



**St. Tammany**<sup>SM</sup>  
HEALTH SYSTEM

3<sup>rd</sup> Floor | 985-898-4436

*It's the Little Things*





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# Congratulations and Welcome

On behalf of St. Tammany Health System, we would like to say congratulations on expecting your newborn baby!

Now is an exciting time filled with hope, anticipation and questions. St. Tammany Health System can be your “go-to” spot for all your pregnancy needs. We are here to help with a variety of classes that discuss important information for the well-being of you and your baby such as prenatal care, nutrition, common discomforts, warning signs and symptoms. You can count on sensitive, compassionate, world class care from our team to meet all of your needs during this important time. We are committed to making your birth experience everything you want it to be.

St. Tammany Health System is the largest hospital in the parish, serving the needs of its patients throughout the region with the latest technology and caring touches, delivering on the promise of world-class healthcare close to home. St. Tammany Health System has earned distinction at local, regional and national levels for quality, leadership, employee and patient satisfaction.

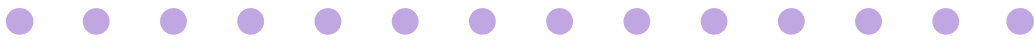
Our New Family Center nurses have an average of more than 20 years of experience in Labor and Delivery, Postpartum, Newborn and Breastfeeding care, and will set your mind at ease with the most advanced training and level of knowledge. We have been recognized by the Women’s Choice Award as America’s Best Hospital in Obstetrics, since 2014.

Our birthing suites set us apart from other facilities in that they offer a comfortable, homelike setting. We invite you to tour our facility, and see where your baby’s journey of a lifetime will begin.



[www.thegiftla.org](http://www.thegiftla.org)

STHS is a GIFT-designated facility





# The St. Tammany Health System Experience

We strive to make your stay at St. Tammany Health System the best it can be. From wellness and prevention to diagnosis, treatment, rehabilitation and recovery, the St. Tammany Health System system delivers the very latest technology, the most accomplished specialists, and highly personalized, caring staff to ensure patients and their families receive world-class healthcare close to home. St. Tammany provides amenities to our patients and their families such as:

- Easy access to the New Family Center from the main entrance, which is open 24 hours a day, seven days a week. Someone is always there to greet you and point you in the right direction.
- Valet Parking - Free valet service is available from 6 a.m. to 5 p.m. Monday through Friday at the main entrance. To retrieve your keys after 5 p.m., contact Security at ext. 4572 or call 789-8016. Free parking is available in the lots surrounding the hospital. Parking is available 24 hours a day, seven days a week. If you are disabled or physically unable to get your vehicle, please contact Security at 898-4572.



- Spiritual Care and Chapel - Available 24 hours a day, seven days a week. The St. Tammany Health System spiritual care services team wishes to support you in your healing journey. We embrace all religious and spiritual expressions. Your spiritual leader is welcome to visit you, regardless of faith. The Burns Memorial Chapel, reflecting pool and adjacent garden are located on the first floor just off the main lobby.



- Wireless Internet Access - Free wireless Internet access is available in all patient rooms and throughout the hospital.
- Gift Shoppe - The St. Tammany Hospital Gift Shoppe, located on the first floor, is open Monday, Wednesday and Friday, 8 a.m. to 4 p.m. and Tuesday and Thursday, 8 a.m. to 6 p.m. The shoppe features gift items, jewelry, greeting cards, candy, toiletries, plants and more. For more information, call 898-4602.
- ATM - For your convenience, automatic teller machines are available 24 hours a day in the coffee shop on the first floor and in the northwest hallway on the second floor near the Orthopedic/ Surgery unit.
- Dine-In Room Service - St. Tammany is proud to provide its patients and their guests in-room food service. Patients select from our delicious physician-selected menus and call in exactly what they wish to eat when they wish to dine. Choose what you want, when you want it by calling 898-4300 (ext. 4300) and a Room Service Specialist will visit to review our menu.

PJ's Coffee of New Orleans, located on the first floor of the hospital near the lobby, offers an array of premium coffees and teas in addition to pastries, snacks, sandwiches and salads. It is open from 6 a.m. to 9 p.m. Monday- Friday and 7 a.m. to 7 p.m. Saturday and Sunday.







## Prepared Childbirth

*Learn the signs and stages of labor, and what to expect during childbirth.*

## Baby Chat for Siblings

*Siblings, ages 4 and up, are welcome to enjoy a fun class to help them understand the changes that occur when mom and dad bring home a new baby.*

## New Mommy Boot Camp

*A class for new moms, come find out some helpful hints about a variety of topics or ask questions of veteran moms. Held at St. Tammany Parish Hospital*

## Boot Camp for Dads

*A class for new dads, taught by veteran dads, teaching the rookies how to care for a new baby.*

## Infant/Child CPR

### (Heart Saver Family and Friends CPR)

*This is not a CPR certified class; however, the skills and knowledge that you gain can save lives.*

## Key Contact Numbers

New Family Center . . . . .	985-898-4436
Newborn Nursery . . . . .	985-898-4536
Lactation Services . . . . .	985-898-4446
Parenting Center . . . . .	985-898-4435
Financial Counseling . . . . .	985-898-4160
Birth Certificates . . . . .	985-898-3712
STHS Operator . . . . .	985-898-4000

## The First 1000 Days

*Marla Rabalais, Registered Dietician and Licensed Dietitian Nutritionist, discusses the first 1000 days of life; the period between conception and a child's 2nd birthday. This time is a unique window of opportunity to support child development and long term health.*

For more information or to register, visit [StTammany.health](http://StTammany.health) and scroll down to Classes and Events.





# Insurance...What you Need to Know

If you're a new or expectant mother, good health insurance coverage is now more important than ever. You'll depend on your health insurance for everything from prenatal and maternity care for your pediatric visits and immunizations for your baby. To avoid surprise medical bills during this wonderful time, it's important to learn terms of your health insurance coverage right now. With a little bit of know-how and a few calls, you can have your infant covered by your health insurance in no time.

## Questions to Ask About Prenatal and Maternity Care Coverage

- Should you contact the health insurance company when you're admitted to the hospital for labor and delivery? Some health plans will penalize you financially if you don't call shortly after your admission.
- What are the plan's rules regarding in-network and out-of-network healthcare providers? What about hospitals? If the plan provides greater coverage for in-network providers and hospitals, ask for a directory of those in your area.
- What coverage does the plan provide for prenatal tests such as ultrasounds and amniocentesis procedures?
- How long can I stay in the hospital after delivery? Will the plan cover an extended stay if medically necessary?
- Does the plan have an annual reimbursement limit? If it does, then it will not pay for healthcare costs that exceed the limit.

## Questions to Ask About Coverage for your Baby

Here are some questions to ask to ensure that you've covered all of the insurance bases before your baby arrives. Always follow up with your insurance company. Paperwork can be lost in the mail, and you don't want your child to end up without coverage.

- What's the procedure for adding a new baby to your plan?
- Will the plan cover your newborn's nursery stay? Remember that your newborn's hospital bill will be separate from your own. Typically, a health insurance plan will provide coverage only if you enroll your child for dependent benefits within 30 days of birth.
- Will the plan cover the costs of a stay in the neonatal intensive care unit (NICU) for your newborn?



# Your Hospital Stay...Get Ready!

## Pre-Register

Before the big day comes, prepare for your hospital stay by pre-registering with our Patient Access Department. Once you have pre-registered, you are guaranteed to have a smooth check-in. Stop by our Admitting Department from 8 a.m. to 4:30 p.m. Monday through Friday or call (985) 898-4401. You may also preregister on-line at [StTammany.health/yourvisit](http://StTammany.health/yourvisit).

## Pack A Bag

Pack your bags before your due date, just in case your baby decides to arrive a little early. It might be easier to pack two bags – one for labor and one for after the birth.

## Labor Items:

**(Include these items for during your labor experience)**

- Smartphone, camera, video camera, with charger and/or extra batteries
- Favorite pillow
- Non-skid slippers or socks
- Support aids such as massage lotion, focal point or essential oils
- Snacks for your partner
- Change of clothes for your partner, in case of a long labor
- Reading material such as magazine or book
- Personal hygiene items: toothbrush, toothpaste, mouthwash, lip balm, brush, hair ties, deodorant and soap



## **Important Papers:**

**(Include these in your bag upon arrival to the hospital)**

- Prenatal records from your doctor's office
- Copies of your informed consents signed at your doctor's office
- Current insurance card, contact name and number of provider
- Current driver's license or state issued I.D.
- Name of your pediatrician
- Advance directive (if applicable)
- Phone numbers of family members and friends you'll want to call
- Completed birth certificate packet (See page 10 of this booklet for more information.)

## **Mommy & Baby Items:**

**(Include these items for after the baby is born)**

- Nightgown or pajamas with easy access for nursing
- Nursing bra
- A few pairs of comfortable underwear that can get ruined
- Bathrobe and non-skid slippers or socks
- Toiletries, toothbrush, toothpaste, makeup and hair care products
- Snacks
- Books or magazines
- Clothing to wear home (plan to wear something that fit you when you were about six months pregnant)
- Special clothing for your baby to take professional pictures offered by Mom365
- Baby mittens, socks or booties
- Baby outfit and light weight blanket for your baby to wear home





# Don't Forget The Car Seat!

Selecting and installing your child's car seat can be a hassle. Have a Certified Child Passenger Safety Technician check or assist in the installation of your child's car seat for FREE. Inspections are held at the STHS Parenting Center Monday – Friday by appointment, email [parentingcenter@stph.org](mailto:parentingcenter@stph.org) or call 985-898-4435. LA State Police Troop L also offer inspections every Tuesday from 3-6 p.m. For more information about inspections at Troop L, visit <http://www.lsp.org/troopl.html#childsafety> or call 985-893-6250.



# Baby Time!

When you arrive to have your baby, go straight to the New Family Center on the third floor. Pre-registering ensures a smooth check-in on your delivery date. If you have not pre-registered, we will need a copy of your driver's license and insurance card. Once you have registered and checked-in at our front desk, a nurse will bring you to your private room. Our birthing suites allow you to labor & deliver, then go to our Mother-Baby unit for your post-partum stay in a homelike setting.

The caring team at St. Tammany Health System will set your mind at ease with the most advanced training and level of experience. The New Family Center's top priority is providing quality care that combines technical excellence and knowledge of normal childbearing, while giving special attention to fulfilling parents' personal preference for their child's birth experience.

## We offer many ways to remain as comfortable as possible in labor that fit your individual needs:

- Natural methods – birthing ball, birthing bar, peanut ball, cordless/intermittent monitoring, and your choice to use a certified doula, labor tub or spinning baby technique
- Epidural anesthesia – our anesthesiologist will administer the epidural in your birthing suite upon request by you and your doctor

## Why Wait The Full 40 Weeks?

- Let labor begin on its own so baby can develop fully
- Baby has fewer health issues
- Baby's brain grows fast the last four weeks
- You're less likely to need a Cesarean Section

*In a normal pregnancy, it's safest for mom and baby to let labor happen on its own. Your baby is worth the wait!*




# Fall in Love!

## Your First Hour Together

Being together in the first hour is a special way to feel your baby's love. Skin to skin is important, home is in your arms for your baby. Baby wants to be near you more than anything and will stop crying and become calm when he/she is with you. It's a bond that will last forever. We will support your bond with your baby by helping with the following steps in the first hour:

1. Go Skin to Skin – Immediately after birth we will place your baby skin to skin, near your heart, uninterrupted for at least one hour, to stabilize your baby's body temperature and vital signs.
2. Talk Softly to Baby – While in skin to skin, cover your baby's back with a blanket and talk softly to keep baby warm and calm.
3. Enjoy the Magic Hour – Watch your baby use his/her instincts to go through nine steps to learn that you are Mom!
4. Delay Procedures – We will delay routine procedures until after the first hour to allow for you and your baby to fall in love.
5. Talk with Visitors – Ask your family and friends to wait until after your magic time together before they visit.



Our nurses are in touch with your baby's needs and promote enhanced bonding between mother and baby at birth as well as throughout your baby's first days of life.



# Keep Baby Close!

**Everyone will get rest.**

Our nurses want you to feel prepared and self-assured to care for your baby once you're home. Rooming-in will help you become more confident in caring for your baby, especially at night.

*Remember, your nurse is only a call button away if you need help.*

*Our staff perform all procedures for your baby at the bedside such as baths, weights, lab draws, hearing screen and assessments.*



# During Your Stay

New love grows best by spending time together. You have been waiting a long time to meet your baby. So enjoy this special time holding and loving your baby together (with skin to skin as much as possible). You will never regret it!

## What to Expect:

- Breastfeeding support is available to all mothers by our New Family Center nursing staff. We can provide help with latching, hand expression and feeding cues. Also on staff, our International Board Certified Lactation Consultants (IBCLC) can help with their knowledge and expertise.
- Our birth certificate clerk will visit you to help answer questions and collect information necessary for your baby's birth certificate.



# Mother Baby Safety Plan

Your baby's safety and security is a priority at St. Tammany Health System. Here are some things you can do to help us keep you and your baby safe.

## Safety to Prevent Infant Falls and Suffocation

- Sleeping with your baby in your bed or chair puts your baby at risk for suffocation and falling. Please be aware that some babies have been dropped in the past when a caregiver has fallen asleep.
- Use a feeding support pillow (e.g., Boppy) while breastfeeding or other forms of feeding to help prevent newborn falls.
- Call for hospital staff or support person to assist you if you are unable or too tired to get up safely and put your baby in the crib.
- Place your baby safely on their back in their crib if you feel sleepy while holding or feeding your baby.
- ALWAYS make sure that anyone holding your baby is awake and alert.
- During night feedings have an adult "Stay With ME" to help keep you alert.
- If your baby falls or is dropped, call your nurse immediately.
- ALWAYS put your baby on his/her back to sleep in their crib.





- St. Tammany Health System is one of Louisiana’s champion hospitals for safe sleep. We practice and model safe sleep with all our infants to reduce the risk of sudden infant death syndrome (SIDS). To minimize the risk of SIDS, we strongly encourage all babies be placed on their backs to sleep in their own crib with the head of the bed flat (unless you have been instructed otherwise by your pediatrician), free of loose blankets, stuffed animals, and crib bumpers.

## Security

- Become familiar with the hospital personnel who work in New Family Center and Mother-Baby and their routine.
- Nursing shifts change at 7am and 7pm. At those times, the oncoming nurse caring for your baby will come in and introduce themselves. Our staff and your baby’s doctor are the only people who have a reason to take your baby anywhere. Housekeeping, lab, environmental services, dietary, volunteers etc., may enter your room for a consultation, deliver flowers, clean the room, etc. If you are unsure about any of these people, even if they are wearing a hospital uniform or have an apparent reason for being there, press your “call” light and a nurse will assist you immediately.
- Check for proper identification before giving your baby to anyone. All New Family Center and Mother-Baby staff members wear a picture ID badge with the hospital logo. Employees authorized to handle babies have a special version of the hospital badge with a pink banner. Do not give your baby to anyone without this specialized badge.
- Check your baby’s bracelet number with yours. After your baby is born, matching numbered bracelets are put on your wrist and your baby’s wrist and ankle. Be sure that if your baby must leave your room that staff match your band with your baby’s bands upon return. A second bracelet is given to an adult of your choice which will allow them the privileges you have as a parent.
- If you walk in the hallway with your baby, the baby must be in the open crib.
- Place your baby’s crib on the side of the bed opposite the door.
- Notify staff of any family problems that could threaten the safety and security of your infant.



# Just For Visitors

## How To Help Mom Rest

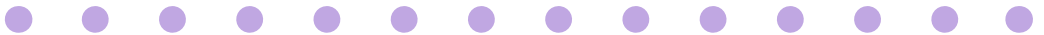
Having a new baby is one of life's greatest joys. It can also be tiring at first. Both mom and baby need to rest and recover from the birth. You can help!

- Limit your visit to 30 minutes so mom and baby can find time to rest
- Remind mom to nap when baby naps. Rest will help her body heal.
- Help her dim the lights and turn down the TV so she and baby can stay calm.
- Urge mom to set aside "quiet time" each day. This is a special chance for her to rest and bond with the baby.
- Give mom privacy if baby gets hungry. Step away so she can relax and feed the baby.
- Ask mom how she wants you to help.
- There may be instances when we need to limit visitation with mom and baby. We appreciate your understanding.

### Quiet Time

The New Family Center and Mother-Baby units have a break in visiting hours called "Quiet Time." These quiet hours are seven days a week from 1:30 to 3:30 pm. Visitors are asked to come before or after these hours. The only interruptions at the bedside during this time are for essential patient care.

Quiet hours are designed to provide our babies and families the much needed rest and privacy they deserve during their short stay. This quiet time is beneficial to mother and baby, as it decreases fatigue, increases bonding time and allows parents to become familiar with their baby's feeding cues.



# Home Sweet Home

Most new mothers will be discharged from the hospital after two-three days. How long you stay in the hospital will be a decision made by you, your doctor and your insurance provider. But before you go:

- Birth Certificates and Social Security Cards – A representative from STHS’s health information will help you complete forms to apply for your baby’s birth certificate and social security card. You will receive a temporary birth certificate that you will need to keep until the state mails you the permanent one.
- Remember your baby’s car seat – Child safety seats are required in every state. Remember to bring your baby’s car seat, including the base. It is recommended to have the safety seat checked for correct installation.
- Discharge by 1 p.m. – On the day of discharge, we will have all of your prescriptions, discharge education and procedures completed prior to 1 p.m. This will allow you to get home earlier in the day to have time to unpack and wind down in the comfort of your own home. We ask that you have transportation available by 1 p.m. on the day of discharge.

## Lactation Services Available After Discharge:



- Private outpatient appointments with a lactation consultant
- Rental of hospital-grade double electric breast pumps
- 24-hour non-emergent breastfeeding help number at (985) 898-4446 or (985) 898-4536
- Follow-up call by one of our lactation consultants once you and your baby have returned home

Once you are home, it takes several weeks to recover from delivering a baby vaginally and even longer if you have had a C-section. Consult your physician about recovery times. Most importantly, rest as much as possible.



## STHS Parenting Center

The STHS Parenting Center's purpose is to provide a place where parents, through the help of professionally trained staff, can develop parenting skills, thereby maximizing their child's intellectual, physical, social, emotional and educational development. For more information go to [StTammany.health/ParentingCenter](http://StTammany.health/ParentingCenter)

**New Parent Support** | Free Membership to first time parents for the baby's first year.

Everyone is welcome to come and enjoy our indoor play area any time Monday through Friday 9 a.m. – 1 p.m. Enjoy our interactive classes with your child or visit with other parents while the children play. You can socialize with other members to find out how to handle everyday challenges or share your everyday joys of parenting.

### Family Breastfeeding Support

Mother to mother support for breastfeeding and pregnant women considering breastfeeding with our expert lactation consultant.

### Parent Coaching

We offer confidential consultations to address individual parenting concerns.



# Social Media

Did you have a rewarding experience with the New Family Center? We would love to hear about your positive experiences on our social media platforms. Tag St. Tammany Health System on Facebook, Instagram or Twitter to let us know about your time here.



**FB:** @sttammanyparishhospital    **Instagram:** @sthealthsystem    **Twitter:** @sthealthsystem

# First Steps



Whether you're expecting or a proud new parent, now is an exciting time filled with hope, anticipation and questions.

We're here to help, and our First Steps e-newsletter is an invaluable resource covering the weekly changes you'll experience from conception to two years old. The free e-newsletter offers helpful tips and resources, answers to FAQs and more.

Subscribe today at [StTammany.health/NewFamily](http://StTammany.health/NewFamily) to start preparing to take your First Steps with your baby!





# Outpatient Services After Childbirth

## Bone and Joint Clinic Pediatric Orthopedist

Children have unique medical needs, and that includes orthopedics care. McCall McDaniel MD is a fellowship-trained, board-certified pediatric orthopedist specializing in a range of pediatric orthopedic conditions including scoliosis, club feet, hip dysplasia, cerebral palsy and more. The Bone and Joint office is a Certified Autism Center designated by the IBCCES.

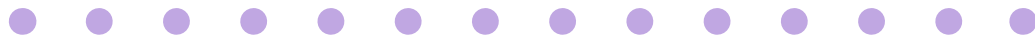
## Pediatric Feeding

Working closely with families to develop feeding skills in infants and children, our STHS' occupational and speech therapists provide parents and families the training and support needed to reduce stress associated with feedings and mealtimes. Our multi-disciplinary team of occupational and speech therapists have a combined 15 years of experience working with and successfully managing feeding disorders in infants and children. To learn more, visit [sttammany.health](http://sttammany.health) or scan the QR code for Covington.



## Pediatric Therapy Services: Physical | Occupational | Speech-Language

Our full service pediatric therapy department provides individualized sessions with licensed therapists to help children with any congenital issues or developmental delays that your child may be experiencing. We are the only therapy group on the Northshore to offer a specialized program called Hippotherapy, where we utilize horses to provide sensory input to the patient as part of our physical therapy program. This service is offered on the beautiful campus of New Heights Equestrian Center in Folsom. To schedule an appointment, scan the QR code for the location most convenient for you.



## Pediatric Emergency Room

It's not easy being a kid. But at St. Tammany Health System, we strive to make the tough times a little less tough with our pediatric emergency department, located inside our main hospital ER in Covington.

From the child-friendly waiting area to the dedicated physicians and nursing staff, child-size treatment rooms, equipment and nurses' station, our Pediatric Emergency Department – which has been designated a Certified Autism Center by the IBCCES – is fully equipped to provide care to our smallest patients while also making them feel safe and comfortable.

## Pediatric Inpatient Unit

- 5 bed unit
- Pediatric hospitalist
- Pediatric trained nurses

## Pediatric Intensive Care

- 4 bed Level II PICU
- Pediatric intensivists and nurse practitioners
- Pediatric trained nurses

Pediatric services are offered in partnership with Ochsner Hospital for Children to provide specialty care to our young patients.

## What is Pelvic Floor Therapy?

Having a baby changes your body in many ways. It takes several weeks to recover from a vaginal delivery and even longer if you have had a C-section. While it is normal to experience urinary incontinence, pelvic pain, and back pain for the first 6-8 weeks after labor and delivery, please consult with your doctor if you're still experiencing any of these symptoms at your first post-partum appointment. Our physical therapist will perform a comprehensive evaluation of your symptoms and design a treatment plan to help you recover and educate you on how to optimize your health. To schedule an appointment, scan the QR code for the Women's Pavilion.

Scan QR codes for more information!



Covington



Women's Pavilion

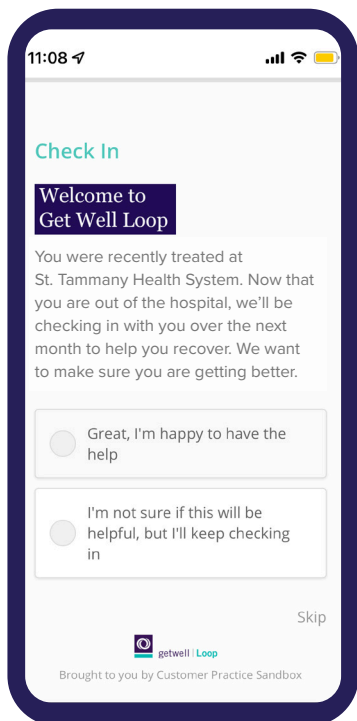
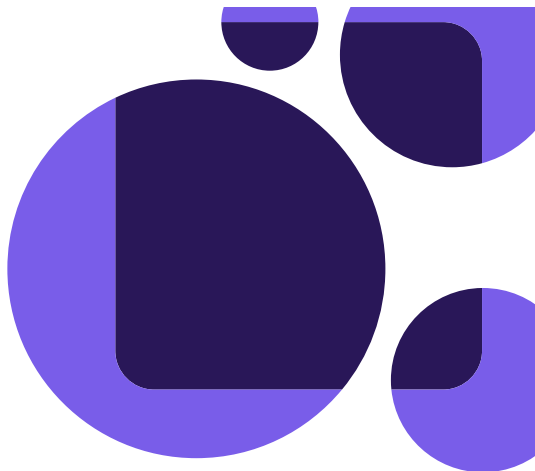


Folsom



# Stay connected to your care team

Be on the lookout for an email or text to activate your Loop account after you deliver.



## You're important to us.

We stay connected with our patients using GetWell Loop™ — an online platform that enables us to work together throughout your care journey.

- Daily follow up
- The support you need
- Answers to your questions and concerns

Our goal is to deliver an outstanding experience to help you achieve the best possible outcome.







1202 S. Tyler Street, Covington | 985-898-4000 | [StTammany.health](http://StTammany.health)