



## Baby Centered Partnership in Newborn Care at Brigham and Women's Hospital

Welcome to Brigham and Women's Hospital. We feel privileged to work with you in providing the very best for your baby. The following guidelines and resources are meant to help as you navigate your family's experience.

### Communication Guidelines

Many people are involved in the care of your infant. Although you will have conversations with a variety of staff members, **key discussions and questions about your baby's care should be directed to his/her attending physician and/or bedside nurse.**

If there are persons who assist you with medical decision making, **we invite you to have them join in a group discussion with your baby's attending physician.** In addition, we welcome including your infant's **pediatrician or family care physician** in our conversations.

The hospital can be a stressful environment. You should expect respectful treatment from all members of your baby's care team. Likewise, we expect that parents and other support persons treat hospital staff with respect. Disruptive behaviors including derogatory comments, cursing, and yelling are never in the best interest of our partnership with you and are not tolerated.

### Resources for your Support

**Office of Social Work:** Our social workers have a deep understanding of the stresses that come with both hospitalization and new parenting. One of our social workers may reach out to you to offer support during your baby's hospital stay. You may also request a visit from a social worker at any time.

**Office of Patient and Family Relations:** The Patient and Family Relations staff provide a wide range of services, including:

- providing general information about hospital policies, procedures and services
- documenting and addressing patient and family compliments and concerns
- offering assistance for patients and families seeking area accommodations or community resources
- coordinating any special needs that you or your family may have

Please feel free to reach out at any time to our Office of Patient and Family Relations at 617-732-6636 or ask a staff member to contact them for you.

**NICU Family Support Program:** If your baby is hospitalized in the NICU, one of our NICU Family Support Specialists will reach out to you. All of our Family Support Specialists are parents of "NICU graduates" so have a firsthand understanding of the experience.

*Please remember that BWH is a fragrance and substance free environment.*