



Community Memorial Health System

# VIRTUAL MATERNITY TOUR SCRIPT

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Welcome to Community Memorial Hospital! We are excited to show you around our hospital and share what you can expect when it's time to deliver your new baby!

From pregnancy to parenting, Community Memorial Health System is here to support your unique journey as a family. At the conclusion of this video, we encourage you to visit **MyCMHBaby.org** for more valuable information to help you prepare for your birth experience and to explore all the resources available to you! That's **MyCMHBaby.org**.

To streamline admitting when it's time to deliver your baby, we ask that expectant mothers complete our hospital pre-admission process at least one month prior to their due date. You can stop by the Admitting office to provide your personal information, or you can start the process at **MyCMHBaby.org**.

If you think you are in labor, the first step is to call your doctor. He or she will tell you if it's time to come to the hospital. You should also call your doctor if your water breaks, if you have contractions that have been five minutes apart for an hour, or for any other concerns.

When you arrive at the hospital to deliver your baby, you can pull up to the front door of the hospital and let the mom-to-be out of the car prior to parking. During busy weekday hours, the CMH valet is available to park your car. In the evenings and on weekends, or if you prefer to park your car yourself, please use the parking structure in front of the hospital. Be sure to adhere to all posted signage and time restrictions.

The main entrance to CMH is open during daytime hours, and the emergency room entrance is open 24 hours a day, seven days a week. Any time you come to the hospital during the pregnancy and when you arrive to deliver your baby, if you are arriving to the hospital during daytime hours you will come directly to the third floor, Labor and

Delivery unit and if you are arriving at night, please stop at the Emergency Room Admitting desk and check in before coming to the Labor and Delivery.

Our Labor and Delivery department is located on the third floor of the hospital. When you get to the door, use the phone on the wall to talk to one of our nurses. They will open the door for you.

When you arrive at the Labor and Delivery department, your nurse will evaluate your condition, assess how your labor is progressing and discuss the situation with your doctor. If you are in very early labor, we may send you home and ask you to return when you're further along. We encourage you to have a support person with you in Labor and Delivery. Other visitors are normally allowed provided that the environment remains safe, we have enough space to provide the needed care, and as long as visitors are supporting you and your birthing experience. However, we ask that you not bring visitors other than your support person until you know you are going to stay.

As your due date approaches, please visit **MyCMHBaby.org** to check our most up-to-date visitor policy.

## LABOR

- Once the decision has been made that you will stay in the hospital and things are progressing normally, you can get up and walk in your room or the hall, sit in a rocking chair or on a birthing ball, or take a shower. If you'd like to take a bath during labor, ask for a room with a bathtub when you check in and we will do our best to accommodate your request.
- If you need an IV during labor, your nurse will explain why it's necessary. You may discuss getting pain medication or an epidural, or other desires for your labor and delivery experience, with your Labor and Delivery nurse, your midwife, or your doctor.

- Educational videos about labor and delivery are also available on the TV in your room.
- You can bring a camera to take photos and videotape before and after delivery, however, you may not videotape during the delivery.

## DELIVERY

- When your baby is born, the umbilical cord will be clamped and cut. Your support person may help cut the cord if he or she wishes to and the medical staff determines it is safe.
- Your baby will be placed skin-to-skin on your chest for you to see and hold. Putting your baby skin-to-skin on your chest will help your baby's vital signs and blood sugar stabilize, calm your baby, and help support breastfeeding.
- After your baby is born, a nurse will examine your baby and notify your designated pediatrician that he or she has arrived.
- An antibiotic ointment will be applied to your baby's eyes to help protect them from germs, and a vitamin K injection will be administered to support blood clotting.
- After a couple hours of recovering, you and your baby will be transported to your postpartum room together.
- Your baby will have a basinet. The basinet drawer will contain diapers, wipes and blankets for the baby.

Cesarean sections are performed in special operating rooms located in the Labor and Delivery department. Your support person may attend the cesarean section, but no other visitors will be allowed in the operating or recovery rooms. In the rare case of an emergency cesarean section, your support person will not be allowed into the operating room.

## CESAREAN SECTIONS

- If you and your baby are well at the time of cesarean delivery, and the obstetrician and anesthesiologist approve, your baby may be put skin-to-skin on your chest after delivery.
- After some time, a nurse will take your baby and support person to the recovery room. When you arrive in the recovery room, your baby may be placed on your chest again while you are recovering.

- You will be in the recovery room with your baby and support person for about two hours after the cesarean section, and then the three of you will be transported to your postpartum room.

If your baby needs extra attention or care after delivery, your baby may be taken to the Neonatal Intensive Care Unit, or NICU, also located on the third floor. Parents may visit the NICU 24 hours a day.

The NICU does a great job of taking care of babies that need extra attention after birth. If your baby needs this type of care, you will be provided with all of the necessary information, and a social worker will be assigned to assist you throughout your baby's stay.

After you have recovered, you will be moved to your postpartum room for the rest of your hospital stay. Postpartum rooms are also located on the third floor. Your baby will "room in" with you, which means your baby will stay in your postpartum room until you are both discharged. Keeping your baby with you encourages successful breastfeeding and enables you to become comfortable in your new parenting role. If you need any assistance with your baby, your nurse is there to help!

Vaginal delivery patients generally go home one or two days after a baby is born, and cesarean section patients generally go home two to four days after a baby is born.

## POSTPARTUM

- Your postpartum room bed will have a call light, and TV and lighting controls. Please use your call light to ask for assistance to the bathroom, for pain medication or any other needs.
- Educational videos about moms and babies are available on the TV in your room, and are accessible using your bed's remote.
- We encourage your support person to stay with you throughout your hospitalization. There will be a sofa that folds out into a bed for your support person to sleep.
- For all other visitors, please visit **MyCMHBaby.org** to check our most up-to-date visitor policy.

## SAFETY

- Your baby will have two ID bands and one alarm band. You and your support person will each have an ID band that matches your baby's. The ID bands will all have the last name that the mother's is admitted under.
- The alarm band will set off the alarm if someone tries to remove the band, or if your baby gets too close to a hospital exit. If any of the bands need to be adjusted, please let your nurse know.
- If anyone comes to your room to take your baby for a test, please make sure they are wearing a hospital name tag with their photo and name. Only maternity staff wearing a unique hospital name tag and special color of uniform (the maternity staff) should take your baby from your room. If we take your baby out of your room, your support person can come along with us. If you have any questions, ask to speak with your nurse before allowing anyone unfamiliar into your room or to take your baby.
- If you walk in the hall with your baby, he or she must ride in the basinet, not in your arms.

## POSTPARTUM FOLDER

- In your postpartum room, you will find a folder containing the following papers you will need to read and fill out:
  - > Souvenir Birth Certificate form
  - > Legal Birth Certificate form
  - > Social Security form
  - > California State Newborn Screening pamphlet
  - > Hearing Screen Information
  - > Hepatitis B Vaccine Information Sheet
  - > Baby photograph information
  - > Breastfeeding education
- Several people will come by your room the morning after the baby is born to pick up forms and answer questions. Please have the forms filled out as soon as possible after delivery.

Breakfast, lunch and dinner will be brought to you in your postpartum room. You will be given a menu to choose the food you would like to eat. Your support person can purchase food in the Brent Street Café, located on the first floor of the hospital. CMH also has gourmet meals if you would like to order one in celebration of your new baby. Ask your nurse for this special menu!

## FEEDING YOUR BABY

- As a Baby-Friendly designated hospital, CMH encourages and supports exclusive breastfeeding, and our nurses are trained to provide breastfeeding assistance during your stay. At the same time, we are committed to supporting each individual parent's feeding decisions for their baby. Please don't hesitate to ask for help as needed!
- We also encourage you to make an appointment at our New Parent Resource Center after delivery for any additional breastfeeding assistance you may need. Visit **MyCMHBaby.org** for details on the resources available at the New Parent Resource Center.

## WHAT TO BRING

- CMH provides hospital gowns, pads and underwear for you to wear during your stay, but you may bring some of your own belongings as well. Visit **MyCMHBaby.org** for a list of suggested items to bring from home.
- Diapers, wipes and blankets for your baby are also provided during your stay, but you will need to bring clothes and a blanket for the baby to go home in.
- You will need a car seat for your baby. The car seat should be new, or you should be sure that it has not been in an accident and it has not reached the expiration date listed on it.
- We highly recommend you have assistance with your car seat installation by the California Highway Patrol. Many fire stations also install car seats. Visit **MyCMHBaby.org** for a list of phone numbers. Please call to make an appointment. Car seat installations are free of charge.
- Please label any belongings you bring to the hospital with your name.
- Do not bring valuables to the hospital.

On the morning of your discharge, please ask your support person to take all your belongings to your car. Please double check that nothing is left behind.

Feel free to take the disposable supplies from your room, such as diapers and wipes, but leave the linen, blankets and baby T-shirts in the room.

If you had a cesarean section or are still unsteady on your feet, you will ride out of the hospital in a wheelchair. In this case, your baby's car seat can be waiting in the car and you will carry your baby in your arms while sitting in the wheelchair.

If you did not have a cesarean section and you and your nurse both feel that you are steady on your feet, you may walk out of the hospital. In this case, your support person will carry your baby in his or her car seat.

We know that bringing home a new baby is exciting, but can also be a challenging time for you and your family. We're here to help! The Community Memorial Health System New Parent Resource Center is available to answer any questions you may have and offers a variety of resources, including prepared childbirth classes, prenatal yoga, support groups, private lactation consultations and new parent care classes. Breastfeeding may come with some unexpected challenges. Our team of registered nurses, who are also International Board Certified Lactation Consultants, are here to provide support and education to help you meet your personal goals. We offer private, in-person and virtual lactation consultations in a warm, caring, nurturing environment. In addition, we offer breast pump rentals and a breastfeeding boutique with items to meet all of your breastfeeding needs. Visit **[MyCMHBaby.org](https://www.mycmhbaby.org)** or call 805-948-BABY for more information.

Thank you for choosing Community Memorial Hospital for the delivery and care of your baby. Giving birth is one of the most meaningful and memorable times you and your family will ever experience, and we are honored to be part of your journey.

