We are honored that you chose NCH for your care. We want to make this a five-star experience for you and your family. If you have any questions or a special request during your stay, please speak to your nurse or ask to speak to the person in charge.

**General Information:** There are no set visiting hours for Labor and Delivery. On the Mother/Baby unit, visiting hours will be from 8 a.m. to 8 p.m. Anyone 12 years of age or older may visit you, as long as they are healthy and feeling well.

Please let your visitors know that they should *not* come to the hospital if they do not feel well (illness such as cold, fever, diarrhea, or sore throat). Visitors may be asked to step out of your room for your privacy while we are taking care of you. To protect our patients’ confidentiality, no waiting is allowed in our hallways. A waiting room is provided outside of our security doors. All visitors will need to ring the doorbell each time they enter or exit the unit. For the security of our patients, please do not allow strangers to follow you through the security doors after you are let in.

We are unable to release information regarding your condition to visitors, and will ask that you speak to them directly. A phone is available in the waiting room for family and friends to talk to you. The extension is **8422**.

You may use your cell phone in our rooms, as long as it is at least three feet away from your monitors. Cell phones can be used anywhere else on both Labor and Delivery and on the Mother/Baby Unit. Videotaping is not allowed during the delivery of the baby. After delivery, once you and your baby are stable, your delivery team will let you know when you can start videotaping.

**Father or primary visitor:** You can choose one adult to be your primary visitor. The primary visitor will be banded with the matching band of both you and your baby. We no longer give codes or cards to primary visitors. The primary adult visitor may visit at any time and may also spend the night, if you wish. All overnight visitors must be appropriately clothed at all times. Please note that for the safety of your children and our other patients, children may not spend the night. Your primary visitor may use your bathroom. Visitor bathrooms are located in the family waiting area.

**Children:** A child who is the sibling of your new baby may visit, as long as he or she is free from illness, such as a runny nose, diarrhea, fever or cough. Your children must be under the careful watch of an adult during the entire visit.

**Discharge:** You will begin learning about our discharge process, as soon as you deliver your baby. We want you to be as prepared as possible to take care of both yourself and your new baby at home. Our staff will individualize your care and teaching, based on what specific learning style you desire. Our goal is to have you prepared for discharge when you are medically cleared. To ensure a smooth discharge process, we will ask you to choose a discharge time between 11 a.m. and 2 p.m., so that we can all work toward this goal. We know you want to be home with your family as soon as possible.

For more information, visit [nchbaby.org](http://nchbaby.org) or call **847-618-4968**.