

# PARENT/ CAREGIVER HANDBOOK

Everything you need to know  
about your child's stay at  
Arkansas Children's Hospital



Arkansas  
Children's  
Hospital

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## CONTACT INFORMATION

Address: 1 Children's Way, Little Rock, AR 72202  
Main Hospital Number: (501) 364-1100  
Security: (501) 364-4444

### HOURS

#### Main Entrance

Open daily 5:30 a.m. - 9 p.m.  
After hours, enter through the Emergency Department



#### Emergency Department Entrance

Open 24 hours a day, 7 days a week



**Wi-Fi Network: ACH-Guest**



**Arkansas Children's is a tobacco-free campus.**



### FINANCIAL COUNSELING

Need assistance with insurance enrollment, making a payment or finding out about payment plans? Visit one of our financial counselors in person or call (501) 364-1230 (ext. 41230 from an internal phone).

Main Hospital Lobby:  
Monday - Friday, 7 a.m. - 10:30 p.m.  
Saturday - Sunday, 9:30 a.m. - 6 p.m.

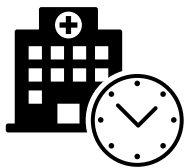




# VISITATION GUIDELINES

UPDATED MAY 2020

**In order to keep our patients, families and team safe during the COVID-19 pandemic, we have updated our visitor guidelines:**



- Visiting hours are 9 a.m.– 9 p.m.
- Inpatient/ED/Surgery: two caregivers per patient are allowed, including overnight as space allows.
- Outpatient clinics: one caregiver per patient is allowed.
- Visitors under the age of 18 are not allowed.

## VISITOR SCREENING

All visitors will complete a travel, wellness, and temperature screen prior to entering any Arkansas Children's location. Visitors with a fever 100.4 or greater will not be permitted to enter any Arkansas Children's facility.



- Upon screening clearance, all visitors will be assigned a wristband or sticker.
- Outpatient and Emergency Department visitors will receive a wristband and visitor sticker.
- Inpatient visitors will receive a wristband at entrance and inpatient access card at the unit level.
- Visitors must wear their wristband, sticker and/or guardian badge at all times.
- Visitors seen on patient floors without any of the above must return to an entrance.
- Each day, visitors will return the previous day inpatient access card for a current day inpatient access card or guardian badge.
- Visitors must remain in patient rooms.
- At ACH, all waiting areas above the second floor are closed to visitors.



## EXPECTATIONS OF VISITORS

- Please be mindful that this is a children's hospital. Abusive or aggressive language will not be tolerated.
- We ask that you refrain from wearing clothing that is revealing, or with graphic or suggestive language printed on it.
- While your comfort is important to us during your stay here, we also ask that you do not wear pajamas outside of sleeping areas. We appreciate your efforts to help keep this a child-friendly environment.
- Also, please be mindful of strong scents such as colognes or body odor.

# SAFETY

## Our #1 Priority

The safety of our patients, families and team is our #1 priority.  
Your role in your child's safety is important.

Please work with your ACH caregivers to keep your child safe while in the hospital.

### ASK US

- If we have washed our hands if you don't see us do so.
- To check your child's ID band before giving any medication or doing any procedures.
- If you think something is different in your child's treatment or medications that you do not understand.
- If you don't understand what's happening with your child.
- About alarms going off or changes in your child's condition.
- If we know about your child's allergies to any medicines and make sure the ACH Team places a red allergy band on your child.



### YOUR PERSONAL SAFETY

- Wear your Parent ID Badge and wristband at all times to support ACH Security's efforts to prevent unauthorized persons from entering the hospital.
- Please do not sleep on the floor.
- No guns, other weapons, alcohol or other illegal drugs are allowed on hospital property.
- Overhead announcements are made to alert of possible danger; nursing staff will give you additional information about these codes and any actions you need to take, if any.
- In accordance with state law, tobacco products and smoking are not allowed on ACH property.
- Utilize Security to get to your car after hours.



### ALWAYS

- Ask questions about new medications or treatments.
- Make sure that your child wears their hospital identification band at all times.
- Keep side rails up at all times.
- Allow your child to sleep in the bed or crib alone due to the risk of suffocation or other injury.
- Be sure that staff members with your child have an ACH picture badge.

### SECURITY SERVICES

ACH Security staff is here for your protection and convenience. **Lost and Found** items are kept at the security office. Contact this staff on an ACH phone at ext. 44444. To call from a cell or outside phone, dial (501) 364-4444.



## COVID-19 SAFETY MEASURES

**CLEANING** - We use a 10-step cleaning process with a disinfectant effective against COVID-19.

We give extra attention to high-touch surface areas, including light switches, sink faucets, restroom door handles, toilets and flushers, bedrails, bedside tables, shower handles/rails, telephones and call buttons.



**MASKING** - We require all patients and their accompanying parent or guardian to wear masks in our facilities.

If you have cloth masks, please bring and wear them while you are here. If you do not have a mask, we will provide a new, unused mask at the door. If your child is under 2 years old, or cannot put on or a remove a mask without help, they should not wear a mask.



**PHYSICAL DISTANCING** - Physical distancing (i.e. remaining 6-feet away from others, staying home) is key to preventing the spread of COVID-19.

**While you are in the hospital, we ask that you please remain in your room as much as possible.** Thank you for your patience and understanding.





# Rights & Responsibilities

## PATIENT AND FAMILY RIGHTS

All patients (or caregivers/guardians if the patient is a minor) have the following rights with respect to their medical care:

1. To be free from discrimination based on age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, or gender identity or expression.
2. To be treated in a dignified and respectful manner.
3. When at all possible, to have their personal privacy respected including the privacy and confidentiality of health records and written communication.
4. To know the names of doctors, nurses, and other staff members providing care and to expect them to work as a team.
5. To work with the medical team, in the patient's preferred language, to develop a plan of care including an understanding about their illness, treatment choices, risks and benefits.
6. To agree, refuse, or change their mind about treatment during hospitalization and to know how refusal of a treatment will likely affect them.
7. To know about unanticipated outcomes of care, treatment and services.
8. To have access to appropriate staff who can help with or facilitate referrals for help with schoolwork while hospitalized.
9. To know about hospital rules, how things are done, and how that affects the patient and their care.
10. To practice their faith, culture and customs as long as these do not cause problems for others or provide a concern for safety.
11. To agree or refuse to take part in a research program relating to their illness and treatment. If the patient refuses, other treatment or programs, if any, will be offered.
12. To have their pain level assessed and managed.
13. To receive care in a safe setting free from abuse.
14. To obtain information on protective services resources and request assistance in accessing those resources, if needed.
15. To have their health information/medical record kept confidential; To review the medical record and have it explained to them.
16. To be free from restraints and seclusion of any form used for coercion, discipline, convenience, or retaliation or which are not medically necessary.
17. To have the hospital make every attempt to locate and notify a family member or representative of the hospitalization if a minor arrives unaccompanied to the

hospital and gets admitted. This does not constitute consent to protected health information. For those over 18 and incapacitated, steps will be taken to identify a family member/representative and notify them of the patient's admission.

18. To file a complaint with the hospital and have the complaint promptly addressed. To have the complaint process explained along with anticipated time frames for resolution.

## PATIENT AND FAMILY RESPONSIBILITIES

1. Safety of patients and families is a priority. All parents and caregivers are advised to never release their child into the care of anyone who does not wear an AC/UAMS picture identification badge.
2. To ask questions of any member of the healthcare team to fully understand the treatment plan.
3. To follow the plan of care agreed upon with the treatment team.
4. To voice any concerns about care to the doctor, nurse, nurse supervisor, or the Patient and Family Representative.
5. To follow the hospital rules which apply to parents/patients and their visitors. These rules include no tolerance for aggressive or abuse language and behavior. Failure to follow the doctor's orders or the hospital rules or disturbing others may result in limitations on visits and other rights.
6. To provide a complete health history, current symptoms/complaints, known medication allergies, and current medications, both prescribed and over the counter.
7. To respect the privacy of other patients, families, and staff.
8. To tell the hospital who to bill for payment of care received; to ask for financial counseling if assistance is needed for payment.

## UNIQUE RIGHTS FOR ADULT PATIENTS: (18 AND OVER)

1. The right to choose their support person to be present during the course of hospitalization unless the presence of the support person infringes on other's rights, safety or is medically or therapeutically not indicated. A "healthcare representative" is a person you choose to receive healthcare information and make healthcare decisions for you when you cannot. You can choose to appoint any adult over the age of 18, including but not limited to a spouse, unmarried partner of the same or opposite sex, parent, sibling, child or friend.

2. This person may or may not be the patient’s surrogate decision maker or legally authorized representative.
3. The hospital will follow the same non-discrimination guidelines as in I.A.1 regarding the patient’s selection of their support person.
4. To have a written “living will” or “advance directive” describing what medical care the patient chooses if unable to speak for himself/herself. This document will describe choices for life support and who may direct their medical care when the patient cannot; these choices should be discussed with their doctor. There is not a requirement to have a “living will” in order to receive care.
5. An Advance Directive will be followed in the outpatient setting unless otherwise noted in the health record or at the time service is being rendered.
6. An adult patient may designate a surrogate decision maker even without a Living Will but this designation should be witnessed and documented.

## COMPLAINT NOTIFICATION

Complaints about violation of Patient Rights may be directed to the Patient and Family Representative, (501) 364-1198.

Patients may also contact the Health Facility Services Division of the Arkansas Department of Health, 5800 West 10th St., Suite 400, Little Rock, Arkansas 72204, (501) 661-2201, to file a grievance regarding alleged violation of these rights. A patient may contact the Arkansas Department of Health regardless of whether a grievance has been filed with the hospital.

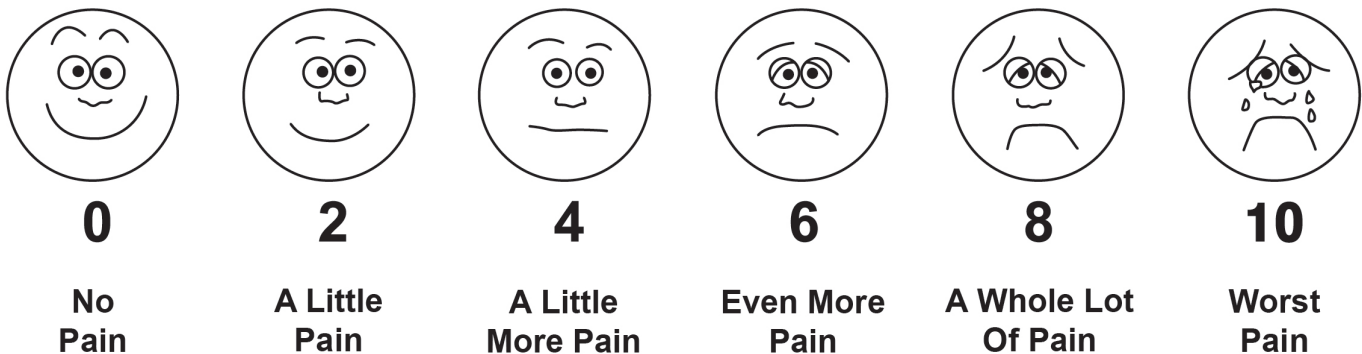
Arkansas Children’s is accredited by The Joint Commission (TJC) and patients are encouraged to contact them if it is felt that AC has not resolved a patient or family’s concerns. TJC can be reached by telephone at 1-800-994-6610 or by e-mail at [complaints@jointcommission.org](mailto:complaints@jointcommission.org).

## Pain Management

All patients are entitled to pain management and patients and/or families have a right to be involved in this management. Effective pain management is appropriate for all patients, not just for end of life care. We realize pain is subjective and is as the patient defines it. We also know that unrelieved pain may have negative, physical and psychological consequences. The goal of pain management is to reduce the intensity of pain. In some situations, the elimination of all pain may not be obtainable. Pain management includes measures other than just medications. All patients with potential and actual pain will have a plan of care which includes pharmacologic and

non-pharmacologic measures. Patients and families, when appropriate, have the right to education regarding their roles in managing pain as well as potential limitations and side effects of pain treatments. While nurses and physicians provide pain management routinely, it is the responsibility of all ACH health care providers to assist with effective pain management. As parents and caregivers we want you to know some of the tools we use in measuring pain. These are shown below. There are other pain measures that are utilized in specialty areas or for certain types of patients. If you have questions about how your child’s pain is assessed please ask your child’s nurse.

### Wong-Baker FACES® Pain Rating Scale



©1983 Wong-Baker FACES Foundation. [www.WongBakerFACES.org](http://www.WongBakerFACES.org)  
Wording modified for adult use. Used with permission.

# PROTECTIVE & ADVOCACY SERVICES

***Due to COVID-19 restrictions some areas of the hospital will be closed and hours may differ during this time. Please check with the nurse's station or Family Service Assistant for updated information.***

ACH supports the right to access protective and advocacy services. Below is a listing of such services to help patients across the state. If additional help or information about any of these listings is needed, please contact the ACH Social Work Department at (501) 364-1406 (ext. 41406 internally).

Disability Rights Center (Services for people with disabilities)  
(501) 296-1775  
400 W. Capitol Ave. Suite 1200  
Little Rock, Arkansas 72207

Arkansas Advocates for Children and Families  
(501) 371-9678  
1400 W. Markham St.  
Little Rock, Arkansas 72201

Medicaid Fraud Investigation Unit  
(501) 682-8849  
700 Main Street  
P.O. Box 1437 Slot S290  
Little Rock, Arkansas 72203-1437

Pulaski County Department of Children and Family Services  
(501) 682-9320  
1109 Martin Luther King Drive  
Little Rock, Arkansas 72203

Arkansas Department of Health  
(501) 661-2200  
4815 W. Markham St.  
Little Rock, Arkansas 72204

Victims of Crime (Attorney General's Outreach Office)  
1-800-448-3014

Domestic Violence Hotline  
1-800-332-4443

Child Abuse Reporting Hotline  
1-800-482-5964

Adult Protective Services  
1-800-482-8049

The Joint Commission  
1-800-944-6610

USDA, Director, Office of Adjudication  
1-866-632-9992  
1400 Independence Avenue, SW  
Washington, DC 20250-9410

For a map of our hospital campus and parking lots please visit [archildrens.org/locations](https://www.archildrens.org/locations)



# FINDING YOUR WAY & PARKING

Finding your way around the Arkansas Children's Hospital campus and various buildings can be challenging.

Please make sure you confirm the following prior to your visit: your **building destination**, the closest **visitor and patient parking area** and eventual **interior department, clinic, area or patient room destination** if it applies. Your appointment letter should indicate what clinic or service at which your appointment is located.

This information can be reviewed on the hospital website or on printed material that can be provided to you prior to your visit.

The **Arkansas Children's app** is designed to be your "go-to app" for managing your child's health. It provides tools for making every day health decisions, like the symptom checker and First Aid steps. Our experts and your doctors are just one tap away on this free mobile app, which also includes access to MyChart, hospital maps and parenting advice.



## GETTING FROM HERE TO THERE

There are overhead and wall signs to direct you to different areas. Hospital area maps are also posted on the ACH website. If you are confused, just approach any hospital employee (you'll know an employee because of the ACH identification badge!) and ask for assistance.

**FACILITIES LIST**

1 Arkansas Children's Hospital	8 Research Institute	15 Professional Building 4	20 Professional Building 3
2 South Wing	9 Nutrition Center	16 Arkansas Children's Care Network	21 Information Services Building
3 Sturgis Outpatient Clinics Building	10 Human Resources	17 PHO/Managed Care	
4 Professional Building 1	11 David M. Clark Center for Safe and Healthy Children	18 IS Operations	
5 Ronald McDonald House	12 Dennis Developmental Center	19 Arkansas Children's Simulation Education Center	
6 Energy Building	13 Circle of Friends Clinic		
7 Professional Building 2	14 HIPPIY USA		

**Arkansas Children's Hospital is a Non-Smoking Campus**

**SHUTTLE STOP**

# TEAMWORK

## Who You'll Meet During Your Stay

**Parents and Caregivers:** You are not a visitor, but an important member of the healthcare team because of your vital role in taking care of your child. You are welcome to stay here 24 hours a day as long as your child is hospitalized. Be sure to get a **Parent ID Badge** from the Admissions desk and wear it at all times while here.

**Interpreters:** For assistance with communication in any form other than English, call our Interpreters' Office at (501) 364-6590 (ext. 46590 from an internal phone).

**Medical Emergency Team (MET):** This group is a designated team of medical professionals that responds when notified to support staff on the unit and to ensure that appropriate care is delivered to the patient. The MET team provides immediate and effective response to non-ICU inpatient units, Day Medicine, Dialysis, Sleep Lab, Hematology/Oncology Clinic, and Radiology when the patient's condition is perceived to be declining and additional support is required at the bedside.

**Patient and Family Representative:** Representatives are here to assist you in resolving concerns, passing along compliments, and/or helping get your questions answered about the hospital stay. Call the Representative at (501) 364-1198 (ext. 41198 from an internal phone.)

**Other Personnel:** During your stay, you and your child may be visited by other healthcare professionals from departments, including Social Work, Child Life and Education, Volunteers, Respiratory Care, Chaplain, Laboratory, Radiology, Pharmacists, Clinical Nutrition, Rehabilitation, Speech, Patient Transport Team, and Discharge Planning. Also, the ACH family includes many behind-the-scenes workers such as accountants, administrative assistants, food service workers, housekeepers, and others who contribute significantly to the quality of your overall stay.





# COMPASSION

## Resources for Families and Caregivers

The following resources are available to all patients and families.  
Don't see what you need? Ask your child's nurse's station for assistance.

**Due to COVID-19 restrictions some areas of the hospital will be closed and hours may differ during this time. Please check with the nurse's station or Family Service Assistant for updated information.**

### DINING OPTIONS

#### In-Room Dining for Patients



Patients who eat table food may order from daily menus, depending on dietary restrictions and doctor's orders. Patients can order kid-friendly choices from our Room Service menu 7 a.m.-7 p.m. each day at (501) 364-3663 (ext. 43663 from an internal phone). Menus are available from your child's nurse's station.

#### Family & Visitor Dining

Per state guidelines, Arkansas Children's adjusted food service to provide a takeout-only option during the COVID-19 pandemic. Please ask your nurse for directions to these locations.

- Capitol Café: 6 a.m. - 8 p.m. daily (2nd Floor, Main Hospital)
- Riverbend: 8 p.m. - midnight daily (1st Floor, Sturgis Building)
- Daily Grind: 7 a.m. - 2 p.m. (1st Floor, Main Lobby)



For caregivers who cannot afford their meals while at ACH, please contact the Family Services Assistance in the Central Family House (501) 364-1247, for information on our Caregiver Meal Assistance Program.

*For late night admissions, please ask your nurse if you need after-hour meal information.*

### CHILD LIFE

Since group activities are restricted, Arkansas Children's is proud to provide a virtual child life experience on Channel 35, which includes programming such as BINGO, painting demonstrations and science demonstrations. Arts and crafts, books and coloring sheets are also available for in-room activities.



**EDUCATION** High School, The Hospital School Program has certified school teachers to help with children in grades Kindergarten - 12.

You can contact them at (501) 364-4449 (ext. 44449 from an internal phone). Group drop-in sessions are held: Monday, Wednesday, Thursday and Friday from 9-11:30 a.m.



### AUTOMATED TELLER MACHINES (ATM) AND FUNDS BY WIRE

An ATM is located near the gift shop in the main lobby. Several MoneyGram sites are located within a few miles of the hospital if wired funds are needed (please remember that identification is required). These locations include:

#### **Metro**

310 E. Capitol Ave.  
(501) 801-0026  
Monday - Friday: 7 a.m.-6 p.m.  
Sat/Sun: Closed

#### **Edwards Cash Saver**

1701 Main St.  
(501) 376-3473  
8 a.m.-9 p.m. 7 days a week

#### **Ace Cash Express**

1100 E. Roosevelt Rd.  
(501) 372-4886  
Monday - Friday: 8 a.m.-7 p.m.  
Sat: 9 a.m.-6 p.m.  
Sun: Closed

## BREASTFEEDING MOTHERS

There are several breast feeding areas throughout the hospital for mothers needing to pump or feed. Please ask your nurse or Family Service Assistant for the location nearest you.



## CHAPEL

Visitors of all faiths are welcome in our Chapel located on the 2<sup>nd</sup> floor near the cafeteria. Non-denominational services are held at 9:30 a.m. Monday through Friday.

## FAMILY RESOURCE CENTER AND SAFETY ZONE

The Family Resource Center offers books and media available for check out to help patients and families learn more about their health and disease processes. The resource center also offers a business center with phone, computers and fax available for use. Hours are Monday - Thursday, 9 a.m.-5 p.m. and Friday, 9 a.m.-noon.



**The Safety Zone**, located in the Family Resource Center, is a place where patients and families can receive education on a variety of safety topics as well as no-cost safety products. Topics covered include:



- Home/kitchen safety (burns/scalds, bathroom, falls, drowning, choking, etc.)
- Safe sleep for infants (safe sleep space, handling periods of crying, and reduction of co-sleeping)
- Motor vehicle safety (car seats, seatbelt use, and teen driving)
- Recreational safety (four-wheelers, bicycle/wheel sports, and drowning)
- Intentional injury (suicide and firearm)

For more information, or to receive a tour, call (501) 364-2157 after 1 p.m.

A community Safety Baby Shower is held in the Safety Zone on the first Friday of every month from 1:30-3:30 p.m. Patients and non-patients may sign up to attend a shower by calling the Injury Prevention Center at (501) 364-3400.

## GIFT SHOP

**Playaway Gift Shop** is located on the first floor at the front of the hospital. In addition to clothing, toys and other items, we have available a selection of sundry items consisting of shampoo, deodorant, shaving items, detergent, over the counter medicines, etc. The gift shop can take phone orders from family members and friends for delivery to the patient's room. To contact one of the gift shop staff, please call ext. 41209 from an internal phone. Gift shop hours: Monday - Friday, 7 a.m.-5 p.m.; Saturday and Sunday, 1 p.m. - 4 p.m.



## OVERNIGHT ACCOMMODATIONS FOR FAMILIES

ACH provides sleeping arrangements for at least one caregiver per patient either in the child's room or in one of the Family Houses. Guides to nearby lodging and referrals to the Ronald McDonald House (down the street from the hospital) are available through the Family Service Assistant at (501) 364-1247 (ext. 41247 on an internal phone).



## Shower, Laundry Facilities and Personal Hygiene Items

- Multiple shower and laundry locations are available throughout the hospital. The Family Service Assistant (FSA) in any critical care Family House or the Central Family House on the 2<sup>nd</sup> floor will direct you to the closest one and provide small packages of laundry detergent at no cost.
- Sample-sized packets of personal hygiene items are also available from the FSA for families who arrived in an emergency.



## SMOKING

In an effort to promote good health, and in compliance with state law, the entire ACH campus is a tobacco-free environment. No cigarettes, including e-cigarettes, or tobacco products may be used or sold on our campus. For assistance with cessation efforts, contact the Tobacco Interventionist at (501) 364-4396.



# EXCELLENCE

## Information for Parents and Caregivers

*Due to COVID-19 restrictions some areas of the hospital will be closed and hours may differ during this time. Please check with the nurse's station or Family Service Assistant for updated information.*

### STAYING CONNECTED

#### Telephones

- Phones are provided in each non-critical care patient room and in some critical care rooms.
- Local calls are free of charge; the phone number for the room is **(501) 364-room number**.
- **The main hospital number is (501) 364-1100.** You may call the **hospital operator** from within the hospital by calling ext. **41100** or simply **"0."** Our hospital operator will assist you in calling any department or person at ACH; from within the hospital if you know the party's extension, just dial the five-digit extension.
- Between 9 p.m. and 7 a.m., calls to individual rooms will be answered by our switchboard; in an emergency, these calls may be forwarded to the nursing station.
- Local calls = 9 + the local number. Long distance calls = 9 + 1 + area code + phone number. Place long distance calls by using a calling card or calling collect.
- If your child is in one of the intensive care areas, ask callers to reach you in that Family House during normal visiting hours. These waiting rooms also have a message center to check upon entering.
  - Cardiovascular Intensive Care Unit Waiting Room (CVICU) (501) 364-5480
  - Pediatric Intensive Care Waiting Room (PICU) (501) 364-1800
  - Intensive Care and Burn Waiting Room (ICU) (501) 364-1247
  - Neonatal Intensive Care Waiting Room (NICU) (501) 364-7025



#### Cell Phone Etiquette

When using a cell phone in public areas, patients and families should follow these guidelines:

- Avoid using profanity.
- Avoid using the cell phone and devices in an area where others are sleeping.
- Be aware of others around you and minimize their exposure to your conversation at all times.
- If using the camera feature, photos should not include other patients or staff without permission.
- Please discontinue use of your cell phone and devices when the health care professional needs to speak with you.
- Please use ear buds when possible.
- Video and/or audio recording of staff or other patients is not allowed unless permission is granted.



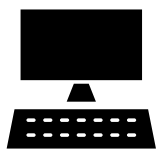
#### Mail

- Postage stamps are available for purchase in the Playaway Gift Shop as well as a **post office collection box** for outgoing mail. Outgoing mail is picked up Monday-Friday at 1:30p.m..
- **Patient mail** is delivered daily to the bedside or the respective waiting room for intensive care areas.
- Ask for patient mail to be addressed: **Patient's Name (Parent's name), Room Number (if known), Arkansas Children's Hospital, 1 Children's Way, Little Rock, AR 72202-3591.**



#### Computer and Internet Use

- Computer and internet access are available in the **Family Connection Center** by the main entrance and in various Family Houses.
- **E-mail greetings** may also be sent to patients using the hospital's main website at [www.archildrens.org](http://www.archildrens.org); these messages will be delivered daily to the family and/or patient.



## GOING HOME

Your child's doctor will let you know when your child is ready for discharge. If care will be needed at home, a case manager from the Discharge Planning Department may be asked to help arrange that care. The case manager will work closely with you, the community agency providing the care, and the insurance company so that discharge goes well. To contact a Discharge Planner directly, please call (501) 364-1200 (ext. 41200 internally).



Remember:

- Get prescriptions filled for home.
- Check out through the Admissions Department, and get your child's free ACH t-shirt.
- Be certain to have an age-appropriate, properly installed car seat.
- Get your child's discharge instructions for home and any follow-up appointments.

## PHARMACIES NEAR ARKANSAS CHILDREN'S HOSPITAL

**ACH Pharmacy** - Located on the 1<sup>st</sup> floor of the Sturgis Building.

Monday - Friday 8:00 a.m.-6:00 p.m. Closed: Weekends and Holidays

- The ACH Pharmacy will only fill prescriptions for patients and ACH employees which limits the amount of insurances that are accepted. All Arkansas Medicaid patients are able to have their prescriptions filled.
- Parents may always present the pharmacy with their insurance card to see if their plan is accepted.
- ACH is a compound pharmacy meaning they can compound certain oral medications other pharmacies are unable to.
- ACH can fill prescriptions for those patients who have no insurance or who need financial assistance without charging them when they pick up their medication.
- ACH Pharmacy is usually able to fill the first prescription(s) for a patient, and then is able to transfer the refills to a pharmacy closer to the patient to save them travel time for subsequent refills.

### Walgreens

(501) 371-9229  
1601 Main Street  
Little Rock, AR 72206  
Monday - Friday: 8 a.m.-8 p.m.  
Saturday: 9 a.m.-6 p.m.  
Sunday: 10 p.m.-6 p.m.  
Express delivery: \$4.99

### City Pharmacy

(501) 374-6565  
1801 Broadway Street  
Little Rock, AR 72206  
Monday - Friday: 8:30 a.m.-6 p.m.  
Saturday: 8:30 a.m.-1 p.m.  
Sunday: Closed  
Offers delivery

### Cornerstone Pharmacy

(501) 246-5451  
1701 Main Street  
Little Rock, AR 72206  
Monday - Friday: 9 a.m.-6 p.m.  
Saturday and Sunday: Closed  
Does not offer delivery

### Kroger Pharmacy

(501) 375-5645  
1100 E. Roosevelt Road  
Little Rock, AR 72206  
Monday - Friday: 8 a.m.-8 p.m.  
Saturday: 9 a.m.-7 p.m.  
Sunday: 11 a.m.-6 p.m.  
Does not offer delivery





We champion children by  
making them better today  
and healthier tomorrow.



1 Children's Way • Little Rock, AR 72202 • (501) 364-1100

**ARCHILDRENS.ORG**