



**Whittier Hospital Medical Center**

AHMC Healthcare

# Maternity Services Guide



[whittierhospital.com](http://whittierhospital.com)





## Welcome to Whittier Hospital Medical Center

At Whittier Hospital Medical Center we have one goal: to exceed your expectations in providing quality, compassionate care throughout your childbirth experience. Our caring, knowledgeable team of physicians, nurses, lactation educators, and support staff work with you to create a personalized birth experience.



## About Whittier Hospital Medical Center

- Has provided health care to the community for over 60 years
- Awarded “Best in Skilled Nursing Care” from U.S. News and World Report for the Children’s Center for Specialized Care
- Fully accredited by The Joint Commission
- Offers 24/7 Emergency Services, Surgical Services, Maternity Services, Perinatal Specialty Center, Children’s Center for Specialized Care, Bloodless Medicine and Surgery, Inpatient and Outpatient Rehabilitation, and Diagnostics
- Awarded an “A” for Patient Safety by the Leapfrog Group in Spring 2018

## Mission Statement

We are committed to providing compassionate quality care for the patients and families we serve in a family-friendly environment.

## Our Commitment to Care

If at any time, during your stay, you have questions or concerns about the quality of care that you or a family member are receiving, please speak with your nurse or the nursing supervisor.

If you feel that the issue was not resolved, please contact **562.907.1540**.

# About Maternity Services at Whittier Hospital Medical Center

- Warmly appointed labor, delivery, and recovery rooms
- 24-hour pain management specialist available during labor
- Lactation Education to provide expert education and support with your breastfeeding

## Services and Amenities

- Free hospital parking
- Special "First Dinner" for mom and partner
- Wi-Fi throughout hospital
- FREE diapers upon discharge from the hospital

# Childbirth Preparation Class

Whittier Hospital Medical Center recommends childbirth class for expectant parents.

These classes may cover many topics including:

- Healthy developments during pregnancy
- Breathing and relaxation techniques during childbirth
- Pain management and options
- Vaginal birth
- Cesarean birth
- What to expect during labor and delivery
- The role of the coach or labor partner
- Breastfeeding and Baby Care

Talk to your healthcare provider about the best time for you to take these classes.



## About the Birthing Suites

**Birthing Beds:** These highly functional beds convert to different positions in order to make your delivery as comfortable as possible.

**Mother-Baby Suites:** Our suites support rooming-in 24 hours a day to promote mother-baby bonding and breastfeeding. This gives you an opportunity to get to know your baby in an intimate, nurturing environment with one Couplet Care nurse who cares for both you and your baby.



*(LDR Room. Labor, Delivery, and Recovery Room)*







## Before the Big Day

With so many things to do before your baby is born, it's nice to be able to cross a few of them off your list as soon as possible. That's why we recommend you take the time to pre-register by your 7th month, and pack your bag (just in case!) at least three weeks before your due date.

Included in this guide is a detachable checklist you and your birth partner can use for help as you pack your bag and prepare for the exciting day!

## Pre-Admitting is Fast and Easy

When it is time to make your way to the hospital, you will want to know that WHMC is ready for your arrival. How? By pre-registering for your admission. You may complete the detachable preregistration application and return it to WHMC at your convenience.

By making your hospital arrangements in advance, you can have peace of mind knowing that everything will be ready for you when you arrive.

## Billing Information

If you have hospitalization insurance, we will bill your insurance company for you. If you do not have insurance, we can assist you by referring you to our Financial Counselor.

Our professional staff will meet with you to assist in securing health benefits for yourself and your growing family.

We also have cash packages available. Our Health Benefits Representatives can meet with you to see which financial option is best suited to meet your needs.

For your convenience, we have four numbers for Financial Counselors. Please leave a message and the Counselor will return your call:

- 562.907.1610
- 562.907.1604
- 562.907.1605



## Arrival Instructions

When you arrive for delivery, please go to the main lobby of the hospital or you can go to the Emergency Room entrance 24/7.

## Special Delivery

With your physician's agreement, your labor partner and designated family members are welcome to be with you during the delivery.

*Children are not allowed in labor rooms.*

## Enjoying Your Visitors

We welcome visitors so family members and friends can visit you and your new baby.

Our primary concern is that moms are given time to recover before they return home. Moms may have visitors 24 hours a day unless otherwise specified.

We practice "Quiet Time" from 2:00pm - 4:00pm. During this time, we encourage peaceful rest in a quiet environment with limited interruptions. We strongly encourage you to take advantage of this time and let your visitors know about this special private time. Fathers are allowed during Quiet Time.

# Labor and Delivery Visitor Guidelines

Support persons are allowed during labor, two at a time. Children are not allowed in labor rooms. Visitor badges are required.

Visitors are limited to two at a time and limited to one hour. Siblings are welcome to visit and they must be accompanied by an adult.

Visitors who have had any of the following symptoms in the past two weeks may not visit:

- Fever
- Running nose, cold, or any respiratory infection
- Cough
- Diarrhea or vomiting
- Rash
- Draining sores
- Sore throat
- Draining eye
- Exposure to a contagious disease such as measles, chicken pox, mumps, hepatitis, and rubella



## Safety First

For you and your baby's safety, we ask that you adhere to the following:

- We advise that baby sleep on his or her back, not on his or her side, unless sleeping in mom or dad's arms.
- When leaving the hospital, hospital personnel must accompany mother and baby by wheelchair to the car.

## Infant Security

Protection starts right in the delivery room. The system continually monitors the location of the device placed on mother and baby. It will generate an alarm if triggered.

## Photography

It is the goal of Whittier Hospital Medical Center to provide patients, their families, and visitors with a safe and secure environment. The use of any device for photography or audio and/or video recording or transmission is permitted only for capturing personal events. Any photography (still or video), recording or transmission of images, audio or video of other patients or the medical records of other patients, visitors, staff, physicians, and volunteers without their expressed prior consent is strictly prohibited.

If you have questions about photography in the hospital, please call 562.907.1650



## Active Labor and Pain Relief

Like most mothers, you may wonder how long you will be in labor, how you will react to the discomfort of the contractions, or how easy the delivery will be. Every mother's childbirth experience is different; our team will be there to answer your questions and help you along the way.

Many types of medications and anesthesia are available to reduce the discomfort of childbirth. If you require pain medication to decrease your discomfort of childbirth, and help you relax, you will be evaluated by our pain management specialist, an anesthesiologist who is available 24 hours a day.

The type and amount of medication depends on several factors. These include the stage of labor you're in, the degree of pain relief needed, and the condition of you and your baby. If anesthesia is needed, you and your physician will decide what is best for you.

## Analgesics

Analgesics provide some pain relief without the total loss of feeling or alertness. They may lessen your discomfort during contractions, and you may even relax enough to sleep between contractions. These medications should have little effect on the baby.

## Epidural Anesthesia

Epidural anesthesia may be used to numb your lower body during vaginal or cesarean birth.

Epidurals relax the abdominal muscles before and during the birth of your baby. After the baby is born, normal sensation soon returns. For more information on pain relief during childbirth, talk to your health care provider.

## Non-Pharmacological/Natural Pain Relief Methods

Labor pain varies from one woman to another. For women who prefer to manage labor pain naturally without the use of medication, we offer natural pain relief methods to help ease the discomfort of labor.

We also offer prepared childbirth education classes to help support and teach women how to manage their pain by using these techniques.





## Breastfeeding Instructions

There is a great deal to learn about breastfeeding in order to make it a pleasant and successful experience for you and your baby. At the Maternity Center, our nursing staff will be available to offer you and your baby personalized assistance to meet your needs.

For more information, please call 562.907.1650 or 562.907.1651



# Tours of the Maternity Unit

Please visit our Maternity Unit to become familiar with our facilities and meet the staff.

We invite moms to bring a guest (no children, please). To RSVP for an upcoming tour please email us at [whmc4u@ahmchealth.com](mailto:whmc4u@ahmchealth.com).

## Patient Portal

The Patient Portal is a free, online service that gives you 24/7 access to information about your visit. It also gives you vital information about your newborn that you can share with your pediatrician.

The Patient Portal is a safe and secure way to:

- View prescribed medications
- View labs performed
- View your and your newborns vital signs
- View your and your newborns medical information
- Be more informed and prepared for planned follow-up care

To sign up, please provide your email address when you pre-register. You will be given account creation instructions with your hospital information.

For more information on the Patient Portal, please visit [whittierhospital.com](http://whittierhospital.com) or call us at 562.907.1718





# Hospital Bag Checklist

## Clothes for Mom

- Pajamas or sweatpants
- Nursing bra(s)
- Comfortable cotton underwear
- Socks
- Comfortable shoes
- Going home outfit

## Toiletries for Mom

- Breast pads
- Contact lens case and solution
- Glasses and glasses case
- Deodorant
- Lip balm
- Comb/brush

## For Labor Partner

- Driver's License/ID
- Change of clothes
- Gum and/or mints
- Snacks
- Cash for cafeteria/vending machine

## For Baby

- 2-3 outfits/hats/socks
- 1-2 blankets
- Going home outfit for baby
- Car seat

## Important

- Driver's License/ID
- Hospital Admissions Form
- Insurance card
- Paperwork for baby's birth certificate, social security number, and insurance
- Obstetrician contact information
- Birth plan

## Extras

- Baby book for hand and footprints
- Robe
- Hair ties/headband
- Extra bag for gifts/flowers
- Camera

## WHMC provides the following items

- Mesh underwear
- Maxi pads
- Tucks® medicated cooling pads
- Dermoplast® spray
- Extra pillow for nursing
- Nose bulb syringe
- Towels
- Diapers/wipes
- Toiletries (shampoo, conditioner, body wash, toothbrush, toothpaste, lotion)

Don't forget to preregister! Use the preregistration form in this guide, or preregister online at [whittierhospital.com/onlinepreregistration](http://whittierhospital.com/onlinepreregistration)



Please complete this pre-registration form and return it to the Hospital.

Pre-registration Form  
Confidential

Primary Language:  English  Chinese  Vietnamese  Spanish

Today's Date

Expected Date of Delivery - Admission Date

**Pre-registration Information**

Obstetrician's Name Pediatrician's Name

Patient's Name (Last, First, Middle) Previous Name Doctor's Name

Patient's Home Address City State/Zip (Area Code) Home Phone No./Cell E-mail

Out of the Country Address

Sex Birthdate Age Marital Status Social Security No. Driver's License No. Religion Allergies

Patient's Employer  Smoker Diabetic  
 Non-Smoker  Yes  No

Primary Insurance Holder

Address City State/Zip (Area Code) Home Phone No./Cell

Occupation Social Security No. Relationship to Patient Birthdate

Employer of Primary Insurance Holder

Address City State/Zip (Area Code) Phone No.

Primary Insurance Company Name

Primary Insurance Company Address City State/Zip (Area Code) Phone No.

Primary Insured's Employer Name Address City State/Zip (Area Code) Phone No.

Primary Insurance Group/Policy No. Certificate or Social Security No. Insured's Name Relation to Patient

Secondary Insurance Company Name

Secondary Insurance Company Address City State/Zip (Area Code) Phone No.

Secondary Insured's Employer Name Address City State/Zip (Area Code) Phone No.

Secondary Insurance Group/Policy No. Certificate or Social Security No. Insured's Name Relation to Patient

Full Name Relation (Area Code) Home Phone No.

**In case of  
emergency: give  
name of nearest  
relative or friend**

Address City State/Zip (Area Code) Cell Phone

Full Name Relation (Area Code) Home Phone No.

Address City State/Zip (Area Code) Cell Phone

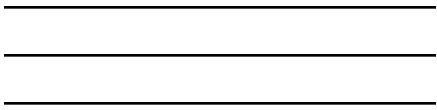
**All insurance identification cards will be required at time of admission or preadmission.**

Have you previously been treated at Whittier Hospital Medical Center?  No  Yes

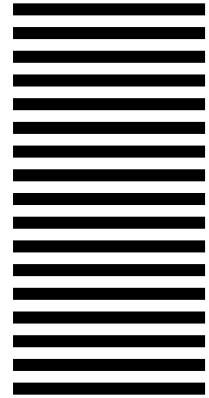
Please mail this form, or return to the Admitting Department at Whittier Hospital Medical Center.

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**Whittier Hospital Medical Center**  
Maternity Services  
9080 Colima Road  
Whittier, CA 90605

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AHMC Healthcare

**Whittier Hospital Medical Center**



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## Whittier Hospital Medical Center

Whittier Hospital Medical Center is a 178-bed acute care hospital, accredited by Joint Commission, with a medical staff of approximately 500 physicians representing over 40 specialties. Being part of the community has been an important goal throughout the years, and with your help and loyalty we can continue to provide health services that you can depend on.

**For more information,  
call us at 1.562.945.3561**

Whittier Hospital Medical Center  
9080 Colima Road  
Whittier, California 90605  
[whittierhospital.com](http://whittierhospital.com)



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