



Your Stay at Le Bonheur



Le Bonheur
Methodist Healthcare
Family Children's Hospital





www.lebonheur.org

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Welcome

Welcome to **Le Bonheur Children's Hospital**. The **Le Bonheur Patient Guide** has the information you will need during your child's stay with us. It's yours to keep and use for reference.

A hospital visit can sometimes be overwhelming, and we offer many services and amenities that we hope will make your time here more comfortable. At Le Bonheur, parents and family members are considered an essential part of the care team, and we respect the fact that no one knows your child better than you. We'll be your partner and work with you for the best possible outcome for your child. Thank you for trusting Le Bonheur.

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Wireless Internet is available throughout the Le Bonheur campus.

Network name: **GuestNet**

Username: **1visitor**

Password: **welcome**

Le Bonheur Children's ofrece esta guía para pacientes en español. Para obtener una copia de la guía en español, pida la asistencia de su enfermera.



About Le Bonheur

The new Le Bonheur, opened in December 2010, is a \$340 million, 610,000-square-foot facility designed specifically to serve children. Everything from interior design to state-of-the-art technology is focused on one thing – providing exceptional care for children. Our 12-story hospital houses 255 beds, and our campus covers more than 1 million square feet.

Partnership as a Parent

At Le Bonheur, we consider parents a part of the care team. We rely on your support in caring for your child. There are several ways you can participate in your child's care.

You can feed and bathe your child, put your child to bed at night, change diapers and remain by your child's side. Additionally, you can research your child's diagnosis with the help of an educator through the Le Bonheur Club Family Resource Center on the Lobby Level or by calling [ext. 77151](tel:77151).

A valuable way the clinical team can work with you and your family is through bedside handoffs, which occur at each shift change. The nurse going off-duty ensures that the oncoming nurse has all the updated and important information about your child's care. Some of the information discussed includes levels of pain, care planning, nutritional needs, mobility, IV status and medications. You can be as involved in bedside handoff as your comfort level allows. Let your care team know if you would like to be included.

If your child is undergoing surgery, you also have the option of being with your child when he or she is given anesthesia. Accompanying your child to the operating room is an option that you as a parent or primary care giver can choose. It is not a requirement and each family should make the decision based on their individual circumstances. If you would like to stay with your child through this process, please let your care team know.

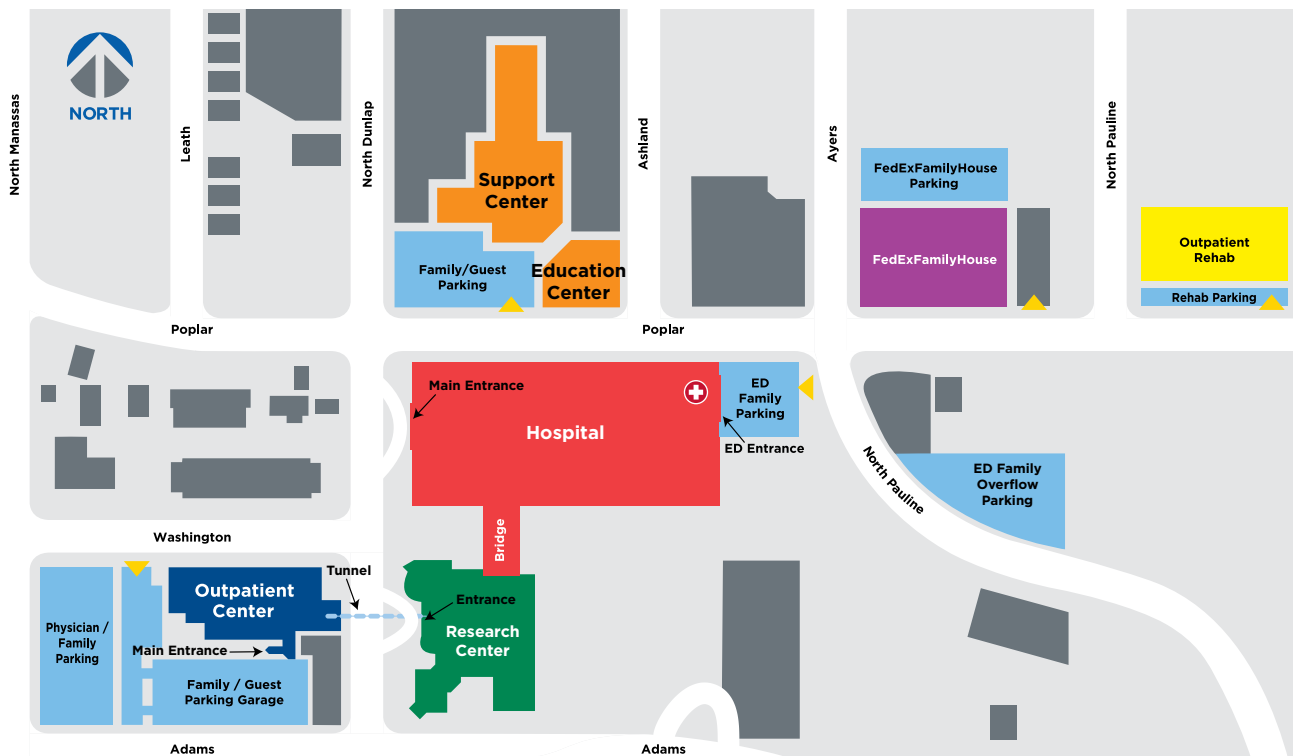
Friends and Family at Le Bonheur

As an essential part of the care team, parents are encouraged to be with their child as much as possible. When your child is admitted, you'll receive two parent ID wristbands. Please wear these throughout your child's stay.

Other friends and family are welcome anytime. Everyone must check in with a security officer to receive an ID badge. Children younger than 12 should check in at the nurses' station for a health screening before entering a patient's room.

Campus Map

Family and guest parking is highlighted in light blue. If you park in the parking garage behind the Outpatient Center, bring your ticket to a Welcome Desk to obtain a token for free parking.



Welcome desks are located in the main hospital and Research Center; maps, directories and additional information are available there.

Main Hospital Welcome Desk

Located on the Lobby Level of the hospital.
Hours are Monday - Friday, 6 a.m. - 6:30 p.m.,
Saturday, 8 a.m. - 2 p.m., and Sunday, 11 a.m. - 3 p.m.

Research Center Welcome Desk

Located on the Ground Floor, near the tunnel entrance.
Hours are Monday - Friday, 6 a.m. - 5:30 p.m.

Call (901) 287-KIDS (5437) for more information.

Finding Your Way Around

Hospital maps for patients and families are available at the Welcome Desk in the Main Lobby, at all security locations and in the Family Resource Center. Feel free to ask any member of your care team for help finding your way around the hospital.

Important Phone Numbers

If you are calling from a hospital phone to another location inside the hospital, dial the last five numbers. For example, to contact the cashier, dial 76790.

Cashier	287-6790
Dining on Call	287-8646
Gift Shop	287-6155
Le Bonheur Club Family Resource Center	287-7151
Lost and Found	287-6017
Mailroom	287-6142
Medical Records	287-6076
Operators	287-5437
Outpatient Pharmacy	287-6050
Patient Advocate	287-6350
Security	287-6017
Volunteer Services	287-6190

Smoke-Free Policy

Le Bonheur is dedicated to maximizing the health of all of our patients and their families and serving as a community leader and role model for healthy lifestyles. Le Bonheur is a tobacco-free facility and campus. Employees, physicians, patients and guests are asked to refrain from using any type of tobacco product anywhere on our campus, including all buildings and outdoor areas.

Hand Hygiene

Keeping our hands clean is one of the most important things we can do to prevent infections while in the hospital. These hospital-acquired infections can make a patient much sicker, prolong recovery and increase the length of time patients are in the hospital. Le Bonheur has foam hand sanitizers located throughout the building for your use. Additionally, please remember to wash your hands with soap and water frequently, and ask anyone entering your child's room to wash their hands.

Patient Rights and Responsibilities

At Methodist Le Bonheur Healthcare we have a commitment to our young patients and their families. You and your child have the right to:

- exceptional health care
- safety and comfort
- respect for your privacy
- support for your feelings, beliefs, way of life, problems and concerns
- information that you can understand
- have your records kept private, unless you tell us to give them out
- make decisions about your care
- ask for help in deciding about ethical issues
- have a second doctor see you upon request
- receive appropriate pain management
- education when needed
- refuse treatment and be told what might happen if you do
- know the names and experience of our doctors and staff
- look at your written record with a doctor
- know what part of your care, if any, is for research or education and refuse that part of your care if you choose to do so

You and your child should:

- provide all past health information
- ask questions if you do not understand something
- tell us if you are not happy with our care
- help plan your care and do your part of the plan
- tell us when you see changes in your child's health status
- respect the rights of other patients, families and staff
- follow Methodist Le Bonheur Healthcare rules
- ask your doctor or nurse what to expect regarding pain and pain management
- keep all appointments or call to change them when you need to
- pay your bill on time
- take total responsibility if you refuse treatment or do not follow your care plan
- speak with your doctor or nurse or call for a patient representative if you have additional needs

Sign language, oral interpreters and other auxiliary aids and services are available free of charge to patients, family members or companions who are deaf or hard of hearing. For assistance please contact any hospital personnel or call **901-516-7000 (voice)** or **901-516-2122 (TTY)**.

Protecting Your Privacy

At Le Bonheur, we are committed to protecting your child's privacy and will not share information regarding your child's health without your permission. To help ensure privacy, our staff does not share any information with families on their personal social media sites (Facebook, Twitter, LinkedIn, etc.) and we recommend not reaching out to any of your health care providers via social media as doing so represents a risk to your child's private health information.

Although you may want to keep your family and friends updated on your child's status while in the hospital, we do advise caution in using social media sites to share health updates, photos of your child in the hospital, or "check-ins" from your phone or computer. Please remember that because they are public forums, activity on these sites may unintentionally expose your child's private health information to the public.

Questions or Concerns

Our hope is that your child's stay with us exceeds your expectations. However, if you have questions or concerns, please speak with your child's nurse first. If there is a problem that is not being resolved, then you may ask to speak with the nursing leader on your floor or unit, or the Le Bonheur patient advocate. Our patient advocate serves as a liaison between the hospital staff and patients and families, and can assist in problem resolution. The patient advocate can be reached at **901-287-6350**.

Medical Response Team

This team is made up of medical professionals. As a family member, you can call this team if your child is in a non-critical care area and you feel there is a serious change in your child's condition. If you are concerned, have addressed those concerns with your child's care team and still do not feel that everything is being done for your child, you have the option of calling the Medical Response Team. This team will come to your child's bedside to address your child's needs.

To call the Medical Response Team, dial **ext. 7-4462** from your room phone.

- Tell them your child needs to see the Medical Response Team.
- Make sure to tell them your child's name and room number.

Ethics Consultation

Should an ethical question arise that involves your child's treatment, we have ethics consultation available from our ethics committee. Please contact the Chaplain at **901-418-4022** and an ethics team member will be in contact with you.



Accommodations and Dining

Your Child's Room

All patient rooms at Le Bonheur are private. New bed sheets and blankets are provided each day. Each room has space for two family members to spend the night. Your child's room number is located on the sign outside your door, shown in this example.



Nurse Call

If you need to contact your nurse, use the bed control device to do so. This will direct you to a unit coordinator who will send your request to the appropriate person.

Bed Controls

If your child would like his or her bed adjusted, the controls are located on the side rail of the bed.

Room Boards

There are two boards located in your child's room. The first lists your room number, your nurse's name and your child's plan of care for the day. The second board is for your personal use. It has magnets for hanging greeting cards or artwork.

Telephone and Cell Phones

Each patient room has a phone for your local use at no charge. Your phone number is printed on your phone. For outside calls, dial "9" then the number. For long distance calls, dial "0," and the operator will transfer you to your long distance carrier. Long distance calls may not be charged to the room. When using your cell phone, please be mindful of where you are in the hospital so that other patients and families are not disrupted. A Telephone Device for the Deaf (TDD) is available for patients and parents who are hearing impaired. Ask a member of your health care team about this device. For more information, call the operator at [ext. 75437](tel:75437).

Television

The television in your room includes an entertainment system with cable, movies, games and hospital resources at your fingertips. You can also make housekeeping, maintenance and staff requests using your television. Turn on the screen and follow the prompts to make your selection. Channel 8 displays hospital events and programming.

Housekeeping

Le Bonheur's Environmental Services department will clean your child's room every day. Please call [ext. 76286](tel:76286) for service. The nursing staff will change your child's sheets as needed.

Maintenance

If something in your child's room needs servicing (i.e. television, phone, etc.), call Le Bonheur's Engineering department at [ext. 76146](tel:76146) or go to Make a Request on your television entertainment system for assistance.

Bathroom

Bathrooms are located in all patient rooms with the exception of intensive care areas. Your child's bathroom has a toilet, bathtub and shower for your convenience. If your child needs additional towels, soap, lotion or other toiletries, please let us know.

Accommodations and Dining

Dining

Dining on Call

Like room service in a hotel, Le Bonheur patients can eat what they want, when they want according to the diet your child's doctor has ordered. To place an order with Dining on Call, dial **78646 (7TOGO)**. An operator will take your order, and your meal will arrive within 45 minutes. There is no charge for patient meals. Dining on Call is available from 7 a.m.-7 p.m. For a menu, ask your nurse.

Cafeteria

Located on the Lobby Level near the Main Lobby, the cafeteria is open Monday-Friday from 6:30-10 a.m., 11 a.m.-2 p.m. and 4 p.m.-2:30 a.m. The cafeteria is open Saturday and Sunday from 6:30 a.m.-10 p.m. Some of the offerings include pizza, pasta, salad bar, soups, deli sandwiches, a hot food line and grill.

Deli and Coffee Bar

Located across from the cafeteria in the main hospital, the deli and coffee bar has grab-n-go items, drinks and snacks. Another deli and coffee bar is located on the Ground Floor of the Research Center. Both locations are open Monday-Friday from 10 a.m. - 7 p.m.

Vending

Snack and drink machines are located on the Lobby Level of the hospital, across from the cafeteria, as well as on the Ground Floor in the Emergency Department waiting room. Vending machines are also located on the Ground Floor of the Outpatient Center, near the pharmacy. If you need change, visit the cashier's window on the Lobby Level of the hospital.

Nursing Mothers

We want to support nursing mothers as much as we can. Because it is important to stay hydrated and well-nourished while breastfeeding, we offer free dining accommodations for nursing mothers. Contact Clinical Nutrition at **ext. 76140** for details.



Your Health Care Team

Nursing Team

A **nurse practitioner** has advanced education and training that extends beyond a registered nurse. They collaborate with your child's doctor to evaluate, diagnose and treat children in certain areas of the hospital.

A **registered nurse (RN)** will make sure your child receives the care that he or she needs. Because your child receives care 24 hours a day, different nurses will work with your child during your stay. There is a nurse leader on each shift who can answer any questions about your child's care.

A **patient care assistant** cares for the daily living and safety needs of the patient. He or she helps the nurse by performing various patient care duties, such as changing bed linens and weighing patients.

A **patient care coordinator** is a registered nurse who supervises daily care in the unit.

Each patient floor has a **clinical director**. He or she is responsible for all operations on the floor, including to delivery of care for each child and the environment on the floor.

Physician Team

Your **attending physician** is your child's regular doctor or a Le Bonheur staff doctor focused on the medical care of your child while in the hospital. He or she directs the child's health care team on a daily basis.

A **resident physician** is a doctor receiving further training in pediatrics. Resident physicians staff the hospital 24 hours a day. An **intern** is a resident who has graduated from medical school and is in the first year of training.

A **pediatric specialist** is a doctor who works in certain areas of children's health care, like cardiology or endocrinology. A **resident fellow** physician is a medical doctor who has completed training in pediatrics and is receiving additional training in a specialty, like cardiology or endocrinology.

An **anesthesiologist** is a doctor trained to help your child sleep safely during surgery.

A **hospitalist**, a pediatrician that specializes in caring for children in the hospital setting, will work with your child's pediatrician and other providers to deliver coordinated and comprehensive hospital care.

Your Health Care Team

Support Team

Social workers can be reached 24-hours-a-day to support you and your family during your child's illness. They may also help with plans for home care services after you leave Le Bonheur and can help you find community resources. Ask your doctor or nurse to contact them for any needs you may have.

Case managers help to coordinate the care of your child throughout his or her hospital stay. They work closely with nurses and social workers to ensure that your child is receiving the level of care he or she needs.

Rehabilitation is a special area at Le Bonheur that uses exercise, activities and equipment to help your child get better. The Rehab staff works with all types of patients and includes **physical therapists, occupational therapists, speech language pathologists** and **audiologists**.

Pharmacists are available 24-hours-a-day and help ensure safe and effective use of medication in children, as well as promote health, wellness and disease prevention. Our specially trained pediatric pharmacists work with physicians and other health care professionals to determine the best medication regimen and monitoring plan for your child. Intensive care areas have their own satellite pharmacies, with pharmacists specializing in care for patients in these areas.

Clinical nutritionists or **dietitians** evaluate your child for any special dietary or nutritional needs. They work with you to be sure your child receives proper nutritional care while at Le Bonheur. If a special diet is needed when your child gets home, they will give you instructions to follow and refer you to other outside resources.

A trained **lactation consultant** is also part of the team to help the breastfeeding mother and baby. This consultant offers support, special equipment or supplies, if needed. Ask your nurse for assistance.

Respiratory therapists work throughout the hospital providing breathing treatments or other respiratory services to patients.

Phlebotomists have received extensive training on how to collect blood samples from pediatric patients. Depending on the test that your child's physician orders and the amount and type of specimen required, the phlebotomist will select the best method to collect the sample. This may be a venipuncture, a finger stick or in some cases, a heel stick.

Members of our **technical support staff** are specially trained in areas of radiology, EEG, EKG and ECHO and perform tests that will provide your child's doctor with information pertaining to your child's diagnosis.

Your Health Care Team

Support Team *(continued)*

Chaplains provide spiritual care and counseling services to parents, children, family and friends and are available 24 hours a day to offer support, prayer and comfort. If you would like to request a chaplain, contact **ext. 75277**.

Volunteers are available to provide respite care. Respite care is a free service provided for your child if you need to leave the hospital. A trained hospital volunteer will sit with your child for two to three hours and interact and play with your child when possible.

Our certified **Child Life** Department uses play, art and music to help children overcome their fears and deal with their questions and emotions. Child life specialists are trained to comfort families during their stay, and are assigned to each unit in the hospital. Child Life also helps prepare siblings for visits with their hospitalized brother or sister to help answer any questions they may have.

Parent mentors are trained, veteran, Le Bonheur parents who are effective managers of their own child's health care. They provide peer support, make suggestions for coping in a hospital setting, model effective partnering with the health care team and offer suggestions for navigating the journey and the parent's role in his or her child's care. They are available to talk with families about such topics as coordinating family life during hospitalization, working effectively with your health care team, bereavement (if needed), taking your child home, and normalizing life after discharge. To see if a parent mentor is available, ask your nurse.

Environmental Services staff will clean your room each day. The **Engineering Department** services anything that might not be working properly in your child's room, like the television or telephone.



As your child gets better, we'll work with you and your family to prepare for a safe return home. Your child's nurse will talk with you about any home care needs, at-home medications, how to use equipment at home and follow-up visits with the doctor. The nurse will also tell you who to call if you have any questions or problems at home.

After the doctor says your child can go home, discharge orders will be written, and a patient care assistant will help you prepare to leave. Sometimes the discharge process can take several hours. Bring loose, comfortable clothes for your child to wear home. Please make all arrangements, such as transportation, work schedules and child care needs, before the day of discharge.

If the doctor prescribed medicine for your child to take at home, you have the option of having it filled at the pharmacy on the Ground Floor of the Outpatient Center before you leave Le Bonheur.

Medical Records

A medical record is a unique detailed account of the care rendered to your child by the health care provider. Both the hospital and your physician will have medical records related to your child's care. From time to time, you may have questions about your child's records. The release of the medical record, or any data contained within, must be approved by a parent or guardian. For more information, call **901-287-6076**.

Medical records can be requested by sending the following information in writing to our Health Information Management office:

- Patient's name
- Patient's date of birth
- Requestor's name
- Requestor's phone number

Mail this information to:

Le Bonheur Children's Hospital
Attn: Health Information Management
50 North Dunlap Street
Memphis, TN 38103

Your Bill

Le Bonheur will file your insurance claims for you. Once the insurance company has paid its part of the hospital bill, you will be billed for the remaining portion. The Patient Financial Services Department is here to help you understand your hospital bills. Please contact us with any questions or to arrange payment on your account. We accept cash, check, MasterCard, Visa and Discover. We are able to take your payment with a credit card over the phone. If you have any questions, please call **(901) 516-1000**; hours are Monday through Friday 8 a.m. to 4:30 p.m. To pay your bill online, visit www.lebonheur.org/login.

If you would like to mail your payment, please send it to:

Methodist Le Bonheur Healthcare
Attn: Patient Financial Services
6077 Primacy Pkwy, Suite 400
Memphis, TN 38119

Your Ride Home

Your child's safety is very important to us. To ensure a safe ride to and from Le Bonheur Children's, please make sure your child is properly secured in a child safety seat or booster seat. To learn more about child passenger safety, visit lebonheur.org/safekids. To make an appointment to have your car seat checked or installed before you leave Le Bonheur or after you have returned home, call Safe Kids Mid-South, led by Le Bonheur, at **(901) 287-6730**.

Pharmacy

A pharmacy is available at Le Bonheur for over-the-counter drugs and prescriptions. Most insurance is accepted. For your convenience, you can have prescriptions ready for pick-up upon discharge. You can contact the Outpatient Pharmacy at ext. 76050. It is located in the Outpatient Center and is open Monday through Friday, 9 a.m. - 5:30 p.m.

Ways To Help

If you would like to give back to the hospital that helped your child as a volunteer, donor or advocate, visit www.lebonheur.org and click on **Ways to Help**.

Feedback

At Le Bonheur, it's very important we provide you with the best patient and family-centered care. In a few weeks, you may receive a questionnaire from NRC Picker asking specific questions about your experience in our care. We know your time is valuable, but please honestly answer the questions and return the completed questionnaire. We want to hear from you to improve our quality of care. Please let us know how we are doing.



Amenities at Le Bonheur

ATM

Le Bonheur has a First Tennessee ATM for your convenience located on the Lobby Level, across from the cafeteria.

Breastfeeding Support

A trained lactation consultant helps the breastfeeding mother and baby by offering support, special equipment and supplies if needed. Lactation rooms are located on the 4th floor near pods A and C and on floors 5, 9 and 11. Additionally, special dining accommodations are available for nursing mothers. To work with a lactation consultant, ask your nurse or call **ext. 76140**.

Cashier

A cashier's office is available to cash checks and pay hospital bills during your stay. It is located on the Lobby Level, near the Room of Magic movie theater.

Chapel

There is a chapel located on the Lobby Level for your use. Near the chapel are quiet rooms for private prayer or reflection, and a Wishing Wall. Patients, families and visitors can write down prayer requests or reflections and put them in the Wishing Wall for our chaplains.

Creative Arts

Le Bonheur has a creative arts room for patients' and siblings' use. It is located on the 9th floor. For hours and information, ask the child life specialist on your floor.

Family Resource Center

Families can feel a little more at home in the hospital, thanks to the Le Bonheur Club Family Resource Center. The center has a living room area and kitchenette where families can rest or share meals together, and a computer area provides families with space to work. An educational library and educator in the center can also research credible medical sources for you while you are here and after your stay. The Family Resource Center is located on the Lobby Level. To contact the center, call **ext. 77151**.

Amenities at Le Bonheur

FedExFamilyHouse

FedExFamilyHouse provides housing for out of town families of patients receiving care at Le Bonheur. The house includes 24 suites, four kitchens, dining facilities, indoor and outdoor recreational space, an office for families and other amenities. It is located across the street from the hospital at the intersection of Poplar Avenue and S. Pauline. Please ask your social worker for more information.

Gift Shop

Le Bonheur's gift shop, Branches, is located on the Lobby Level of the hospital in the Main Lobby. It is open Monday-Wednesday from 9 a.m.-5:30 p.m., Thursday from 9 a.m.-7 p.m., Friday from 7 a.m.-5:30 p.m., Saturday from 10 a.m.-4 p.m. and Sunday from 1-5 p.m. The gift shop is stocked with toys, cards, flowers, snacks, necessities for an overnight stay and much more. To purchase specialty items with the Le Bonheur logo such as t-shirts, umbrellas, cups and bags, visit the online store at www.lebonheur.org/giftstore.

Interpreter Services

To ensure effective communication with patients and their families who are deaf or hard-of-hearing, we provide appropriate auxiliary aids and services free of charge. These services include: sign language interpreters and oral interpreters, phones, written materials, assistive listening devices, telephones compatible with hearing aids, and televisions with caption capability or closed captioning of most hospital programs. Spanish interpreters are also available upon request. Please ask a nurse or social worker to obtain any of these services.

Laundry

Family laundry areas are available on every inpatient floor, with the exception of critical care areas. Laundry supplies may be found at the nurse's station. Laundry areas are listed in the hospital map booklets, located at the Welcome Desk in the Main Lobby or at any security station.

Lost and Found

If you have lost or found an item, contact Le Bonheur Security at [ext. 76017](tel:76017).

Mail

Any mail that comes for your child will be delivered each afternoon, Monday through Friday. Family and friends can send mail to this address: Child's name, room number, Le Bonheur Children's Hospital, 50 North Dunlap, Memphis, TN 38103. Mail received after your child returns home will be forwarded to your home address.

Amenities at Le Bonheur

Movie Theater

Patients and families can enjoy a trip to the movies by visiting the Room of Magic. Located on the hospital's Lobby Level, the movie theater has a 13-foot motorized screen with speakers built into the walls. The theater is designed to accommodate IV equipment, wheelchairs and other special needs of our patients. For hours and movie times, ask the child life specialist on your floor.

Parent Mentor Program

Parent mentors are trained, veteran parents of Le Bonheur patients who are effective managers of their own child's health care. They provide peer support, make suggestions for coping in a hospital setting, model effective partnering with the health care team and offer suggestions for navigating the journey and the parent's role in his or her child's care. They are available to talk with families about such topics as coordinating family life during hospitalization, working effectively with your health care team, bereavement (if needed), taking your child home and normalizing life post-discharge. To see if a parent mentor is available, ask your nurse.

Pharmacy

An outpatient pharmacy is available for over-the-counter drugs and prescriptions. Most insurance is accepted. The pharmacy is located in the Outpatient Center and is open Monday through Friday, 9 a.m. - 5:30 p.m.

Playrooms

Playrooms are located on most inpatient floors and are designed to help patients escape from the stress of hospitalization. Playrooms are open to families and patients of all ages, and are equipped with video games, board games, puzzles, art supplies and much more. Medical procedures are not permitted in this safe place of play. For playroom hours, ask the child life specialist on your floor. In addition to the playrooms, Le Bonheur also has a room dedicated to siblings of patients. For more information, ask your child life specialist.

Respite Care

Respite care is a free service provided for your child if you need to leave the hospital. A trained hospital volunteer will sit with your child for two to three hours and help him or her with any needs he or she might have. Use your entertainment system on your television to request respite care or call **ext. 75225**.

Amenities at Le Bonheur

School

Le Bonheur is home to an accredited school program providing year-round school services to patients in grades K-12. These services help your child remain on track with classmates and are provided at no cost to families. Make sure to bring contact information from your child's school so that our teacher may contact your child's teacher to discuss his or her school needs. To contact one of Le Bonheur's school teachers, call **ext. 76762**.

Teen Room

Located on the 11th floor near the Family Room, the Teen Room is a special place just for teenage patients and siblings to hang out. The room is equipped with age-appropriate games, activities and other materials. For the room's hours, ask the child life specialist on your floor.

Vending

Snack and drink machines are located on the Lobby Level across from the cafeteria near the Main Lobby, and in the Emergency Department waiting room on the Ground floor. If you need change, visit the cashier's window on the Lobby Level.

Welcome Desk

Welcome Desks are located in the main hospital on Lobby Level and in the Research Center on the Ground Floor. Representatives at the Welcome Desk can help answer questions and locate resources you may need.

WiFi

Wireless Internet access is available throughout the campus. It may be accessed by selecting the GuestNet wireless network and entering:

username: lvisitor
password: welcome



Created in partnership with Le Bonheur Families.



Le Bonheur
Methodist Healthcare
Family **Children's Hospital**

50 N. Dunlap St. • Memphis, TN 38103
(901) 287-KIDS (5437)
www.lebonheur.org