The Children’s Hospital of San Antonio NICU Virtual Tour
Welcome to the Neonatal Intensive Care Unit
The NICU is a secure unit. You must be buzzed in by the unit secretary or have badge access to enter.
When you arrive to the unit, you will check in at the front desk with our unit secretary. The secretary will ask questions about your health. To ensure the health of your baby and all of our babies, we do not allow anyone into the NICU who might be sick. This includes fever, eye discharge, vomiting, diarrhea, cough, and runny nose. Any visitor displaying symptoms will be asked to leave the unit.
After signing in, the secretary will give you a badge indicating the area of the unit where your baby is located. You must wear your badge at all times while in the unit.

For your baby’s health and safety, we ask that you thoroughly wash your hands at the row of sinks as you enter.
Sunshine Bay consists of beds No. 1 - 25. It is home to our ICU patients and all new admissions.
Due to COVID-19 precautions, only the mother and father of the newborn are allowed at the bedside.

There are no sleeping accommodations in Sunshine Bay.

Please discuss any special circumstances that you and your family may have. We consider each family’s situation on a case-by-case basis.

If asked to step out of the area, please wait in our Family Lounge until notified that you can return to the bedside.

There is no food allowed in Sunshine Bay. Meals can be consumed in the Family Lounge.
Goldfish Bay
Once your baby’s doctor and nursing leaders have determined that your baby can be moved, your baby will graduate to an individual room located in Goldfish Bay, Rooms 26 - 45.
All rooms in Goldfish Bay are in close proximity to our Nurses Station.
Goldfish Bay Individual Room

Four people are allowed at the bedside at any given time.

Please do not store or consume food in your baby’s room.

Meals can be consumed in any Family Lounge.
While your baby is assigned to Goldfish Bay, one parent can stay overnight. The parent staying in the room is expected to sleep on the bed or recliner chair. The daybed has removable cushions for your comfort and linens will be provided.

While staying overnight with us, please respect the following guidelines:

• For your safety, sleeping on the floor is not allowed.
• Wear appropriate sleepwear.
• Your baby’s care is our priority. Please be understanding of frequent sleep interruptions such as lights and noises required to meet medical care needs.
• Screens are available for added privacy. However, for the safety of your baby, monitors must be visible at all times.
Goldfish Bay Family Lounge

A washer and dryer are available in our Goldfish Family Lounge. Remove any lint from the dryer before and after each use. You will need to bring your own laundry detergent.
Lily Pad Bay
Lily Pad Bay includes Rooms 46 – 59. Here, you will work closely with your medical team to get ready to take your baby home. Lily Pad Bay has individual rooms like Goldfish Bay and the same guidelines are in place.
Lily Pad Bay Individual Room
Lily Pad Bay Family Lounge
Your Care Team

- Neonatologist – 24-hour in-house physician coverage
- Neonatal Nurses
- Pediatric Pharmacist
- Neonatal Respiratory Therapist
- Pediatric Nutritionist
- Occupational and Physical Therapist
- Lactation Consultant
- Case management to assist with discharge needs
- Child Life
- Spiritual Care is involved to assist and care for each family

Dr. Maria Pierce
NICU Medical Director
Family Lounge Guidelines

Our Family Lounges are intended to provide a quiet and comfortable space for parents. Please respect the following guidelines:

• Help yourself to ice and water.
• A Keurig machine is available for families to use. You will need to provide your own coffee pods.
• A shared refrigerator is available for use. Please write your name and the date on items you place in the refrigerator.
• A washer and dryer are available in our Goldfish Family Lounge. Please remove lint from the dryer before and after each use. You must provide your own laundry detergent.
• Lounge chairs are provided for your comfort. However, no sleeping is permitted in the family lounges.
• Food can only be consumed in our Family Lounges. Covered drinks are allowed in patient rooms.
• Please help us keep our unit clean and neat. Please dispose of all trash.
Breastfeeding and Milk Storage
It is important to us that you are able to meet your breastfeeding goals.

We have Lactation Consultants available as well as Lactation Rooms in each of our NICU areas and a secure Milk Storage Room.
Mother Baby Unit
There is a family lounge located in the Mother Baby Unit with the same amenities found in the NICU family lounge.

We are focused on family-centered care. The nursing staff wants to involve moms and dads in the daily care of their baby as much as possible.
We look forward to meeting you and taking care of your baby. Our staff of nurses and doctors in the NICU have many years of experience taking care of babies born prematurely or who need extra attention when they are born.

If you have any questions, call the NICU at 210.704.2474.

We are here to help.