

Newborn Intensive Care Unit

Information for parents

WELCOME

Welcome to the Newborn Intensive Care Unit / NICU, Auckland City Hospital. Congratulations on the arrival of your baby. Your baby's needs are currently best met in NICU while they are either unwell or premature.

As a parent you will always be welcome at your baby's bedside. Your baby's nurse will answer any questions you may have about her/his care and we encourage you to communicate with us. We will involve you in your baby's care as much as we can. Our unit has been designed to provide family centred care in partnership with you.

We attempt to keep the unit quiet, allowing your baby to sleep, grow and get well.

In your baby's room is a **Bedside Information Folder** especially designed to inform you of all our services. Please take the time to read this thoroughly.

Visiting Hours

- You, as parents, are welcome to visit at any time day or night. You can also ring the unit directly at any time for updates. We also welcome your other children (as long as they are well) to visit, but request their visits to be brief and supervised.
- Adult members/friends are welcome, when accompanied by you. If not accompanied by you, we will not allow them to visit. Please let friends and family know our visiting policy, in order to avoid disappointment.
- Because infection and illness are a threat to premature babies, we ask your visitor's children not to visit.
- We like to limit the number of visitors around the bedside to two at anyone time. Your visitors are welcome to use our family waiting room.

Please ensure all visitors are free from infections and colds etc, as our babies are susceptible to these illnesses and need protecting from them.

- Please also refer to the Visitors Policy in the Bedside Information Folder in your baby's room.

Key People

In the Bedside Information Folder, in your baby's room, there is a list of the Key Professionals, and their roles, who may be involved in your baby's stay. Your Bedside Nurses will be able to contact them as you need.

Your Baby's Schedule

- All premature/unwell babies need to have certain tasks done regularly, such as taking their temperature, changing the nappy, mouth care, and bathing. Your baby's nurse can teach you how to do them and help you until you feel comfortable on your own.
- Otherwise we allow your baby to sleep undisturbed. If you time your visits to coincide with the activity periods, you will have more opportunities to help care for your baby.
- You may wish to call the unit & talk to your baby's nurse before you visit; she can tell you when she expects your baby to be awake, or she may be able to adjust his/her schedule so that you can provide their care when you get here. No information concerning the baby, will be passed on to anyone but the parents of the baby.

Developmental Supportive Care

In order to promote an optimal environment for growth, we support the philosophy of Developmental Supportive Care. These include *low lighting, a quiet bedside area and optimal positioning*. We also promote *kangaroo cuddles, baby bonding* and strive to be a *family centred unit*.

Please help us to assist your baby to get well by supporting us in these undertakings.

- Please note that cellphones should be either turned off, or on silent/vibrate. Calls should be taken outside of the baby's room

Expressing Breast Milk

We have electric breast pumps available for your use, while visiting. We will provide containers for your milk. Please feel free to take as many home as you need. All breast milk should be transported in a chilly bin and kept refrigerated. We have a designated freezer for frozen milk and another dedicated fridge for storing milk. We will provide labels for you to name and date your E.B.M and show you where to leave it in our fridge.

Please refer to the Expressing pamphlet in the Bedside Information Folder in your baby's room.

Parking

Car parking is not free at Auckland City Hospital. However the cost is limited to \$10per day with a Wilson's carpark voucher available from NICU reception. We also have a limited amount of NICU parking which is allocated to those parents who meet criteria. Your Family Liaison Nurse will explain this to you.

Contact Details

The NICU phone number is phone: 307 4949 ext. 24920

The NICU Fax number is: 307 2804

The postal address is: NICU/Ward 92

Auckland City Hospital

Private Bag 92-024

Auckland.