

Please Call For More Information

NICU Office: **607-737-4223**

Toll Free: **800-952-AOMC (2662)**

Directions

From Route 17

Take exit 56 at Church Street, Elmira. Continue on Church Street into the city of Elmira. The street will become one-way, westbound. Proceed straight on Church Street through the city into the residential area. At the Walnut Street traffic signal, turn right. Continue on Walnut to the Roe Avenue intersection. Turn left on Roe. Arnot Ogden Medical Center is on your right.

Parent Handbook



ArnotHealth

600 Roe Avenue
Elmira, NY 14905
607-737-4100

www.arnothealth.org

Welcome to the Neonatal Intensive Care Unit

If you're like most expectant parents, you looked forward to taking your new baby home from the hospital. Now that your baby needs special medical and nursing attention at Arnot Ogden Medical Center's Neonatal Intensive Care Unit (NICU), you know that won't be possible right away.

We understand.

Your Baby Has Special Needs

The Neonatal Intensive Care Unit at Arnot Ogden is a special nursery for newborn babies who are premature or who are born with medical problems.

Our NICU is known in the medical community as a Level III Neonatal Intensive Care Unit—a regional referral center that cares for high-risk newborn babies. Patients are transferred to our unit from twelve surrounding counties.

Highly sophisticated equipment fills the NICU. These machines are designed to help the babies until their systems

Moderately-Priced Local Restaurants

Arby's

2487 Corning Road *
Elmira
796-4271

Arnot Mall Food Court

Route 17
Horseheads

Beijing Gardens

145 West Gray Street
Elmira
732-7464

Denny's

950 Chemung
Horseheads
795-4135

Elbow Room

1055 Walnut Street
Elmira
734-9166

Friendly's

Horseheads Junction
Horseheads
739-9800

Long John Silver's

131 Route 17
Horseheads
739-8329

Manos Diner

118 College Avenue
Elmira
733-2366

Pizza Hut

402 North Main Street (near
downtown)
Elmira
733-3445

Pizza Hut

371 Corning Road *
Elmira Heights
739-0458

Subway

Langdon Plaza
(near downtown)
& Davis Street
Elmira
739-6101

Pietro's and Son

400 West Washington
Elmira
733-4400

Ponderosa Steakhouse

333 Corning Road *
Elmira Heights
739-4596

McDonald's

410 North Main Street
(near downtown)
Elmira
733-5701

Gino's Ristorante

1905 College Avenue
Elmira Heights
733-6161

* known as the "Miracle Mile"

Local Accommodations

Coachman Motor

Lodge

908 Pennsylvania Avenue
Elmira, NY
607-733-5526

Country Inn & Suites

105 East Mall Road
Horseheads, NY
607-739-9205

Econo Lodge

1339 County Road 64
Elmira, NY
607-739-2000

Hilton Garden Inn

35 Arnot Road
Horseheads, NY
607-795-1111

Holiday Inn Elmira

600 East Water Street
Elmira, NY
607-734-4211
or
602 Corning Road
Horseheads, NY
607-739-3681

Howard Johnson Lodge

Routes 17 & 14
Horseheads, NY
607-739-5636

Motel 6

151 Route 17
Horseheads, NY
607-739-2525

can function better on their own. Trained medical staff will review all the equipment with you to help you understand how it will help your baby.

The NICU Has Four Nurseries

The NICU is located on the second floor of Arnot Ogden Medical Center in Elmira, New York, in a section of the area known as the 2D unit.

The NICU is divided into four nurseries—

- the intensive care unit
- the intermediate care unit
- the progressive care unit
- the isolation nursery

Most babies begin their hospital stay in the intensive care unit area and as they progress are moved to a less intensive environment.



Financial support for programs, equipment and educational services benefiting the Neonatal Intensive Care Unit and pediatric services at Arnot Ogden is provided through annual fund raising efforts for the Children's Miracle Network.

A Team Of Experts Care For Your Baby

Specially-trained physicians called neonatologists and registered nurses staff the unit 24 hours a day, 7 days a week, making sure your baby receives continuous observation and attention.

The neonatologists and nurse practitioners are employed by Pediatrix Medical Group, an independent contractor headquartered in Fort Lauderdale, FL. The medical staff and the unit nurses will work as a team to develop a plan for your baby's care.

In addition, physician specialists such as cardiologists, surgeons, neurologists and ophthalmologists, may be called on to examine your baby and give recommendations for treatment.

Other professionals such as medical social workers, respiratory therapists and hospital technicians will play a significant role in the treatment plan for your baby.

Make Yourself At Home In The Parents' Room

The NICU has a special parent room where you may rest between visits. An electric breast pump is available for those who are planning to breast feed. When your baby is close to going home, we will encourage you to spend longer visits and even spend the night with your baby in the parent room so that you feel as comfortable as possible with the care your baby requires.

We'll Be There For Your Baby—And For You

We'll do everything possible to help you get through this stressful experience. We understand you'll go through many ups and downs and days of frustration. We urge you to talk about your feelings along the way. Together, we'll ensure the healthy growth and development of your baby and family.

Our Child Life Specialist Can Help Your Other Children

Arnot Ogden's Child Life Specialist will help include big brother and sister during this difficult time by giving tours, answering their questions and reducing their fears.

There is even a program called "Ice Cream and Isolettes" that teaches children about premature babies and how they are cared for in the NICU setting.

This program explores the feelings that siblings may be experiencing and helps them cope—and they even get ice cream! The program is scheduled on an individual basis for siblings 3 years of age and older. Child life also provides supervised child care for siblings of NICU infants three times a week.

Your Baby Needs You, Too

You play a most important part in the care of your baby. Our visitation policy will provide you and your baby with support while ensuring safety and security for all the infants in our care.

Parents are encouraged to visit or call anytime of the day or night, except during the hours of—

- 7am-9am
- 3pm-4:30pm
- 11pm - midnight

These are "shift change" times where transitions in staff require an uninterrupted environment. These few restrictions allow the staff time to communicate and coordinate your baby's care.

Adults Of Your Choice May Visit

A current visitation policy will be reviewed with you by the staff in NICU.

Privacy and security for your infant and family are important to us. After 8 p.m., access to the Medical Center is through the Emergency Room only. The doors to 2D also lock at 8 p.m. Call ext. 4223 from the phone in the 2nd floor lobby. The NICU staff will unlock the doors.

Only Parents Receive Information About Baby's Condition

Confidential medical information will be given only to the baby's parents. Please tell other concerned friends or relatives not to call the NICU but to contact you directly for any information.

Feel Free To Ask Us Questions

We want to help you learn all about your new baby and participate in your baby's care as much as possible. Let us guide you through the maze of wires and tubes, talk to you about your baby's treatments and progress, and teach you all you need to know about your infant's special care—now while your baby is in the NICU, and later when you finally go home together.

Our Social Worker Is Available For Support

As this is a stressful time for the entire family, we encourage you to meet with our medical social worker who can provide supportive services as well as connect your family with resources in the medical center and your community.

Visit Our Parents' Library

Please visit our Parents' Library which has many books and pamphlets to help you better understand your baby's medical condition.