

## Kaiser Permanente Northwest Westside Labor and Delivery Tour

Speaker 1:

Hello and welcome to Kaiser Permanente Westside Medical Center. Your big day is approaching. As you prepare to welcome your new baby, we are here to give you the care and support you need for a happy, healthy delivery. Whether this is your first baby or not, you may have questions about what will happen when you come to labor and delivery. This video is a brief tour of our labor and delivery unit, along with general information from checking in to going home.

In this video, we will cover getting ready for the big day, which includes what to bring with you, what the hospital provides, what your support person should bring, what to bring for baby. Arriving at the hospital, which includes where to park and check in visitor hours, parking and passes, labor and delivery triage. What to expect during labor and delivery, which includes labor and delivery room, food options, tub room. What to expect during labor, cesarean birth and operating room. The golden hour. Importance of skin-to-skin contact, postpartum room, routine screening and procedures for baby. Pathway home, important appointments and phone numbers.

What to bring with you. As the big day gets closer, it's a good idea to plan what to bring to the hospital with you. If possible, pack your bag a few weeks before your estimated due date so you'll be ready for any surprises. We understand that babies don't always arrive when expected, and you may not have time to gather your things. If you arrive without your bag, no need to worry. We'll make sure you have what you need.

We are here to support you. Here are some items we suggest you bring, Kaiser Permanente insurance card, copy of your birth plan and or preferences, breast or chest pump if you plan on using one so we can show you how to use it and make sure it's sized correctly. Something to hold your hair back, such as a hair tie. Lip balm to keep lips hydrated. A handheld fan or spray mist bottle. Preferred snacks. A playlist of soothing sounds. Personal items such as a hairbrush, toothbrush, and toothpaste. Also, pack pajamas and loose-fitting clothes to wear at the hospital and when you go home with your new baby. And clothing that can open at the front to allow for nursing and skin-to-skin contact with your baby. It's a good idea to bring enough clothing for several days just in case you end up staying longer. There's also a list of what to bring in the Baby on the Way book, available online at [KP.org/BabyontheWay](http://KP.org/BabyontheWay).

What the hospital provides. There are several things that are available to you while you're in the hospital, such as cotton non-skid socks, birthing and peanut balls, maternity underpants, sanitary pads, basic infant supplies, a hospital gown, room service, complimentary Wi-Fi. We also offer the following items for your comfort, a warm blanket, ice pack, earplugs, beverages, popsicles, personal aromatherapy patches. Just ask one of your care team members if you'd like any of these.

What your support person should bring. Your partner or support person should also pack some things for that special day. Some items they may want to bring with them are basic toiletries, sleepwear, comfortable clothing, light snacks or water, a front opening shirt to hold baby skin to skin. A phone charger. As the due date gets closer, it's a good idea to always have your phone charged. That way you're ready to capture those special moments. Please check with staff before using a camera and/or including them in any photo or video.

Items that you should not bring with you are valuables such as jewelry, scented items such as candles or air fresheners. The hospital can provide aromatherapy patches. Firearms, which are strictly prohibited.

What to bring for baby. You will also need to pack some items for baby's trip home. We recommend you bring an outfit for baby to go home in that's appropriate for the weather. For warmer months, a onesie, booties, and hat are typically sufficient. For winter months, consider packing mittens and a jacket in

addition to standard clothing. Also, consider packing one or two baby blankets to keep your baby warm on the way home. Lastly, a rear facing car seat should be securely installed. The law requires that you use a child safety seat for your baby's first ride home from the hospital and for all trips afterward. We recommend that you have your safety seat installation checked by a certified safety seat technician. You can find several useful links regarding car seat safety and more in the Journey Home book available online at [KP.org/JourneyHome/nw](http://KP.org/JourneyHome/nw).

**Where to park and check in.** Westside Medical Center is located at 2875 Northeast Stucki Avenue Hillsboro, Oregon 97124. When you arrive at the hospital, park in the emergency department parking lot and enter through the emergency department entrance. This entrance is open 24 hours a day, 7 days a week. Upon arrival through the emergency entrance, you'll need to check in. The check-in area is right inside the emergency entrance door. After checking in, a labor and delivery team member will greet you and escort you to the third floor Labor and delivery unit.

**Visitors.** Visitors use the emergency parking lot and entrance. The emergency room welcoming desk will help you find your way to labor and delivery. Currently, there are no visitor restrictions but that can change. Children under the age of 14 must be accompanied by an adult. During visitor hours, visitors will need to get a visitor's pass at the labor and delivery check-in desk, which is in the labor and delivery waiting area on the third floor. There's a small waiting area just outside of labor and delivery that can be used by visitors when you might need some privacy for a sensitive exam or a little rest. For the safety of you and your baby, the labor and delivery area is a secured unit. Please use the intercom to gain entrance.

**Labor and delivery triage.** If you are presenting for an unscheduled visit, a nurse will greet you and take you to a triage room for evaluation. Westside Medical Center has four triage rooms. After assessment of you and your baby, your care team will determine if admission to the hospital is the next step.

Members of your healthcare team include your bedside nurse, an OB-GYN physician, a certified nurse midwife, an anesthesia team, a pediatrician. Your care team could also include an OB-GYN resident physician, a family medicine physician, medical or midwifery students. If hospital admission is not recommended, then you may be discharged to home with further instructions. If admission is recommended, a care team member will take you to a labor and delivery room in the unit. Westside Medical Center has 10 labor and delivery rooms.

**Labor and delivery room, and what to expect.** When you arrive at your private room, the nurse will help you settle in and show you where the light and temperature controls are, the cabinets, and the closet for your personal items. You can adjust the lights and thermostat to your comfort level. The cabinets in the room hold extra clean hospital gowns. There is a refrigerator in the room for cold food storage. Each labor and delivery room has a sleeper sofa and linens available for your partner or support person. Rooms also have a recliner and chairs for visitors. Every labor and delivery room has a private full bathroom for your comfort and convenience. Your room is equipped with interactive personal computers, or IPCs. From the IPC or remote control, you can control the TV or listen to music on a large screen.

There are monitors and a computer in the birthing suite. The monitors display the baby's heart rate and your contraction pattern. The computer is used for medical documentation. You can expect to remain in the labor and delivery room for about two to three hours after you give birth.

**Food.** You may eat during labor depending on your diet order from your clinician. Meals and snacks are provided during your stay. Meals featuring local produce are made to order by our chefs and delivered to your room. Your support person is also welcome to order meals for a fee, and instructions on how guests can pay for their meals are on the menu. You can also bring snacks and beverages from home. If

you've opted for an epidural, you can continue to have clear liquids. For partners and any other visitors, there is a cafe on the lower level of the hospital. There's also a coffee bar on the first floor.

**What to expect during labor.** When you're admitted, your birth team will ask you about your birth preferences plan. You can also give us your birth preference plan when you arrive, and we can make a photocopy so that it's in your chart. You can also let us know your birth preferences verbally. We cannot know exactly what the birth of your baby will be like before it happens, so we cannot guarantee that all your preferences will be appropriate for your labor, but we will partner with you to keep your birth experience as close to what you want as possible while keeping you and your baby's health and safety our top priority. If a vaginal delivery is your preference, we will do everything we can to make that possible. We are here to empower you, support you, and help you have the best delivery experience possible.

In the labor and delivery unit, we have several items to help with labor, such as yoga and peanut balls to help with positioning in and out of your bed. Every room has a shower with a shower chair that you can use during labor. Aromatherapy patches and hot and cold packs are also available to ease labor pains. Wireless fetal monitoring is also available so that you can move around if you don't have an epidural. Intermittent monitoring of the baby's heart rate is also available for most low-risk women. We encourage freedom of movement and staying out of bed as much as possible. If there are no medical complications, you can choose your birth position to be in or out of bed. The labor bed has different adjustments to optimize positioning and labor, and also gives you the opportunity to give birth in different positions. Still pictures of your baby and family are welcome. Please check with staff before using a camera and/or including them in a photo.

**Tub room.** There is a labor tub available in the unit for water immersion during labor only. Many birthing people find this therapeutic and comforting. If a tub room is available and you're interested in using it, let your care team know. Clinicians and nurses will determine if this is a safe option for you. Water deliveries are not supported at this facility.

**Cesarean birth and operating room.** If we are concerned that a vaginal birth might not be possible, we'll discuss the benefits and risks with you and our recommendations. Then together we will decide what the next step will be. There are two operating rooms in labor and delivery for cesarean births. One support person can accompany you during the cesarean birth. Your support person must wear operating room attire provided by the hospital staff. The support person can choose to watch or not watch. They will be required to stay seated. Video recording is not allowed in the operating room. However, still pictures of your baby and family are welcome. Please check with staff before using a camera and/or including them in the photo.

You have the option to have an anesthesia drape with a clear flap should you or your support person want to watch the birth. After delivery, your baby will be placed on the warmer where they will be lightly dried.

Whether you have a cesarean or vaginal birth, we are here to support a warm and welcoming bonding experience with your baby. You will be able to have skin to skin time with your baby as soon as possible and during the completion of the surgery if you wish. After surgery, you'll be taken to the recovery room, which is next to the operating room. You will be able to feed and bond with your baby while in the recovery room.

**After delivery and the golden hour.** After your baby has been lightly dried and placed in the warmer, the nurse will take the baby's weight, length, footprints, and do a physical exam. We will give you the option of a certificate with your baby's footprint as a keepsake. You can also bring a baby book to capture your baby's footprint. Your baby typically stays in your room. If your baby needs a little more care for medical reasons, they may be taken care of in the level one nursery at Westside Medical Center. For higher

needs, your baby may be transported to the neonatal intensive care unit at Sunnyside Medical Center. Should your baby need nursery care, your partner or support person can accompany the baby.

Staff will give you and family at least one hour of bonding time for a healthy baby before doing routine newborn procedures. This first hour is a precious time for parents and baby. The first 60 minutes of life, otherwise known as the golden hour, can help mother and baby bond. Skin-to-skin contact is highly encouraged during this hour. If you plan to feed baby with your milk, most babies will latch onto the nipple within 60 minutes. All of our nurses are trained to help you and your baby have a pleasant and successful first-time feeding experience.

**Importance of skin-to-skin contact.** Bring some clothing that opens in the front, which makes it easier for you to have direct skin-to-skin contact with your newborn. Holding your baby against your chest skin-to-skin with no blankets or clothing in between is a wonderful way to help your baby transition from life inside the womb to life in the outside world. Skin-to-skin contact after birth promotes healthy baby behaviors, helping your little ones stay warm on their own, breathe on their own, and learn to nurse. It also helps your baby stay calm and cry less as they adjust to so many new sights, sounds, feelings, and experiences.

You benefit from skin-to-skin contact too. It helps your body produce milk, speeds up recovery time, and increases your level of maternal oxytocin, a hormone that promotes nurturing and bonding. Skin-to-skin contact is also encouraged for cesarean births.

**Postpartum room.** After delivery, you are taken to a private postpartum room which is connected to labor and delivery. While you recover, your partner or support person can be with you as much as the two of you would like. Each postpartum room has a sleeper sofa, a recliner, a baby bassinet, a refrigerator. We will provide you with baby essentials such as diapers and blankets. During your stay, you can order room service or you can order out for delivery. A celebratory meal will be provided for you and your support person. If there are no medical concerns, your baby will stay with you 24/7, also known as rooming in. Having your baby in the room with you helps with family bonding and gives you and your baby more time for skin to skin contact.

Our hospital staff will do everything they can to create a peaceful, comfortable environment for your new family, especially if you're a first-time parent. Staff will be there to help you feel confident about breast or chest feeding, changing diapers, and soothing your new baby. Let your nurse or any member of your care team know if you have any concerns or questions during your stay.

**Routine screening and procedures for baby.** Even brand-new babies have a to-do list. ID bands will be placed on your baby's wrist and ankle. Your newborn will undergo routine screening for jaundice, hearing, congenital heart disease, and certain types of genetic diseases. It's important to identify these conditions early so we can take steps to help minimize serious health problems. Your baby will also receive vitamin K, which promotes normal blood clotting in your baby, erythromycin ointment, an antibiotic ointment for the eyes, a hepatitis B vaccine, RSV or respiratory syncytial virus immunization, which is only offered during the peak season of fall and winter and if you did not receive an RSV vaccine during pregnancy. These are standard newborn procedures, but if you have questions about these, don't hesitate to talk to your nurse or pediatrician about them.

A pediatrician will provide an exam and consultation. There is a pediatrician at the hospital 24/7. Paperwork for a birth certificate and Social Security applications will be provided. Nurses will provide lactation consultation and assistance. A certified lactation consultant is available if needed. Donor human milk and formula is also available during your stay. If you are requesting a circumcision for your baby boy, they're primarily done in the outpatient setting. Please check your benefits for associated costs.

Pathway home. A typical admission period is one to two days for an uncomplicated vaginal birth. If you have a cesarean, you can expect to stay at the hospital for two or three days. If you experience any complications, you may need to stay longer. The Pathway Home checklists in your booklet, *Baby on the Way*, gives you a good idea of the things we will be looking at before you head home. We also have classes and resources for after birth, such as *My Body After Baby*, *Breast and Chest Feeding Support Group*. You can find more information about classes and resources in your *Baby on the Way* book available online at [KP.org/BabyOnTheWay](http://KP.org/BabyOnTheWay).

**Important appointments.** There are several important appointments after delivery for both you and baby. A scheduler will call you the next business day after you give birth to make all your follow-up appointments. Some of the appointments you can expect are a pediatric lactation appointment at about two to three days postpartum. This program is staffed by certified lactation consultants who conduct a physical assessment of baby, weigh baby, watch you feed, and then reweigh baby. If applicable, the outpatient circumcision appointment will be made during this call also. A two-week newborn visit, please choose a pediatrician before birth. You can go to [KP.org](http://KP.org) to review a listing of available pediatricians. At a prenatal visit, you can let your medical assistant know your choice and they'll add it to your chart.

A one-month Well Baby Group appointment for first time parents. This group appointment is designed to bridge the gap between the two-week checkup and the two-month checkup. This group is led by a pediatrician and lactation consultant. Lastly, a six-week postpartum checkup is usually made during one of your final prenatal visits. You can choose to have a video visit if you prefer.

**Important phone numbers.** As your big day is approaching, here are some important phone numbers to keep handy. For questions or concerns when you're less than 20 weeks pregnant or postpartum, call (855) 285-4246. For questions or concerns when you are 20 weeks pregnant or greater, call (503) 571-2229. That's (503) 571-BABY. When you call, please be ready to give us your full name, Kaiser Permanente Health Record number, your clinician's name, expected due date if applicable.

If you have a scheduled procedure at Westside Medical Center, please call us at (971) 310-5650 to let us know that you're coming into labor and delivery for labor. We hope that this tour helps you prepare for the big day, and has provided you with a good overview of what to expect. Above all, Kaiser Permanente is committed to helping all babies, patients, and families have a healthy and safe birth experience. It is our honor to be part of this special occasion. We look forward to meeting you and your baby, and wish you a healthy and happy birth day.