



TRAUMA PATIENT & FAMILY HANDBOOK

This handbook is provided as a public service by the American Trauma Society and Orlando Health Children's Arnold Palmer Hospital. The handbook is based on a Trauma Handbook developed by the Inova Regional Trauma Center at the Inova Fairfax Hospital and Inova Fairfax Hospital for Children in Falls Church, Virginia.

WELCOME



Trauma is an unexpected event. A sudden injury, hospital stay, and recovery can cause many different emotions. You may feel confused, overwhelmed and scared by all that is happening. You are not alone. We are here to help you through this.

Orlando Health Children's Arnold Palmer Hospital is a Level 1 pediatric Trauma Center. Our nationally ranked pediatric emergency department is part of the only Pediatric Emergency Department (ED) and Level One Trauma Center in the area and is the first facility in Central Florida to provide emergency care exclusively for pediatric patients.

We hope that the information in this book will help guide you through this difficult time.

You will have many questions during your stay with us. Some of the answers may be in this handbook, and some may be more specific to you and your loved one. We encourage you to write down questions that you have for your health care team. We encourage patients and families to partner together with the health care team to participate in decision-making throughout the hospital stay. Your input and questions are so important because you know the patient best.



TSN Trauma Llamas

Remember, the entire health care team is here to support you and your family.



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SUPPORTING VISITORS



Visitor Resources

Visiting is a time to be with your loved one, ask questions, and meet with staff. Research shows that comforting visits from friends and family help most patients to heal. Family and close friends know the patient better than anyone else and can make a difference in treatment. Visiting is often a good time to begin learning how to take care of your loved one at home.

You may have to wait before you can visit your loved one. Feel free to ask for help finding a patient room, department, etc. All our team members, physicians, and volunteers wear ID badges.

When you are visiting, please talk in a quiet voice. Patients need quiet and families deserve your courtesy. To help maintain a healthy environment for patients and their families, the hospital counts on your help. Please follow the requests and guidance of the staff, sanitize your hands before entering the room, and visit by phone or video call if you have any symptoms of illness.

SUPPORTING VISITORS



Cafeteria/Food

Miller Street Café (near the hospital's Emergency Department)

Monday-Friday, 6:30 am - 8:00 pm.

Saturday-Sunday, 6:30 am - 1:00 pm

Orlando Health Children's Arnold Palmer Hospital Cafeteria

(on the 1st floor past Cinderella's Castle and the Atrium)

Monday-Friday, 6:30 am - 2:00 pm

Saturday-Sunday, Closed

Orlando Health Winnie Palmer Cafeteria (on the 1st floor to the right of the lobby)

Open 24/7

Parking

Orlando Health Children's Arnold Palmer Hospital is located south of downtown Orlando on the main campus. (92 West Miller St. Orlando, FL, 32806)

Valet parking is offered at the Children's Emergency Department & Trauma Center 24/7 days a week. The price for valet services is \$8.00 for all visitors and patients. Guests with a valid disabled parking permit may park for free in the "B" parking garage next to Orlando Health Children's Arnold Palmer Hospital.

The general "B" parking garage is free and is located directly next to Orlando Health Children's Arnold Palmer Hospital at 108 West Miller St. A walkway on the 1st floor will take you from the parking garage toward the hospital.

Translator Services

We offer a variety of interpreter services including foreign language and American Sign Language interpreters. If needed, please ask your health care provider for an interpreter as you arrive. **Interpreter services are available free of charge, 24/7.**

TYPICAL DAY IN THE PICU



The PICU provides critically ill children and teenagers specialized care from a team of doctors, nurses, and other professionals trained to take care of children who have been seriously injured. PICU staff is made up of a team of healthcare professionals from various specialties trained to provide your child with the best possible care. After arrival to the PICU, patients will have immediate needs met and will be evaluated. Parents are encouraged to ask questions and take part in rounding. Rounding is when the medical team meets, usually in the morning, to discuss medical care, short-term, and long term goals.



Most patients are attached to equipment that gives the team important information. This allows them to make the best decisions. The equipment may monitor their vitals, deliver medicine, or help patients breathe. Some alarms do not need immediate attention. The medical team knows which ones to respond to immediately. Please ask your nurse if you have questions.

Throughout the day, several teams “round” to each patient’s bed. This will include PICU team, trauma team, and depending on injury, other specialists round in teams. They should all introduce themselves, perform exams, check progress and plan the patient’s care. This time is valuable for everyone involved in the care of your loved one.

Patients may be moved to other areas of the hospital for tests or go to the operating room (OR). You can expect a very busy environment. Sometimes, the staff asks all visitors to leave the room or unit to preserve a patient’s privacy.



HOSPITAL UNITS



These are the hospital units that care for trauma patients. Patients may first go to the intensive care unit. When they are ready, they may then move to a step-down unit. They may also go to another unit in the hospital. Patients are only moved from one unit to another when the trauma team believes they are ready. The hospital staff does its best to let family and friends know when a patient is moved from one unit to another.

Level of Care	Information
Emergency Department	When your child arrives, a healthcare professional will assess their condition to determine how quickly they need treatment. Your child will have a dedicated team committed to evaluating and treating severe, life-threatening injuries and all forms of medical and surgical emergencies.
Pediatric Intensive Care Unit (PICU)	The PICU provides specialized care for children who are seriously ill, injured, recovering from major surgery, or need close monitoring. A team of doctors, nurses, and other healthcare professionals are available 24/7, using advanced technology to support your child's recovery.
Pre-Op, Operating Room, Post-Anesthesia Care Unit (PACU)	The PACU, often called the recovery room, is where children go immediately after surgery or a procedure requiring anesthesia. Specially trained nurses closely monitor patients as they wake up and recover.
Step Down/General Patient Unit	The Pediatric Special Care Unit (PSCU) provides care a “step-down” from our Pediatric Intensive Care Unit. This unit is designed for children whose illness is less critical or life-threatening and requires less intensive care.



MY CARE TEAM

Many doctors, nurses and others will be taking care of you or your loved one. They are all part of the trauma team, led by the trauma surgeon. Explore the following pages to learn about the team members working together to provide the best care possible.



HOSPITAL STAFF



Many types of caregivers may take care of your loved one while he or she is in the hospital. Different patients will need different types of care. Here is a list of the kinds of doctors, nurses and other caregivers you may meet or hear of during your stay.

Anesthesia /Pain Management Specialists

They are doctors and healthcare providers who help keep your child safe and comfortable before, during, and after procedures or surgery. They manage pain, monitor your child closely, and create personalized treatment plans to support comfort, recovery, and healing.

Care Manager

Care managers help coordinate your child's care while they are in the hospital and help to prepare your family for a safe transition home.

Chaplain

Chaplains meet the spiritual needs of patients and families from many different religions.

Nurse Technician

Nurse technicians help nurses with a patient's care and treatment.

Dietitian

Dietitians are the food and nutrition experts.

Neurosurgeon

Neurosurgeons are doctors who are trained in surgery for the brain or spinal cord.

Nurse

Nurses manage care and recovery of patients. They administer medications and treatments, coordinate with the healthcare team, and keep families informed about their child's progress.

Nurse Practitioner

Nurse practitioners are nurses who have advanced training and manage patients along with the doctor.

Occupational Therapist

Occupational therapists help patients, develop, regain, or improve the skills needed for everyday activities.

Orthopedic Surgeon

Orthopedic surgeons are doctors with specialized training in treating conditions and injuries that affect the bones, joints, muscles, ligaments, and tendons.

Pharmacist

Pharmacists are medicine experts who work closely with your child's healthcare team to ensure medicines are safe, effective, and given correctly.

Physiatrist or Rehabilitation Medicine Physician

Physiatrists are doctors who specialize in helping patients recover from injuries, illnesses, or conditions that affect movement, strength, function, and independence.



Physical Therapist

Physical therapists help patients improve or regain their strength and movement.

Psychologist

Psychologists are licensed mental health professionals with advanced training at the doctoral level.

Psychiatrist

Psychiatrists are medical doctors (MDs) who treat mental and emotional disorders and can prescribe medication.

Resident

Residents are doctors who have completed their schooling and are getting additional training in a medical specialty.

Respiratory Therapist

Respiratory therapists provide breathing support and treatments, oxygen therapy, and other forms of respiratory support to help patients breathe more comfortably.

Clinical Social Worker

Clinical social workers are licensed mental health professionals that help patients and family members adjust to the injury. They provide emotional support, supportive counseling, and connect patients and families with resources and services both within the hospital and in the community.



Speech and Language Therapist

Speech therapists work with patients on language, cognitive and swallowing difficulties.

Trauma Surgeon

Trauma surgeons are doctors who specialize in emergency operations to treat severe, life-threatening physical injuries. They quickly assess and treat life-threatening injuries, perform surgery when needed, and coordinate care with other specialists to support recovery.

Unit Secretaries

Unit Secretaries help keep the hospital unit running smoothly by supporting communication and coordinating important administrative tasks. They are available to assist with the patient and family direction and to answer questions regarding general hospital navigation and policies.

WHO IS CHILD LIFE?



Child Life Specialists are certified professionals that work alongside doctors, nurses and families to help children cope while being in the hospital. Child Life specialists are trained to provide social and emotional support for hospitalized children, helping explain hospital procedures and treatments in ways they can understand.



Child Life Specialist's Help Children and Families with the following:

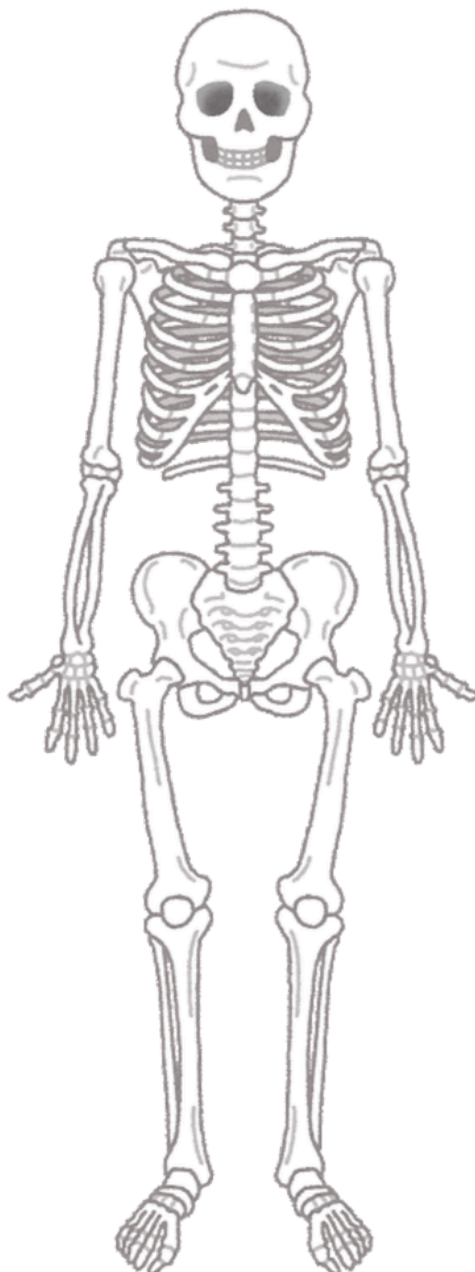
- Help children understand thoughts and feelings of safety during their hospital experiences by using medical play, child-friendly distractions, videos and activities.
- Prepare children for medical procedures using books, dolls, tablets, etc.
- Provide emotional support to children, siblings, and caregivers.
- Help children and their family discover ways to cope with illness, injury and/or the possibility of death.



INJURIES & PROCEDURES



For more information on common medical terms and common injuries and treatment, explore the TSN Library



FAMILY RESOURCES



When a child gets hurt, it affects the whole family. Caregivers may feel worried, tired, or unsure of what comes next. Brothers and sisters may feel confused or left out when things at home change. One child's injury can change how everyone in the family feels and lives each day.

You are not alone when it comes to recovery. There are supports and connections that can help you and your family every step of the way.



Explore the Trauma Survivors Network Pediatric Hub for resources to support your survivor and your family.



PLANNING FOR SCHOOL



The return to school will be unique for each child depending on their injuries and healing journey. Depending on how long your child has been absent, the return may be more complicated. Just like healing from an injury, returning to school is not always linear and often starts long before your child returns to the classroom.

Tips for parents and caregivers

- Appoint one person to be the primary contact for the school
- Clarify what the medical team will need to provide to the school about absences or needs for return to school
- Learn about school accommodations for follow-up appointments, mobility and accessibility, and supports for emotional and social adjustments
- Decide what information will be shared with classmates about your child's injury during their absence or prior to their return
- Help your child stay in touch with friends either virtually or in-person



Encourage your child to be honest with you and teachers about their symptoms. A successful return to school happens when the child, family, and school are all on the same team.

Read more trauma-informed back-to-school tips for pediatric trauma survivors by scanning the QR code



PLANNING FOR DISCHARGE



As you prepare for hospital discharge, you and your child may feel many different feelings day to day. You may feel happy or hopeful, or you may feel nervous or exhausted. During this transition to a new phase of recovery, remember that you are not alone. Talk with your healthcare team to help you prepare for this next step in the healing process.

Many children need specialized care after they leave the hospital. This may include:

- Medical equipment
- Mobility Devices
- Transportation Needs
- Nursing care
- Physical therapy
- Occupational therapy
- Speech therapy
- Rehabilitation Services
- Psychotherapy

The Care Manager on your healthcare team will work with you to plan for a safe discharge from the hospital. They may talk with your insurance company to see what benefits are available.



Healing is a process



EMOTIONAL IMPACT

Going through a traumatic injury can cause a range of strong emotions. For example, it is common for people to feel or experience the following right after the injury:

- Sadness
- Anxiousness
- Crying spells
- Sleep Problems
- Anger
- Irritability
- Grief or self-doubt



These emotions are perfectly normal.

For some people, distress resolves over time. For others, it may linger or even increase. In about one out of four people, the distress can be so severe that it develops into post-traumatic stress disorder, or PTSD. For others, it can develop into anxiety.

LEARN MORE:



PTSD



ANXIETY

It is important that patients, caregivers, and family members take care of their mental health as well as physical health during recovery. Ask the staff about mental health supports available to patients and families during your hospital stay or follow up with your insurance to see what therapies or trauma-informed therapists are covered. Free mental health resources may also be available in your community.



JOIN THE TSN

The American Trauma Society (ATS) is a leading advocate for trauma survivors. Our mission is to save lives through improved trauma care and injury prevention. For details, go to www.amtrauma.org.

The ATS knows that a serious injury is a challenge. In 2008, the Trauma Survivors Network (TSN) by the American Trauma Society was established to connect survivors, enhance skills, and build a supportive community. TSN focuses on connecting, educating, and empowering trauma survivors and their families, offering resources and advocacy for improved recovery.

Visit our website to learn more about the resources and supports available:



WWW.TRAUMASURVIVORSNETWORK.ORG

Follow us on social media:



www.facebook.com/TraumaSurvivorsNetwork



www.instagram.com/traumasurvivors/

CONNECT WITH THE TSN



SUPPORT GROUPS

Support Groups are available for both trauma survivors as well as for family and caregivers. Explore our support group listings to find the group that works best for you.



TSNOTEBOOK

The notebook is a collection of stories, resources, newsletters, and more that we found “note-worthy” to gather together.

FAMILY SUPPORT

Resources are available to support all members of the patient family, from caregivers to children. Explore our website to learn more.



TANDEMSTRIDE

TandemStride is a mobile app for peer mentorship and recovery navigation tools. It helps patients coordinate care, access resources, and navigate post discharge recovery.

REBUILD WITH THE TSN



NEXTSTEPS

A self-management course focused on providing trauma survivors with skills to help you become more active and take control of your recovery.



RESOURCE DIRECTORY

Everyone's journey of recovery is different and the resources you need will be unique to you and your family. The searchable directory includes local, national, and global organizations.

TSN LIBRARY

Looking for a book for yourself or Pediatric Positive Representation Library recommendation for a child? You can also check out our list of common medical terms and common injuries and treatments.



SELF-CARE

Self-care is not selfish. It is important to take care of yourself, especially for parents and caregivers. Download this resource with insights from the TSN community.



The American Trauma Society (ATS) is a national leader for trauma care and injury prevention. We have been an advocate for trauma survivors for the past 50 years.

Our mission is: Saving Lives. Improving Care. Empowering Survivors.

For more information, visit amtrauma.org



The Trauma Survivors Network (TSN) is a program of the American Trauma Society. The TSN offers support services to survivors and their families together with local trauma centers and rehab hospitals..

The TSN helps trauma survivors and families to: Survive. Connect. Rebuild.

For more information, visit TraumaSurvivorsNetwork.org