Welcome to Children’s Health! We want you to have an enjoyable and educational experience while you are with us.

Our System
Children’s Health traces its origins to the spring of 1913 when a group of nurses led by public health nurse May Forster Smith organized the Dallas Baby Camp, an open-air clinic, on the lawn of the old Parkland Hospital. After a few years, the Dallas Baby Camp grew into the Bradford Hospital for Babies. In 1948, the Bradford Hospital for Babies joined with Children’s Hospital of Texas and Richmond Freeman Memorial Clinic to become Children’s Medical Center Dallas. Over 100 years later, we've continued to grow as our “right care, right place, right time” approach to health care required an increase in our geographic reach through growth of our hospital network and expansion of our continuum of care. Today, the Children’s Health system includes two full-service hospitals, multiple specialty centers, a long-term care and rehabilitation clinic, and a network of primary care offices.

Our Hospitals
Among all our campuses, Children’s Health is licensed for 616 beds, including 490 beds at the main campus in the Southwestern Medical District near the heart of downtown Dallas, and 72 beds at Children’s Medical Center Plano and 54 beds at the Our Children's House facility in Dallas. Among all our facilities, we receive nearly 800,000 patient visits annually, from all 50 states and around the world.

Our pediatric intensive care unit is one of the largest in Texas, and our dedicated pediatric cardiac ICU is the largest heart center for children in North Texas.

- 71 dedicated pediatric intensive care unit beds
- 22 state-of-the-art pediatric operating rooms
- 20 dedicated pediatric cardiac ICU beds
- 2.6 million square feet across our campuses

Specialty Care Centers
Our Children’s Health Specialty Centers bring nationally-recognized pediatric care close to home for families. Offering a wide array of outpatient pediatric specialties, outpatient surgery, lab services and rehabilitation, Children’s Health Specialty Centers have a wealth of resources under one roof.

You can find more information at Childrens.com

Please review the information contained in this handbook prior to starting your rotation/unpaid internship. It will assist you as you are in our facility and contains valuable information that you will need during your student rotation at Children’s. Thank you for choosing our hospital and helping to make life better for Children!

Sincerely,

Student Services
A division on Human Resources
O: 214-466-1901
E: studentservices@childrens.com

Follow Children’s Health™ www.childrens.com

1935 Medical District Drive | Mailstop 3T6.01 | Dallas, TX 75235

Updated 12/18
# Student Handbook Table of Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Getting Started</td>
<td>3</td>
</tr>
<tr>
<td>Rotation Requirements</td>
<td>4–5</td>
</tr>
<tr>
<td>Emergency Events - Codes</td>
<td>6</td>
</tr>
<tr>
<td>Patient Safety Toolkit</td>
<td>6</td>
</tr>
<tr>
<td>AIDET</td>
<td>7</td>
</tr>
<tr>
<td>Survey Readiness</td>
<td>7</td>
</tr>
<tr>
<td>HIPAA</td>
<td>8</td>
</tr>
<tr>
<td>National Patient Safety Goals</td>
<td>9</td>
</tr>
<tr>
<td>Dallas &amp; Plano Badge Office/Parking Info</td>
<td>10</td>
</tr>
<tr>
<td>Dallas Campus Map</td>
<td>11</td>
</tr>
<tr>
<td>Plano Campus Map</td>
<td>12</td>
</tr>
<tr>
<td>Our Children's House and Children's Health Specialty Center Locations</td>
<td>13</td>
</tr>
<tr>
<td>Our Children's House Parking Info</td>
<td>14</td>
</tr>
</tbody>
</table>

## OUR VALUES

- Selfless Service
- Passionate Advocacy
- Commitment to Excellence
- Unwavering Integrity

## OUR MISSION

To make life better for children.

## OUR STRATEGIC PRIORITIES

- Efficiency
- Growth
- People
- Quality
## Getting Started

### Requesting Rotations
- Hosting Departments must submit Student Requests through Ultimus to Student Services
- Process should be started a minimum of 3 weeks prior to start date (1 week for employees)
- All paperwork be submitted **ELECTRONICALLY**

<table>
<thead>
<tr>
<th>Affiliated Student Criteria</th>
<th>Hosting Departments Responsibilities</th>
<th>Student Services Responsibilities</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Affiliated Students are defined as:</strong></td>
<td><strong>Hosting Department role consists of the following:</strong></td>
<td><strong>Student Service's role consists of the following:</strong></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Completing course work that is required as part of a school program that has an affiliation with Children’s (Degree course work NOT resume building work)</td>
<td>Verify and/or request contract is current by visiting the contracts website at <a href="https://www.childrens.com/for-healthcare-professionals/education-training/student-affiliations/contracts">https://www.childrens.com/for-healthcare-professionals/education-training/student-affiliations/contracts</a></td>
<td>Provide affiliation standards, streamlined processes, and ensures maximum return on investment on students for the organization</td>
</tr>
<tr>
<td>Must have a Hosting Department</td>
<td>For questions about contracts please email <a href="mailto:StudentAffiliationContracts@childrens.com">StudentAffiliationContracts@childrens.com</a></td>
<td>Processing paperwork to clear student</td>
</tr>
<tr>
<td>Not a medical or dental student that requires credentials</td>
<td>Complete Student Request form in Ultimus to start process with Student Services</td>
<td>Collaborating with hosting departments</td>
</tr>
<tr>
<td>Not paid by Children’s</td>
<td>Student’s Orientation to department and organization</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Distribute the Student Handbook and/or any department information to students</td>
<td></td>
</tr>
</tbody>
</table>

You can find more information about how students are processed on the [Student Services website](#).
Rotation Requirements

Students must meet Children’s requirements to participate in a rotation/unpaid internship.

- **Requirements include:**
  - School must have a signed and current Affiliation agreement with Children’s that will stay current through entire rotation
  - Proof of liability insurance for students must be provided
  - Current immunization records
  - Drugscreening
  - Criminal background check
  - Any other licensure as required by hosting department
  - Signed confidentiality form & Medical Waiver
  - Online training as assigned

- **Student must meet Children’s requirement by completing Student Paperwork and returning it by email to student.services@childrens.com**
  - Health Form (all documentation must be sent with form)
  - Confidentiality Form
  - Waiver and Release of Medical Liability

- **Schools must meet Children’s requirements by:**
  - Provide an attestation letter for students by email to student.services@childrens.com
  - Templates will be sent with student paperwork
  - Schools will be audited regularly to ensure proper documentation can be provided to Occ Health

**IMMUNIZATIONS: Health form and Documentation must be provided/Attestation letter only must be approved**

- Children’s does not provide health screens for students or any immunizations.
- Student must complete Health Form
- Must include documentation of all vaccinations, titers, and TB tests in addition to health form
- If you complete by attestation letter you will still be asked to complete Health Form and provide all documentation currently for auditing. *Once audits are passed on a regular basis, all health form documentation will not be required*

**Students must be able to show documented proof (documentation) for:**

- TB testing: **Test is required annually and must be current through entire rotation**
  - Option 1 – Quantiferon Gold blood test
  - Option 2 – Two Rounds of TB skin testing within one year
  - Chest x-ray is required if you have had a positive TB
  - Provide documentation of the positive test as well as your x-ray documentation (free from disease)
- 2 MMR’s or positive titers to measles, mumps, rubella
- 2 Varicella vaccines or positive titer
- Tdap vaccine
- Flu vaccine during flu season – usually September to April
- **Clinical Students Only**– 3 Hep B vaccinations or positive titer
  - They must have a complete series and/or a positive titer
  - If they have had 2 doses and then a positive titer, they still need the 3rd dose

**For clarification of documents that are accepted by Children’s to confirm that the student has received the referenced vaccine the following are accepted:**

- Vaccine records from a physician's office; must be signed by the physician or the person who administered the vaccine; must include date of administration; example is Childhood Immunization Record
- Vaccine administered at a clinic; includes date of administration, lot number, signature of person who administered vaccine

**Records that Children’s will not accept as proof of documentation:**

- A school's Nursing Immunization Form even if it has been signed off by a physician
- The University's Health Record
- A cash register receipt for a vaccination

**CPR:** Students must meet the same requirement as employees in their hosting department.
**DRUG SCREEN:** Info should be included in attestation letter and only provided upon request
- Children’s does not pay for or provide drug tests for students.
- Students will need to have his/her university attest that student has a negative urine based 10-panel drug screen on file.
- If the student’s university declines to perform, students can use the clinic of their choice at their own cost.
  - Many students have had success using Concentra, or you call Quest Diagnostics ‘Collection Site Locator at 1-800-877-7484 to locate the collection site closest to their home.
  - You must request this drug test for personal reasons, not for pre-employment, which would require an order or code. If you go to Quest, you might want to call to make sure they will perform test for personal reasons because some clinics have refused to do so without an order. Results will go directly to student.
  - An individual with a positive drug screen or who refuses to submit to a reasonable suspicion drug screen will not be allowed to attend any rotation for a minimum of 12 months. Prior to returning to the agency/rotation, a student must provide proof of a negative drug screen.

**BACKGROUND CHECK:** Info to be included in attestation letter and only provided upon request
- Children’s does not pay for or provide background checks for students
- Students will need to have his/her university attest that student has a clear criminal background check prior to beginning any rotation at CMCD (must meet Children’s standards).
- If the student’s university declines to perform a background check, the student will need to obtain one through GroupOne Services at their own cost. Contact Student Services for a link.
  - Information on how to proceed can be found on the GroupOne website [www.gp1.com](http://www.gp1.com). Please keep in mind the criminal background check generally averages 2-3 days for local residents and 3-5 days for out of town students.
- Results will go directly to student.
  - Criminal background checks should review a person’s criminal history. The check should include the cities and counties of all known residences, not just the DFW area. The following criminal histories are examples of actions that may disqualify an individual from consideration for the rotation. This list is for example purposes and is not an exhaustive list. (Each criminal record or individual will be assessed according to EEOC requirements):
    - Felony convictions/deferred adjudications
    - Misdemeanor convictions or felony deferred adjudications involving crimes against persons (physical or sexual abuse), illegal use or distribution of drugs
    - Misdemeanor convictions or deferred adjudications related to moral turpitude (prostitution, public lewdness/exposure, theft under $1,500, computer crimes of fraud, etc.)
    - Felony deferred adjudications for the sale, possession, distribution, or transfer of narcotics or controlled substances
    - Registered sex offenders
    - OIG, GSA and Medicaid Sanctions Terrorist Suspect List
    - Pending charges and warrants for arrest

**COMPLETE ALL REQUIRED ONLINE TRAINING AS ASSIGNED**

Student Services, Occupational Health, and the Badge Office are NOT open on weekends.

*Once all the above requirements have been met, student will receive an email from Student Services clearing them to start clinicals. Students must take clearance letter with them to the badge office. If you do not have an email, you are not clear to start your rotation. Hosting Departments should provide handbook to students.*

Student is responsible for ensuring they receive clearance email at one week prior to start date.

**During Rotation at Children’s**
- Children’s picture ID must always be worn
- Children’s Dress Code policy should always be followed
- Students must pick up your student badge prior to starting rotation
- Personal cell phones are not allowed on the units

**End of Rotation**
- Badges must be returned to the Badge Office at the end of your rotation
- End of rotation surveys should be completed by students - Hosting Departments will provide students information on how to complete survey

For more detailed information, please reference the:
- following: Children’s policy [CP 1.02 Academic](#)
- Affiliations Affiliation contract with Children’s
- DFW HOSPITAL COUNCIL FOUNDATION Regional Standards for Drug Screening, Background Checks & Immunizations (Effective as of 1/1/16)
# Emergency Event - Plain Language Conversion From Codes

**Background**

The purpose of Plain Language is to establish a common language and communication system for our staff, patients, and visitors. It also assists Children’s to use a common language to communicate with local emergency management, law enforcement, emergency medical services, fire departments, public health agencies, and other public organizations which may be involved during emergencies.

**Plain Language** means explicitly describing a situation rather than using codes. For instance, if you are reporting a fire to the incident commander, say you have a fire in the operating room. Don’t say “Code Red in the OR.”

Using Plain Language rather than medical codes can reduce miscommunications and even decrease response times, and in an emergency, a faster response can save lives.

**Important:** Plain Language does not change how you respond to an alert or emergency. The only difference is how you communicate.

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>High Census</td>
<td>Code Yellow + Descriptor + Location</td>
<td>Facility Alert - High Census + Location</td>
</tr>
<tr>
<td>Contaminated Patients</td>
<td>Code Yellow + Decontamination Team Activation + Location</td>
<td>Facility Alert - Decontamination Team Activation + Location</td>
</tr>
<tr>
<td>Disaster</td>
<td>Code Yellow + Descriptor + Location</td>
<td>Facility Alert - Disaster Plan Activated + Descriptor + Location</td>
</tr>
<tr>
<td>Fire</td>
<td>Code Red + Location</td>
<td>Facility Alert - Fire Alarm Activation + Location</td>
</tr>
<tr>
<td>Hazardous Release</td>
<td>Currently we do not announce over head</td>
<td>Facility Alert - Hazardous Release + Location</td>
</tr>
<tr>
<td>Evacuation</td>
<td>Currently we do not announce over head</td>
<td>Facility Alert - Evacuation + Descriptor + Location</td>
</tr>
<tr>
<td>Medical (NO CHANGE)</td>
<td>Currently we do not announce over head</td>
<td>Medical Alert - Code Blue + Location</td>
</tr>
<tr>
<td>Active Shooter</td>
<td>Code Silver + Active Shooter + Location</td>
<td>Security Alert - Active Shooter + Descriptor + Location</td>
</tr>
<tr>
<td>Hazardous Situation Inside/outside the facility</td>
<td>Code Yellow - Lockdown/Lockout + Location</td>
<td>Security Alert - Lockdown/Lockout + Descriptor + Location</td>
</tr>
<tr>
<td>Missing/Abducted Child</td>
<td>Code Pink - Description of child + Location</td>
<td>Security Alert - Missing/Abducted Child + Description + Location</td>
</tr>
<tr>
<td>Severe Weather</td>
<td>Code Gray - Severe Weather + Location</td>
<td>Weather Alert - Severe Weather + Location</td>
</tr>
<tr>
<td>Tornado Warning</td>
<td>Code Black - Tornado Warning + Location</td>
<td>Weather Alert - Tornado Warning + Location</td>
</tr>
<tr>
<td>Snow/Ice</td>
<td>Inclement Weather + Location</td>
<td>Weather Alert - Snow/Ice + Location</td>
</tr>
</tbody>
</table>

*Updated 9/2017 jmh*
**AIDET**

AIDET is a framework for staff and students to communicate with patients and their families as well as with each other. It is a simple acronym that represents a very powerful way to communicate with people who are often nervous, anxious and feeling vulnerable. AIDET is not applied in the same way every time you encounter a patient or family member.

Customize AIDET to achieve the desired outcomes of reduced anxiety, improved trust, enhanced understanding, and improved overall customer satisfaction.

- **Acknowledgment to reduce anxiety and build a good working relationship**
  - Knock, asking permission to enter
  - Smile, make eye contact, greet pleasantly
- **Introduce to reduce anxiety and help them feel that they are in good hands**
  - State name and role at Children’s
  - Highlight skill and expertise (certs, years) of self or others the customer will encounter
- **Duration to ease tension and stress caused by wait times**
  - Share wait times, procedure time expectations
- **Explanation to increase compliance in following instructions and guidelines**
  - Explain all processes and procedures
  - Provide clear expectations
- **Thank you to foster an environment of gratitude and to identify additional needs**
  - Express appreciation for their cooperation, time, and or entrustment of care
  - Ask what else you can do

**ALWAYS:**
- Listen to what the customer is saying
- Ensure body language is relaxed, calm, open and non-threatening (don’t seem rushed)
- Use appropriate emotions such as empathy, enthusiasm, positive attitude, and warmth

---

**SURVEY READINESS**

The Joint Commission regulations must be adhered to at all times. **With tracer methodology, any staff member or student could be asked questions related to the care of their patients.** In an effort to be ready at all times for the possibility of a survey and to maintain patient safety, the following questions and answers should be reviewed by Instructor and students.

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>What is the orientation process for Instructor and students?</td>
<td>Prior to rotation, students must review a standard hospital orientation that includes information on HIPPA, Compliance, Safety, and Infection Control. Instructor then completes 8 hours of orientation/re-orientation to their assigned units each year. This includes time with the educator and staff reviewing unit routines, documentation, and equipment. Hosting department’s employee(s) are responsible for orienting the students to their department and hospital.</td>
</tr>
<tr>
<td>Where are policies located?</td>
<td></td>
</tr>
</tbody>
</table>
| What do you do in case of fire?                                        | **Rescue**—rescue anyone in immediate danger  
**Alert**—report a “Code Red” by pulling the closest fire alarm or by dialing 33333  
**Confine**—confine the fire  
**Extinguish**—extinguish the fire  
**To operate the fire extinguishers:**  
P—pull the pin  
A—aim at the base of the fire  
S—squeeze the trigger  
S—sweep                                                                                                                                 |
| What is your responsibility in the event of a code? (Excluding Code Blue) | Always report to the charge nurse for instructions. If off the unit, immediately return.                                                                                                               |
| Where to find the Patient’s Bill of Rights?                            | In all patient care areas and Admitting                                                                                                                                                                 |
| What do you do in the event of an unusual incident?                    | Inform the patient’s nurse and charge nurse. Consult with charge nurse on whether to complete an e-set (incident report) and how to document the event in the patient’s chart.                               |
| What do I do with malfunctioning equipment?                            | Always notify the charge nurse. Equipment such as catheters, NGTs, etc. should be saved and placed in a bag and sent to Risk Management along with the e-set report. For pumps, monitors etc., complete a BioMed repair tag (found in the dirty utility room) and attach to the piece of equipment, then call BioMed for pick-up. |
HIPAA Highlights for Students
(The Health Probability & Accountability Act)

- All Students are responsible for ensuring they understand HIPAA and how it applies to them as a student during their rotation
  - Students completed CART training as part of their rotation requirement
  - Information in this document was pulled from CH – CART: HIPAA Privacy v8.0 and is not meant to replace CBT
  - If you email anything containing patient information (PHI) it must be sent securely.

A breach of HIPAA is grounds for immediate termination of rotation
If you have any questions, please discuss with your Hosting Department
# 2019 Hospital National Patient Safety Goals

The purpose of the National Patient Safety Goals is to improve patient safety. The goals focus on problems in health care safety and how to solve them.

## Identify patients correctly
- **NPSG.01.01.01** Use at least two ways to identify patients. For example, use the patient’s name and date of birth. This is done to make sure that each patient gets the correct medicine and treatment.
- **NPSG.01.03.01** Make sure that the correct patient gets the correct blood when they get a blood transfusion.

## Improve staff communication
- **NPSG.02.03.01** Get important test results to the right staff person on time.

## Use medicines safely
- **NPSG.03.04.01** Before a procedure, label medicines that are not labeled. For example, medicines in syringes, cups and basins. Do this in the area where medicines and supplies are set up.
- **NPSG.03.05.01** Take extra care with patients who take medicines to thin their blood.
- **NPSG.03.06.01** Record and pass along correct information about a patient’s medicines. Find out what medicines the patient is taking. Compare those medicines to new medicines given to the patient. Make sure the patient knows which medicines to take when they are at home. Tell the patient if it is important to bring their up-to-date list of medicines every time they visit a doctor.

## Use alarms safely
- **NPSG.06.01.01** Make improvements to ensure that alarms on medical equipment are heard and responded to on time.

## Prevent infection
- **NPSG.07.01.01** Use the hand cleaning guidelines from the Centers for Disease Control and Prevention or the World Health Organization. Set goals for improving hand cleaning. Use the goals to improve hand cleaning.
- **NPSG.07.03.01** Use proven guidelines to prevent infections that are difficult to treat.
- **NPSG.07.04.01** Use proven guidelines to prevent infection of the blood from central lines.
- **NPSG.07.05.01** Use proven guidelines to prevent infection after surgery.
- **NPSG.07.06.01** Use proven guidelines to prevent infections of the urinary tract that are caused by catheters.

## Identify patient safety risks
- **NPSG.15.01.01** Find out which patients are at risk for suicide.

## Prevent mistakes in surgery
- **UP.01.01.01** Make sure that the correct surgery is done on the correct patient and at the correct place on the patient’s body.
- **UP.01.02.01** Mark the correct place on the patient’s body where the surgery is to be done.
- **UP.01.03.01** Pause before the surgery to make sure that a mistake is not being made.

---

This is an easy-to-read document. It has been created for the public. The exact language of the goals can be found at www.jointcommission.org.
DALLAS & PLANO BADGE OFFICE/PARKING INFO

- Students must get badge prior to starting your rotation.
- Students will not be cleared to receive badges until all required information has been received and verified by Student Services.
  - This applies to both CMC-employed and non-employed students.
- **Students may not wear employee badges when they are on campus as students.**
- **Students on campus less than 20 hours will get a paper badge from the concierge, not the badge office.**
- Take your Clearance Email from Student Services with you to the Badge Office
- A government-issued photo ID must be presented for students to receive a badge
- If you come to the campus without your badge you will be required to purchase a replacement badge and there is a $10 fee for the replacement. On weekends replacement badges are issued by Security Dispatch.

**DALLAS CAMPUS BADGE OFFICE**

- Identification badges must be obtained from Security Badge Office which is located on the 3rd floor of the Bright Building, E3010, at the Dallas campus.
- Dallas Campus Badge Office Hours:
  - 7:30 am to noon, 1 to 4:30 pm, Monday through Friday
  - The Badge office is closed from 12-1 daily for lunch and closed on Sat/Sun & holidays
  - Please email the Badge Office at Badge.Office@childrens.com to schedule an appointment
  - While in the Badge Office waiting area, we ask that cell phone ringers be on silent, and everyone wait quietly, so as not to disturb those in the area working.

**DALLAS CAMPUS PARKING**

- Students and instructors do NOT have access to use the employee parking or visitor parking garages.
- Park in the flat lot located off Medical District Drive (Across from Purple Parking garage for employees)
  - You will pull a visitor parking ticket on your first day and then badge out after you get your badge
  - After first day students must badge in and out of this this parking area.
  - If you park anywhere else on campus you will have to pay for parking.

**PLANO CAMPUS BADGE OFFICE**

- Students will need badge access to the Legacy campus, which can be done at the Dallas campus during badge office hours or arranged at Legacy prior to your rotation start date.
- Plano Campus Badge Office Hours:
  - 7:30 am to 4:00 pm Monday through Friday
  - The Badge office is closed from 12-1 daily for lunch and closed on Sat/Sun & holidays
  - Plano Badge Office phone number is 469-303-1370 for appointments or questions
  - The Badge office is located directly across the street from the Plano ER. (See map below.)
    - Parking for the Badge office is located on the same side of the street as the Badge Office.
    - Come to the first door that has Security on the outside of the door.
    - There is a door bell on the outside to the right.

**PLANO CAMPUS PARKING**

- Students can park in the Northeast employee lot or at the back of any lot on campus.
Children’s Medical Center Dallas
1935 Medical District Drive, Dallas
Located off I-35 (Stemmons Freeway), Exit Medical District Dr.
Our Children’s House (Inpatient) &
Children’s Health Specialty Centers (Outpatient)

We are proud that Our Children’s House is a part of Children’s Health™.

Our Children's House (OCH) offers coordinated, comprehensive services for children with special health care needs. Patients include children from infancy through age 18 with developmental or birth disorders, traumatic injury and severe or chronic illness.

Inpatient programs include the feeding, rehabilitation, and pulmonary programs. Intensive day patient programs include the Day Feeding program, Day Neuro program, and Constraint Induced Movement day therapy.

Our specialty is transition to home, which includes patient and family education and discharge planning for complex patients.

In addition, Children’s Health Specialty Clinics can help coordinate care, and offer developmental screenings and assessments, parent education and support, and physical, occupational and speech/language therapy. Families can also access outpatient feeding therapy, developmental therapy, and rehabilitation.

**OUR CHILDREN’S HOUSE (INPATIENT)**
1340 Empire Central
Dallas, TX 75247
Phone: 214-867-6700

**PARKING**

**WHERE**: 1341 Mockingbird Lane (south on Brookriver). Spaces are marked for Children’s Health Parking

**HOW**: A shuttle will run during the times below. The Shuttle will be waiting in the off-site parking lot in the mornings and at the OCH main entrance in the afternoon Monday-Friday from 6:30 am – 9:30am and 3pm-8pm

- The two adjacent buildings have on site security and they do rounds at least hourly. CMC security will be rounding as well.
- There are several security cameras and additional lighting has been added just for us.
- This is within walking distance. If you need to leave in the middle of the day, it is a nice walk or a leader who is parked on site will give you a ride.
OUR CHILDREN’S HOUSE - OUTPATIENT CLINIC LOCATIONS

Children’s Health Specialty Center Allen
8 Prestige Circle, Ste. 101
Allen, TX 75002
Phone: 972-727-5312

Children’s Health Specialty Center Cityville
2222 Medical District Dr.
Dallas, TX 75235
Phone: 214-867-6900

Children’s Health Specialty Center Frisco
7010 Preston Road, Ste. 240
Frisco, TX 75034
Phone: 972-377-2446

Children’s Health Specialty Center Grapevine
1643 Lancaster Dr. Ste. 300
Grapevine, TX 76051
Phone: 817-305-5800

Children’s Health Specialty Center Las Colinas
7453 Las Colinas Blvd.
Irving, TX 75063
Phone: 972-444-0884

Children’s Health Specialty Center Rockwall
2455 Ridge Rd. Ste. 255
Rockwall, TX 75087
Phone: 469-698-7719

Children’s Health Specialty Center Waxahachie
1540 N. Hwy 77, Bldg. C, Ste. 10
Waxahachie, TX 75165
Phone: 972-938-7040