

welcome to the world little one

adventure
AWAITS...







Dear Mom-to-Be,

From all of us at WakeMed Women's, we know there's no feeling like the joy you experience from welcoming a new baby into the world. Pregnancy and childbirth represent a new and exciting adventure – and your WakeMed care team is here to ensure your birth experience is a memory you'll treasure forever.

Offering three full-service birthing hospitals in Raleigh, Cary and North Raleigh, WakeMed's exceptional Labor & Delivery team delivers more than 8,000 babies each year. With this experience comes great expertise – offering the highest quality care from a dedicated team who has helped more families welcome new life than any other health system in Wake County.

Whether you're expecting your first baby or your last – we are committed to providing you with the best possible care and the support you need before, during and after delivery. We can't wait to help you begin one of life's greatest adventures – welcoming a new life into the world.

Sincerely,

Your WakeMed Women's and Children's Care Team

BEFORE DELIVERY

A CHECKLIST FOR YOU



We know you've got a lot on your mind preparing for the joy of motherhood and the adventure that comes with it. That's why we've put together this helpful checklist to help you get ready for your little one's big arrival.

✓ Register for Delivery

We ask that all expectant mothers register for delivery several months before your anticipated due date. This helps us get your medical record started which will help make your hospital check-in more efficient.

via MyChart (preferred)

WakeMed MyChart users can now register to deliver online. Log in and select "Appointments" from the top navigation bar and then choose "Register for My Delivery." If you don't have a MyChart account yet, signing up is easy. Just visit mychart.wakemed.org and click "Sign Up Now."

via Mail, Fax or Email

You can fill out a paper pre-registration form (included in this folder) and send it to the campus where you plan to deliver:

WakeMed North Hospital

Patient Registration
10000 Falls of Neuse Road
Raleigh, NC 27614
Fax: 919-350-9850
Email: NorthReg@wakemed.org

Raleigh Campus

Patient Registration
3000 New Bern Avenue
Raleigh, NC 27610
Fax: 919-350-7811
Email: RaleighReg@wakemed.org

Cary Hospital

Patient Registration
1900 Kildaire Farm Road
Cary, NC 27518
Fax: 919-350-2350
Email: CaryReg@wakemed.org

If you have questions or need additional information regarding registration, please call 919-350-8000.

✓ Sign Up for Birth & Family Education Classes

WakeMed is pleased to offer a variety of classes to help you and your loved ones prepare for baby, including spouse or support person, grandparents, siblings and even your pets. From labor and birth education to breastfeeding to infant CPR and everything in between, we have just the classes for you. You can view our course catalog and register online by visiting wakemed.org and clicking on "Classes & Events." Programs fill quickly, so we recommend you sign up by the 14th week of your pregnancy.

✓ Take a Tour (In Person or Virtually)

Oftentimes, new moms-to-be are anxious to see where they will be delivering so they have a better idea of what to expect on delivery day. We would love to show you around – either in person or online.

- **Virtual Tours** – We offer virtual tours for all three of our birthing hospitals on our website, which is an easy way to get a feeling for the environment, rooms and amenities.
- **In-Person Tours** – You can sign up for an in-person tour of any of our Labor & Delivery units via our website. Keep in mind that tours fill up quickly – often three to four months in advance, so signing up as early as possible is recommended.

✓ Develop Your Birth Plan

We understand that all expectant mothers have a different perspective on what makes an ideal birth experience. No matter what your birth goals are, our team is here to support you by reviewing your birth plan and working together with you and your physician to deliver your little one according to plan whenever possible.

Pack Your Bag

If you're wondering what you should bring to the hospital to be most prepared and comfortable during your stay, here is what we recommend:

For Mom

- Personal identification/insurance card/purse/wallet
- List of any current medications
- Copy of your birth plan
- Pajamas and robe
- Two to three changes of comfortable clothing and underwear
- Nursing bras and nursing pillow (if applicable)
- Socks with tread or slippers
- Toiletries
- Hairbrush and hairdryer
- Outfit and receiving blanket to bring baby home in (consider the weather – you might also need a hat for baby and a heavier blanket)
- Cell phone and laptop/iPad
- Chargers for your electronic devices
- Favorite pillow(s), blanket(s) or towel(s) – while we provide these, you may have a favorite you prefer

For Partner

- Personal identification/wallet
- Pajamas and slippers or house shoes
- Two to three changes of clothing
- Toiletries
- Camera
- Cell phone and laptop/iPad
- Chargers for electronic devices
- Car seat for baby
- Favorite pillow(s), blanket(s) or towel(s) – while we provide these, you may have a favorite you prefer



Visit wakemed.org/pregnancy to download our "Birth Day Wish List" birth plan worksheet and fill it out prior to delivery. Bring it with you or have your spouse or support person snap a photo of it so we can reference it when you arrive.





WakeMed Raleigh Campus



WakeMed North Hospital



WakeMed Cary Hospital



KNOW WHEN TO GO

WHEN IS IT TIME?



Since every woman's birth experience and progression will be different, it can be difficult to know when it's time to head to the hospital. As a general rule, most physicians agree that you should either call your OB-GYN or come to the hospital if you experience any of the following scenarios:

- Your contractions are five minutes apart (or less!) and are so strong that you cannot walk or talk through them.
- Your water leaks or breaks.
- You experience any bleeding.

Dedicated Obstetrics Emergency Departments (OBED)

When you decide it's time, WakeMed is pleased to offer a dedicated emergency department experience for expectant mothers. Our three OBEDs are staffed around-the-clock by specialty-trained nurses and physicians – all committed to caring for you and your baby in an environment designed exclusively for pregnant women.

Here's what you can expect from our OBEDs:

- 24/7 access to specialized, immediate emergency care, just for expectant mothers.
- Our team will examine you, evaluate the progress of your labor, check the baby's fetal heart rate and will provide any diagnostic services or treatments needed for you or your baby. Based on our evaluation, you may be: evaluated and discharged; temporarily monitored; or, if needed, admitted for further care or delivery.

Other Considerations Before Delivery

- Have you selected your baby's pediatrician yet? If you need assistance, check out our "Find a Doctor" module on our website (wakemed.org) where you can search for local pediatricians who are accepting new patients.
- Do you want to bank your child's cord blood after delivery? If you choose to do so, there are numerous vendors that offer kits you can purchase prior to delivery. While you can use these kits to bank your child's cord blood, none of WakeMed's birthing hospitals are designated cord blood donation sites at this time.
- Are you interested in doula support for your delivery? Doulas provide emotional, educational and physical support for families before, during and immediately after the birth – working with you and your care team. WakeMed is proud to offer a doula program (cost is \$750, not covered by insurance). To learn more, visit wakemed.org/pregnancy-doula-labor-support.



If you think you need to be seen in one of our OBEDs, we recommend you first consult with your private OB-GYN physician.

DELIVERY & YOUR STAY

WHAT TO EXPECT



Visitation & Security

Our Labor & Delivery and postpartum areas are highly secured. During delivery, visitation is limited to your spouse/primary support person and up to three additional visitors. Your spouse or primary support person can visit in your private room at any time and is welcome to spend the night. Each room is equipped with a fold-out couch and reclining chair for comfortable sleeping. As a general rule, postpartum visitation is welcomed 24/7. Visitation may be limited/restricted during flu season or other specified times for the safety and well-being of our patients. Check our website or ask your OB-GYN about restrictions.

Newborn Photos & Hospital Video/Photography Policy

During your hospital stay, a special baby photo package is available for you to purchase from our photography partner to capture those first important pictures of your newborn – please feel free to bring any special outfits or props. Videotaping is permitted after the baby is delivered. Photos and video are not permitted during delivery or during any procedures involving mom or baby at any time during the hospital stay. Taking photos or videotaping staff or providers is not permitted without their prior approval. Photos and video must not include other patients, their babies or visitors.

Meals & Room Supplies

Each day during your stay, you will make your meal and beverage selections. Meals will be delivered to you in your room. Your partner, or anyone staying with you in your room, can purchase meals and/or snacks in our hospital cafeteria or other on-site food vendors (which vary by campus). Additionally, a member of our Environmental Services team will empty your trash daily, while members of your nursing team will keep your room stocked with supplies for you and baby.

Families First Club

By having your baby at WakeMed, you are automatically enrolled in Families First, a club for families with children ages 10 and under. Members receive a newsletter and invitations to parenting seminars and family events. Membership is FREE. For more information, visit www.wakemed.org.

Advance Directives

Federal laws require that upon admission we ask every adult if they have an Advance Directive. An Advance Directive is a living will and/or durable power of attorney for health care decisions. Advance Directives let you name someone you trust to make medical decisions for you by specifying what treatment(s) you do and do not want should you become very ill and unable to speak for yourself. Forms with this information can be filled out prior to your hospitalization or after you arrive.



Keep the whole family healthy by reminding every person in the room (including you, your care team and all visitors) to wash their hands regularly throughout your stay – it's the easiest way to prevent the spread of disease and infection.





WakeMed North Hospital



WakeMed Raleigh Campus

THE ADVENTURE BEGINS

HAPPY BIRTH DAY!



Arrival & Labor

- If you arrive through an OBED, our staff will evaluate you to determine if you're in labor. If you're scheduled for an induction or C-section, you'll go straight to a Labor & Delivery room.
- Once you arrive to Labor & Delivery, you will meet your experienced Labor & Delivery (L&D) nurse, who will review your personal health history and discuss your birth plan with you. You, your L&D nurse, spouse or support person, and physician will work closely together throughout the entire labor and delivery process to ensure we accommodate your preferences as best we can for the best possible birth experience.
- If you are in active labor when you arrive to the hospital, you may not see your obstetrician/midwife until it is time for the delivery of your baby. If you arrive for a scheduled C-section or induction, you will see and speak with your obstetrician/midwife prior to delivery.

Pain Management & Anesthesia

During labor and delivery, there are several options for pain management. In addition to traditional epidural pain management, nitrous oxide, often referred to as "laughing gas," is now offered as an option for laboring mothers. It can be used alone or in a combination of approaches. Your best bet is to discuss pain management options with your obstetrician prior to delivery so you can make an informed decision when labor begins. You can document your preferences in your birth plan, but you can always change your mind when you arrive or begin laboring. Postpartum pain management is also available and will be discussed with you during your stay.

Care During & After Delivery

Depending on the type of delivery, your care will vary. In all cases, your expert nursing staff and provider will play an integral role in helping keep you informed and comfortable throughout baby's delivery.

- **Vaginal birth** – Vaginal births take place in your Labor & Delivery room with your nurse and obstetrician/midwife. During delivery, visitation is limited to your spouse/primary support person and up to four additional visitors.
- **Cesarean birth** – Cesarean births take place in an operating room (OR) where you can have one person with you during delivery and in recovery. Once you are out of recovery, you'll return to your Labor & Delivery room to rest.

Regardless of the type of birth, you will have the opportunity to hold your baby after delivery as soon as medically possible. Skin-to-skin care (the process of holding a naked baby against his or her mother's or father's bare skin) can begin right away. Research has proven skin-to-skin care can provide lasting health benefits for your baby.

You and your baby will stay in your Labor & Delivery room for around two hours after delivery. During this time, your obstetrician/midwife will provide you with any necessary postpartum care or procedures that may be needed, and your baby will be weighed and measured.



If at any time throughout your delivery you are uncomfortable or in pain, have questions or need guidance, don't hesitate to ask any member of your care team. We are here to support you every step of the way.

AFTER DELIVERY

CARING FOR BABY



Following delivery, you can expect that your baby will receive several treatments and tests while you are in the hospital, including blood tests, hearing screening, vaccines, circumcision (if desired) – and even baby's first bath. Many can be performed in your room if you wish. Details on each of these treatments and tests will be discussed with you, and you can find more information about each of them on our website or on the WakeMed App.

Postpartum Care

- After your baby is born, you will be moved into a postpartum room and welcomed by a new care team. You will stay here for an average of two to three days, depending on your delivery. A nurse with expertise in caring for mothers and newborns will help you with the physical and emotional changes that come with delivering a baby.
- As part of our family-centered approach, we encourage rooming-in, where your baby is kept in the room with you rather than in the nursery. This is a special time for you to get to know your newborn and learn how to care for him/her, and it is especially helpful for those who are breastfeeding. Studies show that moms rest better when their babies room-in with them, and babies do better with breastfeeding because mother can learn their feeding cues early on.
- In the first 24 hours of your stay, both you and your baby will be examined every four hours. You will be examined to ensure you are healing properly and that there are no post-birth complications. Baby will be assessed for temperature, heart rate and respiratory health. In the second 24 hours of your stay, you and baby will be assessed every 12 hours. Additionally, your obstetrician and your baby's pediatrician may visit throughout your stay.

Breastfeeding Support

If you choose to breastfeed, you can start almost immediately after delivery (ideally within the first hour). A certified lactation consultant is available to assist with any needs you may have. All of our nurses are trained to give lactation support and are instrumental in helping our moms become successful with breastfeeding. After discharge, free breastfeeding support groups are available and are led by certified lactation consultants. For more information, visit wakemed.org/breastfeeding-support-group.

Birth Certificate

Your care team will provide you with the information and paperwork necessary to send away for a birth certificate for your little one. Make sure to complete this as soon as possible after birth and put it in a safe spot!

Bringing Baby Home

When it's time to go home, a nurse will come to your room to give you instructions and education. It is our goal to discharge all families between 11 am and 1 pm each day. During this process, the nurse will verify your hospital band next to your baby's band one last time.

Discharge Meal

Upon discharge, you will be provided with a tasty and convenient meal to bring home, prepared courtesy of WakeMed's talented chefs. It's our way of welcoming you home and easing the transition to parenthood.

Car Seat Safety

North Carolina law requires that your baby travel in an approved car seat. We recommend you install baby's car seat and become familiar with how it works approximately a month prior to your due date.

Mothers' Milk Bank

WakeMed Mothers' Milk Bank is one of only 28 nonprofit milk banks accredited by the Human Milk Banking Association of America. The Milk Bank has been screening donors and collecting, processing and distributing pasteurized donor milk since 1985. We collect donations and distribute more than 200,000 ounces of donor milk each year to Neonatal Intensive Care Units. To learn more, visit us at wakemed.org/mothers-milk-bank, call 919-350-8599 or email us at mothersmilkbank@wakemed.org.



Tip

If your baby needs emergency medical attention after discharge, WakeMed Children's offers Wake County's only emergency department just for kids. To learn about our comprehensive pediatric services, visit wakemed.org/childrens.



WAKEMED WOMEN'S

RECOGNIZED FOR EXCELLENCE



Designated as a



Blue Distinction Center for Maternity Services

WakeMed is designated as a Blue Distinction Center by Blue Cross and Blue Shield of North Carolina for Maternity Services. To earn this designation, WakeMed had to meet and exceed national established quality-focused criteria for each specialty area. This is the highest designation given by the BCBS Association.



Cigna Center of Excellence

Each year, Cigna evaluates the patient outcomes and cost efficiency of every hospital in their network. Hospitals that earn at least five stars receive the Cigna Center of Excellence designation for that surgical procedure or medical condition. For 2019, WakeMed received Center of Excellence designation for:

Raleigh Campus

- Cesarean Section Delivery
- Vaginal Delivery



Breastfeeding-Friendly Designation

The North Carolina Division of Public Health awarded WakeMed Raleigh Campus four stars and WakeMed Cary Hospital three stars from the North Carolina Maternity Center Breastfeeding-Friendly Designation Review Committee. This initiative was developed to recognize maternity centers that have taken steps to promote, protect and support breastfeeding.



NICU Developmentally Supportive Care

WakeMed Raleigh Campus Neonatal Intensive Care Unit (NICU) was fourth in the world to earn certification from the Newborn Individual Developmental Care and Assessment Program (NIDCAP) Federation International. The NIDCAP Nursery Certification acknowledges nurseries that have integrated developmentally supportive and family-centered care into all aspects of care.



Lactation Support Care Award

WakeMed Women's Pavilion & Birthplace (Raleigh and Cary) earned the International Board of Lactation Consultant Examiners (IBLCE) Care Award. The IBLCE Care Award recognizes hospitals, birthing facilities and birthing services that have International Board Certified Lactation Consultants (IBCLCs) and have a dedicated lactation support program available at least five days a week.

Infant Safe Sleep Hospital Model of Excellence

The North Carolina Healthy Start Foundation awarded WakeMed with the Infant Safe Sleep Hospital Model of Excellence designation. This award acknowledges hospitals that are proven leaders in infant safe sleep policy, practice and education. WakeMed is one of only twelve hospitals statewide to earn this designation.

WakeMed Raleigh Campus seventh Lowest C-Section Rate

WakeMed Raleigh Campus has been recognized as having the seventh lowest C-section rate in the country according to *Consumer Reports* magazine, which can reduce complications.



Be Prepared for the Big Day!

Download the free WakeMed App today for delivery information as well as convenient access to our services, physicians, campus maps, emergency department and urgent care wait times as well as directions to and within our facilities, including parking and interior step-by-step navigation. It's all part of our commitment to helping you and your family start your birthing adventure off on the right foot. Great for visiting friends and family, too!

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