

Ward 24 & Ward 29

(Neonatal Intensive Care Unit and High Dependency Unit)



Dear Parents,

This brochure provides you with information about your baby's stay in the Neonatal Intensive Care and High Dependency units.

Your baby will be given specialised care by a team of doctors, nurses and allied health staff from the Department of Neonatology. Your baby may be referred to other specialties if the need arises.

We aim to provide you and your baby with family-centred care. You are encouraged to participate actively in your baby's care. Your baby needs your presence, love and support. Kindly approach any of us if you have any additional queries.

Family-Centred Care

You may feel anxious, overwhelmed or helpless during your first few visits – seeing equipment beside your baby, hearing alarms going off and watching your baby being cared for by healthcare staff. Your baby is receiving care tailored to their specific needs and we are committed to providing the best care for them. We encourage you to join our daily ward rounds to discuss your baby's progress. Please let us know your concerns so that we can address them promptly.

We strongly recommend that you spend time with your baby, and touch and talk to your baby as much as possible. Ask your baby's nurse how to start doing this, even while your baby is inside the incubator. When your baby is medically fit, you can do "kangaroo care", i.e. carrying them with direct skin-to-skin contact. Mothers and babies can start breastfeeding when both of you are ready. These interactions with your baby will help optimise your baby's development and growth, and your confidence in caring for them.

We also encourage you to participate in your baby's care, such as bathing, changing of diapers, and feeding, with guidance from our nurses. Consider spending longer periods of time with your baby as you prepare to bring them home, to become accustomed to your baby's habits and needs.

Family Amenities and Support

• **Ronald McDonald Family Room**

Cosy and comforting, the Ronald McDonald Family Room is a communal place for a quiet break away from the ward. You can have your meals, take a moment to rest, watch TV or use the complimentary Wi-Fi provided here. There is a pantry with a fridge, microwave oven and water dispenser. Snacks and beverages are also available. We ask for your consideration in sharing the room with other parents and to maintain a quiet and clean environment. Public restrooms are available outside wards 24 and 29.

- **Lactation Room**

A mother's breast milk provides the ideal nutrition for her baby. Two lactation rooms are situated in the Ronald McDonald Family Room in Ward 24, while another lactation room is situated in Ward 29. You can also arrange with nurses to express milk at your baby's bedside. Please approach any nurse or doctor for support to start and maintain your breastmilk supply for your baby.

- **Parent Support Group**

Our support group consists of healthcare staff and parent volunteers. Let us know if you wish to speak to other parent(s) of a premature baby who can provide you additional information and support. We also organise activities and events for families of premature babies.

Visitor Guidelines

- **Entry into Ward 24 & Ward 29**

Only two caregivers are allowed to remain by your baby's bedside at any one time. Please provide documentation of your chickenpox immunity to the receptionist or nurses, within one week of your baby's admission. We also recommend that you take the influenza and Tdap (Tetanus, Diphtheria and Pertussis) vaccines, especially if your baby is very premature (gestational age less than 32 weeks), weighs less than 1500 grams or has major heart or lung conditions.

- **Visiting Hours**

Parents can visit anytime in the day and be involved in the care of your baby and join the daily ward rounds at your baby's bedside. You may be requested to wait outside the clinical area when certain medical or nursing procedures are performed.

- **Infection Control**

- Perform proper hand hygiene before entering the ward and touching your baby by using the alcohol-based hand rub. Do not wash your hands at the wash basin unless they are visibly soiled. If you washed your hands with water, please use an alcohol-based hand rub after washing.
- Do not enter the ward if you feel unwell or have the following symptoms: fever, cough, runny nose or rashes. Inform us if you have recently visited your baby while having these symptoms. Ask the receptionist, doctor or nurse if you are unsure.
- Do not bring flowers, hampers or gifts into the ward as they may harbour microorganisms. If you wish to bring something personal for your baby, such as mittens, booties or photos, please check with your baby's nurse on how it may be placed on or near your baby.

- **Photography and Recording**

Photography, audio and video recording are generally prohibited in NUH. This is to respect the privacy of our patients, visitors and staff. In Ward 24 and Ward 29, you are allowed to take photos and videos of only your baby. NUH reserves the right to request for recordings to be deleted if deemed inappropriate.

- **Valuables**

Keep your valuables safe with you at all times. There are a few lockers available to keep your belongings at the reception. Please approach our receptionist or nurses for assistance.

About the Khoo Teck Puat – National University Children’s Medical Institute (KTP-NUCMI)

The KTP-NUCMI is the paediatric arm of the National University Hospital and comprises the Departments of Paediatrics, Paediatric Surgery and Neonatology. We provide comprehensive and specialised medical and surgical services for newborns, children and adolescents. NUH is the only hospital in Singapore that offers paediatric kidney and liver transplant programmes. Through a generous gift from the Estate of Khoo Teck Puat, we have set up an integrated outpatient facility with medical, diagnostic and rehabilitation services.

For more information about us, visit www.nuh.com.sg/ktp-nucmi.

Contact Us

24-hour Children’s Emergency

Location: NUH Main Building, Zone F, Level 1

General Enquiry: +65 6772 5000

KTP-NUCMI

Location: NUH Main Building, Zone E, Level 2

(Accessible via Kent Ridge Wing, Zone C, Level 2, Lift Lobby C)

Operating Hours: 8.30am – 5.30pm (Mon to Fri), 8.30am – 12.30pm (Sat)

General Enquiry: +65 6772 5736

Appointment Line: +65 6908 2222

Email: ktpnucmi_appt@nuhs.edu.sg

9a Viva-University Children’s Cancer Centre

Location: NUH Medical Centre, Zone B, Level 9

Operating Hours: 8am – 5.30pm (Mon to Fri)

Appointment Line: +65 6772 5030

Fax: +65 6872 4314

Email: cbccappt@nuhs.edu.sg

NUH Children’s Urgent Care Clinic @ Bukit Panjang

Location: Junction 10, 1 Woodlands Road, #01-22, Singapore 677899

Operating Hours: 9am – 11pm daily (including public holidays)

General Enquiry: +65 6219 1538

Email: childreucc@nuhs.edu.sg

Website: www.nuh.com.sg/ucc

NUH Child Development Unit @ JMC

Location: Jurong Medical Centre, 60 Jurong West Central 3, Level 2, Singapore 648346

Operating Hours: 8.30am – 5.30pm (Mon to Fri)

Appointment Line: +65 6665 2530/2531

Fax: +65 6665 0158

Email: cdu@nuhs.edu.sg

Website: www.nuh.com.sg/cdu

NUH Child Development Unit @ Keat Hong

Location: Keat Hong Community Club, 2 Choa Chu Kang Loop, #03-01, Singapore 689687

Operating Hours: 8.30am – 5.30pm (Mon to Fri)

Appointment Line: +65 6769 4537/4637

Fax: +65 6665 0158

Email: cdu@nuhs.edu.sg

Website: www.nuh.com.sg/cdu

National University Hospital

Location: 5 Lower Kent Ridge Road, Singapore 119074

Tel: +65 6908 2222

Email: contactus@nuhs.edu.sg

Website: www.nuh.com.sg



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