



UNIDADE LOCAL DE SAÚDE
LISBOA OCIDENTAL

Welcome Guide Pediatric Ward



Together we take care of everyone

Follow-Up



FOR PARENTS/CAREGIVERS:

Parents/ caregivers may stay with the child or teenager 24 hours a day. Only one parent or caregiver may stay overnight, as there is only one armchair available for resting.

The other accompanying person may remain from 9:00 AM to 9:00 PM, out of respect for other hospitalized children. Both parents or caregivers must go to the information desk on floor -3 to obtain a companion pass for the hospitalized child or teenager.



Informations

- Clinical information will be provided by the attending physician in the Pediatric Inpatient Unit from Monday to Friday, 9:00 AM to 1:00 PM.
- Whenever possible, and after confirming with the nurse/doctor responsible for the child/adolescent, they may remain in the activity room in the company of the early childhood Educator.
- All rooms have a TV; the remote control must be requested and, after use, returned to the Health Assistant/Nurse or left at the counter/in the designated box.
- Mobile phone use is permitted, but silent mode is suggested.



All information regarding the child/adolescent's clinical situation is provided in person to the parents/caregivers.

Informations

PARENTS' ROOM

- The room is open 24 hours a day.
- It is equipped with lockers that use a coin-operated system, where you can store your personal belongings.
- Please do not leave valuable items in the lockers, as the hospital is not responsible for any loss or theft.
- You may also eat meals brought from home in this room.
- Next to it, there are two toilets with showers, reserved for parents or caregivers.



Informations



PARENTS/CAREGIVERS' MEALS

- If parents or caregivers stay with the child/adolescent during the day, they will be entitled to a meal voucher for lunch and/or dinner, which must be requested from the Healthcare Assistant or the Nurse in charge. They may use the hospital cafeteria, located in Building 1, on the 2nd floor, which operates according to the following schedule :

BREAKFAST: 7:00-11:00 AM
LUNCH: 12:00 – 3:00 PM
DINNER: 7:30 – 9:30 PM

- Alternatively, there is a cafeteria on Floor -3 of Building 2, which is open Monday to Friday from 7:00 AM to 5:00 PM.

**Parents are not allowed to eat in
the bedrooms**

Informations

COLABORATION WITH THE HEALTH CARE TEAM

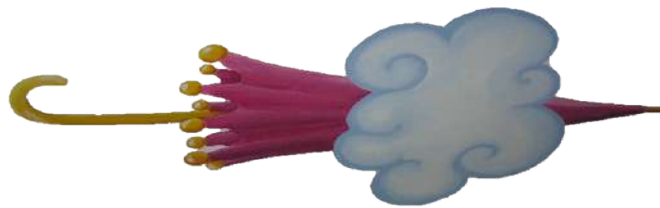
- Parents or caregivers are the primary caregivers of the child or teenager. As such, they are an integral part of the care team and may collaborate in all hygiene, comfort, and feeding procedures, as well as in other situations where their participation is important.
- They may also accompany the child or teenager during treatments performed in the hospital, as well as during examinations and consultations carried out either inside or outside the hospital.



Informations

PARENTS/CAREGIVERS SHOULD:

- Perform hand hygiene before and after contact with the child/adolescent to avoid cross-infection, using the sink in the room for this purpose.
- Remain with the child/adolescent both in the room and in the activity room.
- Do not enter other rooms.
- Communicate important information about the child/adolescent to the Nurse or Doctor that may help maintain or restore their well-being.
- Use the room call button only in situations that prevent you from leaving the room.
- Whenever possible, go to the nursing station.
- Maintain a calm environment and turn off the television to respect the child/adolescent's sleep.



Informations

FOR CHILDRENS/ADOLESCENTS'

NUTRITION:

- Meals are provided by the hospital and tailored to the child/adolescent's needs, so bringing food from outside is not allowed.
- During hospitalization, dietary habits will be respected whenever possible.
- To support this, a Nutritionist develops the child/adolescent's dietary plan according to their age and clinical condition.
- It is important to inform the responsible Nurse or Doctor of any special habits or allergies the child/adolescent may have.

Meal times for children/adolescents' are flexible:



BREAKFAST from 9:00 AM

LUNCH from 12:30 PM

SNACK from 4:00 PM

DINNER from 7:00 PM

SUPPER from 9: 00 PM

Informations

NUTRITION:

- There is a room where mothers can extract breast milk. Bottles are located in the nursing station, where parents/caregivers should go to request them. They must wash their hands before removing them from the bottle warmer.



Informations

HYGIENE

- Hygiene habits will be respected whenever possible. Each room has its own bathroom facilities for the exclusive use of the hospitalized child/adolescent.

CLOTHING

- Parents of children/adolescents should bring clothes from home. The hospital also has some clothing available for the child/adolescent to use if needed.

SAFETY OBJECT

- If the child/adolescent has a favorite toy or object, it is recommended that they bring it with them during hospitalization.

ACTIVITY ROOM

- There are two activity rooms in the ward: Activity Room 2, suitable for children up to 3 years old, and Activity Room 1, suitable for children/adolescents aged 3 years and older.

The rooms may be used from 9:00 AM to 9:00 PM.



Informations

MULTIDISCIPLINARY TEAM

In the Pediatric Inpatient Unit, we are a multidisciplinary team:

DOCTORS

They provide clinical care to the child/adolescent and are available on weekdays from 9:00 AM to 1:00 PM.

Outside these hours, medical care is provided by the emergency team.

NURSES

They provide 24-hour care to the child/adolescent in partnership with parents/caregivers and are organized into five teams.

PHYSIOTHERAPISTS

They are available on weekdays and, if necessary, on weekends;

Their primary role is in cases of respiratory conditions and rehabilitation.



Informations

HEALTHCARE ASSISTANT TECHNICIANS

They carry out their activities in coordination with the Nurses, performing tasks such as: restocking supplies in the rooms, maintaining the hygiene of the unit, and assisting with feeding.

EARLY CHILDHOOD EDUCATOR

Present on weekdays, from 8:00 AM to 4:00 PM.

They plan and conduct recreational activities, according to the child/adolescent's age, such as painting, collages, and modeling with clay, in the activity rooms.

NUTRITIONIST

Available on weekdays, from 9:00 AM to 4:00 PM. They develop the child/adolescent's meal plan according to age, dietary habits, and clinical condition.



Informations

FOOD SERVICE ASSISTANTS

Their duties include distributing meals according to the prescribed diet and clearing dishes after meals. They also provide a daily menu choice for the child/adolescent.

UNIT SECRETARY

The Unit Secretary is located at the entrance of the Inpatient Unit from Monday to Friday, 8:00 AM to 5:00 PM. They are available to answer any questions and provide documents, such as proof of hospitalization.

SOCIAL WORKER

Assistance from the Social Worker is available on weekdays from 9:00 AM to 4:00 PM. Please request information as needed.

CLEANING ASSISTANT

Their duties include maintaining the cleanliness and hygiene of the unit.



Informations

PREPARING FOR YOUR RETURN HOME

This is undoubtedly the most anticipated part of your hospital stay. To ensure everything goes smoothly, please make sure you take the following with you before leaving the ward:

- Hospital Discharge Letter;
- Individual Health Record and Vaccination Record;
- Proof of hospitalization, if applicable;
- Medical Prescriptions;
- All personal belongings brought with you during your stay.

The team that cared for you understands that discharge may be a time of uncertainty or anxiety. Please remember that, as throughout your entire hospital stay, a team is available to answer any questions you may have.



Visits

Children are only allowed visitors when accompanied by a parent/ caregiver.

Two people may visit the child on an alternating basis. Only two people (the accompanying adult and visitor) are allowed in the child's room at the same time. Visitors should go to the information desk in Building 2, Floor -3, for information.

Visitors under 12 years of age are not allowed.

Visiting Hours

From 3:00 PM to 6:00 PM

In even-numbered beds:

Wednesdays, Fridays and Sundays

In odd-numbered beds:

Tuesdays, Thursdays and Saturdays



To finish...

SUGGESTIONS/COMPLAINTS

- We welcome all suggestions and compliments that may help improve the service. For this purpose, a paper form is available at the central counter in the corridor, which you can complete and give to a Nurse. You may also submit any suggestions, compliments or complaints through our app MyULSLO.

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Email: intpediatria@ulslo.min-saúde.pt

<https://www.ulslo.min-saude.pt>

After discharge, we kindly ask that you complete our satisfaction questionnaire to help us improve the quality of our services and care. You can access the questionnaire through the MyULSLO app, available via QR Code.

