

In my mind, I know all the answers. I have lots of friends. **Inpatient Family** In my mind,

**HANDBOOK**



We are all born with great potential.  
Shouldn't we all have the chance to achieve it?

In my mind, I am very brave. In my mind, I am full of hope. I am happy to be here. I have lots of champion. In my mind, I can do anything. I know all the answers. I am never I have big things in my mind, am 10 I am always smiling. I am incredible things are possible. In my mind, I am a hero. In my mind, I am a champion. I have lots of things in my mind, I know all the answers.



TABLE OF CONTENTS	
Preparing for the Hospital Stay	2
Family-centered Care	3
What to Bring	4
Patient Rooms	5
When You Arrive	6
Patient Safety	6
Your Healthcare Team	7
Meals	12
Visitors	12
Hospitality	13
Patient Satisfaction	14
Discharge Day	15
For Your Convenience	16
Finding the Resources You Need	18
Financial and Billing Matters	19
Campus Safety and Security	20
For Your Privacy	20





**Welcome to Kennedy Krieger Institute**, where we are committed to doing everything we can to help our patients achieve their potential. At Kennedy Krieger, we focus on applying the core values of family-centered care—a best practice in healthcare—through participation, information sharing, dignity, respect, and collaboration.

To ensure your family member’s comfort and safety during his or her stay—and to ensure the smoothest possible transition back to home, school, and community life—we welcome and encourage your involvement throughout the hospital stay, as you are a primary member of our treatment team. This Inpatient Family Handbook and accompanying Patient and Visitor Guide are designed to give you the information you need to be an active participant in your family member’s care.

### **About Kennedy Krieger**

Founded in 1937, Kennedy Krieger is an internationally recognized institute dedicated to caring for individuals with disorders and injuries of the brain, spinal cord, and musculoskeletal system. In our 70-bed specialty hospital, we provide inpatient rehabilitative care for children and adolescents with brain injuries, spinal cord injuries, feeding disorders, neurobehavioral disorders, and pain disorders, as well as those recovering from orthopedic surgery. Our interdisciplinary approach to patient care brings together professionals from numerous fields and specialties to create treatment plans tailored to the individual needs of each patient throughout all levels of care. Meanwhile, our researchers and scientists are leading the effort to treat, prevent, and eventually cure these and other disorders. More than 20,000 individuals receive care each year in diverse settings, including our inpatient hospital, outpatient clinics, day treatment program, and community- and home-based programs.



## Preparing for the Hospital Stay

We know that coming to the hospital can be an overwhelming and stressful experience for your family. We are here to support you before and during your stay to ensure you have the most positive experience. There are a few things you can do to help prepare your family member for adjusting to their hospital stay:

**Talk with your family member about what to expect.** Ask what he or she is feeling, and talk through any fears or misunderstandings. Help your family member understand that it's safe to trust the staff at Kennedy Krieger, and that they are there to help.

**If possible, visit the hospital before admission.** By taking a tour of our inpatient unit, patients and families can familiarize themselves with our staff and facilities, which may help to ease anxiety before and after admission.

**Ask questions.** We encourage our patients and families to ask their healthcare providers questions. We suggest you write down your questions in advance and bring them with you.

**If possible, let your family member pack his or her bag/suitcase.** Patients are welcome to bring along some comforting items that may help them cope with being in the hospital.

**Ask about our child life specialists.** Our child life specialists are available to provide suggestions on how to best prepare for the hospital stay. They can also provide you with age-specific educational materials about adjustment and coping. To speak with a child life specialist prior to your hospital visit, please call **443-923-2630**.

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amazing. In r

“The quality of staff at Kennedy Krieger was amazing. They’re like angels. There is no way I can put into words how wonderful a relationship they made with Katie, and how well they were able to motivate her and turn her around.”

– ML Bickford, Bethany Beach, Delaware





ere. I make my Mom smile.

### Ambassador Program

We know that our patients and caregivers will have questions and concerns about having a disability or injury, adjusting to hospital life, and what life will be like when they go home. The Kennedy Krieger Ambassador Program provides support to current patients and caregivers by connecting them with former ones who are willing to share their stories and offer advice and encouragement. For more information, please call **443-923-2630**.

I have a lot to g  
possible. In my mind, I can do anything.

## Family-centered Care

At Kennedy Krieger, we are committed to incorporating family-centered care in all that we do. No one knows your family member better than you, so we believe that the best way to care for the patient is to include you—the family—as part of the healthcare team. We will acknowledge and address your needs, concerns, opinions, and feelings, and work together with you to improve the health and well-being of your family member. We promise that at all times, your loved one will receive care that reflects the core principles of patient- and family-centered care, which include the following:

**Participation** – We encourage you and your family to actively participate in your family member’s care and decision-making.

**Information Sharing** – Effective family-centered care comes from clear communication between patients, team members, and parents. We will consistently communicate with you and strive to give you timely, complete, and accurate information in ways you can understand. We uphold the philosophy that families are not visitors in their loved ones’ lives, and we encourage parents or guardians to stay with their family member at all times. Physicians, residents, nurses, respiratory therapists, and a pharmacist make rounds together at the bedside every morning to ensure that care is transparent, coordinated, and collaborative. We encourage you to be part of this process, as we value your input and want you to be involved in the plan of care.

**Dignity and Respect** – We honor and listen to the perspectives and choices of our patients and families. We incorporate your knowledge, beliefs, values, and experience into the planning and delivery of care.

**Collaboration** – We collaborate with families to help us deliver care, educate our staff, and evaluate policies and programs. We include you and ask for your feedback as we strive to provide the best care. Your voice matters to us!



“If not for the services, care, and professionalism from everyone at Kennedy Krieger, we would not be where we are today. From our initial contact, to our inpatient visit, and all the spaces in between, we received exceptional and incredible care.”

– Lisa Shilling , Denham Springs, Louisiana

## What to Bring

### Personal Items

Patients typically wear their own clothes. We provide basic toiletries, including a toothbrush, toothpaste, soap, shampoo, lotions, deodorant, powder, mouthwash, and diapers. We allow battery-operated music players and video game systems, and we have DVDs for patient use. All personal items should be clearly labeled with the patient’s name, using a permanent marker. For safety reasons, we will need to inspect any electrical items brought from home.

### Clothing may include:

- comfortable clothes
- underwear
- shoes (no open-toes)
- nightclothes
- socks
- slippers

### Other items you may bring include:

- Schoolwork, including textbooks and assignments
- A car seat, if needed. Maryland law requires children 8 years and younger to sit in a car or booster seat while on the road.

*Please note: Kennedy Krieger cannot assume responsibility for any lost or damaged belongings.*

### Medical and Legal Items

- Immunization and medical records
- All insurance information, including insurance card
- Parents’ or guardians’ photo IDs
- Names, phone numbers, and addresses of current doctors or therapists
- All legal papers, such as birth certificates, Social Security cards, and pertinent court documents, such as custody and surrogacy papers, and education plans
- A current list or empty containers of all prescription and over-the-counter medications, herbal remedies, and vitamins, with labeled dosage and frequency information
- Special assistive equipment, such as braces, wheelchairs, seating inserts, splints, helmets, eyeglasses, and hearing aids, including batteries and chargers



### What Not to Bring

#### Certain items are not allowed, including:

- Medication, unless otherwise instructed
- Valuables or sentimental items
- Humidifiers and vaporizers
- Oil diffusers
- Inflatable beds
- Small kitchen appliances (e.g., coffee pots, hot plates, blenders, rice cookers)
- Irons
- Fans
- Curling and straightening irons
- Heating pads



## Patient Rooms

Inpatient rooms are semiprivate and multi-bed. Room assignments are based on medical needs, age, and gender, which may necessitate room changes during the patient's stay. We strive to keep room changes to a minimum. We encourage children and adolescents to decorate their rooms with reminders of home; however, please be mindful that space is limited.

**Televisions:** Each bedside has a cable TV. All televisions must be turned off during the daily rest period (noon to 2 p.m.) and after 10 p.m.

**Telephone:** Each bedside has a telephone. To make a local outside call, dial 9, then the number, including the area code. All long distance calls must be collect or charged to your credit card. Personal cell phones are permitted, but please be respectful of others.

**Lights Out:** Sleep times begin between 8 and 10 p.m., depending on the age and needs of the patient.

## When You Arrive

To help us provide your family member with the best possible care, please come prepared with accurate information about the patient's medical history and needs. When you register, you will be asked to complete various forms, including consent for treatment, release of medical records, and protection of health information. Please bring all required medical and legal papers, along with the names and addresses of doctors and other providers who will need copies of the medical records. Admission paperwork must be signed by the patient, if over 18, or the patient's legal guardian. Upon admission, all patients are photographed and asked to wear identification bands to ensure safety. Please plan to be with your family member as much as possible during the first several days, as our staff will have questions and information for you.

## Patient Safety

Our patients' health and safety are of the utmost importance to us. We want you to have all the information you need in order to ensure safety during the hospital stay. We encourage you to take an active role in your family member's healthcare, and to talk with your nurse or other providers about ways to keep your family member safe. Please follow hospital rules regarding patient care, conduct, and safety, and please respect the rights of other patients and hospital personnel.



### Here are a few ways we can work together.

- Patient ID band must be worn at all times.
  - Please sign the logbook located at the nurse's station, and inform your nurse before leaving and upon returning to the unit.
  - Staff members will always check the patient's ID band before any procedures or administering medications. Talk to the patient's treatment team and familiarize yourself with his or her medication schedule and medical equipment.
  - Make sure that everyone washes their hands before any contact with the patient. Hand hygiene stations are available throughout the Institute.
  - Prevent injuries and falls by:
    - Keeping bed rails up at all times
    - Keeping walkways clear
    - Making sure wheelchair brakes are locked when transferring patients and when patients are stationary
    - Ensuring that side rails on occupied stretchers are in an upright position
    - Not standing on beds or chairs, or in tubs
    - Wearing shoes at all times
  - Please follow the treatment plan recommended for the patient by the medical team and request clarification about anything that is unclear.
- 
- Please adhere to our non-smoking/tobacco/electronic cigarette policy. Smoking or use of tobacco or electronic cigarettes is not allowed anywhere on the Kennedy Krieger campus.
  - Please refrain from using inappropriate language, which includes cursing and any other type of verbally abusive language.
  - If you take photos/videos, please do not include other people without their permission.
  - If you have any concerns about patient safety, please contact the nurse manager at **443-923-9433**.





## Your Healthcare Team

At Kennedy Krieger, patients and families are primary members of the healthcare team, so you will be in contact with a number of healthcare professionals. Initially, all patients and families see a physician and a licensed nurse. Depending on the patient's needs, professionals from other disciplines will also be part of your family's individualized healthcare team. You will be given a schedule of appointments each morning. If you have any questions, you can call the nursing station at **443-923-9433**.

### The Medical Team

The patient's medical team will consist of an attending physician and a resident. The medical team will see the patient each day to address medical issues and to talk about medical treatment. The attending physician on the patient's medical team specializes in one of the following areas: pediatric medicine, neurology, rehabilitation medicine, psychiatry, or developmental pediatrics. Attending physicians hold faculty positions at the Johns Hopkins University School of Medicine and are responsible for patients' individualized programs and overall care.

### Nursing

Nurses play a crucial role in the patient's recovery. The nurses combine their broad knowledge of growth and development with clinical skills that are essential in a rehabilitation setting. They provide training and education to meet the individual needs of each patient and family, and support success in learning functional skills. Along with maintaining a safe, supportive environment, nurses also promote physical, emotional, and spiritual health. As members of the interdisciplinary team, their roles include developing an individualized patient care plan, along with ongoing daily communication with the patient, family, physicians, and the rest of the care team. Clinical assessments and nursing care are critical to ensuring our patients' good health.

In my mind  
voice

“I will care for their children as though they were my own, so that they too can begin to rest, heal, and prepare for the journey ahead. It is a gift I hope to give each day as I walk through the door: the gift of trust, rest, peace, and healing.”

– Laura Bellote, RN



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to give.

I am full of hope. I am full of my mind, my body, and my heart. I have a lot to give.



**Other services patients may receive during their inpatient stay:**

**Animal Assisted Therapy:** In animal assisted therapy, trained therapy dogs interact with patients during traditional therapy—behavioral, occupational, recreational, speech, and physical—to help them achieve their therapy goals. Before beginning animal assisted therapy, therapists obtain parental permission and make sure the patient has no allergies or fears.

**Aquatic Therapy:** Offered at the recommendation of a patient’s physician, aquatic therapy helps patients to achieve better balance, strength, endurance, range of motion, circulation, self-esteem, and quality of life. Our interdisciplinary aquatherapy team includes an aquatic medical director, an aquatic manager, occupational therapists, physical therapists, recreational therapists, and adapted aquatic specialists with certification in lifeguarding, CPR, pool operations, and water safety.

**Assistive Technology:** This interdisciplinary team of professionals from speech-language pathology, occupational therapy, and physical therapy provides evaluation, treatment, and equipment modification services to help patients achieve their goals. These services include communication and speaking devices, specialized computer access, seating and positioning modifications, and power wheelchair assessments and modifications.

**Audiology:** Audiologists assess hearing ability in patients using a variety of behavioral assessment techniques. Objective techniques that require no response from the patient are also utilized. Our audiologists also offer tests to measure function in the patient’s middle ear, inner ear, auditory nerve, and brainstem auditory pathways. Our audiology group provides patients hearing aids and other assistive listening devices, along with rehabilitative services as needed.





I can do  
it all.

**Behavioral Psychology:** Behavioral psychologists provide consultation, assessment, and treatment for patients with behavioral, coping, and adjustment difficulties associated with development, learning, and medical problems. Principles of behavior, conditioning, and learning are used to teach patients self-care skills, promote their adherence to medical regimens, and help them cope with anxiety, pain, or emotional distress.

**Child Life:** Child life specialists recognize that being in the hospital can be a stressful experience for children. To support our patients' emotional well-being, specialists offer age-appropriate diagnosis education, as well as preparation for, and support during, procedures. Child life specialists can also provide educational and coping resources to siblings. Specialists facilitate these interventions in child-friendly ways, incorporating therapeutic and medical play into everyday interventions.

**Complementary Therapies:** If medically appropriate, inpatients may receive complementary therapies, including acupuncture and massage. These therapies may help patients with overall healing, well-being, relaxation, and pain management.

**Educational Services:** Children who are hospitalized for extended periods may receive educational services, if they are medically cleared to participate and have time in their daily schedule. Lessons are taught daily by Baltimore City teachers, following the Baltimore City school-year calendar. Bringing your child's IEP (if applicable) and any school textbooks and assignments will be helpful.



**Music Therapy:** Music therapists use singing, songwriting, instruments, and other musical experiences to help patients with treatment goals during individual and group therapy sessions.

**Neuropsychology:** Neuropsychologists assess patients' thinking, behavior, and emotional functioning related to brain injury or dysfunction, and make specific recommendations for their treatment, rehabilitation, and education.



**Nurse Care Management:** Nurse clinical care managers work as part of the interdisciplinary team to facilitate communication with your funding source and to help coordinate a safe discharge plan.

**Nutrition:** All patients are screened for nutrition-related concerns to identify whether they need the services of a nutritionist. If required or requested, patients will receive a nutrition evaluation, and a care plan will be developed with the family and interdisciplinary team. Nutritionists help patients to safely and effectively meet caloric, nutrient, and fluid requirements.

**Occupational Therapy:** Occupational therapists work with patients and their families to promote participation in meaningful activities. Evaluations and treatments focus on improving fine motor skills, daily living activities (including eating, dressing, hygiene, and toileting), oral motor skills, positioning, school-related skills—such as handwriting, attention, and visual skills—and play skills that are vital to patients' development and independence.

**Physical Therapy:** Physical therapists facilitate activities designed to increase independence and develop and enhance gross motor functional skills, such as sitting, transferring in and out of positions, walking, and engaging in leisure and sport activities. An individualized treatment plan will be developed for each patient to promote improved gross motor function and greater involvement at home, at school, and in the community. Special equipment—such as walkers, orthotics, or wheelchairs—may be recommended to improve patients' independence and mobility.



I am incredible. In  
I am a **hero**. In

are possible.  
full of wind.



**Return to School Support:** Our educational specialists can provide comprehensive educational evaluations for patients who need assistance with their return to school. The educational specialists communicate directly with the child's school regarding all assessments completed by the hospital treatment team, and assist the family and school in designing appropriate school services to meet the child's needs.

**Social Work:** Clinical social workers help support families as they adapt to the challenges of meeting the special needs of their family member. Social workers provide individual and family counseling, locate necessary resources, and provide care coordination for families.

**Speech and Language Therapy:** Speech-language pathologists evaluate patients' communication, literacy, oral motor, feeding, and swallowing skills. They collaborate with other disciplines, as well as the patient's family, to consider the "whole" patient as they develop and implement treatment goals and strategies to improve function.

**Therapeutic Recreation:** Therapeutic recreation specialists engage patients in individual or group activities that facilitate treatment, adjustment, and socialization. Recreational therapists encourage patient participation in crafts, games, or sports, and also help patients to try new or adapted leisure activities. Community reintegration outings give patients an opportunity to practice their skills in a natural setting outside of the hospital environment.

#### **Recreation and Special Event Programming:**

- **Playroom and Teen Room:** Supervised recreational activities are provided for patients every day, including evenings and weekends.
- **Special Events:** Guest performers and community groups frequently visit to provide entertainment for patients. Holidays, birthdays, and seasonal events are also celebrated.
- **Pet Therapy:** Visits are arranged through accredited pet therapy organizations.
- **Community Outings:** Weekly outings are provided for patients, as appropriate. Various locations include bowling, movies, playgrounds/parks, museums, malls, and other area attractions.



of friends. In my mind, I know all the answers. here. smiling. my mind, dreams. In my mind, I know all the answers.



## Meals

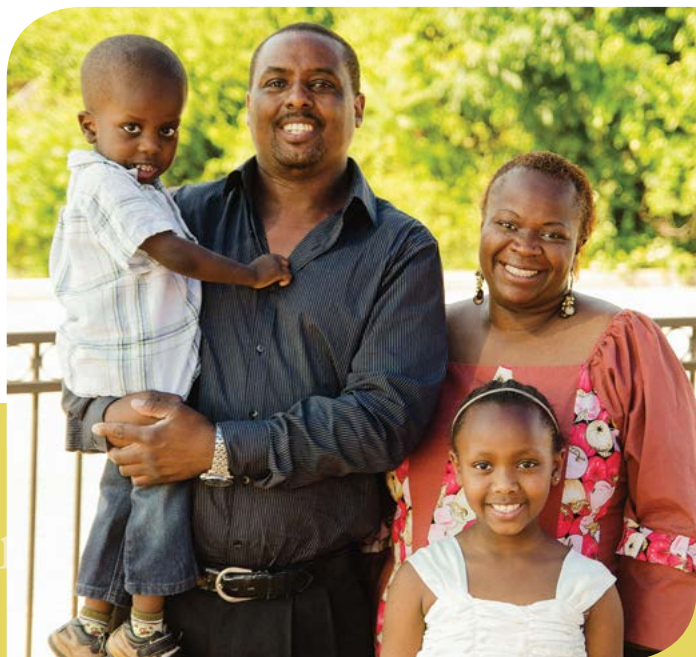
Kennedy Krieger provides nutritious meals for patients. Menus are distributed weekly so that patients can select their meals with the assistance of caregivers or staff, if needed. Modifications for diet, texture, allergies, and cultural preference are taken into consideration. Daily selection preferences can be found on the “At Your Request” menu. Please note that if patients have a special diet ordered by their physician, not all selections can be granted. If you have any questions, please contact the Nutrition Office at **443-923-2730**.

***Note:** Meal options for families and visitors can be found in the Hospitality section of this handbook.*

## Visitors

Kennedy Krieger welcomes families and friends, and asks that everyone adhere to the following guidelines:

- Only those persons designated by the patient’s legal guardian will be permitted to visit. The legal guardian must complete a visitor authorization card (provided by the security officer on duty) on the day of admission.
- All visitors must first stop at the security desk, where the officer will check their name against those on the authorization card. If the visitor’s name is on the card, the security officer will issue a wristband to the visitor.
- General visiting hours are from 8 a.m. to 8 p.m.
- Four visitors per patient are allowed at a time, including the parents/legal guardians.
- Visitors younger than age 16 must be accompanied and supervised by an adult at all times.
- If you have any requests for visitor restrictions, please let the charge nurse know. Visitors can be restricted if their presence interferes with a patient’s safety or is medically or therapeutically inadvisable.
- When attending therapy sessions, the parent or caregiver is responsible for the behavior of any visitors or siblings, and must ensure that they do not compromise the safety of others or interfere with sessions.



- For the safety of our patients, family members (including siblings and rooming-in parents) and visitors with symptoms of illness/infection should not visit the Institute. Visitors who arrive at the Institute displaying signs and symptoms of illness/infection will be asked to leave and not return until their illness resolves.
- During respiratory virus season, visitors under 16 years of age are able to visit in designated areas only. They may be restricted from inpatient areas.

In my mind, I have a lot to **give**. In my mind, I am always smiling.



## Hospitality

**Guest Services:** We are committed to making your stay as pleasant and comfortable as possible. Our Guest Relations Department organizes and plans outings and special events for inpatient parents and caregivers, and also provides support and activities so you can take a break, relax, and recharge. A guest relations representative is available to assist you during your stay, and can be reached at **443-923-2640**.

**Parent Lounge:** Located on the third floor, the parent lounge includes a microwave, refrigerator, and seating area. A bathroom, shower, and computer with internet access are also available. Lockers are available for personal items and can be obtained through the Guest Relations Department. The parent lounge is open 24 hours a day; however, this area is for adults only and is not a sleeping area. The door access code is provided by nursing staff upon admission.

**Seated Massage:** Complimentary 10-minute seated massages are offered each week to parents and caregivers. A sign-up sheet is located in the parent lounge.

### Rooming-in Guidelines

- A family member or caregiver can room with the patient on the inpatient unit. Because of space limitations, only one individual per patient may spend the night at any given time.
- Individuals rooming-in (family members and friends) must be 18 years of age or older.
- If the guest is someone other than a parent or guardian, written permission must be obtained from the parent/legal guardian or the patient (if older than 18 years of age) authorizing that the person can stay with the patient.
- Individuals rooming-in with a patient must provide photo identification, and a copy will be placed in the medical record.
- Individuals rooming-in should arrive no later than 10 p.m.
- Chair-beds are provided and must be made daily by 9 a.m.
- For safety reasons, guests cannot sleep in the patient's hospital bed or crib, and children cannot sleep in the chair-bed with their parent.
- Guests must rise and dress by 7 a.m., because patients begin their daily activities early.
- Shower and restroom facilities are available in the parent lounge. Guests should bring their own toiletries.
- Linens and towels are provided.
- All TV sets (except in the parent lounge) must be turned off by 10 p.m. to ensure patients receive proper rest.
- Cell phone use and video communication (e.g., Skype, Facetime) are allowed until 10 p.m., but restricted during patient care and therapy.
- Personal medication belonging to rooming-in guests should be locked up (lockers are available in the parent lounge) with caps closed tightly, and kept out of reach of children.

**Meal Service for Guests:** For a small fee, Kennedy Krieger will provide meals for guests who choose to room-in. If you are interested in this service, please inform Guest Relations at **443-923-2640** at the time of admission.



“Now I know why they say the real miracles happen at Kennedy Krieger.”

– Joanne Sawczuk, Alexandria, Virginia

In my mind, I am full of **hope**. I am a champion.

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**Patient Satisfaction**

Your feedback is important to us, and is welcome anytime during your stay. A guest relations representative will be available to assist you throughout your time at Kennedy Krieger and can be reached at **443-923-2640**. At the end of your family member’s stay, we will ask you to complete a satisfaction survey so that we can continue to improve our patient care and services.



“The staff was phenomenal. They made us feel at ease...They didn’t downplay how hard it was for us and they didn’t make pie-in-the-sky promises, but they were clearly very confident in what they do and very professional.”

– Chrissy McNair, Lincoln, Nebraska





years. I have  
my mind, I am  
smile.  
my mind, I

“The therapists made sure he was up and walking. Even to this day, he talks about how great his therapy was at Kennedy Krieger.”

– Celithia Ball, Atlanta, Georgia



I can do anything.

## Discharge Day

The medical team, nurses, nurse care management, and social workers coordinate discharge planning with patients, family members, and other interdisciplinary team members. Discharge time is 11 a.m. You will spend the morning of discharge day reviewing follow-up plans with staff and asking any questions you may have. You may be asked to stay later than 11 a.m. to attend additional therapy sessions. In most cases, patients will be scheduled for a follow-up visit.



For safety reasons, you may be asked to present identification before leaving the Institute with your family member. If you have any questions after discharge, please call your social worker at **443-923-2800**.



## For Your Convenience

**Accommodations:** Kennedy Krieger Institute is committed to providing patients and visitors reasonable accommodations and access to our facilities, services, and equipment, regardless of disability. If you or a family member require accommodations for any disability or special need (hearing, speech, cognition, vision impairment, physical, or other disability), please let us know.

We have a dedicated TTY line available and it can be accessed by calling **443-923-2645**. In addition, any individual therapist may be called directly using the Maryland Relay services by calling **711** or visiting **mdrelay.org**.

Interpreter services for foreign languages or sign language can be arranged in advance for medical and therapy sessions. Please let us know if you will need an interpreter during your child's inpatient admission, and therapists will make the necessary arrangements to have an interpreter available during your child's therapy sessions.



**Religious, Cultural, and Spiritual Requests:** Kennedy Krieger will honor religious, cultural, and spiritual requests to the extent possible. The Social Work Department maintains a list of resources regarding religious services and clergy for various faiths. Social work staff will help patients and families access these services upon request.

**Electronic Devices:** Cell phones, tablets, laptops, and other electronic devices are allowed within the Institute, but are discouraged in therapy areas. We cannot store your electronic device, and the Institute is not responsible for lost or damaged devices.

**Wireless Internet:** Wireless internet service is available throughout most of Kennedy Krieger's Broadway campus. We provide security controls to prevent access to websites the Institute deems inappropriate. If you have trouble logging on, call our Helpdesk at **443-923-4357**. A computer is available for parents' use in the parent lounge.

**Gifts:** Mylar silver foil balloons and flowers are permitted in all patient rooms. Latex balloons are not permitted for safety reasons. Please ask your nurse if the patient's diet permits food and beverages as gifts.



**Garden View Café:** Located on the second floor of our Outpatient Center at 801 North Broadway, our café offers a full-service menu, including breakfast, lunch, slim & trim, vegetarian, kids meals, and specialty drinks. A grab-and-go kiosk is available in the main lobby of the hospital at 707 North Broadway.

**Laundry:** A laundry room equipped with washers and dryers is available for parents and patients to use at no charge near the lobby of Kennedy Krieger's 707 North Broadway location. Detergent is free and may be picked up at the nursing station. The security guard in the lobby can direct you to the laundry room.

**Parking:** Families and visitors may park in the Kennedy Krieger parking garage for free with a validated parking ticket from the front security desk at 707 North Broadway. To enter the garage, pass the Institute main entrance on Broadway, cross Madison Street, turn right onto Ashland Avenue, and turn right into the garage.

**Postal and Bank Center:** An M&T Bank ATM is located in the lobby of Kennedy Krieger's 707 North Broadway building. There is also a Bank of America ATM located on the second floor of our Outpatient Center at 801 North Broadway, next to the café.

**Vending Machines:** Assorted vending machines are located in the 707 North Broadway lobby and near the café at the Outpatient Center.



“They know what to expect as a spinal cord–injured child grows and progresses. Every time I go there I find out what’s coming down the road. We’re ahead of the game, rather than just waiting for something to happen and reacting.”

– Mandy Whiteley, New York City



## Finding the Resources You Need

The Resource Finder is available to provide requested information and resources for patients, families, and professionals, including:

- Information on specific developmental disabilities and related disorders
- Local, state, and national association resources
- Service providers throughout Maryland

You can visit the Resource Finder office on the first floor of our Outpatient Center at 801 North Broadway, find it online at [ResourceFinder.KennedyKrieger.org](http://ResourceFinder.KennedyKrieger.org), or call **800-390-3372**.

### Portable Health Profile

We will help you create a portable health profile for your family member—a personal record of important and current health information, such as personal health history, insurance, medical conditions, allergies, medications, and emergency contact information. Having a portable health profile can help you take a more active role in your family member’s healthcare, and allows you to keep all of your family member’s critical health-related information in one place.

“Kennedy Krieger is the hope center of the universe...Matthew can do whatever we imagine him doing.”

– Ed Slattery, Cockeysville, Maryland



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“The therapists at Kennedy Krieger have been truly amazing. We share all our joys with them—every little thing he does. They are almost part of the family now.”

– Rajesh and Anjali Kumar, Elkridge, Maryland



## Financial and Billing Matters

The financial counselors from the Patient Financial Services Department work closely with you and your insurance company to make the financial aspects of your family member’s stay clear, and to ensure a smooth billing process. Prior to admission, a financial representative will contact your insurance carrier to obtain benefit information, reimbursement rates, and precertification for admission, if needed. Please bring a copy of all insurance identification cards at the time of admission to ensure the most up-to-date information is on file. A financial representative is available at **443-923-1836** to discuss your benefit information and any costs associated with the patient’s admission. The comprehensive daily rate includes all room charges and most services provided by our interdisciplinary team. Professional fees, consultations, and some lab and radiology tests may be billed separately, including those from The Johns Hopkins Hospital. For questions about your bill, please contact the Billing and Patient Accounting Office at **443-923-1870**.



In my mind, I can do anything. In my mind



## Campus Safety and Security

Kennedy Krieger's safety program is committed to ensuring the safety and well-being of patients and families during their hospital stay. If you have a safety or security concern, please contact the security director at **443-923-9111**. If you still feel your concern has not been addressed, you can contact Guest Relations at **443-923-2640**. Concerns which follow the chain of command and are still unresolved can be addressed with The Joint Commission at [jointcommission.org](http://jointcommission.org) or **800-994-6610**.

### Important Security Tips:

- Help eliminate the opportunity for crime. Do not bring unnecessary valuables to the hospital.
- Do not leave valuables unattended.
- Be sure to report anyone not wearing an ID or a visitor's badge to nursing or security.
- When parking in the garage, be sure to lock your vehicle and remove valuables from the view of others.
- Be aware of your surroundings when parking and walking to/from the hospital. Escorts are available for your use. Please inquire at the Security Desk.

## For Your Privacy

We ask that all patient information be kept confidential. Please refer to the Notice of Privacy Practices provided at the time of admission for specific information on how medical information may be used and disclosed. In accordance with healthcare regulations to protect the privacy of all patients, families, and staff, taking photographs of anyone other than your family member is not permitted without proper authorization. If you feel your confidentiality has been violated in any way, please contact the Office of Compliance at **443-923-1843**.

## Learn More. Get Involved. Stay Connected.



### Receive News, Updates, & Alerts

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Whether you're donating your time and talents or attending an Institute event, your support is the key to unlocking the potential of a child with special needs.

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In my mind, I am very **brave**. In my mind, I am full

of **hope**. I am never afraid. I am happy to be here.

I have lots of friends. I am a **champion**. In my

mind, my voice is clear and strong. I make my Mom

**smile**. In my mind, I can do **anything**

In my mind, I know all the answers.

I can do it alone. In my mind, I have the power to

**give**. In my mind, I am always smiling.

All things are possible.

In my mind, I am a **hero**.

I have hope. I have friends.

I have friends.

I have friends.

I have friends.

I am very **brave**. I am amazing. I fly like the  
wind. In my mind, I am full of **hope**. I am a  
**champion**. I have lots of friends. In my  
mind, my voice is clear and strong. I am **happy**  
to be here. In my mind, I am never afraid. I am  
**10 feet tall**. In my mind, I am never alone.  
In my mind, I can do anything. In my mind, I know  
all the **answers**. I am never alone. In my mind,  
I have big hopes. I have a lot to **give**. In my mind,  
am 10 feet tall. I am never afraid. In my mind, I  
am always **smiling**. I am **incredible**.

Kennedy Krieger Institute  
707 North Broadway  
Baltimore, MD 21205  
[KennedyKrieger.org](http://KennedyKrieger.org)

**443-923-9400** Local Referral  
**888-554-2080** Toll-Free Referral  
**443-923-9200** General Information  
**443-923-2645** TTY or Maryland Relay 711



Kennedy Krieger Institute recognizes and respects the rights of patients and their families and treats them with courtesy and dignity. Kennedy Krieger Institute provides care that preserves cultural, psychosocial, spiritual, and personal values, beliefs, and preferences. Care is free from discrimination based on age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, and gender identity or expression including transgender. We encourage patients and families to become active partners in their care by asking questions, seeking resources, and advocating for the services and support they need. 112016