperature.
9 PM	Lights out.



## Taking body temperature

The nurse will take your child's body temperature four times a day and blood pressure by sphygmomanometry once a day. Additional monitoring will be performed according to your child's condition.

## Body weight measurement

The nurse will measure body weight before eating breakfast on Thursday and Sunday, every week.



## Height measurement

The nurse will measure your child's height on the first day of every month.

## Testing

Your nurse will explain the content of the testing the previous day or on that day. The nurse will come to your child's room before testing on that day. Blood will be drawn in the morning if blood testing is necessary for the testing. If you and your child are sleeping at that time, we will wake you and prep your child for taking blood.

A morning urine specimen is needed in the morning of the testing.



You must call the nurse when your child wakes up if your child uses a diaper.

### Shower

You and your child may use the shower from 7 AM to 9 PM. The nurse will help when your child is using an intravenous drip.

### Level of activity

In order to prevent infection, the doctor will decide your child's level of activity based on neutrophil count. The doctor will determine restrictions on your child's activities based on treatment, the child's condition, and neutrophil count. Generally, patients with a neutrophil count under 500/ $\mu$ l will be assigned to level A, and those over 500/ $\mu$ l will be assigned to level B. We take data notes at morning rounds. At evening rounds, we will show you notes and provide you with detailed data. Neutrophil count results will be available the next after blood sampling. Therefore, your child's level of activity may change from day to day.

Level	A	B
Meals	No raw foods or dairy	No restrictions
Freedom of movement	In room only Do not open door or windows.	Limited to the ward You may open door and windows.
Out of room	Use a mask	No need to use mask
Play room	Not allowed	Allowed
Shower and bath	Shower only	Shower or bath
Visitation	Parents only	Parents and grandparents

## Prevention of infection

You and your child should do as shown below for good hygiene.

Wash hands and gargle

Use shower

Use washlet

Brush teeth

A cleaning specialist will clean the room

Take prescribed medicines

You may use disinfectant hand wash at the entrance of your child's room.



## Meals

Your child's meals will be determined by the limited according to their level of activity.

If your child does not want to eat due to stomatitis or nausea, please feel free to call the nurse. We may be able to change the meal to one that is easier to eat.

Your child must not eat any of the following items if designated in Level A.

Raw meat

Unsmoked ham

Slices of raw fish

Cod roe

Roe

Sea urchin

Pickles

Raw vegetables

Fruits that have not been peeled

Cut fruit

Milk

Drinks that contain milk

Butter and cheese

Yogurt

Rare chocolate pudding

Ice cream



Your child can eat the items below even when designated in Level A.

Beef jerky  
Wrapped cake  
Raw vegetables served with meals  
Fruit that is peeled and washed  
Cookies  
Chocolate  
Stew  
Clam chowder  
Gratin  
Packed mayonnaise  
Pasteurized cheese  
Canned tea drinks with milk  
Margarine  
Bread that is buttered and toasted



### Medications

Your child should take medications with water or tea only.

Using juice, sugar, chocolate and other candy should be avoided.

If your child vomits within 20 minutes after taking medications, he or she must take them again.

We will take a package using drugs.

If your child cannot take the medication, please feel free to call the Nurses' Station.

### Examination of urine

You may sometimes be asked to collect urine for examination.

Sometimes, urine will be checked every day.

To collect urine for examination, collect about 10 ml in the cup we give you, place it at the designated place at the toilet, and call us.

In the morning, urine will be collected at same time as blood sampling (general inspection of urine).

When urine is collected once, it is done in the daytime (testing of urinary sugar).

When urine is collected three times a day, it is collected at rising, at daytime, and after supper (examination of pH and occult blood).

Please place gauze in the diaper if your child uses a diaper. Put the gauze in the urine

cup and pass it to the nurse as the urine sample.

Please call the nurse if the urine collection cup and/or gauze are lost.

The child who is straightening urine must not throw the urine at defecation.

To exchange bags of the straightened urine at 6 AM, we throw urine into the toilet.

Please acknowledge hearing the sound of washing in clear water at that time.

### Management of infusions

Infusion pumps are used to regulate the output of the medication drip. It is important to detect and correct the infusion drip if the tube comes off, or if the flow is stopped.

#### The nurse will do as follows:

The nurse will look for any signs of swelling or leakage where the drip is administered. Moreover, the nurse will check the infusion pump and the medication solution. The site of infusion will be changed based on need as observed in these daily observations. The nurse will check the progress of the infusion at night. Please lay your child on side of the bed with the infusion pump when you sleep with your child.

#### Nurse calls

Please call the nurse if you notice any of the following.

Child is in pain. Injection site is moist. Child is behaving strangely. It is dangerous to wave the hand with the infusion drip around. Please do not try to readjust the infusion pump if the alarm sounds. Please call the nurse. The infusion pump has a battery, and you can remove the cord from the outlet to move about. However, the battery may run down easily, so please charge the pump as much as possible.

#### Notes during treatment

Some drugs have side effects. The symptoms vary depending on the drug.

Please inform us at once if your child experiences side effects after taking medicine.



## Explaining the examination to the child

Children may experience anxiety about painful tests, and adults may find it difficult to explain these tests to children because of their fear. However, children might be able to face their tests more easily after receiving an explanation of the examination beforehand.

We want to help children by providing adequate explanations of the procedures.

It is important for children who endure painful examinations to receive support from their families. Please feel free to consult the nurse about explaining the examination to your child.

### Painful examinations

Bone marrow aspiration

Lumbar puncture

Blood sampling

Catheter insertion

CT, MRI and other radiography

### You should do as follows:

Please tell the child about the examinations beforehand.

Do not tell the lie to your child.

Embrace your child closely and give encouragement.

Come with your child to the front of the treatment room.

When the child calls to you during the examination, you may respond with your reassurances from outside the door.

Praise your child for holding out to the end of the examination or treatment.

### Confirm the child's wishes regarding the examination.

When does the child want to hear about the examination?

(immediately before the examination, at the morning of that day, or the day before)

From whom does the child want to hear the explanation?

(doctor, nurse, or parents)

Does the child have a favorite item that may be taken to the examination?

What are the child's favorite DVD and CD?

Please feel free to consult us about this matter.

## About staying with your child

Please arrange for either parent to stay with your child at all times. A cot and blanket (set) are available to rent for ¥210 a day. You may also borrow either one or the other for the same price. You may also order a meal (breakfast, ¥300; lunch and supper, ¥450, not including tax). The application deadline for breakfast is 5:30 PM the day before. The deadline for lunch is 10:30 AM on the day you would like to have the meal, and that for supper is 4:30 PM on the same day. Laundry facilities are on the third floor of the east building.

During your child's hospitalization, you must fill in a record of dietary intake, the frequency of urination (amount) and excretion, etc. on the table in your room.

## Going out without the child

Going out while a small child is sleeping is not permitted.

When you go out, you may alternate attendance with someone, or you may ask a nursery teacher to watch your child. Please consult the charge nurse when going out, and write a going out report. Be sure to inform the Nurses' Station of your absence even if you will only be gone a short time.

## Going out and staying out overnight

When staying out overnight, authorization from your child's doctor is required. Please inform the doctor of the purpose and destination by the day before. The doctor will decide whether to approve your request based on the situation.

## Notes when going out

When going out, your child must wear a mask, and you must not go to crowded places. You should return to the hospital by 7 PM when going out. Your child should return directly to his or her room, and immediately gargle and wash his or her hands.

## Notes when staying out overnight

You should not leave the house while staying out overnight.

Your child should continuously gargle, wash his or her hands, and practice good oral hygiene. Generally, there is no limitation on meals. Please contact the ward by telephone if your child develops a fever or begins to feel sick. You may occasionally need to leave the hospital for a short period depending on the situation of your child's

condition and treatment. In this case, luggage is kept in a locker. We cannot be responsible for valuables or items not placed in the locker. You may return until 3 PM after staying.

### Family dormitory

There is a dormitory for family members in the hospital. When it is crowded, you may not be able to use it.

### Charge

Single: ¥1,000, twin: ¥2,000 yen

You may stay in the dormitory for up to three nights.

### Procedures for using dormitory

1. Please tell the nurse your desired dates beforehand.
2. We will confirm availability for your desired day(s). You will be able to stay in the dormitory if there is a vacancy.
3. Fill in the permission form, and pay the fee on the first floor acceptance on that day.
4. Inform the nurse of the room number where you will be staying.

### Rules for using the dormitory

Please be quiet, as patients are staying in neighboring rooms.

Smoking is not allowed in any rooms or sites at the hospital. You may not drink wine, beer, or other alcoholic beverages.

Please bring your garbage with you when you leave the room. The cleaning clerk in charge will clean the room daily. You must be in your room by the designated lights-off time.

Please be quiet when going to the sickroom.

