

# Welcome to the Neonatal Intensive Care Unit (NICU)

Congratulations on the birth of your baby. We hope you take comfort in knowing that your baby is in good hands. Please review this information to learn more about our NICU guidelines and resources.

## Family-Centered Care and Support

We encourage parents and family members — as important members of our NICU care team — to spend as much time as possible with their baby. There are many ways to participate in your baby's care, and our support team is here to guide you throughout the hospital stay.

## Spending Time With Your Baby

In addition to 2 wrist-banded parents or guardians, up to 4 designated support people (over age 18) may enter the NICU. However, only 3 people may be in the unit at a time.

Parents and designated support people are welcome in the NICU at most times. To protect the privacy of other patients, the NICU is closed to parents and visitors during the following times:

- Weekly Rounds (Nursery C): Mondays from 1 to 2:30 p.m.
- Weekly Rounds (Nurseries A and B): Wednesdays from 1 to 2:30 p.m.
- As required for special procedures

## Nursing Shift Change

Nursing shift change occurs daily from 7 to 7:30 a.m. and 7 to 7:30 p.m. Up to 3 visitors may remain at the bedside during shift change, but at least one visitor must be a wrist-banded parent or guardian.

It is important to limit interruptions during this time so nurses can share important information about your baby. For this reason, the NICU is closed to new visitors for 30 minutes during shift change. If you plan to stay during shift change, please arrive before shift change begins.

**Address: 3003 Health Center Drive, San Diego, CA 92123**  
**NICU phone number: 858-939-4882**

## Quiet Hour

Quiet hour occurs every morning from 3:30 to 4:30 a.m. and every afternoon from 3:30 to 4:30 p.m. During this time, the lights are dimmed, and our team prioritizes a quiet environment with minimal interruptions for you and your baby.

## Preventing Infection

- For the safety of our patients and staff, everyone entering the NICU must be in good health.
- Visitors are required to wash their hands, up to their elbows, for at least 1 minute at the sink station near the entrance to the unit. Our NICU concierge can provide guidance, if needed.
- Please use waterless hand gel before and after touching your baby, your phone or the areas around your baby's bedside. You may also wash your hands with soap and water at the sink stations located throughout the NICU.
- Before entering the unit, all visitors will be screened daily at the NICU desk for signs of illness.
- Only water is allowed. Other drinks and food are not permitted in the NICU.

## Other Important Information

- Please refrain from using cologne, perfume, and scented body lotions.
- Information about your baby will only be given to a parent or guardian over the phone or at the bedside.
- Our NICU is a referral center for infants who need a higher level of intensive care. If your infant was transferred to our unit from another hospital, they may be transferred back to their birth hospital if their health improves.
- We strive to provide your baby the highest quality of care. If you or a family member has a concern that is not being addressed to your satisfaction, please speak with a nurse. They can assist you with contacting the NICU manager or supervisor.

## NICU Resources

Scan the QR code or visit [sharp.com/nicuresources](https://sharp.com/nicuresources) to learn more about available Sharp resources, including:

- Digital access to our parent education booklet, *"Guiding Parents Through the NICU Experience"*
- AngelEye bedside cameras to securely view your baby
- Sharp Mary Birch NICU Parent Support Group
- Sharp Mary Birch NICU Parent Facebook Group
- Sharp newborn and baby care classes and other support groups

