



Arkansas  
Children's  
Northwest

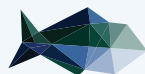
# Inpatient Handbook

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



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## CONTACT INFORMATION

Address: 2601 Gene George Blvd.  
Springdale, AR 72762

Main Hospital Number:  
(479) 725-6800

Security:  
(479) 725-6999

Inpatient Nurses Station:  
(479) 725-6549

Tobacco-free campus

[www.archildrens.org/northwest](http://www.archildrens.org/northwest)

## HOURS

### Main Entrance

Open daily 6:00 a.m.- 9:00 p.m.  
After hours, enter through the  
Emergency Department.

### Emergency Department Entrance

Open 24 hours a day/7 days a week



**Wi-Fi Network:**  
**ACNW-GUEST**



## ADMISSIONS & FINANCIAL COUNSELING

Need assistance with insurance enrollment, making a payment or finding out about payment plans? Visit Admissions & Financial Counseling on Level 1 or call (479) 725-6966.

## VISITATION GUIDELINES

- Please wash your hands before and after visiting.
- Visitors should be healthy; no fever, cold or other signs of contagious illness.
- The patient and up to two caregivers (over 18 years of age) are allowed to stay overnight in the hospital. Caregivers will be issued badges to be worn while staying in the hospital.
- Children under 12 years of age must be accompanied and supervised by an adult at all times.
- Notify your nurse if your child will be unattended at any time.
- We encourage you to stay within your normal home routine as much as possible and to tend to your child as you normally would.
- We encourage you to use the call button at any time.
- If there is an alarm, please do not silence it.
- Please avoid bringing items of value to the hospital.



### I-49 Access

I-49 on/off ramps are located at W Sunset Ave (north of ACNW) and Don Tyson Pkwy (south of ACNW).

## PATIENTS

### Patient Meals On Demand

Order meals from 7 a.m. to 7 p.m. by calling 4FOOD (43663) from your room phone. See menu in your room for details.

We know kids can be hungry at different times and when they don't feel good, they need flexibility in food options. At Arkansas Children's Northwest, every patient orders their own personally selected meal. Use nutritional guidelines to order your child's meals. Please allow the kitchen 45 minutes for fresh preparation and delivery.



### Nourishment Stations

Snacks and drinks are available for patients, including ice cream, popsicles and more. Ask your nurse about the nourishment station closest to your room.



**Call 4FOOD**



## CAREGIVERS

Please let your nurse know if you need someone to sit with your child while you visit one of our onsite food options.

### **Family House** (Level 4)

Open 24/7

This space is designed to be your home-away-from-home. Kitchenette is stocked with complimentary food and drinks.

### **Café** (Garden Level)

Open Monday–Friday; 7 a.m.–2:00 p.m.

Open Saturday–Sunday; 10 a.m.–1 p.m.

- Grill Station and Grab & Go only

### **Vending & ATM** (Garden Level)

Open 24/7

### **Coffee Shop** (Level 1)

Open Monday–Friday; 7 a.m.–2 p.m.

Meal options available

### **Caregiver Meal Program**

If your family needs meal assistance, please ask your nurse about our Caregiver Meal Program.



Follow our café on Twitter @cafe\_hunt



## PLAY ROOM (Level 4)

Open daily 9:30–11:30 a.m.; 1:30–3:30 p.m.; 6:30–8:30 p.m.

Press your call button to request toys and activities for your room.

### Infant

- Swings
- Bouncy seats
- Exersaucer
- High chair
- Crib mobile/soother
- Teething
- Books
- Rattles
- Light and sound toys

### Toddler/Preschool

- Push toys
- Sorters
- “Little People”
- Balls
- Cars/trucks
- Duplo blocks
- Coloring books/crayons

### School Age

- Arts and crafts
- Board games/card games
- Video games
- Activity books
- Legos
- Variety of toys

### Teen

- Arts and crafts
- Board games/card games
- Video games
- Makeup/nail polish



## RESOURCES

### Need a break?

Parents are welcome to step out to make phone calls, check email, take a shower or visit onsite amenities. Let your nurse know when you need to step away from your child's room.

### Breastfeeding Mothers

Lactation rooms are available on each level. Milk storage is available on Level 4.

### Social Work

We recognize the impact of illness on families and are prepared to provide supportive counseling to assist families in coping with the unpredictability of illness. Our Social Workers can link families with resources including:

- Counseling
- Crisis intervention or long-term support
- Evaluation, referral and treatment of patients who are victims of physical abuse, sexual abuse or neglect
- Referrals to appropriate resources and preparing families for taking their child home

### Child Life

Programs and services provided by our Child Life department help to decrease stress during hospitalization and to address the psychosocial and emotional needs of your child.

### Pastoral Care

- Chapel services are every Monday, Wednesday and Friday from 9:30–9:45 a.m. in the Robin George Chapel on Garden Level.
- Patients from every religion, or no religion, are eligible for pastoral care services.
- Assistance is available in securing faith-specific religious items.
- On-site, non-denominational chaplains are available 24/7.

### Amenities

- Use your call button to request toiletry packs, pillows, linens, laundry detergent and other essentials.
- Laundry room is available in the Family House.



## FINDING YOUR WAY



### GARDEN LEVEL

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- Access to outdoor gardens and nature trail
- Café
- Chapel
- Physical & Occupational Therapy
- Vending & ATM



### LEVEL ONE

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- Access to parking lot
- Admissions & Financial Counseling
- Emergency Department
- Coffee Shop
- Gift Shop
- Imaging Center
- Visitor Check-in



### LEVEL TWO

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- Surgery Center



### LEVEL THREE

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- Diagnostic Services
- Primary Care Clinic
- Specialty Care Clinics

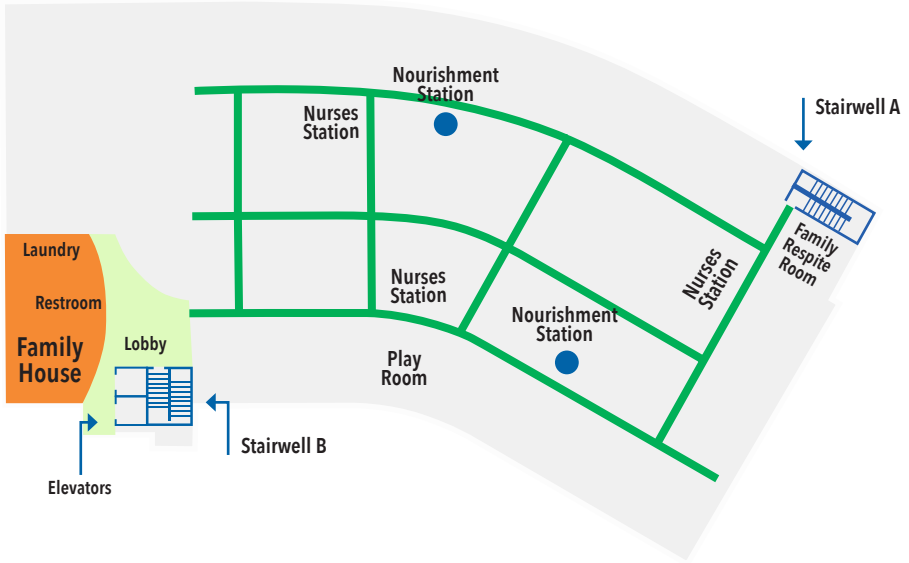




## 4

## LEVEL FOUR

- Family House
- Family Respite Room
- Inpatient unit
- Laundry
- Nourishment stations
- Play room



## STAIRWELLS

**Stairwell A**

Exit only to Level 1

**Stairwell B**

Exit only to Garden Level

## QUESTIONS?

Press your call button or visit a nurses station.



## HOTEL DISCOUNTS

The following local hotels offer discounted rates to Arkansas Children’s Northwest families and visitors.

Hotel Location	Phone Numbers	Rate Information
<b>Residence Inn Springdale</b> (1.0 mile) 1740 South 48th St. Springdale, AR 72762	(479) 872-9100	Ask for Arkansas Children’s Northwest rate
<b>Holiday Inn</b> (1.2 miles) 1500 South 48th St. Springdale, AR 72762	(479) 751-8300	Ask for Arkansas Children’s Northwest rate with Corporate code: 100218905
<b>Hampton Inn &amp; Suites</b> (1.3 miles) 1700 South 48th St. Springdale, AR 72762	(479) 927-3500	Ask for Arkansas Children’s Northwest rate with Corporate code: 0560001032
<b>La Quinta Inn &amp; Suites Springdale</b> (1.3 miles) 1300 South 48th St. Springdale, AR 72762	(479) 751-2626	Ask for Arkansas Children’s Northwest rate
<b>Super 8</b> (1.6 miles) 4540 West Sunset Ave. Springdale, AR 72762	(479) 751-6700	Ask for Arkansas Children’s Northwest rate
<b>Courtyard by Marriott</b> (6.6 miles) 600 Van Asche Drive Fayetteville, AR 72703	(479) 387-3320	Ask for Arkansas Children’s Northwest rate

*All accommodations listed are a resource for patients and families of Arkansas Children’s Northwest. Please contact each hotel for availability. It is not a comprehensive list of all lodging accommodations in the area nor is it an endorsement to any specific hotel/motel.*





**Arkansas  
Children's**  
Northwest

We champion children by making them  
better today and healthier tomorrow