

University Hospital of Northern British Columbia, Prince George

Prince George Regional Hospital (PGRH) is the main centre for health care for most of northern British Columbia. It is the largest acute care facility in the Northern Health Authority. UHNBC has over 200 acute and rehabilitation beds, providing a full range of core medical services, clinics, and support services.

Contact Information:

1475 Edmonton Street
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Website: http://northernhealth.ca/phs/facilities_home.asp



The Neonatal Intensive Care Nursery

The Neonatal Intensive Care Nursery (NICU) is located on the main floor of the hospital. It contains 12 individual rooms capable of monitoring twins and one room for triplets in a level 2B/3A care setting. The following are members of the team of health professionals you will find in the NICU:

- **Social Workers** provide emotional and practical support to help children and families cope with the effects of illness and hospitalization. They may not have to see every family but are available to all families.
- **A Clinical Practice Leader** helps coordinate day-to-day care. She supervises the staff nurses. You can bring any concerns about your baby's care to her
- **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** are doctors that specialize in the care of sick and premature infants. These doctors are responsible for the day-to-day care of the babies.
- **Residents and Clinical Clerks** are doctors in training to become family practice physicians. They work closely with the Pediatricians.
- **Developmental Physiotherapists** have expertise in developmental care and positioning. They also work with babies who need help to keep their lungs clear.
- **Registered Respiratory Therapists** work with babies that need breathing support. They also look after the equipment that helps babies breathe.

Places to Stay

- The NICU at UHNBC is a single room care nursery where you can stay 24 hours/ day, 7 days/week with your child.
- Each patient/family has their own room that contains a single bed, storage space, a phone for local calls and a small fridge.
- Opening soon is a Family Space area that has 4 separate rooms for out of town families. This area contains a fridge, microwave and laundry facilities. Each room contains a double bed, closet and private bathroom.
- There will also be a parent library that will house books and a computer.
- If the family space is not available, the social worker on staff will help you to sort out your accommodation.
- For longer term stays:

Name	Location	Telephone
Easter Seal	(walking distance from hospital)	250-564-7200

- Other hotel/motel accommodations are available in the city. Make sure to ask for the “medical rate”.

Places to eat

On site:

- Hospital cafeteria – open to the public 6:30am – 6:30pm daily.
- Coffee bar – open 6am – 8:30pm (snacks and sandwiches available).
- Gift shop – Hours: 10am - 7pm weekdays
12pm - 6pm Saturday
12pm - 5pm Sunday
- Families staying can receive hospital food trays at a cost of \$12.50/day.
- Families needing financial assistance can arrange for these trays through the Social Work Department.

Off Site:

- There is a mall with a variety of meal options and a grocery store located 2 blocks from the hospital.

Parking

- Short term parking is \$0.50 per hour for a maximum of 12 hours a day.
- Vouchers are available from the social worker for those with financial need to help with the cost of parking.

Getting around

- The University Hospital of Northern British Columbia, Prince George is accessible by public transit. Information and schedules are available at the Information Desk in the hospital.
- The Connections Program also provides low cost travel options for family members coming from surrounding communities. Long haul coaches will travel across northern BC and to southern centres twice/week. Short haul buses will travel between communities throughout the region on a weekly basis.
- For other travel subsidies, please refer to the previous chapter on *Province-Wide Resources and Supports*.

Visiting

Parents/families are encouraged to care for their babies in the NICU at any time.

- We ask that other family members and friends visit with **the parents** there.
- In order to prevent the spread of viral infections to others, we ask you not to visit NICU if you are experiencing any flu or cold symptoms (fever, cough, runny nose, vomiting, diarrhea, sore throat, general aches and pains). Children under the age of 3 years are only permitted to visit if they are a sibling of a patient in the NICU.

Breastfeeding Support

Breastfeeding is important. We therefore do what we can to provide you with the support and supplies necessary to help you breastfeed your baby.

- The nurses are qualified and experienced in helping new mothers and special care babies breastfeed.
- Lactation consultants are also available if you need help.
- Breast pumps and kits are available for mothers with babies in the NICU to use at no cost.
- Each room has a fridge for storing breast milk and a large upright freezer is also available.

Other Supports

We try to make your stay as comfortable and positive an experience as possible. There is a social worker at the nursery seven days a week and a family centered care coordinator. These individuals support every family with babies in the nursery to help them get the things they need. In addition, the unit has:

- Showers on site for use by parents in the unit and in the Family Space.
- A full time chaplain and prayer space.
- Translators onsite.
- Medical care for families from out of town is provided at the hospital and there is a walk-in medical clinic a 5 minute drive away.