Inpatient Family HANDBOOK

Kennedy Krieger

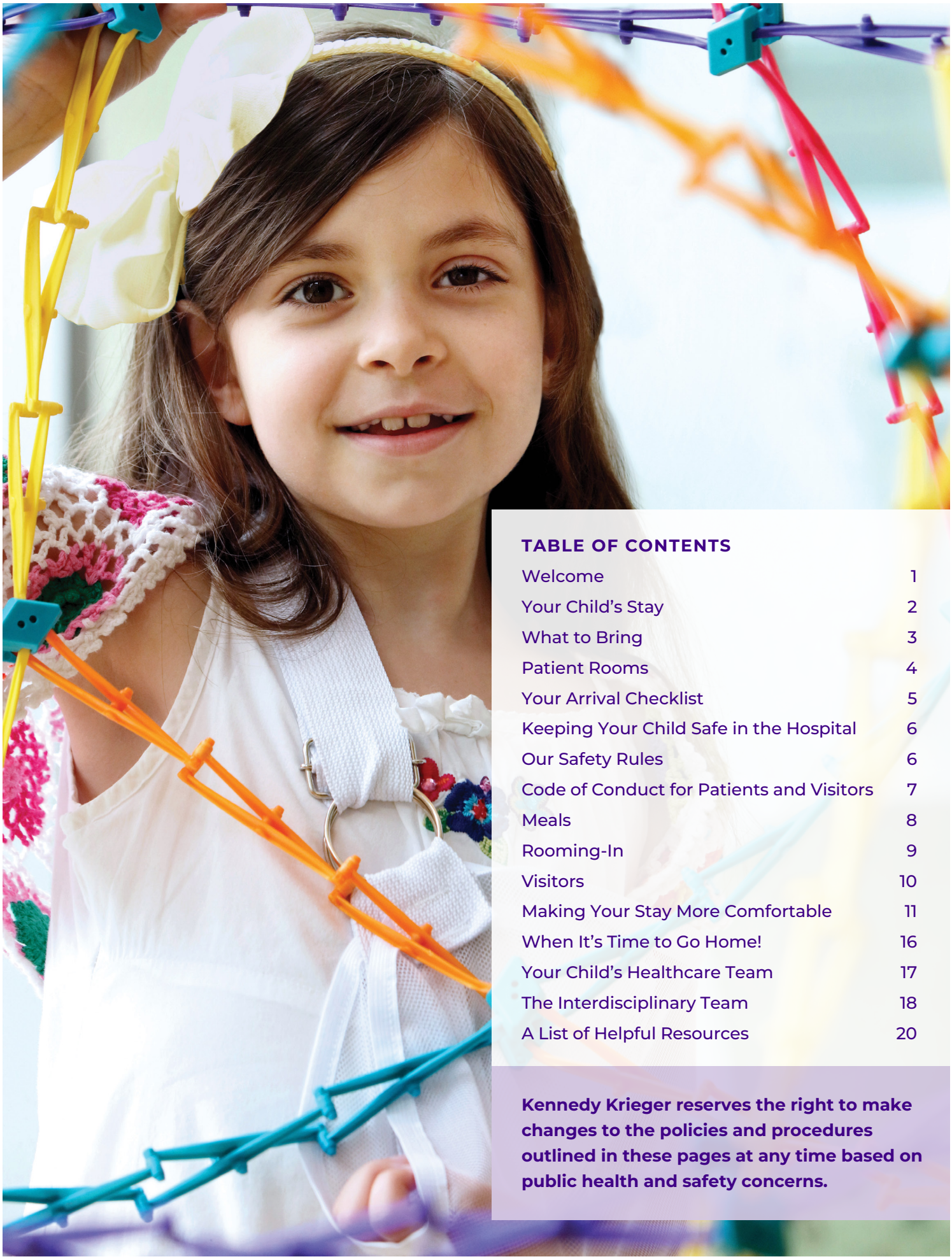

TABLE OF CONTENTS

Welcome	1
Your Child's Stay	2
What to Bring	3
Patient Rooms	4
Your Arrival Checklist	5
Keeping Your Child Safe in the Hospital	6
Our Safety Rules	6
Code of Conduct for Patients and Visitors	7
Meals	8
Rooming-In	9
Visitors	10
Making Your Stay More Comfortable	11
When It's Time to Go Home!	16
Your Child's Healthcare Team	17
The Interdisciplinary Team	18
A List of Helpful Resources	20

Kennedy Krieger reserves the right to make changes to the policies and procedures outlined in these pages at any time based on public health and safety concerns.

Kennedy Krieger—A Place Unlike Any Other in the World

Thank you for trusting us with your child's care. We understand that having your child admitted to the hospital can be a stressful experience. We have created this handbook to let you know what to expect and how to prepare both yourself and your child for your inpatient stay. Our goal is to help our patients achieve all that's possible. You are the most important member of your child's healthcare team. No one knows your child better than you do.

We offer person- and family-centered care, which means your needs, concerns, opinions and feelings matter to us. Since its establishment in 1937, Kennedy Krieger has become an international leader in the delivery of patient care, research, training, special education and community programs that benefit children, adolescents and adults with diseases, disorders, injuries and other conditions impacting the nervous system. Our research is helping treat, prevent and someday cure these conditions. We help nearly 30,000 individuals a year in our day and outpatient clinics, special education schools, programs, and inpatient hospital.

We pledge:

- You will always be an important participant in decisions about your child's healthcare.
- We will listen and communicate clearly, honestly, quickly, completely and accurately.
- We will include your knowledge, beliefs, values and experiences in your child's care plan.
- We will use your feedback to improve how we care for our patients.

Your Child's Stay

We are here to support you before and during your child's stay with us. Here are a few things you can do to help prepare your child for the hospital:

Before Your Child's Hospital Stay

Talk with your child about what to expect:

- Ask questions like:
  - How are you feeling?
  - What do you already know about staying in a hospital?
  - What questions do you have about staying in the hospital?
- Talk about their feelings.
- Explain that lots of friendly people at the hospital are going to help them.
- Be honest and use language they will understand.

Other ways to help your child before admission:

- If possible, take an in-person or video tour of our hospital with your child. This can help them feel more comfortable with our staff and facilities.
- For younger patients, read a book or pretend play about going to the hospital.
- Write down your questions before your visit. Bring them with you or call us before your child is admitted to our hospital.

Questions? Contact our Patient and Family Experience Program at **443-923-3804**.

What to Bring

Have your child pack for their stay, if appropriate. This can help them feel more comfortable. Encourage them to include a favorite item or two (e.g., stuffed animal, blanket, photo or journal).

Your Packing Checklist

Personal items:

- ☐ Comfortable clothes (Patients usually wear their own clothes in our hospital.)
- ☐ Pajamas
- ☐ Underwear
- ☐ Socks (nonskid)
- ☐ Shoes (no open-toed shoes)
- ☐ Slippers
- ☐ Schoolwork (textbooks and assignments)
- ☐ Car seat, if needed (Maryland law requires children 8 years old and younger to sit in a car or booster seat while in a car, SUV, etc.)
- ☐ Portable/hand-held music players and video game systems (For safety reasons, we will inspect any electronic devices brought from home. We have iPads for patient use.)

Medical and legal items:

- ☐ Current list or empty containers of all prescription and over-the-counter medications, herbal remedies and vitamins. (Include dosage information and how often the medication is taken.)
- ☐ Immunization and medical records
- ☐ All insurance information, including insurance card
- ☐ Parents' or guardians' photo IDs
- ☐ Names, phone numbers and addresses of current doctors and therapists
- ☐ All legal papers: birth certificates, Social Security cards, and relevant court documents such as custody and surrogacy papers (If you have already provided these items to us, there is no need to bring them.)
- ☐ Any education evaluations, individualized education programs (IEPs) or Section 504 Plans, if applicable
- ☐ Special assistive equipment such as braces, wheelchairs, seating inserts, splints, helmets, eyeglasses, hearing aids and communication devices, including batteries and chargers

IMPORTANT:

Please label all items with your child's name using a permanent marker. Kennedy Krieger cannot assume responsibility for any lost or damaged belongings.

For safety and health reasons, do not bring:

- Alcohol, vaping and tobacco products
- Cannabis and CBD products
- Fragrance (perfume, cologne, etc.)
- Medication, unless otherwise instructed
- Valuables and 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
- Glass and ceramic frames and vases

Patient Rooms

Our hospital rooms are shared.
We assign rooms by medical needs, age and gender. Room changes may be necessary during your child's stay.

Quiet time: noon to 2 p.m. and 10 p.m. to 6 a.m.
Parents/caregivers must use the Parent Lounge during quiet time for phone calls and TV use. TVs and other devices must be turned off after 10 p.m. unless headphones are being used.

We encourage room decorating, but space is limited.

Cell phone use is allowed.
Personal electronic devices may be permitted based on a patient's individual treatment plan. Bedside phones are available.

Each patient has their own cable TV.

Lights out between 8 and 10 p.m.

Your Arrival Checklist

Please have the following ready when you arrive for your hospital stay:

- ☐ Accurate information about your child's medical history and needs
- ☐ All required medical and legal papers
- ☐ Names and addresses of doctors and other clinicians who will need copies of the medical records
- ☐ Copy of your relevant health insurance identification card(s) (During admission, a financial representative from the hospital will meet with you to answer any questions you may have about benefits, authorizations and billing.)
- ☐ Completed visitor authorization card, provided by the security officer on duty (Only individuals named by a patient's parents or legal guardians will be allowed to visit.)
- ☐ Questions you may have about your child's stay that have not yet been answered

At the start of the hospital stay:

- ☐ Ask the nursing staff for the door access code for the Parent Lounge.
- ☐ Request interpreter services for foreign languages and/or American Sign Language, if needed.
- ☐ Read and understand the "Patient Bill of Rights" and the "Notice of Privacy Practices." These documents explain your rights as well as how medical information may be used and shared. All patient information must be kept private.

At check-in, you'll complete the following forms:

- Consent for treatment
- Release of medical records
- Protection of health information

If your child is under 18, your child's legal guardian must sign the admission paperwork. If your child is 18 or older, your child will sign the admission paperwork, unless a legal guardian has been appointed to make decisions about your child's healthcare, in which case that person will sign the admission paperwork.

We will give your child an ID wristband, which your child must wear at all times throughout their hospital stay to ensure their safety. We may also photograph your child.

Please plan to be with your child as much as possible during the first several days. We will have questions and information for you. Your presence also helps your child adjust to staying in our hospital.

Keeping Your Child Safe in the Hospital

Our patients' health and safety are of the utmost importance to us. Help us by:

- Talking with your child's nurse or other clinicians about ways to keep your child safe
- Following hospital rules for patient care, behavior and safety
- Respecting the rights of other patients and hospital personnel

Questions? Contact the nurse manager at **443-923-9433**.

Our Safety Rules

Infection control:

- Patients, families and visitors must follow all infection control policies.
- Wash your hands before any contact with your child.
- Hand hygiene stations are available throughout Kennedy Krieger.

Patient ID wristband:

- Your child must always wear their patient ID wristband.
- Staff members will always check or scan your child's ID wristband before performing any procedures or giving medications.

Family visits:

- Sign the logbook at the nursing station when taking your child out of the inpatient hospital.
- All visitors must wear their ID sticker/wristband at all times.
- Tell your child's nurse when you leave or return to your child's room.
- All visitors must follow Kennedy Krieger's safety and security policies.

Communicating with your child's healthcare team:

- Talk with your child's healthcare team and understand your child's medication schedule and medical equipment.
- Please follow your child's recommended treatment plan.
- Ask the healthcare team for more information if there is anything that isn't clear.

Preventing injuries and falls:

- Keep all bed rails up when your child is in the bed.
- Keep walkways clear.
- If your child uses a wheelchair, make sure the wheelchair's brakes are locked when you're transferring your child to or from the wheelchair, and when the wheelchair is stationary.
- Do not stand on beds or chairs.
- Always wear shoes or nonskid socks.
- If your child cannot walk, please use a wheelchair, stroller or bassinet to transport them. Do not carry your child in your arms.

No smoking:

- Smoking and using tobacco and electronic cigarettes are not allowed anywhere on the Kennedy Krieger campus.

No fragrances (perfumes, colognes, etc.):

- Please leave these products at home and refrain from wearing them at Kennedy Krieger, as they can cause allergic reactions in some people.

Privacy:

- All patient information must be kept confidential.
- Do not take pictures, videos, or other images or recordings of anyone other than your child or other family members. Photos and videos of staff members should not be taken for any social media without their permission.
- If you overhear any private information about another patient or family, or about staff members or hospital business, please do not share that information, including on social media.

If you have questions or feel your confidentiality has been violated, please contact our Office of Compliance at **443-923-1843**.

Code of Conduct for Patients and Visitors

In an effort to provide a safe environment that promotes better health and care and a happier setting for everyone, we expect visitors, patients and accompanying family members to refrain from unacceptable language and behaviors that are disruptive or pose a threat to the rights or safety of other patients and staff members.

Please be aware that Kennedy Krieger does not tolerate abusive or violent language and/or behavior directed at our staff members, patients and visitors. Violators may be escorted out of the facility and may be subject to the loss of visitation privileges.

Meals

Kennedy Krieger provides nutritious meals for patients.

Menus are distributed weekly so patients may select their meals with the assistance of caregivers or staff members, if needed. Modifications for diet, texture, allergies and cultural preference are taken into consideration. Please note that if patients have a special diet ordered by their doctor, not all selections may be allowed.

For a small fee, Kennedy Krieger provides meals for caregivers. A representative from our Patient Financial Services department will meet with you on the day of admission to obtain payment information, and menus will be provided.

Questions? Contact our Nutrition Department at **443-923-2730**.

Food Options

For an easy meal in our hospital, visit The Nook Cafe at Kennedy Krieger Institute, on the second floor of 801 North Broadway. The cafe is open Monday through Friday, with a full-service menu for breakfast and lunch, including low-calorie, vegetarian and kids' meals, and specialty drinks.

There are also vending machines located in the lobby of 707 North Broadway and near The Nook Cafe in the outpatient center at 801 North Broadway.

You may use delivery services to deliver meals for you. All deliveries must be made to the lobby at 707 North Broadway for pick-up by you when the meal is delivered. The front desk staff cannot accept deliveries.

Do not give your child any outside food or drink without checking first with your child's nurse.

If you have questions, contact our Patient and Family Experience Program at **443-923-3804**.

There are also food options throughout the adjacent Johns Hopkins Medicine campus.

Rooming-In

During your child's stay, you may room-in. Due to space limitations, only one individual per patient may spend the night at any given time.

We provide linens, towels and a chair bed for you. The chair bed must be made daily and returned to the chair position by 9 a.m. For safety reasons, you may not sleep in your child's hospital bed or crib. Patients may not sleep in the chair bed.

Anyone rooming-in must follow these procedures:

- They must be 18 years old or older.
- If they are not the patient's parent or legal guardian, the patient's parent or legal guardian must give them written permission to room-in. If the patient is 18 years old or older, the patient or their surrogate decision-maker must give them written permission to room-in.
- They must provide a photo ID. We keep a copy of the photo ID at our security desk and in your child's digital medical record.
- They must arrive no later than 10 p.m. Exceptions must be approved in advance with the nurse manager.
- They must be dressed by 7 a.m., as patients begin their daily activities early.
- Shower and bathroom facilities are available in the Parent Lounge. The person rooming-in must bring their own toiletries.
- All TV sets in patient rooms (but not in the Parent Lounge) must be turned off by 10 p.m. We may make exceptions for older patients.
- We allow phone and video communication use (Skype, Zoom, FaceTime, etc.) until 10 p.m. During patient care and therapy time, we restrict this use to protect patient privacy, unless in a private space or if used for parent training.
- Medication must be locked up, with caps closed tightly, and kept out of reach of children. Lockers are available in the Parent Lounge.

Visitors

We welcome families and friends to visit your child. Everyone must follow our visitation guidelines, which are subject to change.

Visiting hours: 8 a.m. to 8 p.m. After 8 p.m., only individuals rooming-in may be in the hospital.

The number of visitors allowed can change, depending on many factors. Please refer to our current visitation policy for more information.

UNDER 18

Anyone under 18 years old, including siblings, must always be accompanied and supervised by an adult.

Visitor Check-In and Rules

- All visitors must follow Kennedy Krieger's infection control, safety and security policies.
- When your child is admitted, you will complete a visitor authorization card provided by the security officer on duty. Security will keep and maintain the authorization cards. Only the people you've named are allowed to visit.
- All visitors must stop at the security desk upon entering the hospital. A security officer will check each visitor's name to see if they are listed on the patient's visitor authorization card.
- Visitors authorized to visit your child will receive an ID sticker/wristband. Visitors must wear this throughout their visit.
- Let the nurse manager know if you have any requests for visitor restrictions. We will restrict a visitor's access to the hospital if the person interferes with your child's safety, medical plan or therapy.
- When visitors and siblings attend therapy sessions, parents and caregivers must make sure that the visitors and siblings do not impact the safety of others or interfere with sessions.
- Anyone (e.g., parents, guardians, family members, siblings and individuals rooming-in) feeling sick should not visit. Visitors displaying signs and symptoms of illness or infection will be asked to leave and not return until they are no longer sick.
- During Respiratory Virus Season, visitors under 16 years old may visit in designated areas only. They may be restricted from inpatient areas.

Making Your Stay More Comfortable

We want your hospital experience to be comfortable and smooth. We have several services to help with this.

Accommodations for patients, families and visitors: We provide patients and their families and visitors with reasonable accommodations and access to our facilities, services and equipment. If you or a family member require accommodations or have a support need (e.g., related to hearing, speech, cognition, vision, physical access, etc.), please contact the Patient and Family Experience Program at **443-923-3804** for assistance.

ATM: An M&T Bank ATM is located in the lobby of 707 North Broadway, and a Truist ATM is located on the second floor of our outpatient center at 801 North Broadway, next to The Nook Cafe.

Bathrooms and showers: These are located in the Parent Lounge (third floor of the hospital). Bring your own toiletries. Ask the nursing staff for towels.

Campus safety and security: Help us keep all patients, families and visitors safe.

- Do not bring unnecessary valuables to the hospital.
- We do not permit weapons of any kind, including pepper spray, on Kennedy Krieger property.
- Do not leave valuables unattended. We cannot assume responsibility for stolen items.
- Report anyone not wearing an ID sticker/wristband to the nurse manager or Security Office.
- Lock your vehicle in the parking garage and remove valuables from view.

For immediate safety or security concerns, contact the front desk of 707 North Broadway at **443-923-9111**.

For nonemergency safety- and security-related matters, contact our Security Office at **443-923-7708**.

Computers, electronic devices and Wi-Fi:

- Free internet service is available throughout most of Kennedy Krieger's Broadway campus.
- Cell phones, tablets, laptops and other electronic devices may be permitted based on a patient's individual treatment plan. These devices are discouraged in therapy areas.
- Kennedy Krieger has a limited number of iPads available for loan during your child's stay.
- Phone and video communications (Skype, Zoom, FaceTime, etc.) are allowed until 10 p.m. Please do not use these during patient care and therapy to protect patient privacy.
- We cannot store your device and are not responsible for lost or damaged devices.
- A computer is available for use in the Parent Lounge. Security controls prevent access to websites not appropriate for a pediatric setting.

If you're having trouble accessing the internet while at Kennedy Krieger, contact our Help Desk at **443-923-4357**.

Financial and billing matters: Financial counselors from our Patient Financial Services department will work closely with you and your insurance company on the financial aspects of your child's hospital stay.

Before admission: A financial counselor will contact your insurance carrier to obtain benefit information, reimbursement rates and precertification for admission, if needed. You will receive a telephone call and/or letter explaining your benefits, including the estimated cost of any copays and coinsurance.

During admission: A financial counselor will answer your questions about benefits, authorizations and billing. Please bring a copy of your health insurance identification card(s) when you check in.

Comprehensive daily rate: This includes all room charges and most services by our interdisciplinary team. Professional fees, consultations and some lab and radiology tests, including tests performed at The Johns Hopkins Hospital, may be billed separately.

Questions related to the financial process? Contact our Patient Financial Services department at **443-923-1841**.

Billing questions? Contact our Billing and Patient Accounting Office at **443-923-1870**.

Gifts: Mylar silver foil balloons are permitted in patient rooms. Flowers and latex balloons are not allowed for safety reasons. Your child's nurse must approve any food and beverage gifts before you give them to your child.

Interpreter services: Please let us know if you need an interpreter, including for American Sign Language. We can arrange these services for medical and therapy sessions when your child is admitted.

Laundry: A laundry room with washers and dryers is available at no charge near the lobby of Kennedy Krieger's hospital building at 707 North Broadway. Detergent is free and may be picked up at the nursing station.

The Nook Cafe: For an easy meal in our hospital, visit The Nook Cafe at Kennedy Krieger Institute, on the second floor of 801 North Broadway. The cafe is open Monday through Friday, with a full-service menu for breakfast and lunch, including low-calorie, vegetarian and kids' meals, and specialty drinks.

Contact The Nook Cafe at **443-923-9480** or visit nookcafebaltimore.com for menu and details. There are also food options throughout the adjacent Johns Hopkins Medicine campus.

Parent Lounge: Located on the third floor of the hospital, the lounge is for parents and caregivers only.

- Access code given at admission
- Open 24 hours a day
- Includes microwave, refrigerator and seating area
- Free coffee, tea and other amenities
- Bathrooms and showers available
- You may store personal items for your child and family in a secure locker. Contact our Patient and Family Experience Program at **443-923-3804** for a locker.

Parking: Free parking is available for families and visitors in the Kennedy Krieger parking garage. Validate your parking ticket at the security desk by the main entrance to 707 North Broadway.

- Observe signs and posted speed limit of 5 mph.
- Maintain a safe distance between moving vehicles.
- When driving, come to a complete stop at all landings.
- Refrain from playing loud music.
- The garage is a smoke-free environment.
- Be observant! This is a very active parking garage used by patients, families and staff members.
- Escorts are available. Request the escort service at the security desk.

Garage directions: Drive north on North Broadway past the main entrance to 707 North Broadway, cross East Madison Street, turn right onto Ashland Avenue, and then take the first right, into the garage driveway.

Patient and Family Experience Program: We are available to assist with any needs that may arise during your stay. We are here to help you! Here's what we offer:

- **Support** for patients, parents, caregivers and visitors during the hospital admission
- **Assistance** in addressing and resolving concerns by working as liaisons between staff members and families
- **Patient advocacy services**—we act as nonmedical, neutral, impartial liaisons who support open communication between patients and their families and the healthcare team
- **Reasonable accommodations and access** to our facilities, services and equipment for patients and their families and visitors
- **Respite events and activities** for parents and caregivers
- **Assistance in identifying quiet areas and workspaces** for parents and caregivers, when requested

If you raise concerns and/or suggest changes, our team will make every reasonable effort to accommodate your needs while continuing to provide quality care.

If you feel your concerns have not been resolved after speaking with us, or if you wish to file a formal complaint or grievance, please contact Patient Relations at **443-923-2777** or **PatientRelations@KennedyKrieger.org**. A patient relations specialist will review and follow up with you regarding your concerns.

Patients, families, and their representatives may contact the organizations listed below regarding concerns about care, safety, quality of services, or patient rights. You may contact these organizations regardless of whether you have first used Kennedy Krieger's complaint and grievance process.

Maryland Department of Health
Office of Health Care Quality
7120 Samuel Morse Drive, Second Floor
Columbia, MD 21046
410-402-8015 or 877-402-8218
health.maryland.gov/ohcq

The Joint Commission
Office of Quality and Patient Safety
1 Renaissance Boulevard
Oakbrook Terrace, IL 60181
jointcommission.org/resources/patient-safety-topics/report-a-patient-safety-concern-or-complaint/

Questions? Contact our Patient and Family Experience Program at **443-923-3804**.

Portable Health Profile Tool: At Kennedy Krieger, we emphasize the importance of creating a Portable Health Profile Tool—a personal health document containing important and current health information, such as your child's personal health history, emergency contact information, and information on insurance, medical conditions, allergies and medications. The Portable Health Profile Tool can help you take a more active role in your healthcare—you will maintain the tool yourself—and it will keep all of your critical health-related information in one place.

To create a Portable Health Profile Tool, contact the Kennedy Krieger Resource Finder at **KennedyKrieger.org/ResourceFinder** or **800-390-3372**.

Religious, cultural and spiritual requests: Kennedy Krieger honors religious, cultural and spiritual requests to the extent possible. Our Social Work Department can assist in providing resources regarding religious services and clergy for various faiths.

Resource Finder: Stop by our Resource Finder on the first floor of our outpatient center at 801 North Broadway for information on:

- Intellectual and developmental disabilities and related conditions
- Local, state and national associations and resources
- Service providers throughout Maryland and the U.S.

Visit **KennedyKrieger.org/ResourceFinder** or contact the Resource Finder at **800-390-3372** or **ResourceFinder@KennedyKrieger.org** for more information.

When It's Time to Go Home!

Discharge day is an important day. Your child's entire team will coordinate discharge planning for a smooth transition to home. Follow-up treatment plans and any needed equipment or medications will be arranged with you before discharge.

Discharge time: Discharge time is flexible but is usually midday, with no therapy scheduled for that day unless there are additional training needs.

Discharge Day Checklist

- ☐ Arrive by 9 a.m. to review follow-up plans.
- ☐ Review the after-visit summary with the nurse discharging your child.
- ☐ Discharge time is 11 a.m., with no therapy scheduled that day unless there are additional training needs.
- ☐ Be ready to sign several documents. If your child's legal guardian cannot be present for discharge, please make prior arrangements with your social worker.
- ☐ Be ready to present your ID before leaving Kennedy Krieger with your child.
- ☐ Questions about discharge? Contact our Social Work Department at **443-923-2800**.

Your Child's Healthcare Team

Your child's healthcare team includes you, your child, other family members, other support people, and our doctors, nurses and other professionals. Depending on your child's needs, professionals from other disciplines (listed on the next two pages) are part of the team. We call this our interdisciplinary team.

Family-centered bedside rounds occur every morning before therapy sessions start. This is an opportunity to talk about your child's treatment plan, ask questions of your child's medical team and contribute to the plan for your child's day.

You will receive your child's schedule of appointments for the day by 8 a.m. each morning.

Questions? Contact the nurse manager at **443-923-9433**.

The Medical Team includes the attending doctor and a resident doctor or nurse practitioner. The attending doctor:

- Oversees your child's individualized program and overall care
- Specializes in pediatric medicine or pediatric rehabilitation medicine

The Nursing Team cares for your child's physical, emotional and spiritual health and is very important to your child's recovery. The nursing team:

- Provides a safe and supportive environment for your child
- Combines knowledge of child growth and development with clinical skills to help your child recover
- Develops a care plan that is customized for your child
- Makes sure there is ongoing, daily communication between you and your child's medical team
- Helps your child learn (or relearn) functional skills
- Gives you the training and education you need to continue your child's recovery at home

The Interdisciplinary Team

Your child's healthcare team includes professionals from Kennedy Krieger who work with you and your child's doctors, nurses, therapists and other clinicians. This team makes sure your child has a good hospital stay and is supported when you leave the hospital. Depending on your child's medical needs, the interdisciplinary team could include multiple specialists. Here is a list of some of those specialists and what they do:

Assistive technology specialists, including speech-language pathologists and occupational and physical therapists, evaluate and develop treatments and equipment modifications to help patients achieve their goals and maximize their independence. Our services include assisting with power wheelchair needs, making seating and positioning modifications, and helping patients communicate and control their environment.

Audiologists identify any hearing difficulties and ear-related conditions. Audiologists use several assessment techniques to make sure your child can access speech and other sounds. They can provide hearing aids and other assistive listening devices, which may be paid for through loans, insurance coverage and/or additional funding.

Behavioral psychologists provide consultation, assessment and treatment for children and adolescents with behavioral, adjustment and/or coping difficulties. They use cognitive and behavioral therapies to help patients process and cope with injuries and illnesses, achieve developmentally appropriate independence and functioning, participate in therapies and other treatments, follow medical regimens, and improve their quality of life.

The **child life team** supports patients through their hospital journey. Specialists may provide self-expression activities, play opportunities, age-appropriate medical preparation, procedural support and diagnosis education. Additionally, child life specialists offer education and coping support to siblings.

Child psychiatrists provide consultation on mental health issues for patients. They offer diagnostic clarification of psychiatric conditions, acute and long-term medical management, and coordination of care between the rehabilitation team and home mental healthcare providers.

Educational specialists provide services for patients hospitalized for extended periods. Your child must be medically cleared to participate and have time in their daily schedule. Lessons are taught by Baltimore City Public Schools teachers, and they follow the city's school-year calendar. Please bring your child's individualized education program (IEP) or Section 504 Plan (if applicable) and any school textbooks and assignments. Our specialists will also provide assistance in returning to school and will work with you and your child's school to determine what school services your child will need.

Music therapists use instrumental play, songwriting, singing and other musical experiences to address various treatment goals. Through individual and group sessions, music therapy enhances patients' communication, cognition, sensorimotor, social and emotional needs.

Neuropsychologists specialize in patients' thinking, behavior and emotional functioning related to brain injury and dysfunction. Neuropsychologists make specific recommendations for patients' treatment, rehabilitation and education.

Nurse case managers will work closely with you to facilitate your child's admission, and will continue working with you through discharge to coordinate home care and any outpatient needs. They will also be in regular communication with your insurance company and/or other funding sources about your stay.

Occupational therapists will work with your child to make sure your child can participate in everyday activities like eating, dressing, grooming and toileting. Therapists focus on improving fine motor skills, daily activities, oral motor skills, positioning, school-related skills and play skills.

Physical therapists will increase your child's mobility and independence through exercises designed to help your child improve in walking, sitting and transferring in and out of positions. They can also help your child better enjoy leisure and sport activities. Therapists may recommend special equipment (e.g., walkers, orthotics and wheelchairs) for increased independence. They also educate and train patients, families and other caregivers on how to continue physical therapies after discharge.

Recreational therapists engage patients in individual and group activities that help with treatment, adjustment and socialization. Recreational therapists encourage patient participation in crafts, games and sports, and also help patients try new and adapted leisure activities. Community outings give patients opportunities to practice their skills in natural settings outside of the hospital environment.

Social workers will help you and your child meet the challenges of being in the hospital. Working in a clinical setting, social workers provide individual and family counseling, find needed resources and provide care coordination services.

Speech-language pathologists evaluate and treat a patient's communication, language comprehension, literacy, cognitive, oral motor, feeding and swallowing skills. They develop and implement treatment goals and strategies to improve a patient's functioning.

Our Child Life and Recreation Therapies Department provides the following:

- **Rec Room:** Supervised recreational activities are provided for patients on a daily basis, including in the evenings and on 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 held with accredited pet therapy organizations.
- **Community outings:** Weekly outings are provided for patients, as appropriate. Destinations include bowling alleys, movie theaters, playgrounds, parks, museums, malls and other local attractions.

A List of Helpful Resources

Important Numbers

Ambassador Program: 443-923-2630

Billing and Patient Accounting Office: 443-923-1870

Child Life and Recreation Therapies Department: 443-923-2630

Disability support services:

- **Dedicated TTY line:** 443-923-2645
- **Maryland Relay Service:** mdrelay.org or call 711
- **Resource Finder:** 800-390-3372 or visit KennedyKrieger.org/ResourceFinder or email ResourceFinder@KennedyKrieger.org

Help Desk (for computer, Wi-Fi, etc. needs): 443-923-4357

Inpatient hospital: 443-923-9433

Interpreter services: Contact your case manager

Nurse manager: 443-923-9433

Nutrition Department: 443-923-2730

Office of Compliance: 443-923-1843

Patient and Family Experience Program (for advocacy and accommodations): 443-923-3804

Patient Financial Services: 443-923-1841

Patient Relations (for complaints and grievances): 443-923-2777

Security Office: 443-923-9111 for emergencies; 443-923-7708 for nonemergencies

Social Work Department: 443-923-2800

Locations of Important Services

ATM: 707 North Broadway lobby (M&T Bank) and second floor of 801 North Broadway (Truist)

Laundry: Near the 707 North Broadway lobby (pick up free detergent at the nursing station)

Lockers: Contact our Patient and Family Experience Program at 443-923-3804 to request

The Nook Cafe: 443-923-9480 or nookcafebaltimore.com

Parent Lounge: Third floor of 707 North Broadway

Parking garage directions: Drive north on North Broadway past the main entrance to 707 North Broadway, cross East Madison Street, turn right onto Ashland Avenue, and then take the first right, into the garage driveway.

Parking is free. Validate your parking ticket at the security desk by the main entrance of 707 North Broadway.

Vending machines: Located in the lobby of 707 North Broadway and near The Nook Cafe in the outpatient center at 801 North Broadway

To learn more about the programs and services offered at Kennedy Krieger, please visit **KennedyKrieger.org** or use this QR code.

Kennedy Krieger reserves the right to make changes to the policies and procedures outlined in these pages at any time based on public health and safety concerns.

NOTES

Our Mission

To transform the lives of children, youth and adults with, and those at risk for, disorders of the developing nervous system, through innovative, equity-based and culturally relevant clinical care, research, education, community partnership, advocacy and training. Diversity, cultural and linguistic competency, and inclusion are foundational in services the Institute provides.

Kennedy Krieger

Kennedy Krieger Institute
707 North Broadway
Baltimore, MD 21205
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 employees, trainees, and patients and students, and their families. At Kennedy Krieger, we ground our care, services, training and research in treating others with respect and civility. We respect the cultural identity of every person. Kennedy Krieger does not discriminate against people based on, but not limited to, perceived or actual race, color, culture, ethnicity, national origin, age, language spoken, accent, marital status, veteran or military status, immigration status, socioeconomic status (i.e., access to resources), physical or mental disability, religion, pregnancy status, sex, sexual orientation, or gender identity or expression. We strive for equitable care for all individuals for whom we provide services, training, education and research participation. We encourage employees, trainees, and patients and students, and their families, to become active partners in the services provided by asking questions, seeking resources and advocating for their needs. Our culture of care is extended to our patients, the patients' family members and other people served. Here, "family" refers to parents, other family members, guardians, surrogate decision-makers and healthcare agents. ©2026 Kennedy Krieger Institute 10/2026

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