
Handbook for Patients and Families

General information sheet

Child's name _____

Medical condition(s) _____

Important phone numbers

Egleston hospital

- Inpatient hospital unit 404-785-6460
- Outpatient clinic (Monday to Friday, 8 a.m. to 5 p.m.) 404-785-1200
- After hours (including nights, weekends and holidays) 404-785-1200
- Billing and finance 404-785-1222
- Patient representative 404-785-6163

Scottish Rite hospital

- Inpatient hospital unit 404-785-2602
- Outpatient clinic (Monday through Friday, 8 a.m. to 5 p.m.) 404-785-3240
- After hours (including nights, weekends and holidays) 404-785-3240
- Billing and finance 404-785-5671
- Patient representative 404-785-5194

Your child's primary healthcare team

Your child's primary doctor _____

Your child's primary fellow _____

Your child's advanced practice provider _____

Your child's primary outpatient nurse _____

Your child's primary inpatient nurse _____

Your child's social worker _____

Your child's child life specialist _____

Your child's patient teaching coordinator _____

Your child's nurse navigator _____

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Welcome

The Aflac Cancer and Blood Disorders Center of Children’s Healthcare of Atlanta:

- Is one of the largest childhood cancer and hematology programs in the country.
- Serves babies, children, teens and young adults with cancer and blood disorders.
- Includes a multidisciplinary team of pediatric cancer and blood disorders specialists.
- Provides advanced and innovative diagnostics, clinical care and research options.
- Has comprehensive specialty programs in cancer survivorship, neuro-oncology, sickle cell, hemophilia, solid tumors, general hematology, leukemia/lymphoma, and blood and marrow transplantation.

The Aflac Cancer and Blood Disorders Center is located at two of the campuses of Children’s Healthcare of Atlanta: Egleston and Scottish Rite. When your child is diagnosed, you will be referred to one of our locations but may receive calls and services at more than one location. You can be assured that high-quality, state-of-the-art care is provided at all campuses.

Our mission

To provide the finest care to children and teens with cancer and blood disorders.

We strive to do this by:

- Caring for the child’s physical and emotional needs.
- Educating patients and families about their disease.
- Taking part in research to help discover the best way to treat and cure these diseases.
- Enhancing the quality of life for children in our care.

About the handbook

This handbook is meant to explain the quality medical care your child will receive at our campuses. For easy reading, it was written using the generic terms “he” or “him.” This handbook should not replace or substitute any instruction given to you by your child’s healthcare team. It is not meant to be medical advice or a complete resource for all information on this subject. Your Aflac Cancer and Blood Disorders Center provider is the best source of information about what is right for your child’s treatment.

Your healthcare team may give you another handbook specific to your child’s diagnosis. Some cancer patients may receive one made by the Children’s Oncology Group (COG). That handbook will go into more detail about cancer diagnoses, treatments, side effects and caring for your child. You can find an electronic version of the Family Handbook (in English, Spanish and French) at: childrensoncologygroup.org/index.php/cog-family-handbook.

ALWAYS REMEMBER:

In case of an urgent concern or emergency, call 911 or go to the nearest emergency department right away.

The information in this handbook is for you and your family. The content is the result of the work of many authors and editors. Their experience, as well as current research, literature and practice, as of the date of publication, are the basis of this manual.

Our promise to you

At the Aflac Cancer and Blood Disorders Center, providing you and your child with the highest-quality family-centered care is our first priority. Together, our entire team will provide you with the support you need throughout your often difficult treatment journey. At each admission and clinic visit, you will experience a nurturing, caring environment.

It is our enduring mission to provide you and your family with the finest in comprehensive cancer treatment. We are honored and humbled by the fact that you have placed your most precious asset in our care. We will strive every day to live up to that trust.

We want to hear from you

We always strive to improve our programs and renew our commitment to provide the best care possible for your child. If you have concerns about the services you receive during your time here, we want to hear from you. Each of our units has a **family experience liaison**, which is a staff member who serves as a liaison (link) between patients and families and the healthcare team. They can help you with any concerns about your child’s quality of care. They provide nonmedical support to you during the stay. This includes answering questions about the hospital, giving you information on different services, and helping with items you may need to make your stay more comfortable.

On an inpatient unit	
For immediate issues or concerns	Ask to speak with the family experience liaison or the nurse in charge.
For matters that need an administrator	Ask for the department manager, then inpatient clinical director of the Aflac Cancer and Blood Disorders Center if needed.

On an outpatient unit	
For immediate issues or concerns	Speak with your primary outpatient nurse. If the matter cannot be resolved by your primary outpatient nurse, ask to speak with the nurse in charge.
For matters that need an administrator	Ask for the outpatient manager, then outpatient clinical director of the Aflac Cancer and Blood Disorders Center if needed.

If you feel like you have exhausted these resources, Children’s Healthcare of Atlanta employs patient representatives that can be contacted. The number is provided on the first page of this handbook.

Who helps care for your child?

Children's Healthcare of Atlanta is a teaching and research hospital. You will meet individuals who are still in structured learning programs and/or are part of a research team. See the "Hospital" section of the Children's Oncology Group Family Handbook for detailed descriptions of your child's healthcare team members and what to expect during a daily routine on the inpatient unit.

Your child's healthcare team may include:

- Advanced practice provider
- Attending physician
- Chaplain
- Child life specialist
- Clinical research associate
- Family experience liaison
- Fellow
- House officer or resident
- Medical student
- Music therapist
- Nurse
- Nutritionist
- Patient care specialists
- Pharmacist
- Physical/occupational/speech therapist
- Psychiatrist/psychologist
- School teacher/liaison
- Social worker
- Volunteer

The role descriptions for these individuals can be found in the COG handbook.

Family-centered rounds

Each day on the inpatient unit, your child's healthcare team comes together with you to discuss the plan of care for your child. This typically happens between 9:30 a.m. and 12:30 p.m. each day, although it may be earlier or later depending on the needs of your child. We value your input in decision-making while caring for your child, so you will have the chance to make suggestions and ask questions. Please let a team member know if you would like rounds to happen outside of the room in the interest of the child.

- The team checks your child's blood tests. They may also check fluid intake and output. They will talk about how your child is responding to treatment.
- The team will check your child and talk with you about the plan of care.
- Please wake up and get ready before the team comes to the room.
- Always check with your child's nurse before leaving the unit to see when the team may be rounding on your child.
- Write down your questions before rounds so you will remember what to ask the team. You can use the notes sections at the end of this handbook.

School Program

Children's Connection is a school reentry program for children at the Aflac Cancer and Blood Disorders Center. The goal of this program is to help students with cancer or blood disorders make a smooth transition back to school.

If you have questions about school or need help with school-related concerns, please ask to speak to the center's school teacher. Your child's hospital teacher can meet with you during your hospital stay or clinic visit. The teachers in the Children's School Program will work with your child's school to make sure your child gets the support he needs while away from school. The School Program will also help your child when he is ready to go back to school.

Fertility preservation team

Some treatments used to treat cancer, blood disorders or other serious illnesses may damage your child's ovaries or testes, possibly causing infertility (difficulty having children). We have a fertility preservation team that can meet with you and your child to discuss your child's possible risk for infertility due to these treatments. They can talk with you about options (such as sperm banking or egg freezing) that could preserve your child's fertility. Please ask your healthcare team for more information about your child's risk for infertility and whether you should meet with the fertility team. You can also visit the Fertility Preservation Program website at choa.org/fertilitypreservation.

Cancer Survivor Program

We believe survivors of childhood and adolescent cancer who have been off treatment for two years should have long-term follow-up care in a specialized survivor program. Blood and marrow transplant (BMT) survivors treated for non-cancer conditions should also participate. Your primary cancer/BMT team will refer your child to the program. This program is made up of a team of people who specialize in childhood cancer and BMT survivor issues. The team may include an oncologist, endocrinologist, cancer survivor nurse, nurse practitioner, social worker, school teacher, neuropsychologist and other specialists.

Goals of the program

- Make sure every person in Georgia who has been treated for pediatric cancer is evaluated for late effects.
- Raise awareness among healthcare providers of the need for lifelong follow-up care for cancer survivors.
- Teach you and your family about the risks of cancer treatment/BMT and how you can improve your child's health and quality of life.
- Perform research to learn how to help cancer survivors and prevent late effects.

For more information call 404-785-1717 or email cancersurvivor@choa.org.

Caring for your child in the hospital

Tips for staying overnight in the hospital

There are times when your child will need to be admitted, or stay overnight, at the hospital. We realize that being in the hospital is not like being at home. To help make being in the hospital easier, here are some tips for things to bring that may help:

- Comfort items from home for your child (like a favorite pillow, blanket or stuffed animal)
- Your child's own clothes, pajamas, etc. This keeps things normal and makes your child feel like a child first and a patient second.
- A journal or a notebook to keep a record of treatment provided, blood counts and questions you want to ask the healthcare team
- A list of your child's medicines and doses
- Change for the vending machines
- Things to entertain you and your child (crossword puzzle books, movies and books)
- A snack basket filled with favorite treats
- A sweatshirt because the room temperatures can be unpredictable
- Laundry soap (if you prefer a specific brand)
- Relaxing music to help you relieve stress and drown out hospital sounds at night (such as intercom and overhead announcements) so you and your child can get more restful sleep
- Decorations to make the room feel like his own
- A sense of humor. Remember to take everything one day at a time.

Also, never hesitate to ask a question. The staff, including everyone from doctors to nurses to patient care specialists, are all here for you. You and your child are the most important.

Patient and family responsibilities in the hospital

Hand hygiene (handwashing)

- When entering and exiting the patient's room
- Before touching your child
- Before and after eating
- After using the restroom
- After cleaning up bodily fluids (such as when you change a diaper or empty a urinal)

Patient hygiene

- Daily bath for your child in the hospital. Please talk with your child's nurse if you need help with bathing your child.
- Daily chlorhexidine (CHG) baths if your child has a central line (port or external line) and is older than 2 months old. The hospital will provide this special cleaning product (as a soap or cloths). Talk with your child's nurse about how the CHG bath will help protect your child from germs on his skin.

- Brush your child’s teeth two times each day with a soft toothbrush and fluoride toothpaste.
- Rinse his mouth with a provided mouthwash three times each day if your child has a central line.
- Apply lanolin-based lip moisturizer two times each day if your child has a central line.
- Patients with an especially high risk of infection are required to wear a mask at all times when outside of their hospital rooms. The nurse will explain this to you if it applies to your child.

Room hygiene

- Your child should have his bed linens changed every day and more often when dirty. Bed linens may include sheets, blankets, pillowcases and any personal bedding or comfort item. The hospital staff will help you change linens as needed.
- Keep the bedside table and countertops free of clutter.
- Throw away food and drinks in a timely manner. Talk with your care team about what is timely for your child.
- Our Environmental Services (EVS) team will clean your child’s room every day.
- Speak up if linens have not been changed, your room needs extra cleaning or staff are not cleaning hands when entering the room.

Visitor guidelines in the hospital

All visitors must wash their hands when entering and leaving your child’s room.

- It is best for your child to have a parent or caregiver spend the night.
- Visitors who have a fever, rash, diarrhea (loose stools), vomiting (throwing up) or other illness cannot visit.
- Visitors who have been exposed to chickenpox or shingles cannot visit the hospital.
- All visitors, including brothers or sisters, must stop at the nurses’ station for screening before going to your child’s room. Visitors will be asked to wear a sticker that says they have been screened.
- Per Children’s policy, all visitors younger than 18 years old must have adult supervision at all times. This includes siblings.

Being discharged or going home from the hospital

When the healthcare team determines your child is medically ready for discharge, the team will make every effort to discharge your child as soon as possible. If your child has treatments or medicine or home health deliveries needed for discharge, it may be later in the day. You will receive discharge instructions including medicines for home.

- Review home medicines to make sure you have them ready for home. Please talk with your nurse if you have any questions about having or getting home medicines.
- Ask your nurse about the expected time of discharge. When you know what time your child will be discharged, plan to have transportation available at that time. If transportation is a concern, please tell your nurse as soon as possible.

Caring for your child at home

Preventing infection at home

Your child may be exposed to people with infections. This can happen at home, at school or in the community. Your child needs to wash his hands often to stop the spread of germs from one person to another. Handwashing is the most important way to prevent infection. Other tips to help reduce the chance of infection include:

- Do not share cups, eating utensils or toothbrushes. Throw away food and drinks in a timely manner.
- Do not allow sick visitors. Anyone who has had a fever, runny nose, rash, cough, diarrhea or vomiting in the last two days should not visit or play with your child until they are well.
- Keep your child's skin as clean as possible. If your child wears diapers and has redness, rash or irritation to the diaper area, change his diaper every two to four hours. Keep the diaper area very clean and dry.
- Practice good personal hygiene. Bathe your child with soap and water every day. Brush your child's teeth two times each day.
- Clean cell phones and personal items (such as toys, game controllers and tablets) on a regular basis.

Your child should not clean animal cages (bird cages, turtle or fish aquariums, etc.) or empty cat litter boxes. Stool and urine from animals may carry viruses that can spread to your child.

When to call your child's doctor

The following is a list of signs and symptoms that are emergencies. Call your 911 or your doctor right away as advised.

Call 911 or emergency services right away if your child has:

- Difficulty breathing
- Skin, lips or nails that look blue
- A new seizure or a seizure that is not typical for your child
- A change in level of consciousness (you cannot wake up your child.)

Call your child's doctor right away if your child has:

- A fever of 101°F or 38.3°C or higher at any time
 - If your child is immunosuppressed, also call for fever of 100.5°F or 38.0°C for more than one hour
- Any signs of infection, such as new rash, cough, runny nose, diarrhea or vomiting
- Redness, swelling or drainage around your child's central line
- Bleeding that does not stop within five minutes
- Stopped responding to your questions (may be awake but seems "out of it")
- A change in vision or blurry vision
- A severe headache that does not go away with your child's normal pain medicine
- Inability to drink fluids
- Been exposed to chickenpox or shingles
- Questions about your child's medicines, symptoms or how to treat them

NOTE: Do not wait to call the doctor until the clinic opens. Always call right away.

If your child is a patient at **Egleston**, call 404-785-1200.

If your child is a patient at **Scottish Rite**, call 404-785-3240.

In case of an urgent concern or emergency, call 911 or go to the nearest emergency department right away.

Taking your child's temperature

You do not need to take your child's temperature every day. Take your child's temperature if your child feels warm to the touch or does not feel or look well. Take the temperature in the mouth, in the ear (using a special thermometer) or under the arm. **Do not take a rectal temperature if your child is immunosuppressed, as this could cause bleeding or an infection.** Make sure that you have a thermometer that works at home and that you know how to use it.

Visiting the emergency department

When you speak with an Aflac Cancer and Blood Disorders Center doctor, they may tell you to go to the emergency department if your child has a fever, an issue with his central line or another emergency.

Give the emergency department staff the following information about your child:

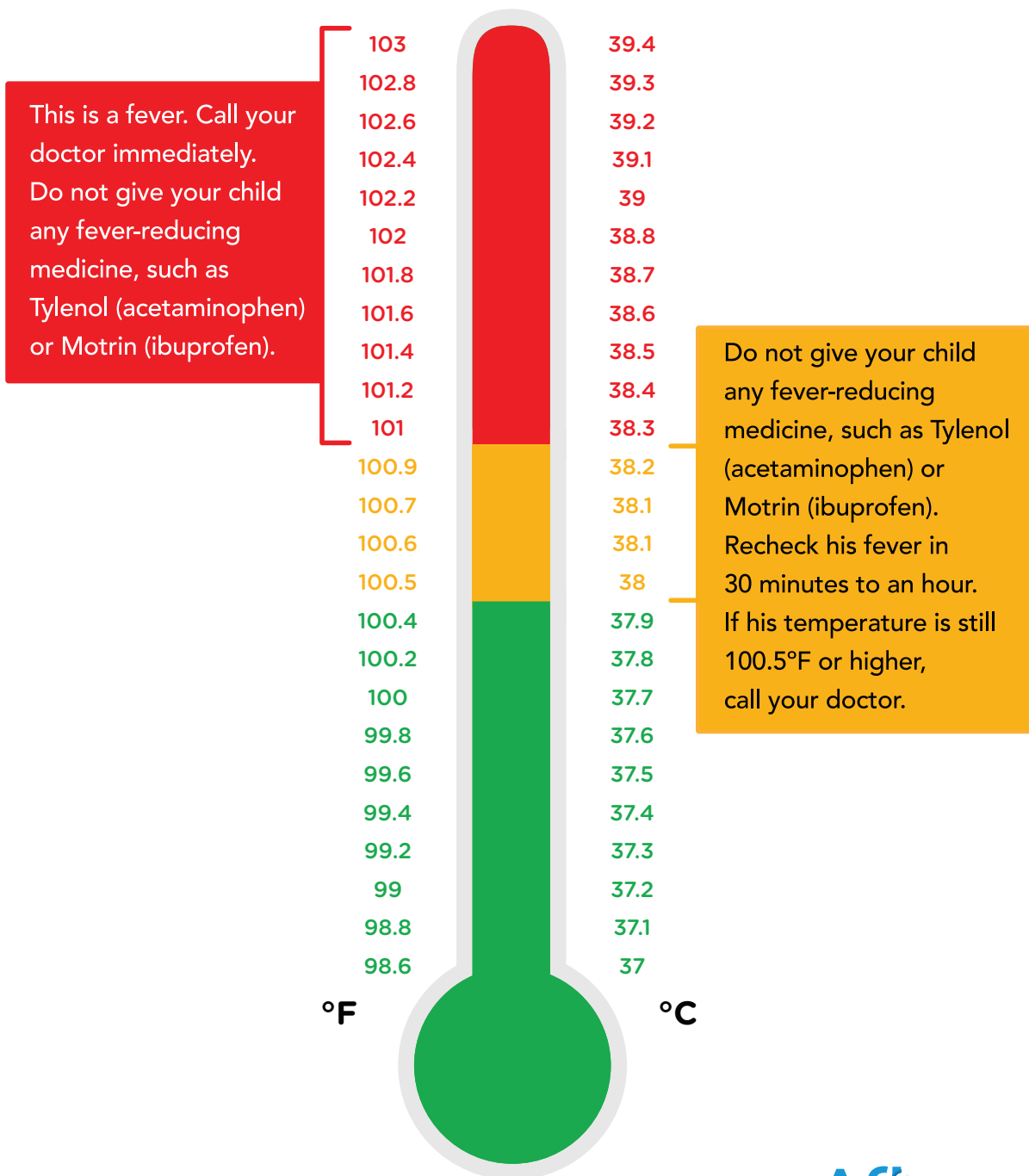
- Your child's diagnosis and important treatment information
- If your child has an emergency card, show this to the emergency department staff. You should have received this card when your child was diagnosed. This helps the emergency department staff to decide the best care for your child.
- A list of your child's current medicines and doses. Bring the medicine bottles with you.

If your child is immunosuppressed or has a cancer diagnosis, fever is considered an emergency for your child.

It is very important that you seek care right away for a fever. If your child has a fever, remember these important tips for quick, safe care in the emergency department:

- Always call your child's Aflac Cancer and Blood Disorders Center doctor before going to the emergency department. There is a process in place called "pre-registration oncology process" that will allow for your child to start the registration process prior to arriving to the emergency department and shorten your wait time. Also, remember to give a good working cell phone number to your doctor; this will allow the emergency department to call you on the way and start the registration process. If you go to the emergency department without calling the doctor first or give a bad cell phone number, it may slow the process. This may be a delay your child's care.
- It is best to go to a Children's Healthcare of Atlanta Emergency Department. If you go to an emergency department other than one at Children's, please call your child's doctor as soon as possible to help coordinate safe care for your child. Call 911 or go to the nearest emergency department right away if your child has difficulty breathing or you cannot wake him up.
- Do not give your child anything to treat the fever, like Tylenol (acetaminophen) or Motrin (ibuprofen).
- If your child has a port, place numbing cream on the skin over the port before you leave home.
- If your child has a fever, it is very important that he get blood tests (labs) and I.V. antibiotics quickly. If the emergency department staff is unable to get blood from your child's port, central line or PICC line, your child will get stuck for labs. If the emergency department staff is unable to access your child's port, your child will get a regular I.V. so he can get antibiotics. This is the safest way to get your child treatment in a timely manner.
- Pack a bag in case your child needs to spend the night in the hospital. Pack personal items and a list of your child's medicines.

Fever with low blood counts and central lines



Contact your Aflac Cancer and Blood Disorders Center doctor:
 Scottish Rite hospital, 404-785-3240
 Egleston hospital, 404-785-1200



Outpatient clinics

Egleston

1405 Clifton Road NE, Tower 1, Fourth Floor, Atlanta, GA 30322

Important phone numbers		
WHEN TO USE	NUMBER	TIME THE NUMBER IS AVAILABLE
Clinic’s main phone number: <ul style="list-style-type: none"> • Appointments • General questions • To speak with a nurse or doctor • Prescription medicine refills 	404-785-1200	8 a.m. to 5 p.m. Monday to Friday
After-hours emergency phone number: <ul style="list-style-type: none"> • For emergencies after normal business hours • On weekends • On holidays 	404-785-1200 (You will be directed to the doctor on call.)	After 5 p.m. Weekends and holidays
Questions about your bill	404-785-1222	8 a.m. to 5 p.m. Monday to Friday

Medical Office Building at Scottish Rite hospital

5461 Meridian Mark Road, Suite 400, Atlanta, GA 30342

Important phone numbers		
WHEN TO USE	NUMBER	TIME THE NUMBER IS AVAILABLE
Clinic’s main phone number: <ul style="list-style-type: none"> • Appointments • General questions • To speak with a nurse or doctor • Prescription medicine refills 	404-785-3240	8 a.m. to 5 p.m. Monday to Friday
After-hours emergency phone number: <ul style="list-style-type: none"> • For emergencies after normal business hours • On weekends • On holidays 	404-785-3240 (You will be directed to the doctor on call.)	After 5 p.m. Weekends and holidays
Questions about your bill	404-785-5671	8 a.m. to 5 p.m. Monday to Friday

Clinic appointments

Making an appointment

Clinic hours: Monday to Friday, 8 a.m. to 5 p.m.

- Call during clinic hours to make an appointment. You will need to know the name of your child's doctor.
- Please be on time for your clinic appointment. If you are more than 20 minutes late for your appointment, it may need to be rescheduled.
- Remember that parking space is limited at busy times. Arrive 30 minutes before your scheduled appointment to allow time to find parking.

Before the appointment

- Put EMLA numbing cream on your child's port site, if needed, one to two hours before your appointment.
- If your child needs sedation or anesthesia for a procedure, he should not chew gum or eat solid foods (including hard candy) for six hours before the procedure. He may drink clear liquids up to two hours before the procedure. It is OK to have breast milk up to four hours before the procedure.

What to bring to the clinic

- Your child's social security number and insurance information
- Your child's medicines in their original bottles and a list of any refills you need
- Your home pharmacy's phone number
- A lunch or snack if you expect to be at the clinic for many hours
- Videos for your child to watch or games to play during treatment

If your child has a fever with a cough or rash, please call the clinic before you enter the clinic or tell the clinic staff as soon as you arrive. Also, tell the staff if there are any exposures to or cases of chickenpox in your child's school or daycare.

Clinic check-in

- When you get to the clinic, sign your child's name at the reception window. You may be asked to fill out some forms and confirm your address and phone number.
- All children younger than 18 years old must have a parent or guardian with them. A parent or guardian must come to every visit and stay with the child for the whole visit.
- You will sit in the waiting room until your child's name is called.
- A patient care technician (PCT) will bring you to a triage room. The PCT will check your child's vital signs, height and weight, and get blood tests. Blood will be collected from your child's finger or arm. To help reduce bloodstream infections, your child's port, central line or PICC line will not be used for blood tests.
- The PCT will then take you to a clinic room to wait for your child's nurse or doctor.

The infusion room

Your child will go to the infusion room if he needs a blood transfusion or I.V. medicine that takes more than one hour. A child life specialist can help support your child. They may also give your child activities to do during the clinic stay.

- Each chair reclines and has a TV. Most infusion chairs are in an open room with curtains for privacy. There are limited private rooms available.
- You may bring a lunch or snacks with you. There are juice and crackers for your child. You can buy other food in the cafeteria or coffee shop.
- Parents can go into the infusion room with their child. Siblings and other visitors must stay in the waiting room.
- If you must bring other children with you on days when you are in the infusion room, you must also bring an adult to watch them in the waiting room.

Procedures

Your child will go to a procedure room if he needs to have a procedure, such as a bone marrow aspirate or lumbar puncture. Clinic staff will call you one to two days before your procedure appointment to remind you of your scheduled date and time. They will also provide instructions for your child about eating and drinking before the scheduled procedure. If your child needs sedation or anesthesia for the procedure they can expect to:

- Eat solid foods (including hard candy) or chew gum until six hours before the procedure.
- Drink clear liquids until two hours before the procedure.
- Have breast milk until four hours before the procedure.

NOTE: If your child is having a procedure done outside of the Aflac Cancer and Blood Disorders Center clinic (e.g., in an operating room or special procedures room), instructions for eating and drinking before the procedure may vary. You should expect a phone call from that department before your scheduled procedure with specific instructions.

Visitor and sibling guidelines

Siblings and other family members may come to the clinic with you and your child. Since many of our patients are being treated for cancer, we ask that you do not bring siblings or visitors with you who are sick.

This includes fever, runny nose, cough, sore throat, diarrhea and vomiting.

The Day Hospital at Scottish Rite

The Day Hospital at Scottish Rite is an outpatient center in the Aflac Cancer and Blood Disorders Center. It provides extended clinic hours for infusions and sick care for patients cared for by the center. Patients may be seen by appointment only for outpatient infusions, including chemotherapy, fluids and blood transfusions, for sick visits or to begin the admission process. Patients may also be seen for these services in other Children's clinic and infusion locations.

Where is the Day Hospital?

It is inside the Scottish Rite hospital (1001 Johnson Ferry Road NE, Atlanta, GA 30342) on the fifth floor next to the Aflac Cancer and Blood Disorders Center inpatient unit. From the main lobby of Scottish Rite, take the Butterfly Elevators to the fifth floor. When you get off the elevator, turn right and follow the long hall until you reach the Day Hospital.

How do I schedule an appointment?

The Day Hospital is open Monday to Friday from 8 a.m. to 8 p.m. Appointments are scheduled until 4 p.m. each day. Infusion appointments may be made at this location with your scheduler using the appropriate phone numbers for your primary clinic location. Walk-in visits are not accepted.

Communicating with the clinic

Calling the clinic

If you have a routine question during clinic hours (8 a.m. to 5 p.m.)

Call the appropriate clinic, press 4, and then select your child's doctor or healthcare team. You will be asked to leave a message. Leave your child's name, date of birth and a brief message. A nurse will call you back. Routine blood test results will be returned at the end of the day.

If you need a prescription medicine refill

Call the appropriate clinic, press 4, and then select your child's doctor or healthcare team. You will be asked to leave a message. Leave your child's name, date of birth and what medicine(s) refills that you need. Calls for prescription refills are returned within 24 hours. *If you are running low on medicine, please call us two to three days in advance so there is enough time to refill your prescription.*

If your child is sick during office hours (8 a.m. to 5 p.m.)

If your child has a fever of 101°F or 38.3°C one time, or 100.5°F or 38.0°C for more than one hour, or has any other signs of illness, call the appropriate clinic. Press 2 to speak to a live person. *You may be asked to leave a message on our voicemail, which is checked multiple times every hour. You should receive a call back within 15 minutes; if you do not get a call back, keep calling until you speak to a live person.*

The clinic staff will instruct you to manage the problem at home, come to the clinic or go to the emergency department. This decision is based on the nature of the illness and the information that you provide. Please be as detailed as possible about your child's illness. Let the staff know the name of your child's doctor and primary outpatient nurse. *Always remember: In case of an urgent concern or emergency, call 911 or go to the nearest emergency department right away.*

If you need to speak to someone after hours, on weekends or on holidays

Call the appropriate clinic number, which is the same phone number that you would call when the clinic is open. The call will then be forwarded to the answering service for the on-call doctor. The operator will ask for your child's name, your name and your phone number. The on-call doctor will call you right back.

You will be able to speak to the doctor. Depending upon how your child is doing, the doctor may advise you to take him to the emergency department to be checked.

MYchart

MYchart is another way to communicate with your primary healthcare team about your child's care. MYchart can be used for routine questions, prescription refills and to obtain limited lab results and medical information. You can sign up for a MYchart online account during your clinic appointment or from home at any time. Please visit choa.org/MYchart to learn more. If you have urgent issues, please contact your child's doctor right away. Do not use MYchart for urgent issues or concerns.

Children's Healthcare of Atlanta nondiscrimination statement



Children'sSM
Healthcare of Atlanta

Children's Healthcare of Atlanta complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. Children's Healthcare of Atlanta does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

Children's Healthcare of Atlanta:

Provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

Provides free aids and services to help people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats and more)

If you need these services, contact a registration staff member or call **404-785-KIDS (5437)**.

If you believe that Children's Healthcare of Atlanta has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with a patient representative at:

- Egleston hospital: **404-785-6163**
- Hughes Spalding hospital: **404-785-9788**
- Scottish Rite hospital: **404-785-5194**
- Children's Surgery Center at Meridian Mark: **404-785-5194**
- Ambulatory Care Network and Marcus Autism Center: **404-785-7188**

You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, a patient representative will help you.

Visit choa.org for more information.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services Office for Civil Rights electronically through the Office for Civil Rights complaint portal, available at ocrportal.hhs.gov/ocr/portal/lobby.jsf, or by mail or phone at:

Centralized Case Management Operations
U.S. Department of Health and Human Services
200 Independence Ave. SW
Room 509F, HHH Building
Washington, D.C. 20201
1-800-368-1019
1-800-537-7697 (TDD)

Visit hhs.gov/sites/default/files/ocr/civilrights/complaints/discrimhowtofile.pdf to access complaint forms.

Language	
Spanish	ATENCIÓN: Si usted habla español, tiene a su disposición servicios gratuitos de interpretación. Comuníquese con alguien del personal de registros o llame al 404-785-5437.
Vietnamese	CHÚ Ý: Nếu quý vị nói tiếng Việt, chúng tôi có dịch vụ trợ giúp ngôn ngữ miễn phí dành cho quý vị. Xin liên lạc với nhân viên phụ trách ghi danh hay gọi số 404-785-5437.
Korean	알림: 한국어를 사용하는 경우, 언어 지원 서비스(통역)를 무료로 이용하실 수 있습니다. 등록 담당자 또는 다음 번호로 404-785-5437 문의하십시오.
Chinese	注意：如果您使用中文，可以免費獲得語言援助服務。請聯絡登記人員或致電 404-785-5437。
Gujarati	સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. નોંધણી કરનાર સ્ટાફ વ્યક્તિનો સંપર્ક કરો અથવા 404-785-5437 પર ફોન કરો.
French	ATTENTION : si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Veuillez contacter notre personnel chargé de l'enregistrement ou appeler le 404-785-5437.
Amharic	ማሳሰቢያ-አማርኛ ተናጋሪ ከሆኑ፤ ነፃ የሆነ የቋንቋ ዕገዛ አገልግሎቶች ለእርስዎ ተዘጋጅተዋል። ከምዝገባ ሰራተኞች ውስጥ አንዳቸውን ያነጋግሩ ወይም በስልክ ቁጥር 404-785-5437 ይደውሉ።
Hindi	ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। पंजीकरण की स्टाफ व्यक्ति से संपर्क करें या 404-785-5437 पर फोन करें।
French Creole	ATANSYON: Si ou pale Kreyòl Ayisyen, gen sèvis asistans ak lang disponib pou ou gratis. Kontakte yon manm pèsònèl nan enskripsyon oswa rele nimewo 404-785-5437.
Russian	ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Обратитесь к сотруднику регистратуры или позвоните по телефону 404-785-5437.
Arabic	ملاحظة: إذا كنت تتحدث أدخل اللغة، فإن خدمات المساعدة اللغوية تتوفر لك مجاناً. إتصل بموظف تسجيل أو 404-785-5437 على الرقم .
Portuguese	ATENÇÃO: Se você fala português, serviços de assistência ao idioma estão disponíveis gratuitamente. Entre em contato com o departamento de cadastro, ou ligue para 404-785-5437.
Farsi	توجه: اگر به زبان فارسی صحبت می کنید، تسهیلات زبانی به صورت رایگان در دسترس شما قرار می گیرد. برای کسب اطلاعات بیشتر با یکی از کارکنان بخش ثبت نام ما تماس بگیرید یا با شماره 5437-785-404 تماس حاصل نمایید.
German	ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Wenden Sie sich an das Anmeldepersonal oder wählen Sie die Rufnummer 404-785-5437.
Japanese	注意事項：日本語での言語サポートを無料で提供しています。レジストレーション・スタッフ、または404-785-5437までお問い合わせください。

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