**FAQ**

**Q:** How long will my child stay in the Hospital?
**A:** This is a difficult question to answer since each child comes to us with a unique set of circumstances and needs. Our average length of stay is 7-10 days, with some children needing more and some less time to stabilize the crisis that led to their admission.

**Q:** How often may I visit my child?
**A:** We understand visiting with your child is important. Visitation times vary depending on the child’s age and level of care. Only visitors authorized in writing by the parent or guardian may visit. Specific discussion regarding visitation times will be discussed upon admission.

**Q:** May I talk to my child on the phone?
**A:** Yes, but please note that various therapy sessions occur throughout the day so children may not be available at all times. Calls can be received during specified times and when a team member is available to place or receive the call; you and your child’s clinician or nurse must approve the names of individuals on your child’s call list.

**Q:** I do not have a car; do you provide transportation so I can see my child?
**A:** If transportation is a barrier to visiting with your child, Zoom visits are offered.

**Q:** What happens after hospitalization?
**A:** The treatment team will work with you to develop a comprehensive plan to continue to meet the needs of your child after he/she/they leave the Hospital.

**Q:** Will the Hospital recommend treatment providers in my community?
**A:** Every effort will be made to identify treatment providers close to your home to make this transition as easy as possible.

**Mission**
To give Hope, Help and Healing to children, adults and those who love them.

**Vision**
To transform the lives of individuals struggling with emotional and behavioral difficulties with compassionate expert teams providing mental health care and educational services in a supportive and safe environment.

**What we value…**
Integrity, Human Well Being, Quality, Community, Respect and Excellence
KidsPeace Hospital accepts clients either by direct admission or through referral.

- For a direct admission, parents, pediatricians, family practitioners or counselors must first make an appointment for assessment and pre-certification by calling 610-799-8990. **NOTE: If your child is in extreme distress and posing a risk to his/her/their own safety or the safety of others, please go to the nearest hospital emergency room or contact emergency services.**

- You may also receive a referral to the Hospital from your pediatrician or family doctor, ER staff, individual therapist, school counselors, social workers or other professionals. These professionals will evaluate your child’s condition; if they believe that he/she/they need to be admitted to a psychiatric hospital, they will make a referral. You have the right to request that your child be referred to KidsPeace Hospital.

If there is an available bed and your child meets our basic admissions criteria, your child’s admission will be processed as quickly as possible once insurance authorization is obtained or state funding is verified.

At the Hospital

Upon admission, your child will be assessed by a nurse, and a psychiatrist will also provide face-to-face assessment for your child within 24 hours of admission. Our first goal is to stabilize your child’s current crisis. Once this is done, our multi-disciplinary team will work with you to construct an individualized treatment plan specially designed to meet the unique needs of your child. Family involvement is an integral part of helping your child heal.