your guide to

Labor & delivery

Women & Children’s Hospital of Buffalo
A Kaleida Health Facility
<table>
<thead>
<tr>
<th>TABLE OF CONTENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Welcome .................................................................</td>
</tr>
<tr>
<td>About our Hospital ..................................................</td>
</tr>
<tr>
<td>About our Mother-Baby Unit .......................................</td>
</tr>
<tr>
<td>Department Directory ...............................................</td>
</tr>
<tr>
<td>Driving Directions ..................................................</td>
</tr>
<tr>
<td>Preparing for Delivery .............................................</td>
</tr>
<tr>
<td>During Delivery .......................................................</td>
</tr>
<tr>
<td>Miscellaneous ..........................................................</td>
</tr>
<tr>
<td>After Delivery ........................................................</td>
</tr>
<tr>
<td>Going Home .............................................................</td>
</tr>
<tr>
<td>Resources for Your New Family ...................................</td>
</tr>
<tr>
<td>Childbirth Education Classes ......................................</td>
</tr>
</tbody>
</table>

Language assistance services are available free of charge for anyone who has need for an interpreter.

Tenemos servicios de ayuda en Español, para cualquiera que necesita un intérprete.
WELCOME EXPECTANT PARENTS!

The anticipation of bringing a new life into the world is as exciting for family and friends as it is for you. Our labor and delivery physicians, nurses and support staff want to assure you that your child’s birth will be accomplished safely and with dignity, so you and your loved ones can have the most positive experience possible.

Please read the following information to familiarize yourself with our unit and understand our goal of providing the care you deserve.

ABOUT OUR HOSPITAL

At Women & Children’s Hospital of Buffalo, we understand that healthy babies start with healthy mothers. Our caring team of healthcare providers combines a nationally-renowned facility with family-centered care to help bring healthy, beautiful babies into the world.

We have been designated as the Regional Perinatal Center, offering you the most up-to-date treatments and technology to assist you throughout your pregnancy. Patients travel to our facility from all over Western New York, Northern Pennsylvania and Canada.

ABOUT OUR MOTHER-BABY UNIT

What specialties do our nurses practice?
We have a neonatal resuscitative provider (NRP) and many lactation specialists. All our nurse’s are NRP certified and IBLC Lactation consultants are available seven days a week.

What makes us unique?
We offer a fetal monitoring system that keeps an eye on the well-being of your baby, with information accessible throughout the OB area.
## WOMEN & CHILDREN’S HOSPITAL OF BUFFALO DEPARTMENT DIRECTORY

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administration</td>
<td>(716) 878-7981</td>
</tr>
<tr>
<td>Antepartum Mother-Baby Unit</td>
<td>(716) 878-7065</td>
</tr>
<tr>
<td>Childbirth Education</td>
<td>(716) 878-7342</td>
</tr>
<tr>
<td>Emergency Department</td>
<td>(716) 878-7408</td>
</tr>
<tr>
<td>Home Care Pharmacy</td>
<td>(716) 878-7990</td>
</tr>
<tr>
<td>Lactation Consultant</td>
<td>(716) 878-7046</td>
</tr>
<tr>
<td>Labor and Delivery</td>
<td>(716) 878-7073</td>
</tr>
<tr>
<td>Labor and Delivery Unit Manager</td>
<td>(716) 878-7036</td>
</tr>
<tr>
<td>Mother-Baby Unit</td>
<td>(716) 878-7075</td>
</tr>
<tr>
<td>Mother-Baby Unit Manager</td>
<td>(716) 878-7216</td>
</tr>
<tr>
<td>Neonatal Intensive Care Unit</td>
<td>(716) 878-7481</td>
</tr>
<tr>
<td>OB/GYN Centers</td>
<td>(716) 859-BABY</td>
</tr>
<tr>
<td>Pastoral Care</td>
<td>(716) 878-7434</td>
</tr>
<tr>
<td>Perinatal Center</td>
<td>(716) 878-1227</td>
</tr>
<tr>
<td>Poison Control Center</td>
<td>1 (800) 222-1222</td>
</tr>
<tr>
<td>Prenatal Bereavement Support</td>
<td>(716) 878-7434</td>
</tr>
</tbody>
</table>

We provide interpreters to assist patients who do not speak English or patients and their families may ask for a telephone that can be used to translate in the event that there is no interpreter available.
DRIVING DIRECTIONS

From the Thruway (Route 90)/Route 33 West (Kensington Expressway)
From the Thruway, take Exit 51W (Route 33 West, toward Buffalo). Turn right at Best Street. Best becomes Summer Street. Turn right onto Delaware Avenue and then left on Hodge Avenue.

From the Skyway
Exit onto Delaware Avenue. Take traffic circle at Niagara Square. Continue on Delaware Avenue on north side of traffic circle. Turn left onto Hodge Avenue.

I-190 North
Exit at Church Street. Turn left onto Delaware Avenue, and then left onto Hodge Avenue.

I-190 South
Take exit #9 (Porter Ave/Peace Bridge/Fort Erie). Turn left onto Porter Avenue. This becomes North Street. Turn left onto Elmwood Avenue. Turn right onto Hodge Street.

Public Transportation
For Metro Bus service, use the Women & Children’s Hospital of Buffalo bus schedule. For information on schedules and fares, contact the NFTA at (716) 855-7211.

Parking
Parking is available in the Hodge Street ramp directly across from the hospital. You may choose one of your coaches to receive complimentary parking for one night during your stay on the Labor and Delivery Unit. Valet parking is available for a fee.

Locating Us
The Labor and Delivery Suite is on the third floor. Look for the customer service representative at the information desk in the main lobby if you have difficulty finding us.

Detailed Driving Directions
For electronic driving directions from your location to Women & Children’s Hospital of Buffalo, access our website at www.wchob.org.
PREPARING FOR DELIVERY

Preparing for the birth of your child is one of the most important events you and your coach can experience to ensure a successful delivery. Read the following suggestions to help you get ready.

Choose a coach
Every expectant mother should choose one or two labor coaches to be active participants in the birthing process. Your labor coach(es) should receive relevant training to help them provide constant emotional and physical support for you throughout the stressful time before, during and after delivery.

Coaches are not just visitors or casual observers but critically important participants with key responsibilities.

Childbirth classes
Approximately two to three months before your baby is born, you should attend childbirth classes to learn about the following and more:

- Baby basics & beyond
- Birthing basics
- Breastfeeding
- Caesarean delivery
- Childbirth Refresher Class
- Comfort measures and positioning in labor
- CPR/Choking
- Hospital Tours
- Hypnobirthing
- Infant Massage
- Labor & Delivery
- Mommy & Me
- New Grandparents Class
- Prenatal/Postnatal Yoga
- Prepared Childbirth
- Prepared Childbirth for Teenage Parents
- Ready, Set, Parent!
- Siblings at Birth

An on-going schedule of childbirth, maternity and pediatric education classes by certified instructors and other experts from Women & Children’s Hospital for new and expecting parents is available online at buffalobaby.org. Call (716) 878-7342 for more information.

Choose your baby’s healthcare provider
Your baby’s first check-up will occur shortly after birth while you are still in the hospital, so you must start thinking about your baby’s healthcare provider now.

- Make a decision on a family practitioner or pediatrician for your baby by the seventh month of pregnancy to be sure you have a doctor available should you deliver early.
- Obtain a business card from the healthcare provider you choose and bring it with you to the hospital. You will be asked for the name of your family practitioner or pediatrician.
- If you do not have a pediatrician when you arrive, the staff pediatricians at the hospital will care for your baby.
What should I bring to the hospital?

Mothers and babies are usually not in the hospital very long after birth. After a vaginal delivery you will be able to go home on the second day and if you have a C-Section, you will be able to go home on the third day.

Preparing for the hospital can be both exciting and stressful. We recommend packing a suitcase four weeks in advance of your due date to ensure you are ready to go should your baby decide to come a little early. Here’s a list of items we suggest you bring with you to the hospital:

- Photo ID and insurance card
- Toiletries: Toothbrush and toothpaste, lip balm, deodorant, comb or brush, make-up, hair tie, etc.
- Two or three nightgowns and a bathrobe (nightgowns can get messy after birth)
- Going home outfit
- Bras (Buy nursing bras if you will be breastfeeding)
- Underwear
- Slippers or socks
- Shower shoes/flip-flops
- Baby book
- Something to read or watch
- Camera/video camera
- Friends and family phone list
- Snacks for your support person
- New York State Law requires a protective car seat for all infants
- Pack your baby’s clothes and let your family bring those things on the day you are going home.

*Special note: If you are not legally married and the father of your baby wants to sign paternity papers, he must have a photo ID and a signed Social Security card with him at the hospital.

Put these things in the baby’s suitcase:

- Diapers or cloth diapers, fasteners and accessories
- An undershirt and an outfit for the baby to wear home, including a sweater and hat
- A light (receiving) blanket and a heavy baby blanket if it is cold outside
- Pediatrician’s name and phone number

What shouldn’t I bring to the hospital?

Do NOT bring jewelry, credit cards, or a lot of cash with you. There might not be a safe place to keep these items and the hospital will not accept responsibility if they are lost or stolen.

To schedule a tour of the hospital please call (716) 878-7342.

Babies need to ride in infant car seats on the way home. They are not safe riding in your arms in a car. Have a family member bring your baby’s car seat to the hospital when you are ready to go home. Car seats need to be new, or used ones need to have the expiration checked on the bottom of the seat.

To find a car seat fitting station or a certified child passenger safety seat (CPS) technician near you, please visit the National Highway Traffic Safety Administration website (www.nhtsa.gov) or the Safe Kids Worldwide website (www.safekids.org). You may also call the National Safety Hotline at 1-888-DASH-2-DOT (1-888-327-4236).
Create a plan
Most people don’t think about having to go to the hospital before the baby is due, but developing a plan to address the possibility can prevent a stressful situation from becoming unmanageable. Your plan should include:

- Care for your other children
- How to reach your primary support person(s)
- Transportation to the hospital and home
- Who to notify and emergency contacts

Know when to call
Unusual changes in your medical condition might cause you to need hospital care earlier than your delivery date. Do not try to treat yourself or use any over-the-counter medications without talking to your doctor first.

Reasons to call
- Labor pains before your due date
- Your water breaks
- You are experiencing bleeding
- You have not felt your baby move in more than four hours
- You feel something is not right

If you are unable to reach your healthcare provider, you may call the Labor and Delivery Suite at (716) 878-7073 or come to our emergency room.

Your other children
No childcare is available at Women & Children’s Hospital of Buffalo. You must find someone to care for your other children while you are in our facility. No children under the age of 14 may visit in the Labor and Delivery area without the accompaniment of an adult other than the patient or coach.

Please note: If you are unable to find someone to care for your other child (or children), the hospital staff will contact a medical social worker to arrange for temporary placement.

Organize your healthcare coverage information
If you think there will be a problem paying for your hospitalization, please contact the Patient Financial Services Department at (716) 859-7200. Our facilitated enrollers may be able to help you apply for medical assistance. Bring your insurance card and picture ID with you every time you have services performed at Women & Children’s Hospital of Buffalo.
DURING DELIVERY

We offer 11 private, labor and delivery rooms designed with both the comforts of home and the modern technology needed to welcome your new baby safely into this world.

Visiting Guidelines
The birth of your baby is an exciting time for you and your family. Visitation is encouraged to promote a family centered environment. Our priority is to give the best experience possible. Please help us maintain a safe environment for you and your family by following these guidelines:

- In the triage area visitors are limited to only one support person due to space constraints.
- We ask that during your stay on labor and delivery no more than four visitors total, including your support person, are present. At any given time staff may need to ask support persons to step into the waiting area to assure patient safety and privacy. If delivery must occur in the operating room, one support person may be permitted if circumstances allow.
- In following hospital policy, we ask that no visitors under the age of 14 be in the labor and delivery area without the accompaniment of an adult.
- Anyone who is sick or has been exposed to an infectious disease should not visit.
- Women & Children’s Hospital of Buffalo is a smoke free facility. No smoking is allowed on hospital property.
- Per federal law, staff is not permitted to give any information over the phone.
- Please be courteous to all patients and understand some may be severely ill or may be going through difficult situations.
- Thank you for choosing Women & Children’s Hospital of Buffalo to be part of your childbirth experience.

Pain Relief
As one of the few hospitals that provide in-house, dedicated obstetric anesthesia service around-the-clock, we offer the most effective pain management.

Several types of anesthesia are offered at Women & Children’s Hospital of Buffalo. After careful consideration of your medical and surgical history, your overall health, physical status, the nature and length of anesthesia needed and your personal preference, your anesthesiologist will recommend the most appropriate pain medication for you.

If you have any questions, please talk with your anesthesiologist or call the Department of Anesthesia office at (716) 878-7701 during business hours.

Comfort Aids for Mom
Hydrotherapy and birthing balls are available and each room has a television equipped with a radio to help you relax. Ask your nurse for details.

Scheduled C-Sections, please note the following tips:
- Do not eat or drink after midnight
- Arrive at the hospital at least two hours prior to your surgery time
- Check with your doctor before taking morning medications
- Remove all jewelry, acrylic nails and body piercing jewelry
Religious Information
A hospital chaplain is available for new mothers and families each day of the week at (716) 878-7434. Chaplains are also on-call 24 hours a day and can be reached by calling the hospital switchboard at (716) 878-7000.
Your family's clergy are welcome to visit at any time during your hospital stay, and Catholic and Protestant Communion is available upon request.

Restrooms and Waiting Areas
Restrooms are located in the Labor and Delivery Suite hallway. Family and friends are welcome to wait in the Labor and Delivery Suite waiting room. The cafeteria seating area is located on the first floor and open to visitors 24 hours a day.

Incoming Calls
We are committed to protecting your confidentiality and will not give out protected patient information, regardless of who calls.

Outgoing Calls
Outgoing local calls are free in the Labor and Delivery Suite. Dial nine and the telephone number. Regional and long-distance calls require a calling card or operator assistance. Public phones are also available.

Jewelry/Money/Valuables
Leave all valuables at home and only carry a small amount of cash for coffee, newspapers, etc.

Smoking
Women & Children’s Hospital of Buffalo is a smoke-free environment and all patient rooms and hallways are equipped with smoke detectors.

Visitor Needs
Staff cannot give medication to anyone other than the patient. Visitors must bring their own medications and pain relievers with them. Vending machines for visitors are available. Wireless internet is available in the hospital.

Cafeteria Hours
Daily hours as posted. Vendors and vending machines are available on the first floor.

Gift Shop
The gift shop is located in the lobby across from the main elevators on the first floor.

Mail and Flowers
Hospital personnel distribute mail and flowers to patients as these items arrive. The address at the hospital is: Women & Children’s Hospital of Buffalo, 219 Bryant Street, Buffalo, NY 14222.
AFTER DELIVERY

About Your Baby
As you may share your newborn’s first moments together, skin to skin contact is encouraged for healthy newborns following birth. All infants will receive their physical assessment. This special time immediately following delivery is the most critical time for a newborn, requiring the close assessment and observation of an experienced nurse, who will be assisting you as you get to know your baby.

Circumcision
Circumcision is a very personal decision made by the parents and obstetrician and can occur after the baby is six hours old. A consent form for the procedure must be signed by the parent and witnessed. Special circumcision care instructions will be provided to you.

Neonatal Intensive Care Unit (NICU)
Although 85 percent of our deliveries are healthy babies that go to the Newborn Nursery, we also have a Neonatal Intensive Care Unit (NICU) for those babies who need special critical care services.

About Mom
Approximately two hours after your delivery, you will be transferred to the Mother-Baby Unit where a nurse will care for you in the restful atmosphere of a completely private postpartum room. There you will be given instructions on how to care for yourself and your newborn so you can hold your baby in comfort and get ready to greet visitors.

One nurse is assigned to both you and your baby on each shift to help you learn the basics of general baby care and promote the most effective caring process.

Anyone who is sick or has been exposed to an infectious disease (chicken pox, flu, etc.) in the past three weeks should not visit you or your baby.

Your Baby’s Safety
Our Infant Surveillance System is part of an overall plan to help keep your baby safe. Please pay attention to the following safety information:

• Anyone who wishes to transport your baby must have a Women & Children’s Hospital of Buffalo photo identification badge.
• Only staff with a pink badge are authorized to move infants.
• Identification bands are ONLY given to mom, baby and spouse or significant other.
• Your baby should never be left alone in your room for any reason. Take your baby to the unit nursery if you need to leave the room.
• Babies are always moved in their cribs, not carried in the arms.
Mother-Baby Unit Visiting Guidelines
Friends and family, 8 a.m.-8 p.m.

Fathers or significant others, unrestricted.

Your partner or significant other is encouraged to spend the night with you to help them get to know your baby and participate in the new care of your newborn.

Your Room
Our private, spacious maternity rooms are designed with your comfort in mind. Extra privacy and a homelike environment allow you to enjoy your baby with your family and friends.

Breastfeeding
Women & Children’s Hospital is a Breastfeeding Friendly facility. Breastfeeding your baby as soon as possible after delivery, ideally in the delivery room, is important because breastfed babies are fed on-demand. We encourage you to remain with your baby so you can begin to recognize the subtle cues that your baby is ready to eat. Our lactation consultant is available to offer assistance and to provide information whenever you need it.

Breastfeeding help and education will be offered to you during your stay and when you leave.

Nursery
Newborns can be taken back to the nursery at any time, but we encourage you to keep your baby with you so that you become comfortable caring for your new infant.

Your Comfort
Your physician will order any needed medication to relieve discomfort. Please let your nurse know if you are in pain or if your medication is not effective so we can alert your physician.

Your Meals
Special dietary needs are reviewed by our dietician. Room service is available 6:30 a.m.-6:00 p.m. Guest trays are available upon request for a fee.

Newborn Photo
A Newborn Photo representative will contact you to discuss photo packages, but you are not obligated to purchase pictures.

Birth Certificate
The baby will be known by the mother’s last name for identification and security reasons during your hospital stay. A member of Women & Children’s Hospital of Buffalo Medical Records Department will obtain information from you regarding your child’s name and date-of-birth.

This information will be forwarded to the City of Buffalo Vital Statistics Department, which will issue and mail your child’s birth certificate to your house within four to six weeks. If you are not contacted for this information during your stay, you will be contacted at home. If you have any further questions, please call (716) 878-7284.
GOING HOME

Discharge
Mothers generally stay in the hospital for two days after a vaginal birth and three days after a Caesarean Section. On the day you are ready to leave, your obstetrician and pediatrician will assess you and your baby and provide the following services:

• Your providers will write your discharge orders.
• Your nurse will review the discharge instructions and basic care with you until you understand them.
• **Discharge time is 11 a.m.** Please try to make arrangements to leave by this time.
• A Mother-Baby Unit nurse will check you and your baby’s identification before you leave.
• An attendant will take you and your newborn in a wheelchair to your car at the hospital entrance.
• New York State law requires a protective car seat for all children from birth to four years of age.
• Helpful written instructions on caring for your baby and yourself are included.
• If you have special needs at the time of your discharge, please notify your nurse so a discharge planner can be contacted.

Car Seats
You can bring your car seat to the hospital after you deliver, but if your baby is delivered at 37 weeks or less, or weighs less than five pounds, nine ounces your baby will need a car seat challenge test, which is performed by one of our qualified nursing staff.

Home Care Pharmacy
The hospital has a convenient pharmacy located on the first floor by the Hodge Street entrance if you need to have any prescriptions filled prior to leaving the building.

Patient Experience
The unit’s nurse manager and the hospital’s administrative offices welcome questions regarding your patient experience or comments regarding your stay at Women & Children’s Hospital of Buffalo. Call (716) 878-7859.

Partnership is the foundation of Patient and Family Centered Care. A partnership between health care providers and families is the best way to meet the needs of those we care for. A Family Centered Care Coordinator is available for families to use as a resource for education, linkages for service needs, and as an on-site resource for matters related to family centered care, quality and safety. For further information or assistance about Family Centered Care call (716) 878-1839.

We appreciate your kind thoughts about the care you receive from our employees. You may receive a survey within 3-4 weeks. We would appreciate your feedback.
**RESOURCES FOR YOUR NEW FAMILY**

**Breastfeeding Support**
Women & Children’s Hospital of Buffalo lactation consultants can be reached at (716) 878-7046. They can assist you during and after your hospital stay, as well as offer assistance with renting a breast pump and other breastfeeding aids.

- Baby Café – The Baby Café is a drop-in center for pregnant and breastfeeding moms and their supporters. The Café is open every Tuesday and Thursday from 4-6 p.m. For more information call (716) 878-1991.
- Lactation Consultants – Our Lactation Department employs registered nurses who are board certified lactation consultants. These consultants are dedicated to helping mothers successfully breastfeed and bond with their infants, and are available on the mother-baby unit 12 hours a day, 7 days a week.

**Safe Sleep**
Please log on to www.buffalobaby.org/education/tips to watch an education video about safe sleep for your new baby.

**Immunization Information**
Find reliable vaccine safety information online at www.cdc.gov/vaccsafe.

**Circumcision Information**
For information on circumcision, refer to the American Academy of Pediatrics website at www.aap.org.

**Car Seat Information**
Babies need to ride in infant car seats on the way home. They are not safe riding in your arms in a car. Have a family member bring your baby’s car seat to the hospital when you are ready to go home. Car seats need to be new, or used ones need to have the expiration checked on the bottom of the seat.

To find a car seat fitting station or a certified child passenger safety seat (CPS) technician near you, please visit the National Highway Traffic Safety Administration website (www.nhtsa.gov) or the Safe Kids Worldwide website (www.safekids.org). You may also call the National Safety Hotline at 1-888-DASH-2-DOT (1-888-327-4236).

**Domestic Violence & Abuse**
Abused women come from all backgrounds. Domestic abuse and violence against women has immediate and lasting effects. As advocates for your care, we will screen for opportunities to assist women and refer for care on this very sensitive matter. You can also call your local police agency or the Family Justice Center at (716) 558-SAFE.
Ronald McDonald House

Ronald McDonald Houses have provided temporary lodging for more than 16,000 families from around the world while their loved ones receive medical treatment at Buffalo hospitals since 1983. As part of a worldwide network of over 200 Ronald McDonald Houses, they are known as “The House that Love Built.”

You can expect:

- Private, clean and comfortable bedrooms equipped with linens, towels and a telephone
- Cribs for younger guests
- Staff members on duty 24 hours a day to ensure your safety and comfort
- Families are asked to donate $15 per night/per room, but special arrangement can be made if you cannot afford the entire cost.
- Guests are asked to treat the house as you would your home. Please be considerate of other guests, and keep the bathrooms, kitchen and other shared areas neat and clean.
- Laundry facilities with supplies free-of-charge to guests
- Children must be supervised at all times
- Non-smoking facility
- Shuttle service to the hospital
- Free off-street parking
- Staff can assist you with your non-medical needs, or a private meeting with a trained professional can be arranged to help you with your needs

The Buffalo Ronald McDonald House is located at 780 West Ferry Street, Buffalo, NY and the phone number is (716) 883-1177.
The birth of your baby is one of the most exciting and joyful times in your life. At Women & Children’s Hospital, our Childbirth Classes are designed with you and your family in mind. Our experienced staff will work with you to help ensure the safest and most satisfying birth experience possible. We’ll explain the facts and options available in maternity care and answer all of your questions.

Our classes include instruction in labor and delivery, breathing techniques, exercises, Caesarean births, recovery, and infant feeding and care. Sibling classes, as well as classes in infant safety and CPR, vaginal birth after Caesarean and infant development and stimulation, also are offered.

Approximately two to three months before your baby is born, you should attend childbirth classes to learn about the following and more:

- Baby basics & beyond
- Birthing basics
- Breastfeeding
- Caesarean delivery
- Childbirth Refresher Class
- Comfort measures and positioning in labor
- CPR/Choking
- Hospital Tours
- Hypnobirthing
- Infant Massage
- Labor & Delivery
- Mommy & Me
- New Grandparents Class
- Prenatal/Postnatal Yoga
- Prepared Childbirth
- Prepared Childbirth for Teenage Parents
- Ready, Set, Parent!
- Siblings at Birth

An on-going schedule of childbirth, maternity and pediatric education classes by certified instructors and other experts from Women & Children’s Hospital for new and expecting parents is available online at buffalobaby.org. Call (716) 878-7342 for more information.
Thank you for choosing Women & Children’s Hospital of Buffalo. We rejoice in every new life and look forward to taking care of you and your loved ones for many years to come.