

About Packard Pass Photo ID Badges

We wish you, your child and your whole family a warm welcome to Lucile Packard Children's Hospital. As part of our commitment to ensuring a safe environment for our patients, families, and all who come to our main hospital facility, we will soon begin a photo ID badge system called Packard Pass.

Packard Pass is a new and easy way to increase safety by identifying everyone who enters our hospital and giving them a temporary photo ID badge to wear while in the hospital. And, it only takes a minute to get a badge.

Beginning at 8 am on February 8, 2012, all outpatients, family members and visitors will be required to get a Packard Pass every day when they arrive, and wear it so it can be seen while in the hospital.

Who needs a photo ID badge?

Everyone who comes into the main hospital at 725 Welch Road will be given a Packard Pass photo ID badge each day except for staff, volunteers and clinical students who will continue to use their permanent photo IDs.

- Packard Passes must be worn by all **outpatients, family members, visitors** and **business professionals**.
- **Children under the age of 14** will have a Packard Pass that has the photo and name of their parent or supervising adult. Children under the age of 14 should be accompanied by a responsible adult.
- **Inpatients** receive a medical ID bracelet from the medical team caring for them.
- **Physicians, employees, volunteers** and **clinical students** who do not have their permanent badge must obtain and wear a Packard Pass for the day.

How do I get a Packard Pass?

Step 1: Each day, stop at one of several Packard Pass "service points" upon first entering the hospital. For fastest service, have your driver's license or government-issued identification card ready.

Step 2: Provide your name, date of birth and the hospital location you will be visiting. We'll ask you a few basic questions about your recent health and exposure to contagious infections.

Step 3: Swipe your driver's license or ID card and have your picture taken. This automatically sends your information and photo into our secure database. If you do not have a license or ID, you can still receive a Packard Pass. Simply provide your name and basic information, and have your photo taken.

Step 4: We will then print your Packard Pass sticker to wear while you are in the hospital. The whole process takes about a minute.

Due to our child population, Packard Children's will compare each visitor's information to the National Sex Offender Registry. Visitors who are currently registered will not be provided a Packard Pass or entry to the facility without pre-approved authorization by our Security Services Department. For questions regarding this visitor policy, please contact Security Services at (650) 723-7222 to request to speak with the Security supervisor.



Packard Pass
Categories:

- PARENT
- VISITOR
- CONTRACTOR
- STAFF
- VOLUNTEER
- CLINICAL
STUDENT
- EVENT GUEST

For more questions and answers, please see other side.



Lucile Packard
Children's Hospital
at Stanford

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When does my Packard Pass expire?

Your Packard Pass automatically expires at midnight on the day it was created. Badges are disposable and may be placed in available disposal bins located at hospital exits and security podium areas.

Where will my Packard Pass be created and checked?

The Packard Pass system is available only at the main hospital building at 725 Welch Road. There are six service points where you can have a Packard Pass created or checked.

- Two service points are located on either side of the main lobby.
- The hospital Information/Hospitality Desk next to the lobby is also a service point.
- Three other service points are located in the hallways that connect Stanford Hospital & Clinics with Packard Children's Hospital: on the first floor near F1, on the second floor near F2, and on the ground floor.

What does the Packard Pass photo ID badge look like?

The Packard Pass is a sticker that displays the photo and name of the person wearing it (or, for children under the age of 14, the photo and name of their parent or supervising adult), the location they are visiting, the date the badge expires, and the category of the person wearing it. There are seven Packard Pass categories: parent, visitor, contractor, staff, volunteer, clinical student, and event guest.

How long does Packard Children's Hospital keep my information in the temporary database?

Information and photographs are routinely removed from our Packard Pass system in a protected manner.

With whom will Packard Children's Hospital share my photo and information?

Information and photographs obtained for and stored in the Packard Pass system will be treated as confidential within the organization and will be shared externally as required by law.

Why is Packard Children's Hospital using the Packard Pass system?

Packard Pass supports existing hospital safety measures, improves communication and identification, and helps us to know the names and faces of those who are most important to the mothers and children in our care. The photo ID badge system has been in use at a number of leading hospitals and institutions across the US for many years. These hospitals have seen increased safety for their patients, families and staff. We are confident that this system will strengthen the efforts we already make to ensure that Packard Children's is a safe place for everyone who comes here.

Who will be responsible for enforcing and overseeing the Packard Pass system?

As part of our current visitor policy, all employees are responsible to be alert to individuals in the hospital who may not have legitimate hospital business. The new Packard Pass photo ID badge system uses the advantages of technology to assist this effort. Employees help monitor who is in the hospital and refer those without a badge to one of the Packard Pass service points. Anyone, including patients, families and visitors, may tell a hospital employee or notify hospital security if someone without a badge is on their unit or on an inpatient floor.

Thank You

Thank you for supporting our commitment to providing everyone at our hospital with the safest and most welcoming environment possible. We continuously seek new ways to make each patient and family's experience extraordinary, and invite you to share your suggestions, questions and ideas with our staff. Please contact Patient Relations at (650) 498-HUGS (4847).



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