

---

# Patient and Family Guide

---

MUSC Shawn Jenkins  
Children's Hospital and Pearl  
Tourville Women's Pavilion



**musC**Shawn Jenkins  
Children's Hospital  
Medical University of South Carolina

# Welcome

---



Welcome to the MUSC Shawn Jenkins Children's Hospital and Pearl Tourville Women's Pavilion. We are pleased that you have trusted us with your care. This state-of-the-art building was designed, built and equipped to serve the growing needs of children and women in South Carolina and beyond.

Our focus is on patient- and family-centered care, which means you and your family are valuable members of your health care team. Integrating children's care with obstetrical services builds a future of health and wellness for generations to come.

Many people from our patient and family community and our care team worked closely together to create a space where healing happens. This guide describes the building layout and services available to you. Each floor has a unique theme inspired by the Lowcountry, which you will see in the design and the artwork. We hope you will feel a sense of place and belonging during your time here.

Sincerely,

A handwritten signature in black ink, consisting of a large, stylized initial 'M' followed by a horizontal line that extends to the right.

Mark Scheurer, M.D.  
Chief, Children's and Women's Health




# Table of Contents

<b>Welcome</b>	<b>2</b>
<b>Wayfinding Guide</b>	<b>4</b>
<b>Floor Plans</b>	<b>5-14</b>
Lower Lobby (LL): <i>A Warm Welcome to the Lowcountry</i>	5
Floor 1: <i>Heroes of the Lowcountry</i>	6
Floor 2: <i>Beaches of the Lowcountry</i>	7
Floor 3: <i>Marshes of the Lowcountry</i>	8
Floor 4: <i>Lowcountry Arts</i>	9
Floor 5: <i>Springtime in the Lowcountry</i>	10
Floor 7: <i>Lowcountry Landscapes</i>	11
Floor 8: <i>Cruising around the Lowcountry</i>	12
Floor 9: <i>Adventures in the Lowcountry</i>	13
Floor 10: <i>Rooftops over the Lowcountry</i>	14
<b>Drop-Off and Parking</b>	<b>15</b>
<b>MyChart and Registration</b>	<b>16</b>
<b>The Hospital and You</b>	<b>17-18</b>
<b>Who's Who</b>	<b>19-20</b>
<b>Safety and Security</b>	<b>21-22</b>
<b>Guest Services</b>	<b>23</b>
<b>Dining Options</b>	<b>24</b>
<b>What to Expect</b>	<b>25-26</b>
<b>Infection Control</b>	<b>27</b>
<b>Interpretation Services</b>	<b>28</b>
<b>Patient and Family Resources</b>	<b>29</b>
<b>Patient and Family Advisory Councils</b>	<b>30</b>
<b>Clinics</b>	<b>31</b>
<b>Ambulatory Locations</b>	<b>32-33</b>
<b>Notes</b>	<b>33-35</b>

# Wayfinding Guide

	<b>ROOF</b>	Helipad						
	<b>FLOOR 10</b>	Cancer and Blood Disorders	Inpatient	Clinic				
	<b>FLOOR 9</b>	Acute Care						
	<b>FLOOR 8</b>	Acute Care						
	<b>FLOOR 7</b>	Chapel and Pastoral Care	Dining Areas	Education Center	Outdoor Play Area	Play Atrium	Serenity Garden	
	<b>FLOOR 6</b>	Administration						
	<b>FLOOR 5</b>	Neonatal Intensive Care Unit (NICU)	Couplet Care	Nutrition Management Center				
	<b>FLOOR 4</b>	Antepartum	Labor and Delivery	Mother/Baby				
	<b>FLOOR 3</b>	Cath Labs and Echo	MRI	Surgery Suites	Heart Center			
	<b>FLOOR 2</b>	Physical/Occupational Therapy (PT/OT)	Procedure Suites and Endoscopy	Critical Care and Burn Center				
	<b>FLOOR 1</b>	Bridge from Garage	Gift Shop and Welcome Desk	Retail Pharmacy	Advanced Fetal Care Center (AFCC)	Children's Emergency	Imaging and Clinics	
	<b>FLOOR LL</b>	Emergency Entrance	Valet Parking	Volunteer Services	Welcome Desk			

Key

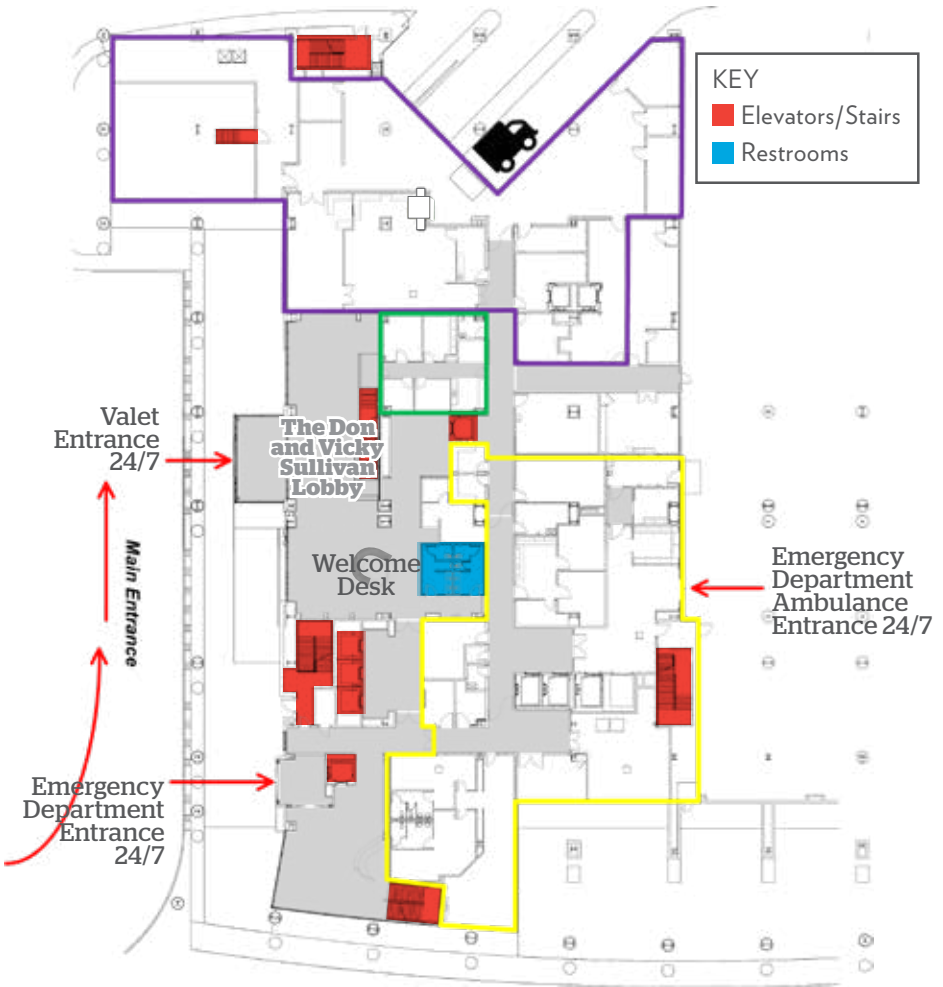
-  Operations and Support Services
-  Diagnostics and Treatment
-  Patient Tower



# Floor LL

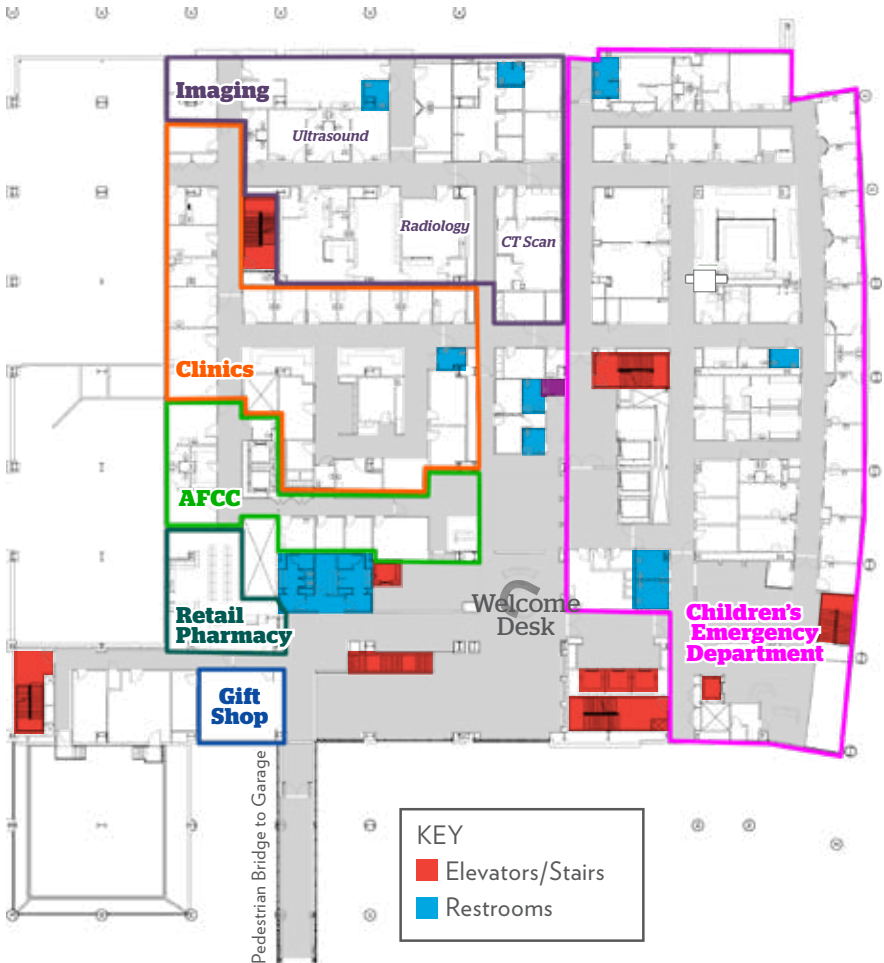
A Warm Welcome to the Lowcountry

- Children's Emergency Department
- Volunteer Services
- Valet Parking
- Welcome Desk
- Restrooms
- Elevators/Stairs



# Floor 1 *Heroes of the Lowcountry*

- Advanced Fetal Care Center (AFCC)
- Children's Emergency Department
- Bridge from Garage
- Gift Shop
- Imaging
- Outpatient Clinics
- Registration
- Retail Pharmacy
- Welcome Desk



# Floor 2 *Beaches of the Lowcountry*

- Critical Care Unit and Burn Center
- Physical/Occupational Therapy (PT/OT)
- Prep/Hold
- Procedure Suites and Endoscopy





# Floor 3

## Marshes of the Lowcountry Gene Reed, Jr., Heart Center

- Cath Labs/  
Angio Suite
- Echo
- Cardiac ICU
- Cardiac  
Critical Care  
Step Down
- MRI
- Prep/Hold/  
PACU

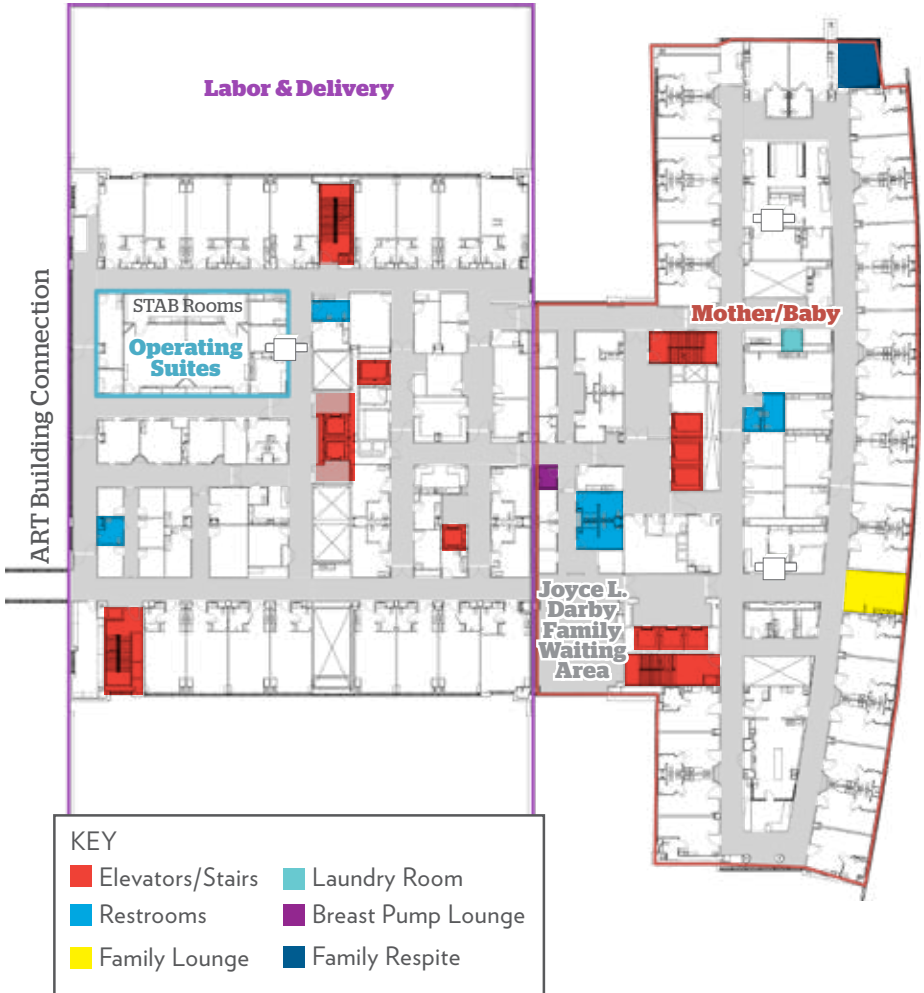
KEY	
■ Elevators/Stairs	■ Laundry Room
■ Restrooms	■ Breast Pump Lounge
■ Playrooms	■ Showers
■ Family Lounge	■ Family Respite





# Floor 4 Lowcountry Arts Pearl Tourville Women's Pavilion

- Labor and Delivery
- Mother/Baby
- Operating Suites
- Stabilization (STAB)



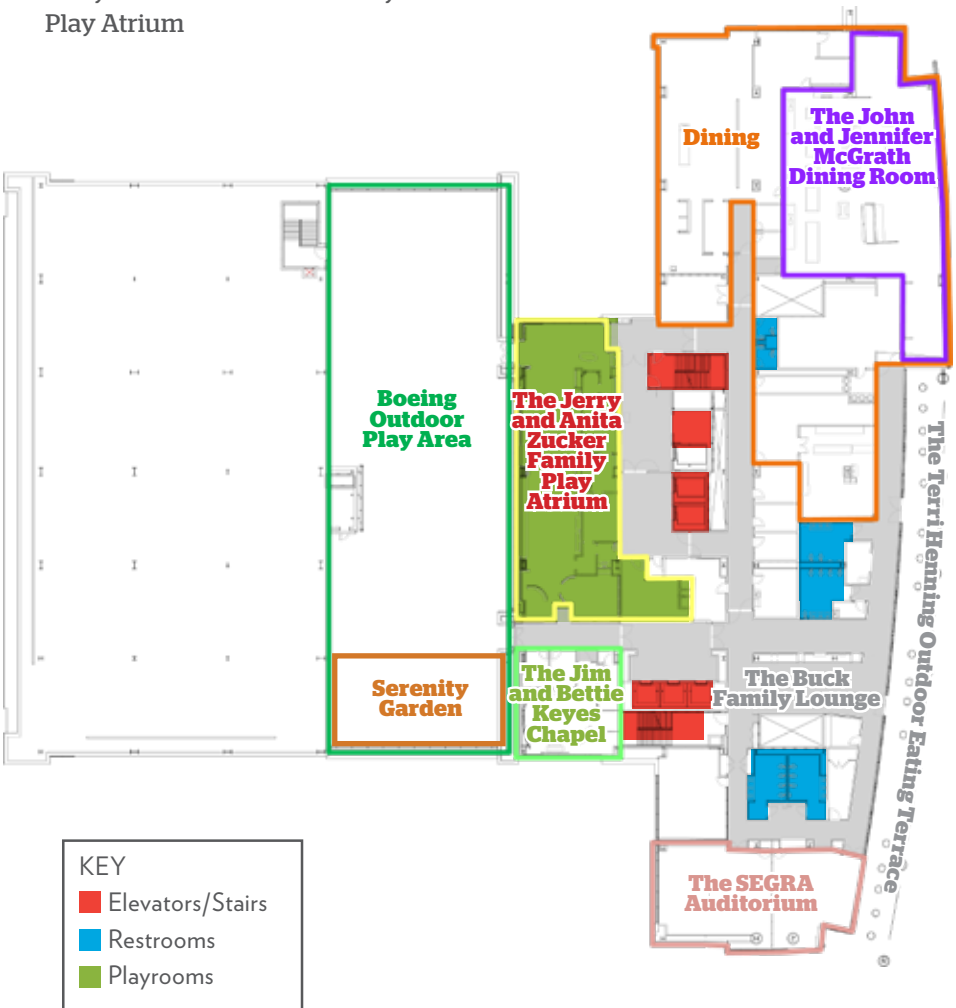
# Floor 5 Springtime in the Lowcountry David & Laura Stone Neonatal Intensive Care Unit

- Couplet Care
- Neonatal Intensive Care Unit (NICU)
- Nutrition Management Center



# Floor 7 **Lowcountry Landscapes** Nucor Steel - Berkeley Dining and Amenities

- Boeing Outdoor Play Area
- Child Life
- Dining
- Jim and Bettie Keyes Chapel
- Jerry and Anita Zucker Family Play Atrium
- John and Jennifer McGrath Dining Room
- SEGRA Auditorium - Education Center
- Serenity Garden



# Floor 8 Cruising around the Lowcountry

## ■ Acute Care

KEY

- Elevators/Stairs
- Restrooms
- Playrooms
- Family Lounge
- Laundry Room
- Breast Pump Lounge
- Family Respite



# Floor 9 Adventures in the Lowcountry

## Acute Care

KEY

- Elevators/Stairs
- Restrooms
- Playrooms
- Family Lounge
- Laundry Room
- Breast Pump Lounge
- Family Respite



# Floor 10 Rooftops over the Lowcountry

- Cancer and Blood Disorders Clinic
- Infusion

KEY	
■	Elevators/Stairs
■	Restrooms
■	Playrooms
■	Family Lounge
■	Laundry Room
■	Breast Pump Lounge
■	Showers
■	Family Respite



# Drop-Off and Parking

## Drop-Off Places

The best drop-off for Advanced Fetal Care Center (AFCC) and Labor & Delivery patients is the ground level main entrance. Wheelchairs are kept at the Welcome Desk. The Stork elevator is accessible from Floor LL and Floor 1. This elevator only stops at the AFCC on Floor 1 and the Pearl Tourville Women's Pavilion on Floor 4, where Labor and Delivery is located. This is where you will check in if you are in labor.

The best drop-off for Children's emergency patients is the ground level emergency entrance next to the main entrance.

## Valet Parking

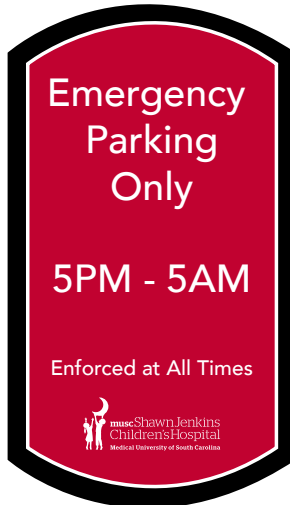
Valet parking is offered for \$10 at the main entrance on McClennan Banks Drive.

## Parking

Parking at the McClennan Banks Garage (21 McClennan Banks Drive, Charleston, SC 29425) is \$6 for each 24-hour period.

**There are reserved parking spaces marked for Emergency and Labor and Delivery parking only for patients and families on the right side of Floor 2 of the parking garage.**

There are spaces for drivers with Handicap parking permits on Floors 1-6.



*Emergency and Labor and Delivery patients and families signage*

# MyChart & Registration

---

## MyChart

MyChart is MUSC's electronic health record system that allows you to see your (or your child's) medical information online, at any time, and in any place. To sign up on-line, go to: [mychart.musc.edu/mychart](https://mychart.musc.edu/mychart)

### Benefits:

- **Communicate with your doctor:** Get answers to your medical questions from the comfort of your own home.
- **Access your test results:** No more waiting for a phone call or letter - view your results and your doctor's comments within days.
- **Request prescription refills:** Send a request for any of your refillable meds.
- **Manage your appointments:** Schedule your next visit or view details of your past and future visits.

## Registration

### Online

Before your visit, you may pre-register online through MyChart at [mychart.musc.edu/mychart](https://mychart.musc.edu/mychart), saving time during check in on the day of your visit. You will also be able to update information or pay your bill online.

### On Site

The Advanced Fetal Care Center (AFCC) registration is located on Floor 1 next to the Welcome Desk. The AFCC has a separate waiting room and registration.

Registration for a clinic visit for your child may be done in person at a registration desk located next to the Welcome Desk or at a kiosk in the same area on Floor 1. One registration will cover all visits within the facility. Please bring your insurance card with you.

At a kiosk, you are able to:

- Check in
  - Sign consents and other forms
  - Sign documents electronically
  - Update your information
  - Pay your copay or other bill
- Your kiosk experience will work best

after you register for MyChart. Once registered, you are able to check in at any kiosk.



---

# The Hospital and You

---

## What is a teaching hospital?

This is a hospital that is affiliated with health care education and research programs, including medical and nursing schools. As such, you can expect a lot of discussion about you or your loved one's diagnosis and treatment. This occurs because sometimes there is more than one good option or because students need to learn. This does not mean that the team is unsure of how to care for you or your child. These discussions are the best way to teach students how to care for patients. They also teach them how to relate to or interact with a family caring for someone in the hospital.



## Your health care team

You will receive care from care team members with many roles. They work together to ensure that you and your child receive the best care. However, the health care team is not complete without YOU. While doctors and nurses are experts in health care, you are the expert when it comes to your own care, or your child's.

## What is patient- and family-centered care?

Patient- and family-centered care means patients, their families and care team members form a partnership that benefits everyone. A "family member" is anyone who patients regard as important in their lives. Families are not thought of as visitors but partners in the health care team.

## **Your role in your or your child's health care**

As a member of the health care team, you are invited to be an active part of medical rounds. The goal is to improve communication, care coordination and the timeliness of care. It helps to ensure that each person on the team hears the same information at the same time, resulting in safer care.

You know your child and you best, and we value your input. As a member of the team, there are simple things you can do:

- Speak up if you have questions!
- Ask us if we have washed our hands. We welcome your reminder.
- Request that only family and friends who are feeling well come to visit.
- Give the nurse your or your family member's contact information so you can be reached at any time.

## **Advice from a family member**

- Ask for an introduction to any care team member you don't know.
- Never be embarrassed or scared to ask "What do you mean?" When you are worried or have not slept well, it can be harder to hear or understand things.
- Make sure the doctors are speaking to you and/or your child.
- Begin asking questions about discharge early so you can be ready when it is time to go home.
- Care team members may assume all of your questions have been answered (though they have not), so do not be afraid to ask for answers.

# Who's Who?

Any person working at MUSC Health is one of our [care team members](#).

## Doctors and nurses

- [Attending \(M.D.\)](#) - an experienced doctor in charge of the medical team and the patient's care.
- [Pediatric hospitalist \(M.D., D.O.\)](#) - an attending doctor who specializes in the care of children in the hospital.
- [Fellow \(M.D., D.O.\)](#) - a doctor in training who specializes in one type of patient.
- [Resident \(M.D., D.O.\)](#) - a doctor in training in a special area like Pediatrics or Obstetrics-Gynecology. Residents are supervised by the attending doctor.
- [Registered nurse \(R.N.\)](#) - the nurse who cares for you in the hospital.
- [Nurse practitioner](#) - an R.N. with advanced training in diagnosing and treating patients.
- [Nurse case manager](#) - an R.N. who coordinates care with you and the team.
- [Nurse manager](#) - an R.N. responsible for unit operations and supervision of unit employees. He or she can address any questions or concerns you might have.
- [Charge nurse](#) - an R.N. in charge of the daily management of the unit, serving as a resource to other care team members and reporting to the nurse manager.
- [Medical or nursing student](#) - students who work under the watchful eye of a doctor or nurse.

## Therapists and other care team members

- [Chaplain](#) - assists patients and families needing spiritual help or supportive counseling. He or she will listen to what is important to you and your family and show respect toward differences in cultures, beliefs, and lifestyles.
- [Child Life specialist](#) - has special training about children's needs during illness and being away from home. Through play, learning and support, the child life specialist minimizes stress and helps children, teens and their families cope with health care visits.
- [Registered dietician \(RD\)](#) - assists with a patient's nutrition, and teaches patients and families about how eating well helps with health.
- [Environmental Services](#) - care team members who clean and sanitize patient rooms and public spaces.

- **Lactation consultant** - an R.N. with special training who assists women with breastfeeding and pumping for their babies.
- **Occupational therapist (OT)** - a therapist who helps patients make the most of their self-care skills.
- **Patient care technician (PCT)** - a person trained to help nurses provide patient care.
- **Pharmacist (Pharm. D.)** - a professional who helps the health care team decide which medicines are best for each patient. They also teach about medicines and how to take them so they work best.
- **Physical therapist (PT)** - a therapist who uses exercise, therapy and equipment to improve movement and strength.
- **Respiratory therapist (RT)** - a therapist trained to assess and treat patients with breathing or lung problems.
- **Social Worker** - a professional who finds resources to help families cope with issues related to their loved one's illness.
- **Speech therapist** - a therapist who works with patients who have trouble with speech and swallowing.

## Reaching out for support

### Chaplains

A chaplain is available 24 hours/day. On the Getwell Network, click on Tell Us How We Can Help, then select Spiritual Care and Counseling.

### Child Life

To reach a Child Life specialist, call **5-1611** from your bedside room phone. Or, on the Getwell Network, click on Tell Us How We Can Help, then select Child Life.

### Volunteers

You will see many volunteers throughout the hospital and in the Play Atrium. They donate their time and unique gifts to help make your stay more comfortable. Volunteers who have been specially trained will rock babies in the NICU at your request. Other volunteers are happy to stop by and chat for a few minutes. On the Getwell Network, click on Tell Us How We Can Help, then select Baby Rocking Volunteer (or) Companionship Visit.

### Pet Therapy

These volunteers are the four-legged kind, visiting with their handlers to bring smiles along with wagging tails. On the Getwell Network, click on the Comfort Menu (or Tell Us How We Can Help), then select Pet Therapy.

# Safety and Security

Your safety and security are our utmost priorities. Our hospital is secure and is monitored with closed-circuit cameras inside and outside. MUSC Health security officers are on-site at all times. To contact security, please call **843-792-4196**.

## Badging

Anyone over the age of 16 coming into the building is required to obtain a badge from the Welcome Desk. To obtain your badge, you will be asked to provide a valid photo ID. Please keep your badge plainly visible at all times.

A family badge will be available 48 hours after admission for parents or guardians of children. This badge will be valid during the entire stay and means you will not have to go to the Welcome Desk each day for a new one. It will also make it easy for care team members to know who you are at your child's bedside. Family Badge request forms are available at nurses' stations in the units.



## Balloons

For the health and safety of patients with allergies, latex (plastic or rubber) balloons are not allowed. Mylar (shiny) balloons are OK.

## iPad signs outside patient rooms

Please check the iPad sign outside a patient's room before you go in. This is where safety information, like isolation precautions, allergies and food/drink restrictions, is shown.

## Tobacco-free campus

Because tobacco has many negative effects on health, and can cause trouble for people with lung/breathing problems, no tobacco is allowed (smoking, chewing or vaping) on the MUSC campus.

## Rapid response team

If you or your loved one is having a medical emergency at any time, contact your nurse or doctor right away. If you are still worried, call for a Rapid Response Team by calling **843-792-8080** from your mobile phone. On your bedside room phone, call **2-8080** and ask for the:

- Pediatric Rapid Response Team for your child.
- Adult Rapid Response Team if you are a Women's Pavilion patient.

A special team will check on you or your child right away and work with your health care team to treat any medical emergencies.

## Safe sleep program

We follow the American Academy of Pediatrics advice that all infants (less than 1 year of age) should sleep the following way:

- A - "Alone" in a separate space.
- B - on their "Backs".
- C - in a "Crib" with nothing else: no blankets, stuffed animals, toys or pillows

## Safety escorts

The MUSC Department of Public Safety is committed to ensuring a safe campus for all families, visitors and care team members. A safety escort is available 24 hours/day, 7 days/week. To access the safety escort service, call **843-792-4196**.

# Guest Services

---

Our goal is to provide help to make your stay the best it can be. Guest services provides the following:

- Greets patients, families and visitors.
- Issues badges and helps visitors find their way.
- Assists with hotel reservations at discount rates.
- Provides information about the hospital.
- Arranges hospital tours for prenatal wellness/NICU patients and families.
- Assists with transportation, parking and directions.
- Provides information on dining, food delivery services and local attractions.

Call **843-876-8456** to reach a representative or visit in person at a Welcome Desk on Floor LL or Floor 1.

## Ronald McDonald House

This is a nonprofit “home” away from home for families of very ill children receiving care at the hospital. To qualify, parents must be over 18 years of age and live more than 25 miles away and the child must be 18 years or younger. For more information, please call **843-723-7957** or contact your social worker, nurse or Guest Services representative.

# Dining Options

## Dining options

Food services and dining options are found on Floor 7. There are both indoor and outdoor spaces for eating. We are committed to helping people be healthy and have designed dining options with health and wellness in mind.



## Eat Well by Sodexo

Hours of Operation (7 days a week)	
Breakfast	6:30 a.m. to 10:00 a.m.
Lunch	11:00 a.m. to 2:30 p.m.
Dinner	3:30 p.m. to 8:00 p.m.

## Bakery Cafe by Sodexo

*Vegan and vegetarian options are available in the café.*

## Natural! by Sodexo

Hours of Operation (Monday-Friday)
6:30 a.m. to midnight

## In-room meal delivery

If you don't want to leave your loved one, family members can order meals from the patient room by calling **\*111** or **843-792-3892**. You will need a debit/credit card for payment. In situations where you are not able to provide this, meal assistance may be available. Please ask to speak with your social worker.

## Off-site restaurants

Unit nurses' stations have menus from area restaurants and a list of those that deliver.

## Patient tray delivery

We offer the At Your Request Room Service Dining system. Menus are located on the Getwell Network. Click on Dining at MUSC, Patient Menus. There are even menus in other languages. Some menu items may not be allowed if a special diet has been ordered by your doctor. Our dietary staff is happy to help you with making good food choices.



# What to Expect

## Patient identification (ID) bands

Every patient is given an ID band when admitted to the hospital and will need to wear it at all times. The ID band contains name, date of birth and medical record number. It is really important for providing safe care.

- **Allergy** - If there is an allergy to any medicine or food, a red ID band will also be given to the patient. Please let a nurse know of any allergies.
- **Fall risk** - If there is a high risk of falling while in the hospital, a yellow ID band will be given to the patient.



Some patients will need more than one ID band.

Help care team members by:

- Letting us know if a band falls off or becomes uncomfortable.
- Making sure all care team members check the ID band before every dose of medicine, blood draw, test, procedure and transport through the hospital.
- Letting us know when you leave the unit, if your child will be alone.

## Care Team Member ID Badges

All care team members, including volunteers, wear photo ID badges with the hospital logo. Whenever anyone enters your room, check to see that they are wearing an ID badge. If you do not see an ID badge, ask them to show it to you. Do not allow your child to go with any person who does not have an MUSC ID badge.

## Medical rounds

Rounds occur each day. Care team members use this time to see how you or your child are doing, talk about treatment plans and discuss discharge plans. This is also a time to teach students, so some discussions will be held outside your room. Generally, the medical and surgical teams round in the morning.

Many times during rounds, the entire health care team will come into your room. This may seem like a bit much. However, the goal of rounds is for you to have access to all of the team members at one time. Rounding at the bed-side is how we encourage patients and families to be active in making the health care plan.

## Your attending doctor

If you have questions about your medical care, or your child's, please ask any member of your health care team. If you would like to speak with the attending physician, please ask the nurse or resident involved with your care. They will contact the attending doctor for you.

If you prefer to call your attending doctor yourself, you can call the operator at **843-792-2300** or **2-2300** on your bedside room phone.

## Nurses' care and hourly rounds

Nurses manage your care and/or your child's care with you, your doctors and other members of the health care team. They provide treatments, give medicines and IV fluids and teach you how to take over health care after discharge. Nurses are helped by patient care technicians (PCTs) who assist with personal hygiene (bathing, brushing teeth, linen changes) and meals.

Nurses and PCTs will be checking vital signs, which include temperature, blood pressure and heart rate throughout the day and night. Though it may seem odd that this is done so often, vital signs are an important picture of a person's health status.

Nurses work 12-hour shifts most of the time, so you will have two nurses in a 24-hour period. Nurses conduct shift report at the bedside at 7:00 a.m. and 7:00 p.m. in order to improve your care, or the care of your child, with a safe handoff. Since the nurse is at the bedside many times each day, he/she is often the best link between you and the many other services you may receive while in the hospital.

---

# Infection Prevention

---

## Hand washing

The most common method of spreading germs is through hand contact. So hand washing is the #1 way to prevent infections. All care team members are required to wash their hands or use sanitizing gel when going in and out of a patient room.

If you do not see care team members washing their hands as they enter your room, please speak up and ask them to wash their hands.

Some patient units require additional precautions to prevent infection. Please make sure you and your family (and visitors) wash your hands to help to prevent the spread of germs.

## Family or visitor illness

To protect your child, yourself, other patients and care team members from germs that spread, we ask that:

- Any visitor or family member who is sick with a cold, cough or flu-like symptoms, please do not come to the hospital.
- Any visitor or family member who has been exposed to a contagious disease, like chickenpox or measles, talk with the patient's nurse before coming to visit.

In order to stop the spread of illnesses, like seasonal flu, visiting may sometimes be limited by hospital leaders. You will be notified if this happens.

## Isolation precautions

Certain illnesses that require a patient to be placed under isolation precautions may also require anyone visiting to put on a gown, mask or gloves before going into the room. Please stop and look at the iPad sign outside the patient's room for any isolation precautions. Isolation gowns, masks, and gloves are in cabinets between the patient rooms. Always wash hands well after taking off a gown, mask or gloves as you leave the room. This lessens the chance of spreading germs.

# Interpretation Services

---

Interpretation services are available 24 hours/day, at no cost, to people:

- Who need help with English
- Who are deaf
- Who are blind
- Who are hard of hearing

## In-person interpretation

- Interpretation for people who speak Spanish is available 24 hours/day.
- American Sign Language (ASL) interpretation is available 8:00 a.m. to 5:00 p.m., Monday-Friday.
- After hours and on weekends, ASL interpretation is provided in-person through agencies (so there will be a wait). We suggest that you use VRI Services (see below) until an in-person interpreter arrives.

## Telephone interpretation services

Interpretation by phone is available in over 240 languages 24 hours/day.

## Video remote interpretation (VRI)

VRI is a convenient on-demand interpreting service delivered over a live video connection that is brought to your room. This service is available 24 hours/day for spoken languages and for ASL.

## To request interpreter services

If you (or a family member) need an interpreter while in the hospital, please ask a care team member to place a request. You can also request an in-person Spanish interpreter through the Getwell Network. Click on Tell Us How We Can Help, then select Interpreter Services.

## Accommodation for patients who are blind

MUSC offers Braille and Audio Reading Download (BARD) for patients with visual impairment. Books can be accessed from the VRI units. Patients can request that a VRI unit be brought to their rooms if it is not in use.

# Patient and Family Resources

This hospital was designed by families for families to make your stay as comfortable as possible. These resources are available for you:

**Breast Pump Lounges** - for nursing mothers, care team members and visitors.

**Chapel** - for quiet meditative time and spiritual care, on Floor 7, open 24 hours/day.

**Outdoor Play Area** - on Floor 7 - outdoor fun, including movie night.

**Getwell Network (GWN)** - this service, from your inpatient room smart TV and/or iPad, is your guide through your stay and offers:

- Hospital information and room service options.
- Videos about taking care of yourself or your loved one.
- Ways to relax, play, find distractions, and rest.
- Sharing compliments and suggestions.

**Gift Shop** - for gifts, treats, balloons, toys, hygiene items, on Floor 1.

**Family Lounge** - on Floors 2-5 and 8-10 includes a microwave, hot drink station and a refrigerator.

**Internet** - the hospital provides free Wi-Fi access for patients and visitors. To connect: open your settings, go to Wi-Fi and join the "muscguest" network. Once you connect, open your browser. You will see MUSC's Terms of Use. Click Accept and OK.

**Laundry rooms and showers** - on Floors 2-5 and 8-10 are provided for your comfort.

**Lost and Found** - Please contact Security on Floor 1 if you lose anything during your stay.

**Play Atrium** - on Floor 7, this Child Life area is designed to meet the play and activity needs of children, teens and their families. The Play Atrium is a "safe place" free from medical treatments.

**Respite rooms** - on floors 2-4 and 8-10 a quiet place to process things away from busy hospital life.

**Retail pharmacy** - where you can buy over-the-counter medicine or have your prescriptions filled before going home. Pharmacists are also available for help on how to take medicines so they will best help the patient.

**Serenity Garden** - where you can connect with nature and breathe fresh air, on Floor 7.

# Patient and Family Advisory Councils (PFAC)

---

The **Adult PFAC** is a partnership between patients, families and MUSC Health care team members who work together to promote a culture of patient- and family-centered care. The council meets monthly to discuss issues with patient care, the hospital setting, policies and procedures. Current and/or former patients provide advice and are part of making decisions.

**Children's Health PFAC** is a partnership between parents of MUSC Children's Health patients and care team members who work together to meet the needs of children and families. This council meets monthly to advise and partner with care team members to improve the quality of care.

The **Youth Patient Advisory Council (YPAC)** are patients or siblings of patients who are 12-18 years of age. This council meets monthly to improve health care for children and their families by partnering with hospital leaders.

For more information, visit [musckids.org/patients-and-visitors/patient-and-family-resources/patient-and-family-advisory-council](https://musckids.org/patients-and-visitors/patient-and-family-resources/patient-and-family-advisory-council). On the Getwell Network, click on Speak Up, then Patient and Family Advisory Councils.

# Clinics

---

Clinics in MUSC Shawn Jenkins Children's Hospital and Pearl Tourville Women's Pavilion include:

- Advanced Fetal Care Center (AFCC) (Floor 1)
- Audiology (Floor 1)
- Burn Clinic (Floor 1)
- Cancer and Blood Disorders (Floor 10)
- Child Abuse Clinic (Floor 1)
- Craniofacial Multidisciplinary Clinic (Floor 1)
- Ear, Nose and Throat (Floor 1)
- Neurosurgery (Floor 1)

Pediatric Clinics in Rutledge Tower include:

- Cystic Fibrosis
- Developmental Pediatrics
- Primary Care Pediatrics
- Sickle Cell

# Ambulatory Locations

---

## After Hours Care Summerville

4330 Ladson Road  
Summerville, SC 29485

## After Hours Mount Pleasant

2705 Highway 17, Suite 100  
Mount Pleasant, SC 29466

## After Hours North Charleston

2250 Mall Drive  
North Charleston, SC 29406

## Ashley River Tower

25 Courtenay Drive  
Charleston, SC 29425

## Children's Health Beaufort

122 Okatie Center Boulevard  
Okatie, SC 29909

## Children's Health at Tidelands

4040 Highway 17 Bypass, Suite 306  
Murrells Inlet, SC 29576

## Dorchester Children's Center

Dorchester Children's Center  
303 East Richardson Avenue  
Summerville, SC 29483

## East Cooper Medical Pavilion

1600 Midtown Avenue  
Mount Pleasant, SC 29464

## Lowry's Pediatrics

1 Medical Park Drive  
Chester, SC 29706

## Pediatrics - Lancaster

834 West Meeting Street  
Lancaster, SC 29720

## Pediatrics – Moncks Corner

109 West Main Street  
Moncks Corner, SC 29461

## Pediatrics – Northwoods

2070 Northbrook Boulevard  
North Charleston, SC 29405

## Pediatrics & Internal Medicine

2750 Dantzler Drive  
North Charleston, SC 29406

## Pee Dee Pediatrics

2845 East Highway 76  
Mullins, SC 29574

## Primecare Pediatrics

834 West Meeting Street  
Lancaster, SC 29720

## Rutledge Tower

135 Rutledge Avenue  
Charleston, SC 29425

## Sleep Lab (Pediatric)

4480 Leeds Place West  
North Charleston, SC 29405

## Specialty Care Mount Pleasant

2705 Highway 17, Suite 100  
Mount Pleasant, SC 29466

## Specialty Care Summerville

4330 Ladson Road  
Summerville, SC 29485

## Summey Medical Pavilion

R. Keith Summey Medical Pavilion  
2250 Mall Drive  
North Charleston, SC 29406

## University Family Medicine - Ellis Oak

650 Ellis Oak Drive  
Charleston, SC 29412

## University Family Medicine - Rutledge Tower

135 Rutledge Avenue  
Charleston, SC 29425



**University Family Medicine - Ellis Oak**

650 Ellis Oak Drive  
Charleston, SC 29412

**West Ashley Medical Pavilion**

2060 Sam Rittenberg Boulevard  
Charleston, SC 29407

**University Family Medicine - Rutledge Tower**

135 Rutledge Avenue  
Charleston, SC 29425

# Notes

---

Please use this page to fill in important information about your care or your child's care. Also, note any questions or concerns that may come to mind. Please share your questions with a member of your care team.

Room # \_\_\_\_\_ Nurses' station phone # \_\_\_\_\_

Social worker's name and phone # \_\_\_\_\_

Other names or phone #s we would like to remember: \_\_\_\_\_

\_\_\_\_\_

We have questions about: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

We are concerned about: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_







**musC**Shawn Jenkins  
Children's Hospital  
Medical University of South Carolina

 MUSCkids

 @MUSCkids

 MUSCkids