

ברוכים הבאים לפגיה בהדסה עין כרם

Dear Parents - Congratulations!

Welcome to the Hadassah Ein Kerem NICU

The birth of a baby who needs to be admitted to the NICU is a complex experience, both emotionally and physically. The stay in the NICU, the temporary separation from the baby and from home, as well as the process of discharge to the home after hospitalization can be difficult experiences for the parents.

We have compiled information into this leaflet to help alleviate, even a little, the pressure and stress you are feeling at this time. This booklet explains the various rights to which you are entitled and how to exercise them, a list of the different organizations that can help you during this period and some of the concepts that you will hear about while in the NICU.

We are more than happy to answer any questions you may have.

The NICU staff

Information for orientation and convenience

NICU/Intermediate Care Unit phone number (6th floor, Mother and Child Building):

02-6779064 \ 02-6779320

ICU phone number (7th floor, Mother and Child Building): 02-6776669/4

Director of the Neonatology Unit and NICU at Hadassah Ein Kerem and Mt. Scopus -

Prof. Smadar Even Tov

Director of the Neonatology Unit and NICU at Hadassah Ein Kerem - Dr. Noa Ofek

Shlomai

Head Nurse - Ms. Talia Lev

Social Worker: Rivka: 0505172734; Suad 0526885633 Fax: 026776958

You can call the departments 24 hours a day.

What is the structure of the NICU?

Our NICU is divided into two units:

Intensive Care Unit - located on the 7th floor

This unit is for babies who require intensive care and is made up of ten separate rooms.

Intermediate Care Unit located on the 6th floor

This unit is for babies who are in stable condition and consists of one large shared space.

Each baby in the NICU is connected to a monitor, which allows us to monitor the baby's vital signs - pulse, saturation (blood oxygen level), respiration rate and blood pressure. The nurses can view the various alarms from all the monitors, including at the nurses station, and come to assist when necessary. Some of the babies require respiratory and/or nutritional support. We invite you to ask us any questions and receive explanations about the devices in your baby's surroundings.

Who is part of the NICU staff?

Our staff is multidisciplinary and includes physicians, nurses, lactation consultants, secretaries, social workers, psychologists, dietitians, physical therapists, occupational therapists, speech pathologists, clinical pharmacists, allied health care staff, National Service volunteers, housekeeping workers and volunteers.

How do we work in the NICU?

- The nurses in the NICU work in shifts, which change at 7:00 a.m., 3:00 p.m., and 11:00 p.m. On every shift, there will be a nurse who will coordinate your baby's care.
- The doctors perform their rounds between 9:00 a.m. and 12:00 p.m. Feel free to be present during their visit, ask questions and receive information about your baby's condition.
- You can, and we encourage you too, contact the social worker to schedule meetings with the doctor in order to receive updates on your baby's condition.

Consults and education

The NICU staff runs workshops and educates parents on a wide range of subjects: caring for your baby, CPR, feeding preterm infants, emotional self-regulation and more. Parents will be informed in advance about when the workshops are offered. Feel free to check the dates of upcoming training sessions with the secretaries.

Family-support NICU

Our NICU is a family-support NICU. The importance of your involvement as parents is vital, and there is nothing that can replace it. It is important that you spend as much time as possible with your baby and be active partners in their care. Numerous studies have shown the relationship between parental presence and improvement in the baby's medical condition, strengthening of the bond between the baby and parents, reducing the number of days in the hospital and better development in the future.

How do you take part? Aside from being by your baby's side, we invite you to hold your baby, provide kangaroo care, which will be explained in more detail later, and be involved in the baby's ongoing care depending on their condition and in conjunction with the nurse coordinating your child's care (changing diapers, taking their temperature, bathing and feeding them). As parents, you can learn your baby's unique signals. Please watch your baby and learn: What things soothe your baby? What does your baby like more and what less? How does your baby show you that they are uncomfortable? How does your baby behave when happy? Feel free to share your

observations with the staff so that we also get to know your baby better and can provide optimal treatment.

Quiet in the NICU

A quiet environment has been found to contribute to the development and wellbeing of preterm babies. In the NICU, we work to reduce environmental noise. Please join use in creating a quiet and protected environment for the babies by speaking quietly, putting your cellphone on mute when entering the department and by not talking on your phone when you are next to the babies. We encourage you to play music and sing what you like to your baby when you are with them.

Kangaroo care

Kangaroo Care is a therapeutic method that involves direct skin-skin contact between the baby and parents. One of the parents holds the baby, who is only wearing diaper, against their chest to provide physical skin-to-skin contact. We recommend sitting in this position with your baby for at least one hour (and even several hours) a day. Kangaroo care has been found to improve physiological measures, help stabilize the newborn's body temperature, improve breastfeeding and milk production, and helps strengthen the parent-baby bond.

Breastfeeding and pumping

Pumping breast milk

Breast milk is the most highly recommended food for your baby. Due to their prematurity or medical condition your baby may not always be able to breastfeed immediately after birth, but rather only at a later stage. We therefore recommend providing your baby with pumped breast milk until they can breastfeed themselves. It is recommended to combine expressing milk by hand and pumping with an electric pump as soon after delivery as possible. You can receive a pumping kit in the Delivery Room, Maternity Department, or NICU. For the comfort of new mothers, all the maternity departments and the NICU have breastfeeding/pumping areas, where you can pump breast milk at any hour. (We recommend pumping 8 times a day.)

Mothers who want to pump breast milk can receive a temporary pumping kit, which cannot be sterilized and therefore cannot be used for more than 24 hours. Note that every mother is entitled to receive only one pumping kit during the hospital stay.

You can buy regular pumping kits at the Milk convenience store at the entrance level or at Shilav in the Hadassah Mall.

Lactation consultants

Lactation consultants are available in the department to provide you with individual guidance, as needed. You are welcome to contact them or schedule an appointment with them through the nurse coordinating your baby's care in order to receive assistance with breastfeeding and pumping breast milk.

How can you help prevent infections?

The immune systems of preterm babies and newborns are not mature, and they can be exposed to infections from the environment. This is why we ask you to follow several rules while you are in the NICU:

- Before entering the department, wash your hands with soap and water up to your elbows for 2 minutes. Dry your hands with disposable paper towels and disinfect them with Hadassol (blue alcohol gel) until dry. We also ask that you wear a personal gown upon entering the unit. A new gown will be waiting for you every morning in your personal drawer or at the entrance to the room in ICU.
- **Only parents and grandparents are allowed to enter the NICU.** Parents will be given a wristband when their baby is admitted to the NICU, and grandparents will be given visitor cards. Please keep them as they are your permits to enter the unit. Only two people are allowed to remain at the baby's side at any given time. In exceptional cases, contact the head nurse to receive additional permits.
- Please do not bring food and drinks into the NICU.

What services are available for you at the hospital?

Cafeteria

Mothers whose babies are hospitalized are entitled to eat in the cafeteria on the 6th floor (Maternity C) or on the 7th floor (Maternity D): Breakfast - 8:15 a.m. - 9:30 a.m., Lunch - 12:00 p.m. - 1:30 p.m., Dinner 5:15 p.m. - 6:30 p.m.

Coffee station and relaxation areas for parents

On the sixth floor, there is a closed balcony with a view, and it is equipped with a kitchenette, armchairs and tables for parents' use.

On the seventh floor, Maternity Department D invites parents of babies in ICU to use the coffee station at the entrance to the department, the refrigerator and the microwave in the department cafeteria.

A bedroom for mothers with babies in the ICU

A special room for mothers is available for women whose babies are hospitalized in the Intensive Care Unit. It consists of 8 small rooms in a shared space divided by curtains. Speak to the department social worker to receive a key to the room. You will be required to provide a deposit, which will be returned to you when you return the key. This is offered to mothers who sleep at the hospital in order to be with their baby and play a significant role in their care. Mothers with babies hospitalized in the NICU on the 6th floor can sleep in the mothers' room when space is available.

Hotel

The Ein Kerem Hotel is privately owned. You can submit a request for a discount on the hotel rate through Social Services. Ask the social worker for this several days in advance. Approval of the request and amount of the discount are determined by hotel management.

Parking

Parents with babies who are hospitalized may contact the social workers (Rivka and Sued) to arrange for free parking in the open parking lots (not in the tower or mall parking lots - they are privately owned).

Code to the department door

This can be received from the social workers, at their discretion.

Sabbath and holidays

On the Sabbath and holidays, there is a room where NICU fathers can sleep. There are mattresses and sheets in the room (no beds). The room is on the right side of the hall that leads to the Hadassah mall.

On floor 0 of the old building, in the Tennenbaum Hall, Rabbi Peretz and volunteers facilitate candle lighting, prayers and Sabbath and holiday meals for families of hospitalized patients. On Saturday night, a volunteer comes to the department to make havdalah.

How can you prepare for discharge from the NICU?

Although the length of your baby's stay in the NICU can't be determined in advance, we begin preparing for discharge right from the beginning. Your baby needs to meet several criteria before being discharged home:

- Past Week 35 on day of discharge
- Weigh above 2 kg
- Maintains body temperature without the help of a radiator or heating device
- Stable respiratory condition
- Independent feeding by parents
- Parents can care for the baby independently

Before discharge, make sure you have done the following:

- Participated in CPR course
- Received guidance from a lactation specialist
- Participated in a baby care workshop
- Bathing, diapering and dressing your baby independently
- Received information about vaccines
- Registration for HMO
- Prepared the house

On the day of discharge, you will need to bring the following with you:

- An infant car seat with a valid standard mark
- Clothing for the baby appropriate for the season, including a blanket and hat
- ID wristband

Upon discharge, you will receive the following from us:

- Immunization record
- Newborn card
- Medical discharge summary
- Nursing discharge summary
- Confirmation that hearing test was performed

Please note! Your baby will not be discharged without a car seat with a valid standard mark

What rights and benefits are you entitled to from the National Insurance?

1. **Bed rest** - a working woman is entitled to a bed rest benefit if she is forced to be absent from work during pregnancy due to medical risk to herself or her unborn baby, due to the pregnancy, the type of work, the work site or manner in which the work is performed, that places the woman or her unborn baby at risk due to being pregnant, and appropriate alternative work for her at her workplace was not found.

Condition for eligibility - the first bed rest period will be no less than 30 consecutive days. If there is a break in the bed rest period, any other bed rest period will be no less than 14 days. Additionally, the benefit will only be received if payment for the bed rest period was not received from another party.

*There is a form that needs to be submitted to National Insurance.

Please visit the following website for more information:

https://www.btl.gov.il/benefits/Risk_Pregnancy/Pages/default.aspx

2. **Birth grant and child allowance** – This will be deposited into your account one month after delivery. You can provide the account details to the patient admission representatives who visit the NICU and Neonatology Departments, or the Patient Admissions Office in the Mother and Child Building on the 1st Floor, when receiving your baby's birth certificate.
3. **Maternity allowance** – This is paid to a working woman (who worked in Israel) and who has taken birth and parenthood leave. The maternity allowance is designed to compensate the new mother for the loss of her salary or income while she is not working due to pregnancy or childbirth. Birth and parenthood leave is 15 weeks for a single birth, 18 weeks for the birth of twins and 21 weeks for triplets.

Conditions for eligibility:

- If you paid National Insurance for 10 out of the 14 months prior to the date you stopped working, or for 15 out of the last 22 months - you are entitled to the maximum maternity allowance for 15 weeks (105 days).
- If you paid National Insurance for 6 out of the 14 months prior to the date you stopped working - you are entitled to partial maternity allowance for 8 weeks (56 days).

- The maternity allowance is paid in the middle of your birth and parenthood leave, in a single payment, deposited into the bank account of the new mother who is entitled to it. In order to receive your maternity allowance, complete the maternity allowance claim form and submit it (by hand/mail/fax) to the branch of the National Insurance where you reside along with confirmation of the birth from the hospital. At most places of work, the Human Resources and Personnel Department handle the application. Contact your workplace.
- The form must be submitted no later than 12 months from the first day of eligibility for maternity allowance.
- Patient admission representatives regularly go through the maternity department, and they can provide you with a document providing notice of birth along with a form for the Ministry of the Interior and notice to National Insurance/employment agency, as necessary.

*An online form is available on the National Insurance website:

[https://www.btl.gov.il/benefits/maternity/Childbirth Allowance/Pages/default.aspx](https://www.btl.gov.il/benefits/maternity/Childbirth%20Allowance/Pages/default.aspx)

4. **Extending birth and parenthood leave** - a new mother who herself or whose baby need to remain in the hospital or be readmitted during standard birth and parenthood leave for at least 15 days is eligible to extend her birth and parenthood leave and receive an additional maternity allowance for the period of hospitalization. Submit the claim form for extension of birth and parenthood leave along with the discharge summary or confirmation of hospitalization.

*There is a form that can be scanned and sent/submitted by hand to the National Insurance: Claim to extend or split birth grant/adoption allowance (368)

5. **Temporary eligibility for preterm infants born before Week 33 or at a weight below 1,750 grams** - as of January 1, 2020, the National Insurance Institute provides financial assistance to parents of preterm infants. This is based on the understanding that care for preterm infants in the initial period following their birth is a financial burden for the parents.

Conditions for eligibility

- Only parents of babies born **before** Week 33 or babies born with a birth weight **below** 1,750 grams. The parents will be entitled to a benefit for the need for “partial observation” for 6 months.
- Eligibility is determined without the children having to appear before the Committee. Only by sending documents to the National Insurance Institute. The forms are to be sent from the age of 3 **chronological*** months (number of days/months from the date of birth). Eligibility for the benefit is from the chronological age of 3 months through the age of 9 months for “partial observation.” If the baby is hospitalized for over 45 days, eligibility is through the age of one year. Eligibility for this benefit is at a rate of 50% (in 2022, the amount of the benefit is NIS 1,527).
- At the end of the temporary eligibility, a committee must be convened to examine developmental delay/other reasons.
- When a preterm infant meets criteria that entitle the child for another reason, the higher eligibility will be granted.

*Form on the National Insurance website: Disabled child allowance form - can be submitted online. An abbreviated form can and should be submitted through the social worker.

***Chronological age** = number of days/months from date of birth.

***Corrected age** = corrected age is your baby’s chronological age, minus the number of weeks they were born before your due date. For example, the corrected age of a one-year-old child who was born three months early is nine months.

6. **Splitting birth and parenthood leave following hospitalization of the newborn** - a new mother whose baby needs to remain in the hospital or be readmitted to the hospital during standard birth and parenthood leave, for at least 15 days, may split her birth and parenthood leave as follows: at least 3 weeks after the birth date, and the rest - no later than the date on which the baby left the hospital. When the new mother returns to work (at the end of at least 3 weeks from the date of birth), payment of the birth grant stops and the remaining birth grant will be paid when the birth and parenthood leave resumes. Additional days will only be granted for the days the child was hospitalized and the mother was on birth and parenthood leave.

*There is a form that can be scanned and sent or submitted by hand to the National Insurance: Claim to extend or split birth grant/adoption allowance (368)

7. **Medical treatment in the hospital and prolonged hospital stay** - a baby hospitalized for over 90 days is entitled to a child disability allowance at an increased rate of 188%. The application can be submitted online or through the social worker (abbreviated form).

Kivunim, the Hadassah information center for medical rights

Hadassah Ein Kerem and Hadassah Mt. Scopus Medical Centers both have Kivunim information centers which provide patients and their families with information and assistance in exercising their rights to the fullest. The service is provided free of charge.

The services offered by Kivunim include: assistance submitting forms to the National Insurance Institute, assistance in fully exercising rights with the HMOs and the various government agencies. Every person seeking assistance receives personal attention and information suited to their needs.

The service is provided by volunteers and is guided by a social worker who manages the center.

How do you register with an HMO?

From the day of birth, every baby is supposed to be registered automatically with the HMO of the parent who receives the child allowance for them. The baby can be registered over the phone or physically at a clinic of the HMO of which you are a member. **To prevent situations in which the discharge of the baby is delayed because they are not registered with an HMO (which is required to order vaccinations), the registration should be done shortly after birth.**

And what happens after discharge from the hospital?

Well-baby clinic (Tipat Chalav)

After being discharged from the hospital, you will need to visit the well-baby clinic near where you live for your baby to receive routine care and developmental monitoring. In some towns, the clinics are operated by the HMOs and in others by the government health bureaus and the local authority. To find out which clinic you belong to (in the Jerusalem region), call 02-6217333, or go to the website: <http://www.tipa.co.il/>. The well-baby clinic can also provide you with a therapeutic response if you experience symptoms of postpartum depression.

NPOs and organizations

1. **LAHAV:** The organizations for premature babies in Israel - 03-9533935, www.pagim.net

There is a WhatsApp group for past and present parents of babies in the Ein Kerem NICU. You can receive a link from the NICU social worker.

2. The Departments of Social Services - provide individual or group therapy to parents and children as well as other services. You can contact the regional Welfare Bureaus to find out what services are offered.
3. **Kol Zchut:** A website designed to help exercise your rights in wide variety of fields, <http://www.kolzchut.org.il>.

4. **Em Lem:** A program designed to assist mothers with young babies who feel that they need support and guidance. The program includes weekly home visits by volunteers - experienced mothers who underwent training before starting work as volunteers, <http://www.emlem.org>. The program is available across the country. See the website for more information. Jerusalem area: 02-5881107
5. **Hila Clinic:** The Women's Mental Health Clinic at the hospital. To schedule an appointment and ask questions, call: 02-6776348 / 02-6776348.
6. **Tzutzikim:** The Early Childhood Department of the Jerusalem Municipality offers a variety of activities and responses for parents of children in the first years of their lives. There are special branches for the general, Haredi and Arab sectors. <https://www.jerusalem.muni.il>. On the municipality website, enter Residents -> Education -> Early Childhood.
7. **Processing the childbirth experience:** A conversation with a midwife after childbirth. Keren: 054-4593227, Malka: 050-8946213.

We are more than happy to answer any questions you may have.

Wishing you all the best,

The Neonatology Department and NICU staff

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Additional informational material can be viewed at the Hadassah web site: www.hadassah.org.il :

"Patient Information Sheets"

