



Additional Services

Care Coordinator/Social Work – (617) 732-6462 or (617) 732-6469

Social workers are available to help with personal and family problems related to illness, housing, health benefits and income, and can provide counseling, evaluation and referral to a community agency. The Care Coordinator meets with all patients to review the discharge process, discuss home care options, and assist with any discharge planning. Contact your nurse or obstetric care provider to reach a social worker who is on-call for emergencies.

Interpreter Services – (617) 732-6639

We are committed to communicating clearly and thoroughly with all patients about the care we provide. Informing your doctor in advance about your language or hearing needs will help make you more comfortable. If you need an interpreter while in the hospital, your nurse or doctor can arrange for this service at no cost for you.

Lactation Support

Your nurse will assist you with breastfeeding. In addition, certified lactation consultants are available for inpatient bedside consultations for diagnosis and treatment of problems and special situations related to breastfeeding. Please ask your nurse about additional supplies and breastfeeding support equipment.

Patient/Family Relations – (617) 732-6636

Patient/Family Relations staff will help you communicate concerns, suggestions and compliments regarding your hospital stay and provide you with information on hospital policies, procedures and services.

Phone Numbers – At-a-Glance

BWH Main Number	(617) 732-5500
Patient Condition Information	(617) 732-5500
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Birth Certificate Information	(617) 732-6108
Blood Donation Program	(617) 732-6620
Care Coordination	(617) 732-6469
Family Liaison Service	(617) 732-7440
Financial Counseling	(617) 732-7005
Health Care Proxy/Living Will	(617) 732-5521
Interpreter Services	(617) 732-6639
Newborn Intensive Care Unit	(617) 732-5420
Notary Public	(617) 732-6636
Obstetrical Admitting Office	617-732-5521
Parking Office	(617) 732-5877
Patient and Family Relations	(617) 732-6636
Security	(617) 732-6565
Shop on the Pike	(617) 732-7445
TTY Machines	(617) 732-6458

Watch our Online Maternity Tour

brighamandwomens.org/maternitytour

- Learn what to expect during your stay so that you can prepare for your delivery and when you go home with your new baby
- Hear our experts describe what it's like to have your baby with us
- Listen to women who have had their babies here
- Learn more about valet parking, our visitor's policy, and more
- Available in *en español*

Learn More About Having Your Baby at Brigham and Women's Hospital



Visit brighamandwomens.org/baby to learn all about having your baby at the Brigham and Women's Hospital Center for Women and Newborns – from the basics of prenatal care and what you should expect during delivery to special initiatives including:

- Morning sickness nutrition
- Cord blood donation
- Family-friendly Cesarean
- Baby-friendly care
- Newborn photos
- Video and photography



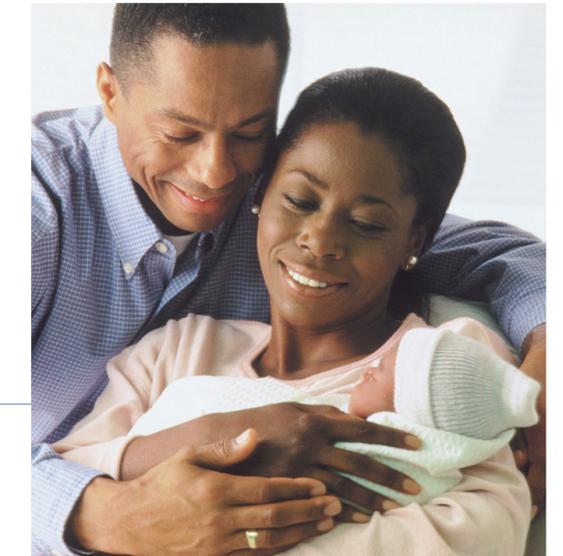
75 Francis Street, Boston, MA 02115
(617) 732-5500 | brighamandwomens.org



Brigham and Women's Hospital complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, citizenship, alienage, religion, creed, sex, sexual orientation, gender identity, age, or disability.



Having Your Baby at Brigham and Women's Hospital



MARY HORRIGAN CONNORS CENTER FOR WOMEN'S HEALTH

Welcome to Brigham and Women's Hospital

Thank you for choosing Brigham and Women's Hospital. The Center for Women and Newborns is committed to patient- and family-centered care. We recognize the importance of sharing this experience with family and friends. Our team will work with you to establish and deliver individualized care for you and your baby. We are honored that you have entrusted your care with us and will work with you to ensure a comfortable stay.

FAMILY-CENTERED CARE

Family-centered care at Brigham and Women's Hospital is a comprehensive approach to preparing and supporting each family. This care begins with preparing you even before the arrival of your baby, with prenatal care, information and educational programs, and other services to ensure that you are well prepared for your new addition. And, after giving birth, the nurses caring for you and your baby will address your specific needs and provide information and education that will serve your family long after you go home.



Your Checklist: What you need to do now

The obstetrical admitting packet you received contains an admitting form that should be filled out and returned in a timely manner so that we may prepare for the birth of your child. Along with general information, the form also requests information about your insurance coverage.

Important points about insurance:

- Be aware that insurance plans differ regarding lengths of stay for obstetric care. Check with your insurance provider for their policy on length of stay. Massachusetts State Law allows a hospital stay of 48 hours for vaginal birth and 96 hours for a cesarean birth.
- Please understand that you are ultimately responsible for payment of any service not covered by your insurance plan or any copayments required. Please contact your insurance provider to become familiar with these costs.
- Please know that no one is refused care at Brigham and Women's Hospital for lack of the ability to pay. If you have any questions about your ability to pay for your stay, call our Financial Counselors at (617) 732-7005 or toll free at 1-866-736-1510. They will investigate resources that may be available to you through government and private agencies.
- The hospital's pre-admission staff also may contact you prior to admission for additional information or notify you of any estimated charges.

Pediatrician Postcard

Your baby must be examined by a pediatric care provider before being discharged from the hospital. The obstetrical admitting packet contains a pediatrician postcard that should be filled out and returned in a timely manner. If you have not already selected a pediatric care provider, your obstetrician or midwife can help you select one. You may also call the Brigham and Women's Hospital Physician Referral Service at 1-800-BWH-9999 for assistance.

Parent and Childbirth Education Classes

The birth of your baby is an exciting experience, and we offer a number of options that allow you to participate fully and to be as prepared as possible. We offer various childbirth preparation programs as well as breastfeeding and infant care classes. For more information and to register, visit brighamandwomens.org/baby.

Health Care Proxy/Living Will

We often receive inquiries from patients and their families about health care proxies or living wills, which are legal documents that define an individual's feelings about the extent of care they wish to receive under extenuating circumstances. For further information, call (617) 732-5521 or visit brighamandwomens.org/livingwills.

Planning for Your Stay

Items to Bring

During your hospital stay, we will provide you with sanitary pads and panties, and diapers for your baby.

Bring only essential items, such as:

- maternity or nursing bra
- personal toiletry articles
- nightclothes, bathrobe, slippers
- eyeglasses
- personal electronic devices
- list of current medications
- small amount of money for newspapers and expanded television service
- clothing for the baby to wear on the day of discharge
- personal items for the father or partner's overnight stay

Do not bring:

- large amounts of cash
- **Please, do not bring any jewelry.** For your safety, it is important to remove all jewelry prior to coming in the hospital. It can cause injury and could get lost within bedding, etc.
- unnecessary charge cards
- checkbooks and other valuables
- medications, if your obstetric care provider does not specifically instruct you to bring them to the hospital

For your baby:

When you are ready to leave, you may dress your baby in the clothes you brought from home. Baby clothes should be washed in a mild detergent first and should include:

- undershirt
- stretch suit
- booties
- sweater
- hat
- two small receiving blankets (for support in the car seat)
- heavy blanket, depending on the outside temperature



Arriving at the Hospital

Valet

For women in labor, there is valet parking at the Main Entrance of the hospital at 75 Francis Street. For more information on parking and rates, visit brighamandwomens.org/security, or call (617) 732-5877.

Obstetrical Admitting

When you arrive at the hospital in labor, enter through the main lobby at 75 Francis Street and check in at the Obstetrical Admitting office also located in the main lobby. An admitting interviewer will complete your admission paperwork and escort you to the Center for Labor and Birth in our Mary Horrigan Connors Center for Women's Health. The obstetrical admitting staff is on-duty 24 hours-a-day and will make all the arrangements necessary for a swift and comfortable admission to the hospital.

Labor and Birth

After you have been admitted, you will be assessed for labor in the triage area and then admitted to a private labor and birth room which features special lighting and equipment, including a birthing bed, rocking chair and television (some of our rooms are equipped with hydrotherapy tubs for labor and are available to patients who meet certain criteria). You will be moved to an obstetrical operating room located on the labor floor only if you are having a cesarean birth or complicated birth.

Obstetric Anesthesia Services

The Obstetric Anesthesia Service provides specialized care 24 hours-a-day, 7 days-a-week.

Our obstetric anesthesiologists are available to discuss with you the different types of anesthesia that may be given during labor and birth, including traditional intravenous or intramuscular medications and regional anesthetics such as epidural anesthesia or spinal anesthesia as well as newer options such as nitrous oxide. There are many non-medical techniques that can help you during labor, including:

- breathing and relaxation techniques
- warm showers

- massage
- position changes

For more information on pain-free birthing, visit brighamandwomens.org/OBanesthesia.

Partner/Support Person

Brigham and Women's Hospital is committed to providing a safe and supportive birthing experience for expectant mothers in a family-focused care setting. We understand that, for some patients, sharing the birthing experience with family and friends provides additional special support. We encourage participation of the partner, and additional support people, if you wish. You should discuss your plans with your obstetric care provider. Visitors are encouraged to stay at home until the birth of the baby. There are waiting areas located near the CWN security desk and off the main 75 Francis Street lobby. Refer to the visitor policy in your registration packet for additional details.

Nursing Staff

A registered nurse will be assigned to your care, providing you support throughout your delivery. Should your labor be premature, you will be initially assessed and may be transferred to our special antenatal unit for women with complicated pregnancies. There, along with a registered nurse, you will be assigned a nursing care coordinator who will coordinate your care with the medical and nursing staff.

Newborn Intensive Care Unit (NICU)

It is reassuring to know that if your baby needs intensive care, the Brigham and Women's Hospital Newborn Intensive Care Unit is one of the most advanced facilities of its kind in the country, providing specialized care for newborns throughout New England. Premature infants and other newborns with various health difficulties stay in the NICU for expert care and observation. In the NICU, your newborn will receive individualized, specialty care from a team of neonatologists (pediatricians who specialize in the care of premature and sick babies), nurses and other specialists. This comprehensive team will guide you through your new-born's stay in the NICU, communicating and educating you about your baby's progress, teaching you how to care for your baby, and providing resources to support you through this challenging time.

When your baby is ready to be discharged, the attending neonatologist will provide your baby's pediatrician with detailed medical information about your baby's NICU stay and coordinate with your pediatrician as needed for ongoing care.

Postpartum Care

After a brief recovery period in the birthing room, mom, baby and partner will be brought directly to a private post-partum room in the Center for Women and Newborns – you will not need to be separated from your baby at any time under normal circumstances. We encourage you to keep your baby in your room at all times. **However, a nursery is available for medical observation or, if you request, to care for your baby for a short period.**

During your stay you can:

- review basic care and safety with your nurse
- attend daily classes on topics including breastfeeding

Newborn Tests and Vaccinations

Screening tests and vaccinations will be based on requirements of the Massachusetts Department of Public Health and your pediatric health care provider. You will be provided with a packet when you arrive.

Hearing Screening

As part of our routine care, your baby will receive a hearing screening test before being discharged from the hospital. Please let your nurse know if you do not want your baby screened. For more information on screenings, read the Newborn Screening brochure.

Circumcision

Circumcision is the surgical removal of part of the foreskin of the penis. The decision regarding circumcision is a personal one, and parents are encouraged to discuss this decision with their obstetric and pediatric health care providers. Your obstetric care provider will ask you to sign a consent form for circumcision before the procedure.

