



WELCOME TO CCBD

Center for Cancer and Blood Disorders

CCBD Welcome Packet

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Welcome to CCBD



Here at the Pauline Allen Gill Center of Cancer and Blood Disorders our goal is to provide next-level care while allowing you to keep your autonomy. Throughout this welcome packet we will provide you with a set of tips and guidelines designed to keep you and your family safe while you are in our care. We are here to help and look forward to being a part of your journey.

Sincerely,

Your CCBD Staff



Your Care Team

Operator (after hours): 214-456-7000

- Can direct you to any department in the hospital

Health Unit Coordinator (D6 Front Desk): 214-456-7870

- Can call services related to your room (EVS, technical support)
- Manages the nourishment rooms
- Directs calls to nursing staff and answers patient call lights

Clinic (M-F 8am-4:30pm): 214-456-2382

Your care team may consist of:

- Charge Nurse: oversees daily operations in CCBD
- Bedside nurse: day/night
- PCT (Patient Care Tech)
- Medical Staff
 - Medical Student/Resident physician
 - Senior Resident
 - Advanced Practice Providers (Nurse Practitioner or Physician's Assistant)
 - Fellow Physician
 - Attending Physician
- Other Services
 - Physical Therapy
 - Occupational Therapy
 - Speech Therapy
 - Respiratory Therapy
 - Nutritional Services
 - Psychology Services
 - Massage Therapy



Help Keep Your Children Safe



Environmental Safety:

- Always wear hospital provided non-slip socks when out of bed
- Bed should always be kept in the lowest position
- Please let us know if you leave your child unattended
- Do not allow your child to stand or play on the furniture
- Do not allow your child to ride on or climb the IV pole
- **Patients must physically wear hospital armband**



Safety While Sleeping:

- Use the correct bed for your child dependent on age
 - 2 years and under: bubble-top crib or veil bed only
 - 3 years and above: adult bed
- Infants (< 12 months) should sleep flat on their back
 - Do not place extra blankets or toys in the crib
 - We have sleep sacks available in lieu of blankets
- Please keep all rails up unless providing care
- Please keep a minimum of 2 bed rails up while your child is asleep
- **Do not allow your child to sleep on the couch or in a chair**



Visitor Guidelines:

- **Siblings under 18 years of age are not allowed to spend the night**
- Siblings under 5 years old are not allowed to visit BMT patients
- Please limit visitors to 4 in the room at a time
- All visitors need to be screened at the concierge



Electronics and Fire Precautions:

- Small wall chargers and sound machines may be used in outlets
 - Battery operated devices are allowed
 - Do not remove our chargers from tablets within the room
- **Do not use any plug-in devices** including but not limited to:
 - Wax warmers, oil diffusers, waffle makers, small refrigerators, string lights, heating pads, lamps, etc.
- Do not keep aerosol devices such as hairspray in the room
- Do not ignite any flames including birthday candles



Infection Control & Shared Spaces



Infection Control:

- Wash hands upon entering room and ask guests to do the same
- **A fever is classified as 38.0 °C (100.4 °F)**
 - **Any child with a fever must stay in their room until they are fever free for 24 hours AND cleared by staff to leave**
- Please limit non-wipeable toys and stuffed animals in the room
- **No plants or flowers are permitted on our unit**
 - Plants put our patients at risk for fungal infections
- Limit clutter in the room to allow our cleaning staff easy access
 - We recommend bringing a plastic bin for extra belongings that can't be placed in drawers to keep items off the ground
- You will be required to change rooms every 30 days if a room is available
- **Neutropenic patients (ANC <500) may not leave the unit at any time except for medical care** (this includes Starbucks, outdoors, cafeterias, and the gift shop).



Nourishment Room Etiquette:

- Please treat this shared space as if it were your own
- We ask that you place all items within our provided bags prior to placing them in the fridge – please look for these in our blue bins in the nourishment room or at the nurse's station
- Label & date your bag with the labels provided on the fridge
- Update the date often - the fridge and freezer are checked daily and any expired items (according to the label) will be thrown out on the 3rd day past date



Other Considerations:

- **Latex balloons are not allowed** within our hospital (mylar only)
- Please do not move/remove furniture without asking
- Please avoid heavily scented items such as essential oils & perfumes
 - Many of our patients are sensitive to scents while in our care
- **Patients with chemo or blood infusing must remain on the unit where their primary nurse is immediately available to assist in the event of complications.**
 - Playroom visits while on C7 will be under the discretion of the nurse in charge of your care



Daily Cares & Hygiene



If your child has a central line such as an IVAD, PICC, or any type of line that had to be placed surgically, they will need **CHG (Orange) wipes** daily to prevent infection.

- Orange wipes cannot be used on face or private areas; please ask for purple wipes or soap and water instead for these areas.
- Do not dry off orange wipes but instead let it air dry (it will feel sticky until it dries but will go away). This allows it to kill off germs properly.
- Linens are also due daily, so it is best to change them at the same time as your bath if possible.
- If your child has a normal IV, daily showers or **purple wipes** are still encouraged. Please ask your PCT for assistance in wrapping your IV.



Please brush your teeth at least twice a day to prevent infection.

- Saline is provided for rinsing.
- Lip balm is encouraged as well to keep your lips from getting dry or cracking.



Daily weights are important for planning medications and fluids during your stay.

- It is helpful to get your weight early in the day if possible.
- Be consistent in wearing the same clothing and/or footwear when standing on the scale.





Hours of Operation

General Hours of Operation:

- Visitation Hours: 8:00 AM to 9:00 PM
- Hospital/ER Hours: 24 hours a day – 7 days a week

Outpatient Pharmacy Hours of Operation:

- (214) 456 – 2879
- 8:00 AM to 12:00 AM – 7 days a week
- Located on first floor by Blue Parking Garage

Cafeteria Hours:

- B Tower Café: open 24 hours – 7 days a week
- D Tower Café: open Monday – Friday from 7 AM – 2PM

D6 Playroom Hours: located near Butterfly elevators on 6th floor

- Weekdays: 9:30 – 12 PM | 1 – 4 PM | 5 – 8 PM
 - Closed on Friday afternoon/evenings for CCBD Zone Days
- Weekends: 10 AM – 12 PM | 2 – 4 PM
- Eligibility: Fever free CCBD patients not on isolation

Zone Hours: located near Train elevators on 5th floor

- Weekdays: 9:30 – 12 PM | 1 – 4 PM | 5 – 8 PM
- Weekends: 9:30 – 12 PM | 1 – 4 PM
- Eligibility: CCBD patients with ANC > 500 & All Heme Patients
 - Open to ALL CCBD patients on Fridays from 1 – 4 PM



Family Support Services

Child Life: provide support for development and coping through play

- Provide teaching about illness to patient and siblings
- Can help patient transition from solutions to pills
- Education on procedures through medical play
- Facilitates “Beads of Courage” program for oncology patients

Pet Therapy: provides comfort for anxiety or feelings of isolation

- Typically here Monday-Friday from 8AM - 5PM
- Service animals are not allowed on BMT or isolation rooms

Music Therapy: uses music to help patient cope with diagnosis and hospital stay

- Learn to play an instrument like the guitar, ukelele, or piano
- Sing, play a song, or dance to your favorite music

Pastoral Care: chaplains provide emotional support and spiritual guidance

- Religious rites including prayer, baptism, and communion
- Godly play and other stories with other children and families
- Assistance in facilitating visits from your own faith community
- Offers times of reflection and services
- Grief and bereavement support

School Services: helps your child continue their education while in the hospital

- Help with homebound services from your school
- Homework help and tutoring
- Returning to school after prolonged absence

Social Work: helps families meet their unique health and emotional needs

- Supportive counseling to facilitate coping and adjustment
- Address practical concerns such as insurance, jobs, money issues, long hospital stays and frequent clinic visits
- Grief and bereavement support

DALLAS CAMPUS

