

## **Travel Guide: Chicago, IL Children's Memorial Hospital (CMH)**

### **Children's Memorial Hospital**

*Address: 2300 Children's Plaza Chicago, IL 60614*

*Phone: (773) 880-4000*

**Website:** [www.childrensmemorial.org](http://www.childrensmemorial.org)

**Directions:** For driving directions and public transportation to Children's, as well as maps and a virtual tour, go to [www.childrensmemorial.org](http://www.childrensmemorial.org) and click on "For Patients and Families" on the header bar. There is an excellent overview of shuttles and cabs from the airport as well.

**Parking:** Parking is on Lincoln Avenue across from the hospital. Parking is frequently limited, however there is complimentary valet parking in the garage once it is full. Once you park, cross the street to the main hospital building. *Make sure you get your parking validated so that parking will be \$4.00.* You can also pull up in the breezeway of the building and a valet will park your car for you and bring it to you upon leaving for \$1 more (per day- if you are inpatient, just get your keys from valet and move your car to a parking space in the evening).

### **WHERE TO STAY:**

#### **Ronald Mc Donald House**

622 W. Deming  
Chicago, IL 60614  
(773) 348-5322

This "home away from home" is available to those traveling more than 25 miles to Children's. Reserve by calling the House directly or through the nursing or social work staff.

#### **Kohl's House**

2422 N. Orchard  
Chicago, IL 60614  
(773) 975-8881  
(ask for Michelle)

This facility is available to families who have selected a transplant procedure for their child. You can stay here during any transplant related activity, such as stem cell harvest, transplant preparation, or during the transplant process. More information about KH is available on the Children's website. Coordinate your stay by speaking with your stem cell social worker or nurse.

### **Discounted Hotels**

The following hotels offer discounted rates for families. Mention that your child is a patient at Children's Memorial Hospital when calling.

Children's Memorial shuttle service is available to select hotels. Please call the hospital's security services at 773.880.4223 to arrange transportation.



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- [Belden-Stratford](#)  
2300 Lincoln Park West  
Chicago, IL 60614  
1.800.800.8301

- [Days Inn — Lincoln Park North](#)  
644 W. Diversey  
Chicago, IL 60657  
773.525.7010

- [Inn at Lincoln Park](#)  
601 W. Diversey  
Chicago, IL 60657  
773.348.2810

#### **Neighborhood inns**

- [The Willows](#)  
555 W. Surf  
Chicago, IL 60657  
773.528.8400

- [Majestic Hotel](#)  
528 W. Brompton  
Chicago, IL 60657  
773.404.3499

- [City Suites Hotel](#)  
933 W. Belmont  
Chicago, IL 60657  
773.404.3400

#### **Downtown hotels**

- [Marriot Residence Inn](#)  
201 E. Walton  
312.943.9800

#### **NAVIGATING THE HOSPITAL**

Before You Arrive: Go to [www.childrensmemorial.org](http://www.childrensmemorial.org) and select “For Patients and Families” for a wonderful resource on the basics of the hospital and procedures.

#### **What to Bring to Children’s for an Outpatient Clinic Visit (Clinic or Day Hospital)-**

- Appointment information
- Doctor's name
- Department building name/location
- Name and telephone number of your referring physician
- Name and telephone number of family physician (if different from above)
- Insurance cards
- Insurance referral immunization record

- Medical or personal records (X-Rays, lab tests). If you are unsure of what to bring, please call the outpatient office you are scheduled to visit.
- A list of questions you may have for the physician. If your child is old enough, help him or her to add to the list too.
- Social security number of the patient and both parents (for insurance purposes)
- Child's birth certificate (if name has been legally changed)
- Another adult to assist you if you must bring other children

Books, games, snacks, formula, diapers, change of baby clothes or other necessities. (Please do not bring food if your child must fast for testing.)

Sanitizing wipes if your child is immuno-supressed

**-There is a great playroom in the waiting area for day hospital and clinic with volunteers. Your child and/or any siblings can play here while waiting. Anything from this playroom can be checked out during your stay at Day Hospital as well.**

**-There are coffee, tea, and snacks available in the lobby for you and/or your child. You can also order a meal for your child at Day Hospital. Just ask your nurse for a menu.**

### **What to Bring to the Hospital for a Day Surgery Procedure**

If your child is staying overnight, pack a suitcase with a change of clothing for yourself and your child. Make sure your child has items that make them comfortable, such as a favorite toy, blanket, or stuffed friend, game, or snack for after surgery (nothing too spicy or greasy, as they will be nauseous from anesthesia). Also, pack an empty bottle, sippy cup, or cup to use after the surgery. The hospital can also provide one for you. Older children may bring headphones or a hand-held game to help them relax. TVs are available in all pre and post-op rooms. DVDs available upon request.

### **What to Bring to the Hospital for an Inpatient Stay**

- Infants/toddlers: favorite toys or item from home, familiar objects (toys, DVDs, and books are available at the hospital as well)
- School age/teenagers: books, magazines, cosmetics, school work , games (books, games, DVDs, CDs, and video games are available to check out at the hospital- just ask your nurse)

- Insurance and Medical Assistance Information (including subscriber and access cards)
- Name/phone # of your family physician & others involved in your child's care
- Personal Care items for yourself and your child (there are limited basic items available if you forget)
- Book, magazine, or laptop computer for yourself (all of which are available to check out at the hospital as well). WiFi is available throughout the hospital.

## **AMENITIES AND SUPPORT AT CMH**

### **Family Services:**

#### Brown Family Life Center

The Brown Center is a fabulous place for parents and siblings to relax. It is sometimes available to oncology patients, but check with your nurse first. Usually germ control prohibits 4 West patients from leaving the ward. The Brown Center has a business center for parents, coffee, magazines and books, movies and video games, toys and activities, a teen center, and special programs throughout the week. It's a great place to step out and unwind a little. There are also free massages- just ask in the Brown Center and sign up on the weekly schedule.

#### ParentWISE- MAKE SURE YOU MEET SOMEONE FROM THIS PROGRAM WHILE YOU ARE HERE!

This program, which stands for Parent Wisdom In Shared Experience, is a group of people who have had children going through treatment. They can share your experiences and give you advice about the hospital and procedures, as well as hope for your child's future. This is an amazing program!

Family Ambassador- This individual is a "wealth of knowledge" about the hospital and can fill you in on anything and everything you need to know. Ask your nurse or social worker who this is. It is typically written in on the board in your child's room.

Child Life Specialist- Heidi Thomalla- The staff of the Child Life Department help children, teens and family members cope with the healthcare experience through developmentally appropriate activities for children, education about and preparation for medical procedures and through emotional support. Heidi can also get your child on the schedule for an ART or MUSIC therapist. There are several at the hospital. A great video is available on the website:

<https://secure.childrensmemorial.org/parents/an-introduction-to-child-life-video.aspx>

Social Worker – The Social Workers will help you through any issues that arise, positive or negative, throughout your stay. They will help you manage financial, emotional, organizational issues you might have. Your social worker will vary depending on whether or not your child is transplanting. Please contact the Family Services Department at 773-880-4485

Religious Services – There are several chaplains available, but most prevalent on 4 West is Jim. Contact him or any other chaplain at 773-880-4005

Case Manager- Because of the overwhelming nature of the bills your family may be facing, you can request a case manager to act as a liaison between you, the hospital, and your insurance company. Sometimes one is automatically sent to meet you, regardless of your financial or insurance situation. This person is very helpful and can help you as much or as little as you need.

Other services available at the hospital to families and detailed on the website are: Patient Relations, Interpreters, Educational Services, and Family and Child Advisory Boards

**Inpatient Services:**

Pharmacy- On the first floor by the C elevators

Unit Playroom – This playroom is specifically for 4 West patients and their siblings. Please ask your nurse about times, as it is volunteer run and times vary.

DVDs and Video Games- You or your child can check out DVDs and Video Games at the 4 West desk. You can also rent a Video Game system or laptop based on availability.

Internet Availability – most rooms have wireless internet

Parent Lounge- Just outside the door to 4 West. Talk with your nurse about a key. You can use the microwave and refrigerator, rent a locker for your extra stuff (as storage in the room can be limited) as well as two private restrooms and a private lounge. You can request the private lounge for sleeping as long as you let your nurse know in advance.

Parent Shower- This is a private shower room with toilet and sink right outside the doors to 4 West. Talk with your nurse about securing a key. There are parent showers on every inpatient floor, so if yours is full, go upstairs to 5 or another inpatient floor. 5 is especially nice.

Errand Solutions- This is a great service, located in the basement across the hall from the cafeteria. There you can rent movies, drop off and pick up drycleaning, and receive help with other errands you may need while you are in town or in the building. Ask in the office for a full range of services.

Sleeping – 2 parents are allowed to sleep on 4 West, however only one is allowed in the room. You can check out a cot or reserve the private room by speaking with your nurse. The private room is nice, but truthfully if there aren't a lot of people, the playroom is a much quieter place since people are coming in and out of the lounge all night to use the bathroom.

ATM and Stamps- Both are located next to the back entrance to the cafeteria in the basement.

**Dining:**

Cafeteria – Located in the basement. Offers a full salad bar with many unique choices, soup, pizza, full menu grill, daily lunch and dinner specials (usually have a Southern cooking theme), soda, baked goods, fresh sandwiches and salads, fresh fruit and yogurt parfaits, nuts and sweets, ice cream, and vending machines

McDonald's – Located in the basement. If you let them know your child is an oncology or stem-cell patient, and you request, they will cook your food fresh. Every employee, however, has been trained with very strict dietary rules and is very good about making sure your child is safe.

Café- Located on the main level in the lobby (just past the gift shop). Here they serve Starbucks coffee as well as tea, eclectic snacks, and a variety of little gifts. If your child has an audiology screening, he or she will undoubtedly fall in love with the “moving aquarium” which can be purchased here.

Ordering in the Room- You can always order a meal for your child in the room. If your child's current situation does not allow you to leave (i.e. transplant), you can also order a meal for yourself. Just let the person taking your order know that you are ordering two separate meals. You can always order a low-bacteria diet meal for your child while on transplant (they won't let you order anything else for them, but the menu is moderately varied). You can always order from the regular menu. If there is something you want that is not on the menu, just ask. They can send up special orders as well as portions of whatever is in the cafeteria, including specials of the day.

Cruising Cart- Several times a day, a cruising cart of sandwiches and snacks comes around. Ask your nurse about times for the day/week. This is a great way to grab a snack without leaving your child.

### **Inside CMH:**

Gift Shop- Located on the main level in the lobby. Here you can buy the traditional t-shirts, stuffies, balloons, crayons, etc. as well as unique jewelry or keepsakes. Gifts can also be purchased here or online to send up to a child's room.

Café- Along with a great cup of tea or coffee, you will find some fun gifts here.

Lobby Play Area- You can't miss all the buttons and displays in the main lobby when you walk in. Most kids will not be able to control themselves. There is also currently a mock patient room for the new hospital, coming in 2012. Kids love to play in there, too. It's a great "get acquainted" space before you head upstairs. Bring sanitizing wipes!

Garden Courtyard- Visible from the main lobby, this courtyard is a nice place to eat, sit, or play. It has some fun little animal statues hidden in the bushes for kids to find. Lots of great trees and fresh air. Many parents enjoy "breaking" here during transplant, when you aren't supposed to leave the hospital without showering upon re-entry. Access in the basement around the back corridor.

### **Outside CMH**

Chicago is an amazing city, and there's plenty to do if you're in the position to venture far enough. Check out [www.cityofchicago.org](http://www.cityofchicago.org) for a great tourism guide. Click on the blue tab at the top "Exploring Chicago". If you're just in the Lincoln Park area around the hospital, though, check out the following places to eat, shop, or relax.

- 1) Grocery Store – Dominicks- West on Fullerton Ave.
- 2) Post Office – You may be able to do some basic stuff in the hospital at Errand Solutions, but a full post office is on Sheffield. Go west on Fullerton to Sheffield, then north (right). It's a decent walk (half mile)
- 3) Public Library- Walk west on Fullerton several blocks. Open every day but Sunday. (312) 744-1926
- 4) CVS- on Lincoln, north of hospital
- 5) Clarkes- great sandwiches- north on Lincoln- about ¾ mile walk- worth the walk and the wait
- 6) Chipotle- South on Lincoln till you hit Orchard
- 7) Nan's Asian Food and Sushi- Across from the hospital on Lincoln- north of the garage
- 8) America's Dog Hot Dogs- Across from the hospital on Lincoln- south of the garage

- 9) Spicy Pickle Soups, Salads, Sandwiches- Across from the hospital on Lincoln- south of the garage- not for those with sensitive stomachs...
- 10) Subway- North on Lincoln past the McDonalds- next to CVS
- 11) Swirlz- the very best cupcakes you have ever tasted- next to Chipotle
- 12) Great shopping on Halsted, south of Fullerton, or on Webster which intersects with Halsted and Lincoln down by Oz park The shopping is west of the park, though- great little stores and boutiques. Also a pleasant walk if you need to get away. Clark Street (go east on Fullerton) is also a fun collection of restaurants and shops. Make sure you check during transplant to see whether or not your child can go inside public places.
- 13) Walk east on Fullerton to the lake, or as you pass, to Lincoln Park Zoo (large and free!) or the Notebaert Nature Museum. There's also a great harbor and lagoon to watch the boats, rowers, and ducks.
- 14) Catch an "El" Train (Elevated Train) to the city or airports on Fullerton, west of the hospital, just before the Dominicks. It's reasonably priced and safe. A train schedule, fares, and map can be downloaded or viewed at <http://www.transitchicago.com/maps/>

### **Stress Busters-**

- DePaul University is across the street on Halsted and a pretty walk.
- Oz Park is south of the hospital on Webster. A great playground is here along with sprawling areas to play Frisbee, read, or sit and relax. During lunchtime, though, it may be crowded with high schoolers from the nearby school as they have off-campus lunch.
- Park West Park is a beautiful little park nestled on Wrightwood. Walk north on Orchard to Wrightwood, turn west (left) and walk about a block and a half. It's tucked in on your lefthand (south) side so don't miss it! A nice alternative to sometimes crowded Oz Park, especially if you're staying at Kohl's House during your transplant and your child is very susceptible to germs.
- Starbucks just south on Lincoln has a nice indoor atmosphere.
- Origins on Halsted smells great and has bath products you can try in the store. If you ask, you may also receive a neck massage with some of their fantastic products.
- Brown Family Life Center is an excellent place to unwind or take siblings.
- Catch a cup of coffee or a meal and take it to the Garden Courtyard to be alone.
- Walk east on Belding, all the way to Lincoln Park Zoo if you want. It's a nice walk, and there are plenty of pretty homes to gaze at. The same is true for Fullerton, but it's not quite as peaceful.
- The Lincoln Park Zoo is a wonderful, large zoo. There are paddleboats and plenty of places to tuck yourself in and have a quiet moment. It's also FREE!

Please contact [info@cncfhope.org](mailto:info@cncfhope.org) with any comments