

Kelowna General Hospital

Kelowna General Hospital (KGH) is the Central Okanagan's primary acute care health facility. It represents one of two tertiary referral hospitals in the Interior region of the province. It offers high-level, specialty medical care in medical/ surgical services, ambulatory care/ outpatient clinics, and diagnostic/paramedical services.

Contact Information:

Kelowna General Hospital

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The Neonatal Intensive Care Nursery

The Neonatal Intensive Care Nursery (NICU) is located on the third floor of the hospital. It contains 6 beds in a Level 2 care setting. The team of health professionals working in the NICU includes:

- **Patient and Family Counselors** are social workers who meet with every family in the NICU. The Social Worker is there to help families find the services and supports they need.
- **Clinical Nurse Leaders** (Patient Care Coordinator and Charge Nurses) help coordinate day-to-day care. They supervise the staff nurses. You can bring any concerns about your baby's care to them.
- **NICU Nursing Educator** educates staff nurses and helps to coordinate care. The educator is available to speak with you regarding your baby's care.
- **Bedside Nurses** are specially trained in neonatal nursing. They give 24-hour care to your baby. They will keep you up-to-date about how your baby is doing and help you learn to care for your baby.
- **Lactation Consultants** are nurses that can help you with breastfeeding. Let your nurse know if you would like to talk to a Lactation Consultant.
- **Pediatricians** specialize in the care of sick and premature infants.
- **Family Practice Residents** are doctors in training to become physicians. They work closely with the Pediatricians and staff.
- **Pediatric Dieticians** are registered dieticians with specific training in the pediatric and neonatal population. The dietician in the KGH NICU works with physicians, nursing and parents to ensure your baby is growing optimally.
- **Speech and Language Therapists** are therapists with specific training in neonatal feeding. The therapist on staff works with medicine, nursing and parents to ensure feeding progresses as smoothly as possible.
- **Pharmacist** – the NICU has access to a clinical pharmacist with specific training in neonatal medication administration.



- **Physiotherapists** work with babies that need extra help with their development so as to reach their full potential. Physiotherapists make referrals to community programs to follow a baby's progress. Physiotherapists also work with babies who need help clearing their lungs.
- **Registered Respiratory Therapists** work with babies that need breathing support. They also look after the equipment that helps babies breathe.

Places to Stay

There are two rooms available to parents within the hospital. The first is a parents' room on the pediatric unit. It is reserved mainly for parents who are taking their baby home the following day, but, mothers who are discharged from the postpartum unit or who arrive under emergency circumstances can also stay in this room. This is for short term stays only.

Jeffries Room is on the postpartum unit near the NICU. This room can fulfill the above needs. As well, parents may room in with their baby for 24-48 hours prior to discharge to become confident in caring for their baby.

Both of these rooms have access to shower facilities. Meals are not included but a fridge, toaster and microwave are available so outside food may be brought in.

Parking

- Parking is available for \$5.00 per day
- Weekly/monthly passes are available for \$30.00 per night and \$53.00 per week
- Some two hour parking is available on the street on the surrounding blocks

Places to Eat

On Site:

- Hospital Cafeteria, open 8:00am to 6:00pm 5 days a week.
- Snackery, open 9:00am to 6:00pm 7 days a week.

Off Site:

- There are several restaurant and a Save-On Food grocery store a 5 minute drive from the hospital.

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Breastfeeding your baby

- Breastfeeding is important. All of the NICU nurses are qualified and experienced in helping new mothers and special care babies breastfeed
- The unit has a fridge for breast milk storage.
- There is a breast pumping room on the unit and breast pumping at the bedside is also encouraged.
- Breast pumps are available at a nominal cost. If financial circumstances are difficult the social worker may be able to find assistance for you.

Other Supports

For support such as emergency childcare please ask to see a NICU social worker.