

Welcome to Doernbecher 10 North

We are glad to welcome you and your family to 10 North. This guide will help you know what to expect during your stay. *If you would like a digital version with clickable links, please scan the QR code on the back of this document.*

Visiting Guidelines

- **General Visiting Hours:** 5:00 AM - 9:00 PM
- **Parents/Guardians:** Parents and caregivers may visit at any time. During general visiting hours, there is no limit to how many visitors can be in the room. After 9 p.m., only two visitors ages 18 or older may stay overnight.
- **Security:** The doors to enter our unit are always locked for safety. When visiting:
 - Use the intercom button outside the 10N front doors (underneath the seahorse sign).
 - Let staff know who you are visiting and your relationship to the patient.
 - Check in at the front desk before entering the room. Complete sign in sheet every day and receive a visitor sticker to be worn at all times.
- **Doernbecher Welcome Guide:** To access the general hospital-wide welcome packet, please use the link below.
 - [Doernbecher Welcome Packet \(PDF\)](#)

OHSU Doernbecher Children's Hospital

700 SW Campus Dr, 10th floor
Portland, OR 97239

📞 503-418-8000

www.ohsu.edu/doernbecher



Public Spaces

Important: If your child is in isolation for a contagious illness, please avoid using shared public spaces to protect other patients.

- **Family Lounge:** The lounge is open to all visitors. You may help yourself to water, ice, and coffee. A microwave and fridge are available for your use. You will also find free food labeled "Please Take" from Annie's Pantry. If you put any food in the fridge, please label it with your name and the date.
- **Play Room:** Located across the hall from the family room and open to patients and visitors. Please place used toys in the "to be cleaned" bin after play.

Getting Around

- Doernbecher connects to the main OHSU hospital on the 9th floor. To get to OHSU, take the elevator to Floor 9 and turn left down the hall and out the double doors.
- Doors between OHSU and Doernbecher lock at 9PM. After 9PM use the intercom at the double doors between the OHSU campus and Doernbecher. The Doernbecher lobby is open at all hours.
- **Maps:**
 - [OHSU Marquam Hill \(English\)](#)
 - [OHSU Marquam Hill \(Spanish\)](#)

Food Services

- **Order hours:** 6:30 AM – 8:30 PM.
- To order, use the black phone in your room and dial 4-1111.
- If you are breastfeeding or live more than 50 miles from OHSU, and your child receives Oregon Medicaid, you may qualify for food assistance. Please ask your nurse for more information.
- Please see the "Food Options" sheet posted in the patient room, or the link below, for more information about ordering food and where to eat.
 - [Where to eat at OHSU](#)

Amenities

- Bathrooms and showers are available in each patient's room.
- Hygiene products (shampoo, conditioner, toothpaste etc.) are available on request from our BrightMoments donations. Ask your nurse for help.
- There is a laundry room on the 9th floor. To use, please ask the front desk for detergent and a laundry badge.

Staff Recognition

- If someone gave you great care, you can nominate them for an award using the following links:
 - o [Daisy Nomination](#) (Nursing staff)
 - o [Rose Nomination](#) (Any staff)

Support & Resources

We know hospital stays can be hard for the whole family. Support services are available, including help with food, lodging, and medical leave. If you have questions or want to access resources, speak with your nurse, and they will connect you with the right team member.

Scan QR code below and click on the link “10 North Family Welcome Guide” for a digital version of this document.

