

# WELCOME

## to Children's Minnesota

ようこそ Yá'át'ééh مرحبا بكم Tanyán yahípi

Baga nagaan dhuftan እንኳን በደህና መጡ Soo-dhawoow

Bienvenue خوش آمدید Bem-vindo Tervetuloa

Tere tulemast Welcome တင်္တိုင်လိာ်မုာ် Καλώς ορίσατε

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Bienvenidos ལྷོན་པ་ལེགས། स्वागत है Ambe bi-biindigeg

خوش آمدید Txais Tos Willkommen Witamy

欢迎 Benvenuti እንኳን ደሐን መጡ Добро пожаловать!

**Children's**<sup>®</sup>  
MINNESOTA

**The Kid Experts**<sup>®</sup>

childrensMN.org



# WELCOME TO CHILDREN'S MINNESOTA

This booklet will help you and your child prepare for your visit and find your way around the Children's Minnesota hospital campuses in Minneapolis and St. Paul.

## Questions while you are here

- Ask your child's care team if you have any questions. We are partners in your child's care.
- Dial "0" from any hospital phone to be connected to the Welcome Center.
- Call the family resource centers:
  - Minneapolis: 612-813-6816
  - St. Paul: 651-220-6368
- Find more information on the Children's Minnesota website at [childrensMN.org](http://childrensMN.org).

## Interpreter services

Interpreters are available 24 hours a day, seven days a week. Interpreters are free of charge. Ask your child's care team for an interpreter.

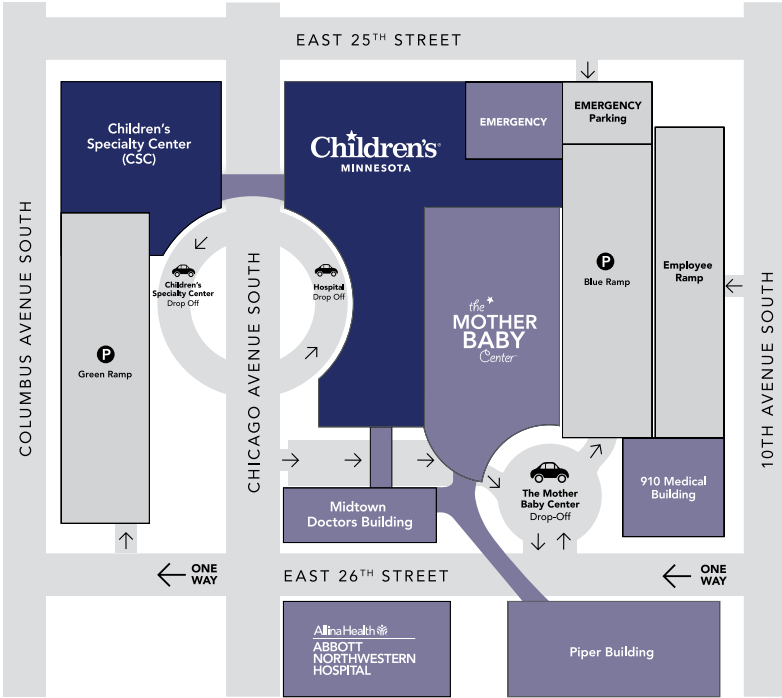
- In-person Hmong, Karen, Somali and Spanish interpreters are on staff at Children's Minnesota.
- In-person, video and phone interpreters are available for spoken languages and American Sign Language (ASL).
- ASL and video interpreters, TTYs, and other services are available to deaf and hard-of-hearing persons. Contact the deaf and hard-of-hearing communications coordinator at 612-813-5826 (voice/TTY).

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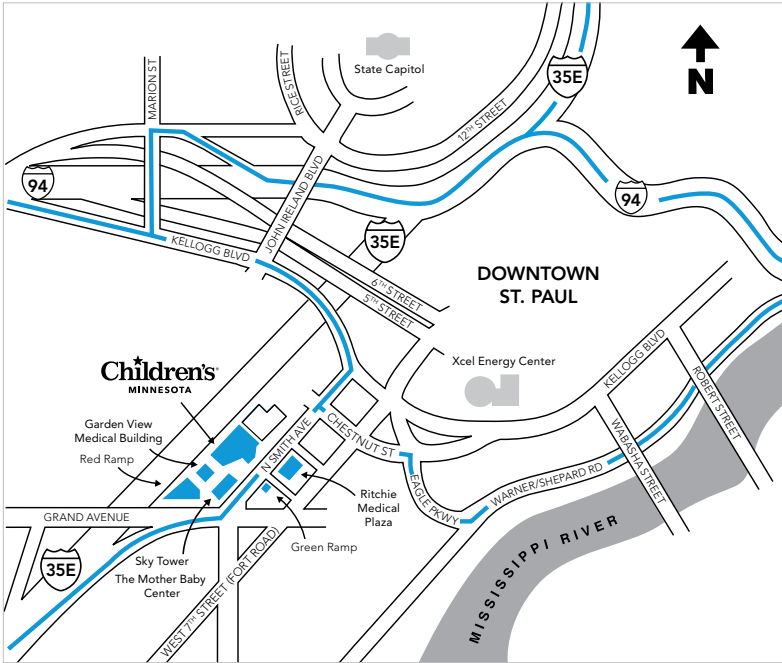
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# Children's Minnesota Minneapolis Hospital



# Children's Minnesota St. Paul Hospital



# FINDING YOUR WAY: LOCATIONS AND PARKING

Here is information about the Children's Minnesota Hospital locations and parking. Go to [childrensmn.org/locations-all](https://childrensmn.org/locations-all) for all Children's Minnesota locations, maps and more.

## Children's Minnesota Minneapolis Hospital

2525 Chicago Avenue South, Minneapolis, MN 55404

### Parking

There are two parking ramps at the Minneapolis campus:

- **Green Ramp:** located on E. 26th Street, west of Chicago Avenue.
- **Blue Ramp:** located on E. 26th Street, west of 10th Avenue.

Parking prices are posted at parking ramp entrances. The price is subject to change.

**Discounted parking** is available for patient families and visitors.

For options, visit the cashier office:

Hospital, floor 2

612-813-6235

- Monday–Friday: 9 a.m.–2 p.m.

## Children's Minnesota St. Paul Hospital

345 North Smith Avenue, St. Paul, MN 55102

### Parking

There are three parking ramps at the St. Paul campus:

- **Red Ramp:** the closest ramp to the hospital main entrance.  
Located at Grand Avenue and North Smith Avenue.
- **Green Ramp:** the closest ramp to the Ritchie Medical Plaza.  
Located on North Smith Avenue.
- **Blue Ramp:** this ramp is the furthest away from the hospital main entrance.  
Located on North Smith Avenue.

Parking prices are posted at parking ramp entrances. The price is subject to change.

**Discounted parking** stickers are available for patient families and visitors.

- Ask the Welcome Center staff for a discount parking sticker.
- You will pay \$4 when you exit the parking ramp.

**Valet parking** (St. Paul campus only), 651-241-8111

- Children's Minnesota emergency department (located near the main Children's Minnesota hospital entrance).  
Monday–Friday: 8 a.m.–10 p.m., Saturday and Sunday: 10 a.m.–10 p.m.
  - The discounted valet parking cost is \$4 with a discount parking sticker from the Children's Minnesota Welcome Center. It is \$6 without a discounted parking sticker.
- United Hospital main entrance: Monday–Friday: 6 a.m.–8 p.m.
- Nasseff Specialty Center entrance: Monday–Friday: 8 a.m.–6 p.m.

### Security

Children's Minnesota promotes a safe and welcoming environment for our patients and families. Security is available to escort you between the hospital and parking facilities 24 hours a day. To request a security escort, call:

- Minneapolis: 612-813-7777.
- St. Paul: 651-241-8899.

# CONCIERGE AND VISITOR INFORMATION

## Welcome centers

Welcome centers are located on the first and second floors of the Minneapolis and St. Paul hospitals. You can also dial “0” from any phone in the hospital to reach the Welcome Center team to:

- Answer questions.
- Issue photo ID badges.
- Provide directions.
- Offer information about family amenities.
- Accept and deliver flowers and gifts for patients.
- Connect you with hospital resources.

## Visitor hours

Parents and guardians are welcome to visit at all times. All others can visit between 8 a.m.–9 p.m. (if they have the visitor code set by the parent or guardian).

Children’s Minnesota will not deny visitation privileges based on race, religion, ethnicity, language, culture, size, gender, sexual orientation, gender identity or expression, socioeconomic status, physical or mental ability or disability.

## Visitor badge

For safety, everyone must wear a visitor badge while in the hospital.

- Go to the Welcome Center to get a visitor badge. You will need to show a photo ID (driver’s license, state ID, etc.).
- You need a new visitor badge each day you visit.
- All visiting children under the age of 16 must always be with an adult. Children will receive a visitor badge with the adult’s picture.

## Visitor code

For safety, parents and guardians must set up a visitor code. This is how we know who is allowed to visit their child in the hospital.

- You can share your code with family and friends who you want to be able to visit your child.
- Only those who know the code when they check in at the Welcome Center will be allowed to enter the hospital patient care areas.

### How to set up a visitor code

- A visitor code is typically set up during patient registration.
- You can also ask your child's nurse for the form or visit the patient registration office.
- Return the completed form to the front desk of your child's unit.  
Or fax it to the patient registration team:
  - Minneapolis: 612-813-6531.
  - St. Paul: 651-220-7180.

## Visitor health guidelines

Visiting guidelines may change. Go to the Children's Minnesota website for the latest visiting standards at [childrensmn.org/visiting-standards](https://www.childrensmn.org/visiting-standards).

### Daily wellness screenings

All visitors must be screened for symptoms of illness daily. Check in at the Welcome Center for a wellness check when arriving at Children's Minnesota hospitals. Visitors may not visit if they are ill.



All visitors must follow these guidelines for the health and safety of all patients.

- Parents, guardians and visitors who have symptoms of a contagious illness such as fever, cough, diarrhea or vomiting, or have been diagnosed with a contagious illness should not visit patients.
- Parents, guardians and visitors may be required to wear a mask while in the hospital.
- Anyone who has had a known exposure to an infectious disease (such as COVID-19, chickenpox, influenza, whooping cough, etc.) should talk with your nurse or doctor before visiting.
- If you have received the chicken pox vaccine in the last three weeks, please inform your child's nurse or doctor.

For more visiting guidelines visit the Children's Minnesota website at [childrensmn.org/visiting-standards](https://childrensmn.org/visiting-standards).

### Prevent the spread of germs — Wash 'em Proud

Everyone carries germs. To prevent germs from spreading, wash your hands with soap and warm water, or use the alcohol hand sanitizer found in each room:

- Before entering and after exiting a patient's room.
- Before and after touching a patient.
- After you or your child use the bathroom or change a diaper.



Please ask others if they have washed their hands every time they enter the room.

### Other precautions may be needed: gowns, gloves, masks

Staff at Children's Minnesota follow standard precautions for all patients.

Standard precautions are designed to reduce the spread of germs. Occasionally, some patients require additional precautions, such as gowns, gloves or masks to protect your child or others. Your child's nurse will explain those precautions.

## Confidentiality

Children's Minnesota staff are trained to respect the confidentiality of all patients by not discussing medical and family issues with other patients and families. We ask that you also respect the privacy of other patients and their families by not discussing their medical care with others.

## Balloons

Only Mylar balloons are allowed at Children's Minnesota. Latex balloons are not allowed because of the potential choking danger if balloons are chewed or swallowed by young children. Some children also have latex allergies.

## Flowers

Flowers may be not be allowed in some care areas. Please ask the nurse or unit operations coordinator on your child's unit.



# FAMILY SERVICES AND AMENITIES

In the following pages you will find information about some Children's Minnesota services and amenities available to you and your family while your child is staying at the hospital. For information about additional services and amenities, visit [childrensMN.org](http://childrensMN.org).

## Family resource centers

The family resource centers are available for business services, access to information about resources and amenities, snacks and beverages, and more.

### Minneapolis

#### Great Clips Family Resource Center

Hospital, floor 2 (across from the Welcome Center)

Monday–Friday: 9 a.m.–3 p.m.

612-813-6816

### St. Paul

#### Family Resource Center

River Tower, floor 3, suite 3107

Monday–Friday: 9 a.m.–3 p.m.

651-220-6368

## Financial counseling

For in-person financial counseling help, please visit one of the welcome centers on the Minneapolis or St. Paul campus to get directions to the financial counseling office. Learn more at [childrensMN.org/financialmatters](http://childrensMN.org/financialmatters).

You may be eligible for financial assistance if you are uninsured or having problems paying your bill. Children's Minnesota offers:

- Assistance in identifying additional insurance options.
- Free care, or care at a substantial discount to uninsured individuals based on family income.

Phone: 612-813-6432, Fax: 612-813-6429

Mailing address:

Children's Minnesota Financial Counseling  
Mail Stop 17-750  
2545 Chicago Avenue South  
Minneapolis, MN 55404

## Food

To order food for patients:

- Call 4-3663 from a Children's Minnesota phone.
- Call 612-813-3463 from your cell phone.

See additional food options below.

## Minneapolis

### Starz Café

Hospital, floor 1

Monday–Friday:

- Hot breakfast 6:30 a.m.–9:30 a.m.
  - Micromart grab-and-go snacks available until 10 a.m.
- Hot lunch 11 a.m.–1:45 p.m.
  - Micromart grab-and-go snacks available until 2 p.m.

Weekends:

- Micromarket grab-and-go snacks open 24 hours a day, seven days a week.

## **Luna Coffee**

Children's Specialty Center, floor 2 (inside Marketplace)

- Monday–Friday: 7 a.m.–5 p.m.

## **Ordering food for delivery and pick-up**

You can order food from outside restaurants or food delivery services.

You can pick up your order near the first-floor main hospital entrance by the Welcome Center. The Welcome Center does not take orders behind the desk or monitor deliveries.

## **Vending machines**

- Hospital, floor 1 (in the hall between the chapel and emergency department).
- Hospital, lower level (near hospital elevators).
- Tower, floor 2 (near Special Care Nursery, outside of The Mother Baby Center).

## **St. Paul**

### **Skyline Café (United Hospital)**

United Hospital, floor 1

- Monday–Friday: 6:30 a.m.–10 a.m. and 11 a.m.–7:30 p.m.
- Weekends: 7 a.m.–10:30 a.m. and 11 a.m.–7:30 p.m.

### **Starbucks Coffee Shop**

- Monday–Friday: 6:30 a.m.–1 p.m.

### **Ginkgo Coffee Bar and Deli**

Garden View Tower, floor 1

- Monday–Friday: 6:30 a.m.–4:30 p.m.

Coffee, espresso drinks, smoothies, bakery, fruit, sandwiches and soups.

Gift cards are available.

## **Ordering food for delivery and pick-up**

You can order food from outside restaurants or food delivery services.

You can pick up your order near the second floor main hospital entrance by the Welcome Center. The Welcome Center does not take orders behind the desk or monitor deliveries.

## Vending machines

- Near the sitting area by across from the Welcome Center, floor 1.
- Near the United Hospital cafeteria, floor 1.
- Garden View Tower, floor 1.
- Sky Tower, floor 3.

## Gift shop

### Minneapolis

#### Marketplace

Children's Minnesota Specialty Center, floor 2

Marketplace offers over-the-counter medications, and a variety of personal and health care items, safety products and gifts.

### St. Paul

**United Hospital Gift Shop**, floor 1 (in main lobby)

651-241-8186

The gift shop sells stuffed animals, toys, flowers, balloons and more.

Online orders with free in-house delivery is available during limited hours.

## Pharmacy

Knowledgeable and experienced pharmacists are available to meet the needs of your family.

### Minneapolis

#### Outpatient pharmacy (located inside Marketplace)

Children's Minnesota Specialty Center, floor 2

612-813-7290

- Monday–Friday: 8 a.m.–8 p.m.
- Saturday–Sunday: 8:30 a.m.–4 p.m.

Marketplace offers over-the-counter medications, and a variety of personal and health care items, safety products and gifts.

### **Home care pharmacy**

Children's Minnesota Specialty Center, floor 2 (across from the Geek Squad)  
612-813-7206

- Monday–Friday: 8 a.m.–5 p.m.

### **St. Paul**

#### **Outpatient pharmacy**

Between River Tower and Garden View Tower, floor 1  
651-220-6944

- Monday–Friday: 8 a.m.–6 p.m.
- Saturday–Sunday: 9 a.m.–2 p.m.

The outpatient pharmacy accepts most health plans. It offers over-the-counter medications and some medical products for purchase.

## **Pumping and breastfeeding pods**

Children's Minnesota has private spaces where you can pump or breastfeed. Pumping and breastfeeding pods are located at:

### **Minneapolis**

- Hospital, floor 1 (near the emergency department).
- Atrium, floor 1 (across from the Tower elevators).

### **St. Paul**

- Sky Tower, floor 3 (near the Surgery Center).
- Garden View Tower, floor 2 (near the Welcome Center).

## Lodging

- Parents and guardians are welcome to stay overnight in your child's room.
- There are several hotels near the hospital campuses. Some may offer discounted rates to Children's Minnesota patients. Ask when you contact them.
- Children's Minnesota partners with Ronald McDonald House Charities, Upper Midwest, to provide the Ronald McDonald House on the Minneapolis campus and the Ronald McDonald Family Room on the St. Paul campus. For questions about room availability and eligibility, contact your child's unit-based social worker or call the social work department at 612-813-6138.

## Spiritual care

Chaplains at Children's Minnesota support the special spiritual needs of patients and families. Chaplains, who specialize in pediatric hospital ministry, visit persons from all faith traditions. They can facilitate connections with your home clergy and faith community, or with local religious resources that match your faith and spiritual practice. Chaplains routinely visit patient care areas and can be contacted directly or through hospital staff. To contact an on-call chaplain, dial "0" from a Children's Minnesota phone and ask for the on-call chaplain.

## Interfaith Chapel

The Interfaith Chapel is available for any family of any faith and spiritual practice 24 hours a day, seven days a week.

### Minneapolis

Hospital, floor 1  
612-813-6253

### St. Paul

River Tower, floor 3  
651-220-6369



# FUN AND ENTERTAINMENT

## CHA Storyland Garden

### St. Paul only

Accessible via Sky Tower, floor 4

The Children’s Hospital Association (CHA) Storyland Garden is a 6,000-square-foot rooftop garden for patients, families and staff. The garden space features a labyrinth, tricycle/wagon path, rose bench and fountain, play sculptures and arbors. The garden is closed during the winter months.

## Children’s Book Nook

Books for patients of all ages are available through Children’s Book Nook. Volunteers make book cart rounds to the units. Families may also get books by visiting the family resource centers in Minneapolis and St. Paul.

## Geek Squad®

### Minneapolis

Children’s Minnesota Specialty Center (CSC), floor 2  
612-813-6760

### St. Paul

River Tower, floor 3  
651-220-7010

Geek Squad® precincts at both the Minneapolis and St. Paul campuses provide consulting and service support to patients and families. Expert Geek Squad® agents are available to assist with computers, tablets, DVD players, gaming systems, cameras, cell phones and other consumer technology devices — with all services provided at no cost to patients and their immediate families.

When you stop by the Geek Squad®, you'll stand outside of the precinct and the Geek Squad® agent will help you from there. You can also arrange for a Geek Squad® agent to come to your child's room for technology assistance.

## **Minnesota Wild Teen Room**

### **St. Paul only**

Sky Tower, floor 6

The Minnesota Wild Teen Room is specifically designed for teens. It features a Minnesota Wild versus Minnesota North Stars bubble hockey game, Xbox One and PS4 and a 120" projector screen to watch movies. There are also lots of board games, magazines and spaces for teens to sit and relax.

## **Sibling play areas**

### **Minneapolis**

Sibling Play Area

Hospital, floor 2 (near the Welcome Center)

Hours may vary. Please call 612-813-7051 to confirm.

- Monday–Friday: 9:30 a.m.–noon; 2 p.m.–5 p.m.
- Families can play together in the space until 5 p.m. We ask that parents and caregivers pick up siblings that were dropped off by 4:30 p.m.

The Sibling Play Area is a creative space specially designed for patients and their families. The staff works closely with child life specialists, the Family Resource Center, and volunteers to create a supportive environment where children feel welcome to play. The Sibling Play Area includes:

- Therapeutic art and imaginative play areas.
- Outdoor play deck (weather permitting).
- Children's library.
- Musical instruments, electronic game systems.

## St. Paul

### Child Life Zone

River Tower, floor 3

Hours may vary. Please call 651-220-9663 to confirm.

- Monday–Friday: 10 a.m.–noon and 2 p.m.–5 p.m. Families can play together in the space during these hours.
  - Siblings can be dropped off between Monday–Friday: 10 a.m.–noon.
- Saturday: closed.
- Sunday: 1–5 p.m.

The Child Life Zone is a therapeutic play area inside the hospital where patients and their families can play, learn, laugh and relax. The Child Life Zone includes:

- Expressive arts and crafts center.
- Microsoft media wall with a multitude of gaming options.
- Star Studio performance space with a music recording studio.
- Classic games like air hockey, pinball, and a photo booth.
- 3D printer and interactive robots.
- Imaginative play materials.

Visits from special guests, including sports and entertainment personalities, artists, master gardeners, PAWH volunteer animals, Minnesota Zoo and more.

## Star Studio

### Minneapolis

Hospital, floor 1 (near the main entrance and Welcome Center)

### St. Paul

River Tower, floor 2 (inside the Child Life Zone)

Kids should get to be kids, no matter what they're going through. That's the driving force behind Star Studio, the community-supported TV station in the hospitals of Children's Minnesota. We provide entertainment for kids facing illness or health crisis, whether they stay with us for a few days, a few months or many times throughout their childhood. With interactive shows and games, we do our best to give kids and their families a reason to smile. To laugh. To be silly. It's easy because we see our patients as stars — we see the bright lights inside them — and we know that every day's a little easier when you have a chance to shine.

#### **Patients and families can watch live shows:**

- From the TV in their hospital room. Play along and hear yourself on TV by calling 5-5020 from any hospital phone during a live show.
- At the studio during live shows.
- On the website.

Go to [starstudiomn.org](http://starstudiomn.org) for show schedules.

## Volunteer services

Volunteers at Children's Minnesota are available to spend time and play with your child. Volunteers round on units to see where they are needed. You can also ask your nurse if you would like a volunteer to come to your child's room.

# ACCESS TO MEDICAL RECORDS

## MyChildren's

MyChildren's is an online resource offered by Children's Minnesota to give you secure access to parts of your medical record on your computer or phone, including immediate access to lab results, immunizations and more.

To enroll in MyChildren's, ask the front desk staff in your clinic or the patient registration staff on your child's unit. You can also enroll by calling health information management at 612-813-6216. Patients under 18 must have their parent/legal guardian request a MyChildren's account. Visit [childrensMN.org/MyChildrens](http://childrensMN.org/MyChildrens) for more information.

## Patient/parent/legal guardian access to medical records

While your child is in the hospital, your health care team should be the first source of information about the care being provided. They can help you understand treatment and medications.

Children's Minnesota nurses can access a view in the electronic medical record called "Family/Patient Quick View." This is an online summary of information documented in the medical record. The Family/Patient Quick View is a good option to use while the nurse is updating you on your child's daily status.

If your child is expected to be in the hospital for an extended period of time, you may also request your own access to the electronic medical record by contacting health information management (HIM). HIM can help you navigate the electronic medical record and provide paper or electronic copies of any documents you need. Access to the online medical record is usually set up within an hour and is in place for one year.

You can get copies of medical record documents by contacting HIM at 612-813-6216.

While your physician or nurse is reviewing information in the medical record with you, please ask any questions. They will be happy to help you understand the care your child is receiving. Interpreters are available to assist with these discussions.

## **Family medical information forms**

Family medical information forms, designed by the Family Advisory Council, are available to help you organize and track your child's medical information as well as communicate information and instructions to your child's care providers. The forms are available online at [childrensMN.org/FamilyMedicalInformationForms](http://childrensMN.org/FamilyMedicalInformationForms). You can complete these forms using your computer or you can print and complete them manually.

# FAMILIES ARE PARTNERS IN CARE

## Care conferences

A care conference is a collaborative meeting that brings together the patient and/or patient's family, nurses, physicians and other medical and non-medical professionals on your child's care team. Any patient or family can request a care conference at any time. If you'd like to schedule a care conference, contact a social worker. To help make the care conference effective, write down questions and discuss them with the social worker ahead of time. Doing so will ensure that the correct people are in attendance to answer your questions.

## Rapid Response Team

If at any point you have concerns about your child's condition or care, please talk with your nurse or doctor. If you are still concerned about your child's condition, call the Rapid Response Team at 4-3535 (room phone) or 952-931-3535. The Rapid Response Team is a medical emergency team that will arrive in about 15 minutes.

## Bring it Bedside

Families are a part of the care team. We encourage you to join Bring it Bedside, a nurse-to-nurse information sharing that occurs in the patient room at shift change times. Common shift change times include: 7 a.m., 3 p.m., 7 p.m., 11 p.m. Ask your nurse for more information.

## Keeping your child safe

To help us keep your child safe while at Children's Minnesota, we need you to:

- **Wash your hands** and be sure all others do so as well.
- **Cover your cough or sneeze** with your arm/elbow, not with your hand.
- **Keep your child's identification (ID) band on.** All patients must wear an ID band at all times. It contains important information, including your child's name, birth date and medical record number.
  - Even if staff knows your child, they will always double-check the ID band to ensure your child receives the correct medicines, tests and treatments.
  - The armband also alerts staff if your child has an allergy or is at risk of falling.
- **Keep side rails up on your child's bed or crib.** Make sure they are latched. Chances of falling out of bed increase when children are sick, taking medicine, or are in an unfamiliar place and in an unknown bed. Ask a staff member to show you how the rails and latch work.
  - If your child needs help to go to the bathroom, use the nurse call button.
  - If your child can get out of bed, please watch closely and be close by.
- **Do not turn off alarms** on your child's IV or any other piece of equipment.
- **Keep the area around your child's bed or crib clear of clutter** so staff can reach your child, equipment and computer.
- Anytime you lie on something hard, there is a chance you can develop a pressure sore. If your child will be lying in one spot for a while, remove barrettes, hair beads and hair binders.
- **Patients must not leave their unit** without first checking with the nurse.
- Ask a staff member if you have questions or concerns.

## What should I do if my child's monitor is beeping?

Most medical equipment has an alarm, which helps staff make sure your child is safe. When the alarm sounds, it lets staff know that something needs to be checked. It is important to let the alarm beep; do not turn it off. If your child's nurse does not respond quickly, push the nurse call button.



## Patient family education materials

You can find education materials on the Children's Minnesota website.

Go to **[childrensmn.org/educationmaterials](https://childrensmn.org/educationmaterials)** for information about:

- Medical conditions.
- Safe sleep practices.
- Medical tests and procedures.
- General health.
- Parenting tips.
- And many more topics!

All information is for educational purposes only. For specific medical advice, diagnoses and treatment, consult your child's care team.

## Journey to Home

At Children's Minnesota, we realize that knowing what to expect makes your hospital stay less stressful. We are here to help you through each step of the way. "Journey to Home" checklists are available for you to track important information that you need to know before going home. Use this checklist with your health team to track your progress. Ask your nurse for more information.



# PATIENT AND FAMILY RIGHTS

Every child and family has rights and responsibilities. The Minnesota Patients' Bill of Rights is posted throughout the hospital for your review. You may also ask your nurse or the front desk for a copy of any of these brochures: "Notice of Privacy Practices," "Patient Rights and Responsibilities," and "Patients' Bill of Rights." Family liaisons at Children's Minnesota can help answer any questions you may have. Contact them at 612-813-7393 or email [familyliaison@childrensMN.org](mailto:familyliaison@childrensMN.org).

## How to address concerns

At Children's Minnesota, we take great pride in the care we provide for our patients and their families. Whenever you have questions, concerns, comments, or something that needs to be addressed immediately, the first person to talk with is your child's physician, nurse or another member of the health care team.

You may also talk with the following people here at Children's Minnesota:

### Manager or director

Your child's nurse or unit operations coordinator will help you contact this person.

### Family liaison

To file a complaint or grievance. All Children's Minnesota sites:  
612-813-7393

Email: [familyliaison@childrensMN.org](mailto:familyliaison@childrensMN.org)

### Hospital nursing supervisor

For urgent matters during evening, overnight and weekend hours.

Minneapolis: 612-813-6833

St. Paul: 651-220-8460

## Privacy officer

For concerns about your medical information privacy rights.

All Children's Minnesota sites:

952-992-5470 or 1-866-225-3251

Email: [privacy.officer@childrensMN.org](mailto:privacy.officer@childrensMN.org)

## Social work department

For emotional support, mental health concerns, resource connection, information or assistance about protective services for children or vulnerable adults.

Minneapolis: 612-813-6138

St. Paul: 651-220-6479

## Office of Ethics

For consultation if you are facing difficult health care decisions.

All Children's Minnesota sites:

612-813-6159

Email: [ethics@childrensMN.org](mailto:ethics@childrensMN.org)

**You may also file a grievance with regulatory agencies:**

## Office of Health Facility Complaints

P.O. Box 64970

St. Paul, MN 55164-0970

651-201-4200 or 800-369-7994

Email: [health.ohfc-complaints@state.mn.us](mailto:health.ohfc-complaints@state.mn.us)

## Board of Medical Practice

335 Randolph Ave., Suite 140

St. Paul, MN 55102

612-617-2130 or 800-657-3709

Email: [Medical.Board@state.mn.us](mailto:Medical.Board@state.mn.us)

## **The Joint Commission**

Office of Quality and Patient Safety  
One Renaissance Boulevard  
Oakbrook Terrace, IL 60181  
[www.jointcommission.org](http://www.jointcommission.org)

## **Ombudsman for Public Managed Health Care Programs**

P.O. Box 64249  
St. Paul, MN 55164-0249  
651-431-2660 or 800-657-3729  
Email: [Dhsombudsman.smhcp@state.mn.us](mailto:Dhsombudsman.smhcp@state.mn.us)

**If you have concerns about your medical information privacy rights,  
you may contact:**

## **Office for Civil Rights**

U.S. Department of Health and Human Services  
233 N. Michigan Ave., Suite 240  
Chicago, IL 60601  
800-368-1019 TDD: 800-537-7697  
[www.hhs.gov/ocr](http://www.hhs.gov/ocr)



Children's<sup>®</sup>  
MINNESOTA

The Kid Experts<sup>®</sup>

WORK WITH US.  
**CHANGE LIVES.**

When you join Children's Minnesota, you take on truly life-changing work — and you join a team that believes in rewarding your talent, devotion and hard work.

[childrensMN.org/JoinOurTeam](https://childrensMN.org/JoinOurTeam)

# WE APPRECIATE YOUR FEEDBACK

## **You can help improve the patient and family care experience.**

We need your input to make the Children’s Minnesota experience better for patients and families like you. Your insight is valuable — whether your family has received care in our primary care or specialty clinics, or you’ve spent time in the hospital. There are lots of ways to get involved through the Families as Partners program.

Visit [childrensMN.org/familiesaspartners](https://childrensMN.org/familiesaspartners) to learn more, or contact Tessa Billman, patient- and family-centered care coordinator, at 612-813-7407 or [tessa.billman@childrensMN.org](mailto:tessa.billman@childrensMN.org).

## **Patient and family satisfaction survey**

Following your time at Children’s Minnesota, you may receive a patient and family satisfaction survey. Your feedback helps us recognize where improvements are needed and what we’re already doing well. If you have feedback while you are here, talk with your clinic manager or the patient care manager on your child’s unit.



# CHILDREN'S MINNESOTA LOCATIONS

childrensMN.org/locations-all



## KEY

- 1. Children's Minnesota Minneapolis campus**  
Hospital, specialty and primary care clinics  
2525 Chicago Avenue South  
Minneapolis, MN 55404  
612-813-6000
  - 2. Children's Minnesota St. Paul campus**  
Hospital, specialty and primary care clinics  
345 North Smith Avenue  
St. Paul, MN 55102  
651-220-6000
  - 3. Woodbury Specialty Center**
  - 4. Roseville Rehabilitation Clinic**
  - 5. Minnetonka Surgery and Specialty Center**
  - 6. Maple Grove Specialty Center**
  - 7. Lakeville Specialty Center**
  - 8. West St. Paul Clinic**
  - 9. Partners in Pediatrics St. Louis Park Clinic**
  - 10. Partners in Pediatrics Plymouth Clinic**
  - 11. Partners in Pediatrics Maple Grove Clinic**
  - 12. Partners in Pediatrics Rogers Clinic**
  - 13. Partners in Pediatrics Brooklyn Park Clinic**
  - 14. Hugo Clinic**
  - 15. The Mother Baby Center at Abbott Northwestern**
  - 16. The Mother Baby Center at Mercy**
  - 17. The Mother Baby Center at United**
  - 18. Michael and Ann Ciresi Midwest Fetal Care Center**
- Specialty center  
● Primary care clinic  
● The Mother Baby Center/Midwest Fetal Care Center

# FREQUENTLY USED TELEPHONE NUMBERS

## Welcome Centers

(conierge)  
Mpls.: 612-813-6000  
St. Paul: 651-220-6000

## Child life

Mpls.: 612-813-7051  
St. Paul: 651-220-9663

## Family resource centers

Mpls.: 612-813-6816  
St. Paul: 651-220-6368

## Family liaison

To file a complaint or grievance. All Children's Minnesota sites:  
612-813-7393

## Financial counseling

612-813-6432

**Food** (To order food for patients): Call 4-3663 from a Children's Minnesota phone.

Call 612-813-3463 from your mobile device

## Geek Squad®

Mpls.: 612-813-6760  
St. Paul: 651-220-7010

## Interpreter services

Ask your child's care team.

## Patient registration

Mpls.: 612-813-6231  
St. Paul: 651-220-6878

## Pharmacy (outpatient)

Mpls.: 612-813-7290  
St. Paul: 651-220-6944  
Home Care pharmacy:  
612-813-7206

## Security

Mpls.: 612-813-7777  
St. Paul: 651-241-8899

## Sibling play areas

Mpls.: 612-813-7051  
St. Paul: 651-220-9663

## Social work

Mpls.: 612-813-6138  
St. Paul: 651-220-6479

## Spiritual care

Mpls.: 612-813-6253  
St. Paul: 651-220-6369

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