

Holtz Children's Hospital Resources While in the NICU

Below you will find valuable information relevant to your time here in the NICU. We hope this is helpful to you, and we wish you the best as you support your baby on this journey.

- **Social Worker:**

Holtz Children's Hospital has a social worker on staff. Her name is Silvia Forment, MSW and her email address is sforment@jhsmiami.org. She is available to answer questions for you regarding your stay at the hospital, insurance processing, as well as any questions you have about the services available to you and your family.

- **NICU Visitation:**

There are no restrictions for mom and dad to visit their baby, as long you are healthy.

Visitors are limited to 2 people at a time, one of whom has to be a parent. Anyone entering the NICU must be 16 years old, unless they are a sibling of the baby.

Siblings age 6 and over may visit the NICU with a parent and with written proof of immunizations. Rules are explained in the hospital's NICU Welcome Pamphlet.

- **Hotels:**

Holtz Children's Hospital at Jackson Memorial has a relationship with various hotels in the area. As a patient of the hospital, there are discounts available for your stay. Please see the attached form for a list of hotels and their contact information.

Please inquire at the hotel about a shuttle service available to and from the hospital from the hotels.

- **Parking:**

The hospital offers all visitors 2 hours of free parking. The rates per day are posted at each entry. The maximum amount is \$11/day. For NICU families, due to the long stay, there is a discounted daily parking rate of \$4.95 available through the Guest Services Department located in the West Wing lobby. ICU baby also has a Transportation Assistance Program which provides stipends to families who qualify for financial need by the social worker.

- **Interpreter Services:**

Holtz Children's Hospital has a Department that offers services in Spanish and Creole and they contract w/ Deaf Services for sign language. Please call 305-585-5316 for assistance. There is also a Language Line Service available to Staff for additional languages.

- **ICU Baby:**

We are available to assist you during your time in the NICU for non-hospital related issues. If we cannot assist you directly, we will try to connect you with someone who can address your needs.

Please contact us at: 305-908-3823