



Thank you for choosing Catholic Health's **Mercy Hospital of Buffalo!**

This packet contains tools and information to help you during and after your stay in the hospital:

- Hospital Map
- When to “Call and Come” to the Hospital
- Taking Control of your Labor
- Birth Recipe Card (for labor preferences)
- The Golden Hour
- Adding your Newborn to your Insurance
- Breastfeeding Bill of Rights
- Pre-admission Registration Form



chsbuffalo.org
healthymom**healthybaby**.org

To find a doctor who's right for you,
call **(716) 447-6205**.

**YOUR HEALTH.
RIGHT IN
YOUR HANDS.**



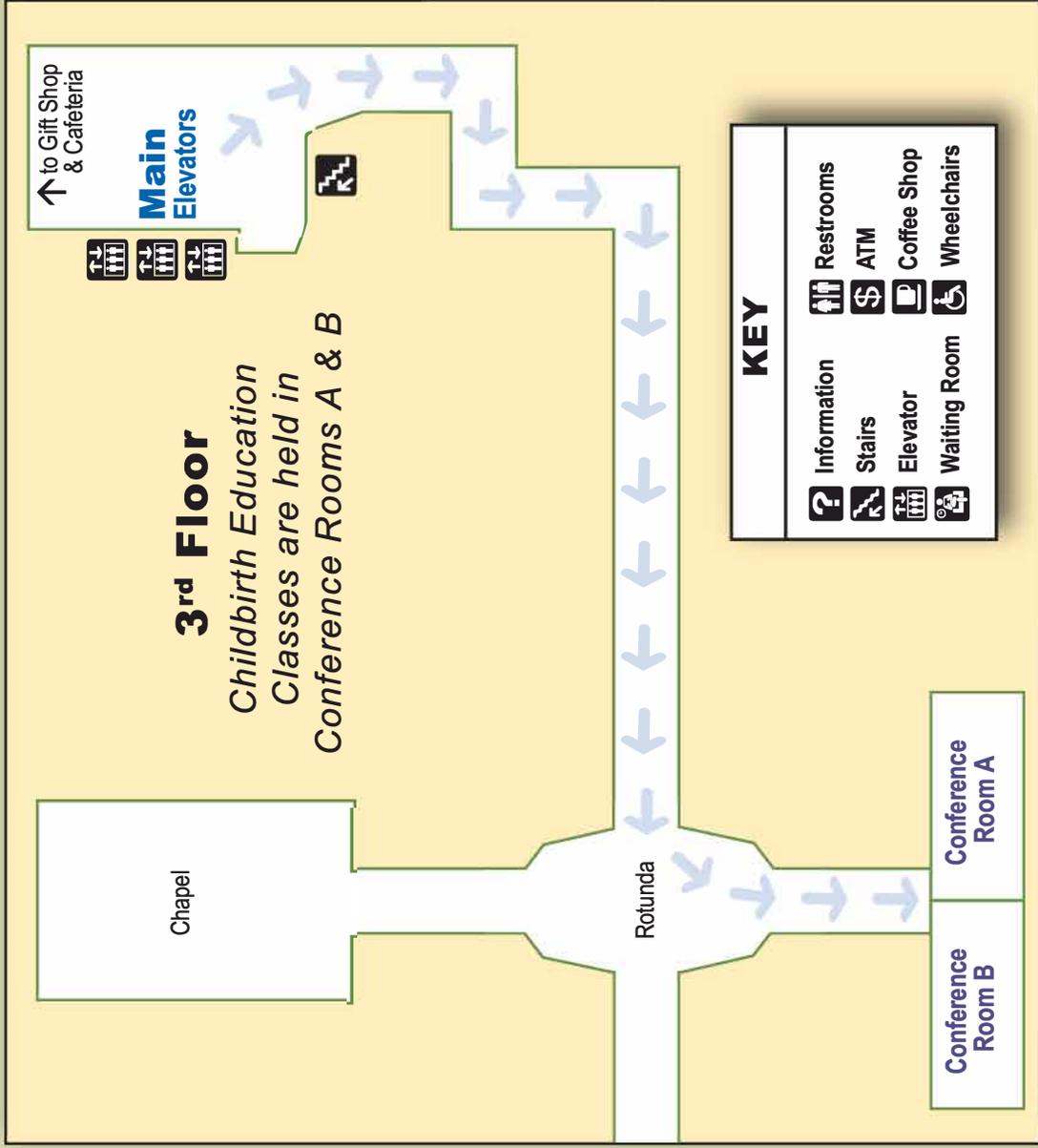
Sign up today at:

MyChart.chsbuffalo.org



Mercy Hospital Map

2nd Floor (Main Floor)
 Childbirth Classes are on 3rd Floor
 Labor & Delivery is on the 4th floor



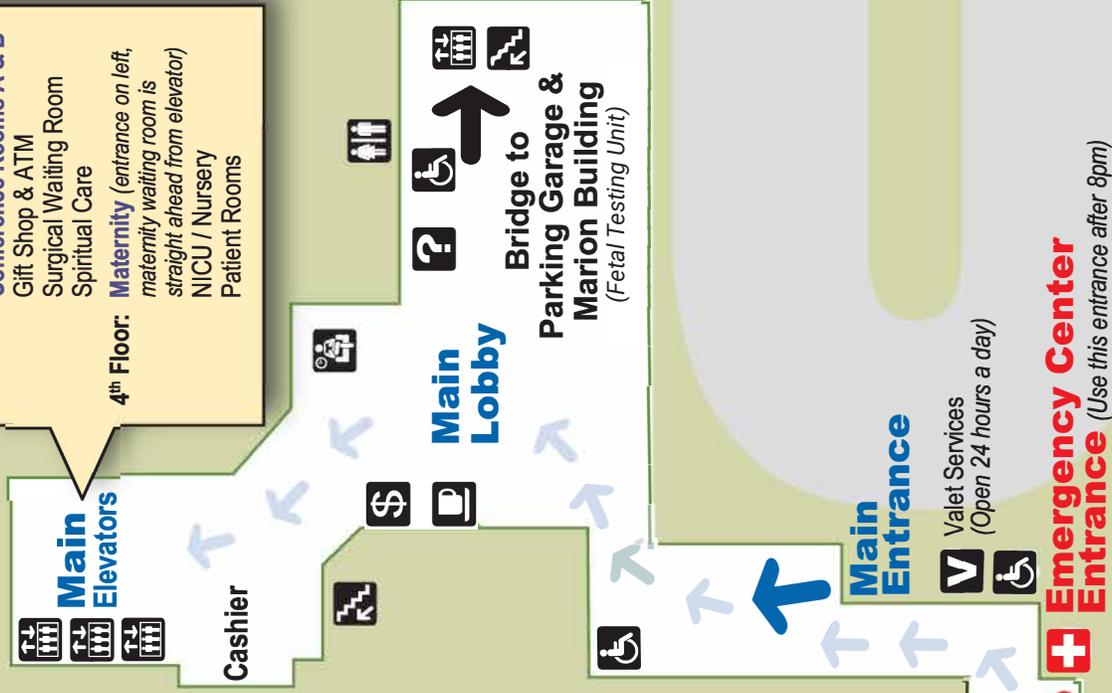
KEY

?	Information	♿	Restrooms
↕	Stairs	\$	ATM
↑↓	Elevator	☕	Coffee Shop
⊞	Waiting Room	♿	Wheelchairs

Main Elevators to:

3rd Floor: Cafeteria
 Conference Rooms A & B
 Gift Shop & ATM
 Surgical Waiting Room
 Spiritual Care

4th Floor: Maternity (entrance on left, maternity waiting room is straight ahead from elevator)
 NICU / Nursery
 Patient Rooms



When Do I Call My Healthcare Provider & Come to the Hospital?

Reasons to “call and come” during pregnancy:

- Any vaginal bleeding that is more than a few spots
- Any fevers over 100.4° F
- Sudden swelling in your face and hands
- Vision problems or new headaches
- Vomiting or diarrhea for over 24 hours
- Changes in baby’s movement (especially a decrease)
- Sudden pain in your belly

Signs of Preterm Labor (Labor before 37 weeks):

- Signs of your water breaking such as a trickle or gush of fluid
- Increasing backache or backache that reoccurs at intervals
- Regular or frequent contractions (may be felt in the back or as menstrual cramps)



Am I in Labor?

Three reasons to call your healthcare provider and come to the hospital:

1. **Contractions increasing in strength and intensity that cause you to focus on the contraction.** In active labor it is difficult to walk and talk during a contraction. Good rule of thumb: 5-1-1 Contractions every 5 minutes (lasting 1 minute) for at least 1 hour that are increasing in intensity.
2. **Signs of your water breaking (such as a trickle or gush of fluid).** Go to the hospital as soon as possible if you are Group B+ or if the fluid is not clear. Yellow or green fluid suggests baby needs to be monitored for stress. Otherwise, call your provider and come when recommended.
3. **Be sure to follow your healthcare provider’s instructions.** There are some circumstances where it is important to call and come to the hospital earlier than these recommendations.

Important Information for Visitors:

All visitors need to be healthy (no cold/flu symptoms, fevers, diarrhea, etc.) Babies and new moms can get sick easily, so make sure you only spread cheer! While healthy siblings can visit, we ask that all other visitors be 14 years of age or older. (Sibling visits may be restricted during flu and RSV season, or per department of health guidelines.)

In Labor:

While you are in labor, we ask that visitors be limited to two (2) support people and a doula.

Immediately After Delivery:

Everyone wants to come in and see the baby right away! While this is totally natural, there is a very important hour after delivery that delays visitors a bit. In the first hour after birth, the baby needs to stay skin-to-skin with mom as much as possible. This allows the baby to make the physical and emotional adjustments needed for life on the outside! While it is hard to wait, this “Golden Hour” helps to keep your new bundle of joy healthy by allowing his or her body to adjust to the huge change of coming out into the world.

For the Rest of Your Stay:

Visiting hours on the postpartum units are 11 am to 8 pm. Visitation in the NICU has different rules, please ask your nurse for more information.



Answers to other FAQs:

- Guest meal trays for visitors are available for an additional cost.
- Gift bags are given to all new moms and babies – including sleep sacks!
- Dads/partners are welcome to stay the night.
- Rooming in with baby is our standard of care.
- During your stay, feel free to ask questions about any concerns you may have!

Packing for the Hospital

Suggestions for Your Labor Bag:

- **Your Focal & Relaxation Items:** music, pictures, electronic devices and chargers (we have free WiFi)
- **Massage & Comfort Aids:** Lotion, back rubbing “tools,” your favorite pillow, and massager
- **Toiletries:** Shampoo and conditioner, toothbrush and toothpaste, deodorant, etc.
- **Helpful Items:** Medication list, hair ties, lip gloss or lip balm, and slippers or socks
- **For your Labor Partner:** Snacks, pillow, change of clothes, book, computer or tablet, needed personal medications

Suggestions for Your Postpartum Bag:

- **For Mom:** Comfortable clothes for receiving visitors, like your robe and slippers. Personal toiletries, small snacks, and small comfort items are all nice after a long delivery process! A breastfeeding pillow can be nice for those initial feedings.
- **For Baby:** Properly installed car seat. One to two sets of clothes – for pictures/for going home. Mittens and a hat for the drive home. A small diaper bag with a burp cloth and a package of wipes.
- **Other Ideas:** Small gifts for big brother or sister so they don’t feel left out. Sleep masks are nice if you have trouble sleeping with the light on. Ask friends what they brought or found helpful.

For more information visit healthymomhealthybaby.org or call (716) 447-6205.

Taking Control of your Labor



What a laboring couple can do to reduce their risk of complications in labor.

Prepare

Preparation helps – include all team members!

Catholic Health offers valuable classes:

- Prepared Childbirth
- Lamaze
- BabyTalk
- Car Seat Safety

Contact HealthConnections:
(716) 447-6205
chsbuffalo.org/classes



Move
Any sort of movement in labor can be very helpful to both reduce discomfort for the mother and to ease the journey for baby!

Movement



Wait
Waiting until active labor before receiving an epidural reduces the risk of needing added medical intervention.



Try a Ball
The birthing ball can reduce pain by providing a comfortable position while allowing easy movement.

Position



Shift
When in bed to rest or after an epidural, moving side to side and using a pillow between your knees can help keep labor moving.

Change things up
Alternating between rest and upright activities at home in early labor helps to get labor moving well!

511

Shower or Soak
Water therapy can greatly reduce pain and allow muscles to relax.
Waterproof and wireless monitoring at the hospital can make it even safer!



Remain Upright
Upright positions are very beneficial as gravity helps the baby to move lower and prepare for delivery.



Bend Knees
Squatting positions can be ideal because the pelvis naturally increases in size in this position.



Snuggle
Immediate skin-to-skin contact is incredible for both parents and baby. We do our best to ensure that regardless of type of birth, all parents are offered this amazing time with their newborns.
If medical care is needed, we attempt skin-to-skin as soon as possible.



When contractions are **5 minutes** apart and last **1 minute** each for at least **1 hour** – it's time to think about going to the hospital.

Different positions for Mom tend to help for different positions of Baby.
Ask your OB provider and nurses for help finding positions that will assist the most in YOUR labor!

Maternity Services

Ideal Labor

Mother (and Baby) are **healthy**.

Mother is able to labor at home during early labor.

Mother comes to the hospital in **active labor**; and is admitted quickly.

Mother **stays active** through labor, is able to sip liquids, and has minimal nausea.

Monitoring of Mother and Baby is able to be done in a **movement friendly** manner (wireless or intermittent).

Mother uses positions, **comfort techniques**, and support team to reduce pain.

Upright positions help the baby move down to be ready for delivery.

Mother pushes with her body's natural urges...

Baby is born!

Baby breathes well immediately with stimulation - OR - quick assistance may be given at the warmer to aid breathing.

Baby is put directly on Mother's chest for **skin-to-skin** care and bonding.

Baby & Mom **snuggle down** and recover together, allowing Mom's body to deliver the placenta and Baby to **nuzzle in preparation for breastfeeding**.

Mother & Baby **room-in** together for during stay and, with family, enjoy their time of bonding.

At Mercy Hospital of Buffalo, Sisters of Charity Hospital and Mount St. Mary's Hospital we work to provide quality care in a family friendly, culturally inclusive environment.

Please communicate your needs and desires.

Inductions ~

If health of Mother or Baby is at risk and a faster delivery is needed, labor can be started through medical interventions or medication.

Monitoring ~

If there are concerns with Mother or Baby's health through labor, additional monitoring can help to ensure safety.

Positioning ~

If labor progress slows or Baby is having distress, a labor nurse, Midwife, or OB may recommend position changes.

IV Fluids ~

IV access is started for all laboring patients when blood is drawn for required New York state tests. The IV can be used to provide fluid if Mother becomes dehydrated, or needs medication in the course of labor.

IV Medications ~

Pain medication may be given by IV upon request by mother; Pitocin may be used to stimulate contractions that slow or stop – both medications are dependent on labor process.

Epidural ~

An epidural may be used on request from Mother if she desires additional pain relief outside of medications, position changes, and comfort measures.

Delivery Assistance ~

If Mother is having difficulty feeling the urge to push or showing exhaustion in pushing, or baby is not tolerating pushing well, labor coaching or assistance with medical devices can be given (forceps or vacuum). Repairs are done for any tearing at delivery.

Cesarean Delivery ~

If vaginal delivery becomes unsafe for Mom or Baby, a Cesarean is the final backup to ensure safety for both.

Emergency Backup ~

Neonatologists, Anesthesiologists, Obstetricians, Cardiologists, ICU, NICU, Inter-disciplinary Medical Teams all come together to respond to any emergency situation.



For more information or to find a provider near you call (716) 447-6205 or visit healthymomhealthybaby.org.

Birth Recipe: Labor & Delivery

Names we want to be called – Mom: _____ Partner: _____

Our Ingredients

- Monitoring of mother and baby for safety based on patient needs
- IV access to fluids or medications if they are needed
- Comfort measures for coping with labor pains (positions, breathing, tub, shower)
- Use of birthing balls and peanuts to ease or quicken labor
- Support for mom and birth partner
- Full communication and teamwork
- A promise to avoid extra medical procedures unless needed for safety of mom or baby
- Care focused on YOU!

Your Ingredients

Name of my coach: _____

My coach is a Doula

Room environment:

- Dim lighting Bring music from home
 iPad/movies Other: _____

Comfort measures:

- I prefer drinking fluids to IV hydration
 Minimum medical interventions
 Birthing tub Active laboring positions
 Cultural preferences: _____

Pain medication preferences:

- None Epidural – partner present Y/N
 IV pain medication Nitrous Oxide if available

At delivery:

- Skin-to-skin Mirror to watch birth
 Partner cuts cord Delay cord clamping
 Read a prayer Epidural

Birth Recipe: After Delivery

Our Ingredients

- Minimal separation of mom and baby (Rooming in)
- Education on caring for mom and baby
- Help with care of newborn
- Paperwork explained: birth certificate, social security card, paternity affidavit, safe sleep, discharge notice
- Maximize rest
- Breastfeeding support
- Opportunities to ask questions of providers
- Referrals to community resources
- A focus on safety: our staff are trained in advanced life support, neonatal resuscitation, lactations, electronic fetal monitoring, and hold many other specialty certifications

Your Ingredients

Feeding preferences:

- Breastfeeding Supplement with breast milk
 Donor milk Formula

Visitors: Limited Open

Visiting hours are from 11am - 8pm

Nursing Care: I want lots of assistance

I'll call if I need help

Other: _____



Mercy Hospital of Buffalo • Mount St. Mary's Hospital • Sisters of Charity Hospital

(716) 447-6205 healthymomhealthybaby.org

For Mom: _____

For Family: _____

Labor & Delivery

We ask that visitors be limited to a few at a time during labor. There is a waiting room available for support people to “swap” to keep Mom’s room from getting too crowded.

The Golden Hour

The first hour after birth is an important bonding and transition time for both Mom and Baby.

Mom helps baby physically and emotionally adjust to all the changes outside the womb.

The scent and feel of Baby, along with a hormone surge after delivery, help ease Mom’s recovery.

Skin-to-Skin

Mom’s chest heats up to keep Baby warm for snuggle time immediately after delivery.

Baby recognizes Mom’s familiar scent, heartbeat, and voice, and snuggles down – reducing the stress of being in a new environment.

With less stress and the yummy scent Mom’s body makes to guide the way, Baby often has an easier time latching on and nursing for the first time.

Dad or Partner should also have skin-to-skin time. It allows Baby to recognize a very important person and increases parenting confidence early. Baby bonds and stress is still reduced – just no yummy nursing scent!

First Visitors

Naturally, everyone wants all the details and to come in and see Baby right away. Please remember, this little one just came into the world! **Be Patient!** No one will visit Baby or know weight or measurements until after some precious loving time with parents!

Visiting hours on the postpartum units are 11 am to 8 pm. Visitation in the NICU has different rules; please ask your nurse for information.

All visitors need to be **healthy** (no cold/flu symptoms, fevers, diarrhea, etc.)

While healthy siblings can visit, we ask that all other visitors be 14 or older. (Sibling visits may be restricted during flu and RSV season, or in response to department of health guidelines.)

A Mother’s Touch

Remember to sooth skin-to-skin in the first few weeks if baby gets fussy. This is the most comforting feeling in the world to a new one!



Adding your Newborn to your Insurance or Medicaid Policy

Congratulations on the birth of your baby! We at Catholic Health know what a busy time this is for new parents. Below is some information to assist you in getting your newborn activated with their insurance plan. Please note, insurance companies typically require a newborn be added within 30 days from their date of birth. Failure to add your newborn within this time frame may result in you being responsible for payment of their bill.

❖ Blue Cross, Community Blue, Univera, Independent Health, Commercial Insurance and Children's Health Insurance Plan also known as Child Health Plus:

- Call your employer as soon as possible to have your newborn added to your policy. They will send you all the appropriate paperwork to complete and return to them for processing.
- If your newborn is not covered under the mother's insurance plan, contact us with new insurance information.
- Your newborn may be eligible for Children's Health Insurance Plan (also known as CHIP or Child Health Plus), if mother has applied for this coverage prior to newborn's birth.

❖ Affordable Care Act - NYS Health Exchange

- If you applied for insurance through the Exchange, you must contact them at 855-355-5777, to add your newborn to your insurance plan. As a reminder, newborn dependents do NOT automatically go on their mother's insurance and must be added within the first 30 days of birth.

❖ Medisource, Fidelis, Amerigroup, Yourcare, Wellcare and Medicaid:

- If Medicaid was obtained through NYS of Health, you must contact them at 855-355-5777, or via their website at www.nystateofhealth.ny.gov, to report your newborn's birth.
- If Medicaid was obtained through Erie County, you must contact them at 716-858-6244 to report your newborn's birth.
- If you have an "unborn card" for your baby, please contact our Financial Clearance department via Catholic Health Customer Service at 716-601-3600, and provide that ID Number to our team. Please note: it is still required that you contact Medicaid to report your newborn's birth.

If you have any questions about your newborn's insurance coverage, or need assistance in applying for health insurance for you or your newborn, please contact us directly.

Sincerely,

Financial Services Team
(716) 601-3600

** Additional Resources Available Online at: www.chsbuffalo.org/billing **

Breastfeeding Mothers' Bill of Rights

Choosing how to feed her new baby is one of the important decisions a mother can make in preparing for her infant's arrival. Doctors agree that for most women, breastfeeding is the safest and healthiest choice. It is your right to be informed about the benefits of breastfeeding, and to have your health care provider, maternal health care facility, and child day care facility encourage and support breastfeeding. You have the right to make your own choice about breastfeeding. Whether you choose to breastfeed or not, you have the rights listed below, regardless of your race, creed, national origin, sexual orientation, gender identity or expression, or source of payment for your health care. Maternal health care facilities have a responsibility to ensure that you understand these rights. They must provide this information clearly for you, and must provide an interpreter, if necessary. These rights may be limited only in cases where your health or the health of your baby requires it. If any of the following things are not medically right for you or your baby, you should be fully informed of the facts and be consulted.

1) Before You Deliver:

If you attend prenatal childbirth education classes (those provided by the maternal health care facility and by all hospital clinics and diagnostic and treatment centers providing prenatal services in accordance with Article 28 of the Public Health Law), then you must receive the Breastfeeding Mothers' Bill of Rights. Each maternal health care facility shall provide the maternity information leaflet, including the Breastfeeding Mothers' Bill of Rights, to each patient or to the appointed personal representative at the time of prebooking or time of admission to a maternal health care facility.

You have the right to receive complete information about the benefits of breastfeeding for yourself and your baby. This will help you make an informed choice on how to feed your baby.

You have the right to receive information that is free of commercial interests and includes:

- How breastfeeding benefits you and your baby nutritionally, medically and emotionally;
- How to prepare yourself for breastfeeding;
- How to understand some of the problems you may face and how to solve them.

2) In The Maternal Health Care Facility:

- You have the right to have your baby stay with you right after birth, whether you deliver vaginally or by cesarean section.
- You have the right to begin breastfeeding within one hour after birth.
- You have the right to get help from someone who is trained in breastfeeding.
- You have the right to have your baby not receive any bottle feeding or pacifiers.
- You have the right to know about and refuse any drugs that may dry up your milk.
- You have the right to have your baby in your room with you 24 hours a day.
- You have the right to breastfeed your baby at any time day or night.
- You have the right to know if your doctor or your baby's pediatrician is advising against breastfeeding before any feeding decisions are made.
- You have the right to have a sign on your baby's crib clearly stating that your baby is breastfeeding and that no bottle feeding of any type is to be offered.

- You have the right to receive full information about how you are doing with breastfeeding, and to get help on how to improve.
- You have the right to breastfeed your baby in the neonatal intensive care unit. If nursing is not possible, every attempt will be made to have your baby receive your pumped or expressed milk.
- If you – or your baby – are re-hospitalized in a maternal health care facility after the initial delivery stay, the hospital will make every effort to continue to support breastfeeding, and to provide hospital-grade electric pumps and rooming-in facilities.
- You have the right to get help from someone specially trained in breastfeeding support, if your baby has special needs.
- You have the right to have a family member or friend receive breastfeeding information from a staff member, if you request it.

3) When You Leave The Maternal Health Care Facility:

- You have the right to printed breastfeeding information free of commercial material.
- You have the right, unless specifically requested by you, and available at the facility, to be discharged from the facility without discharge packs containing infant formula, or formula coupons unless ordered by your baby's health care provider.
- You have the right to get information about breastfeeding resources in your community, including information on availability of breastfeeding consultants, support groups, and breast pumps.
- You have the right to have the facility give you information to help you choose a medical provider for your baby, and to help you understand the importance of a follow-up appointment.
- You have the right to receive information about safely collecting and storing your breast milk.
- You have the right to breastfeed your baby in any location, public or private, where you are otherwise authorized to be. Complaints can be directed to the New York State Division of Human Rights.
- You have a right to breastfeed your baby at your place of employment or child day care center in an environment that does not discourage breastfeeding or the provision of breast milk.
- Under section 206-c of the Labor Law, for up to three years following childbirth, you have the right to take reasonable unpaid break time or to use paid break time or meal time each day, so that you can express breast milk at work. Your employer must make reasonable efforts to provide a room or another location, in close proximity to your work area, where you can express breast milk in private. Your employer may not discriminate against you based on your decision to express breast milk at work. Complaints can be directed to the New York State Department of Labor.

These are your rights. If the maternal health care facility does not honor these rights, you can seek help by contacting the New York State Department of Health, or by contacting the hospital complaint hotline at **1-800-804-5447** or via email at **hospinfo@health.ny.gov**.

Please submit your completed form at least six weeks in advance of your due date (mail, email, or fax) to the hospital where you will be delivering your baby.

Mail: Mercy Hospital of Buffalo
 565 Abbott Road
 Buffalo, NY 14220
Fax: (716) 828-3504

Mail: Mount St. Mary's Hospital
 5300 Military Road
 Lewiston, NY 14092
Fax: (716) 298-2106

Mail: Sisters of Charity Hospital
 2157 Main Street
 Buffalo, NY 14214
Fax: (716) 862-1019

EXPECTANT MOMS:

Email for any Catholic Health Maternity Hospital: womencare@chsbuffalo.org

Name: _____ Date of Birth: _____ Last 4 digits of SS#: _____
Last First

Address: _____ City: _____ State: _____ ZIP: _____

Phone: _____ Email: _____

Marital Status: _____ Race: _____ Ethnicity: _____ NOTE: NY State requires Catholic Health to collect information on marital status, race, and ethnicity.

Preferred Language: _____ I need language translation Sign Language Hearing Impaired Sight Impaired

Employer: _____ Employer Address: _____

Primary Physician: _____ Office Location: _____

Where do you plan on delivering? Sisters Hospital Mercy Hospital Mount St. Mary's Hospital Other: _____

Previous/Maiden Name: _____ Due Date: _____ Date of Last Menstrual Period: _____

OB Provider's Name: _____ Office Location: _____

Spouse/Partner Name: _____ Date of Birth: _____ Last 4 digits of SS#: _____
Last First

Address: _____ City: _____ State: _____ ZIP: _____

Phone: _____

Employer: _____ Employer Address: _____

EMERGENCY NOTIFICATION: *If other than spouse or partner.*

Name: _____ Relationship: _____
Last First

Address: _____ City: _____ State: _____ ZIP: _____

Phone: _____

INSURANCE INFORMATION:

No Insurance/Self Pay Please have a Certified Application Counselor contact me regarding obtaining insurance

Primary Insurance: _____ Policy Number: _____

Subscriber: _____ Group: _____ Plan: _____

Subscriber's Employer: _____ Subscriber's Date of Birth: _____

Secondary Insurance: _____ Policy Number: _____

Subscriber's relationship to patient: _____ Medicare Number: _____

Medicaid Number: _____ Newborn Medicaid Number: _____

Newborn Intended Insurance: _____ Subscriber Name: _____

Relationship: Mother Father Other

A representative will be in touch with you prior to your delivery to confirm the information above and to collect any copays due. Please bring your ID and all insurance cards with you to the hospital.