Maternity services
We are delighted that you have chosen Novant Health Maya Angelou Women’s Health & Wellness Center to deliver your baby.

We recognize the importance of the childbirth experience, and you can take comfort in knowing that you and your baby will receive excellent care from our highly skilled, compassionate and dedicated staff. With a variety of support classes, spacious labor-delivery-recovery (LDR) suites, a mother/baby unit where you and your baby will get to know one another, and a level III B NICU (neonatal intensive care unit), the Maya Angelou Women’s Health & Wellness Center is that special place for you and your baby to begin your lives together.

A Baby-Friendly designated maternity center
Novant Health Forsyth Medical Center is an internationally recognized Baby-Friendly designated birth facility. This is a global initiative of the World Health Organization and UNICEF with a goal to improve health outcomes for mothers and babies through breastfeeding and immediate skin-to-skin bonding.
Special moment. Special care.
Before your baby arrives

Expert medical care
Whether this is your first baby and you desire a little extra support or you’re expanding your family, our experienced maternal fetal medicine physicians, obstetricians, nurse midwives, ob-gyn anesthesiologists, pediatricians, neonatologists, neonatal nurse practitioners, lactation consultants, respiratory therapists and nursing staff are all dedicated to providing you and your family with a beautiful and healthy birth experience. The Maya Angelou Women’s Health & Wellness Center is a perinatal regional referral center for high-risk ob-gyn patients from 20 surrounding counties.

Choosing a doctor for your baby
Novant Health offers many physician offices convenient to your home or workplace. These pediatricians or family practitioners can provide your baby with the highest level of care available.

We encourage you to choose your baby’s doctor before you get to the hospital in labor.

Most pediatricians and family practitioners offer free office visits to prospective parents. If you would like more information about Novant Health-affiliated physicians, call 336-718-7000 or visit our online physician finder at NovantHealth.org/doctor to search our database of physicians.

As an additional help in choosing your baby’s doctor, we offer a “Meet the Doctors” night. This hourlong session with doctors from local clinics allows you and your partner an opportunity to ask questions about baby care and parenting, and to meet the doctors in person as you make this important decision. For dates and times, call 336-718-7000.

Antenatal testing
Sometimes the doctor needs to know the baby’s position in the womb, his/her readiness to be born or his/her response to the stress of labor. Not all pregnancies require testing. Your doctor may refer you to the prenatal assessment center for pregnancy-related tests.

Women’s unit
Women experiencing pregnancy complications may be admitted to the women’s unit for special monitoring, care or treatment before the baby is born.

Pregnancy & You e-newsletter
Be informed and inspired with relevant, timely advice from medical experts and moms. Every five weeks beginning around week 16, our e-newsletter will arrive in your inbox, tailored to your specific stage of pregnancy and after birth. Topics include debunking pregnancy myths, handling unexpected comments, labor comfort advice, newborn safety tips and more. Sign up at NovantHealth.org/pregnancy.
When you arrive

Helpful hints for a smooth delivery
Our goal is to provide you with excellent family care and make you as comfortable as possible during your stay. Go to NovantHealth.org/maternity and search for “birth preparation guide.” We suggest you use this guide to highlight your birth preferences. Please communicate your birth preferences with your provider and bring the guide to the hospital and give it to your labor and delivery nurse. Your guide will follow you throughout your stay with us. We will follow your preferences as closely as we can.

door (the B entrance) at the front of the hospital. This is the closest entrance to the labor and delivery unit. The car can be moved by the driver to the visitor parking deck once you are inside safely.

To keep you safe
To ensure our patients remain safe, we take extra security measures to monitor who is coming and going to our women’s services areas. The only way to gain access to these areas is by using the elevators on the first floor of the North Tower Lobby. Public safety officers are stationed near these elevators 24/7 and must see a picture ID for adults visiting the women’s services areas. They will then issue an approved visitor tag and activate the elevators for all visitors to gain access to the women’s services areas.

Are you in labor?
When you arrive in the center, you will be evaluated in our triage area located in the OB/ED. Once you are 14 weeks pregnant, all pregnancy-related problems and concerns will be evaluated in the OB/ED. You may come on your own or may be sent by your provider. Staff here will ask for the name of your doctor and the clinic name. This is also where you will be asked to sign several consent forms. You will remain in the OB/ED until your doctor or midwife decides if you will be staying at the hospital.

LDR (labor/delivery/recovery) room
Once you are admitted into the labor area, you will stay in one of our private LDR rooms for the birth of your baby and the first one to two hours after the birth. We realize that support during the birth process is important. You can have up to four visitors in the LDR room during labor. However, during some procedures, the doctor or nurse may ask your visitors to step out of the room briefly.

Parking
Upon arrival, we encourage you to use our curbside assistance option. This free service is located at the front entrance, is available during the weekdays and allows for everyone to enter together. If curbside assistance is unavailable and it is too uncomfortable for you to walk from the parking deck, we suggest you enter through the Maya Angelou Women’s Health & Wellness Center.
When you arrive continued

While you are in the LDR room, you will be on a clear liquid diet. This includes water, juice, soft drinks, popsicles and hot drinks. We ask that you talk with your nurse or doctor before eating anything else.

Your guests may have hand-held snacks in the labor and delivery room but remember the smell of food can make some laboring women feel sick. Encourage your guests to visit any of our dining areas located on the ground and first floors for meals, or they may also eat in the waiting room.

Mother/baby unit
For the rest of your stay in the hospital, you will be in one of our private mother/baby rooms on the third floor. Each room has a private bathroom with a shower, television and comfortable seating. Here, a specially trained nurse will care for both you and your baby. Mom and baby are only separated for medical reasons, so your baby will be with you at all other times. It’s called “rooming in” and provides significant benefits for you and your baby. Your baby will sleep better, cry less and breastfeed easier, in addition to allowing the natural bonding process between mother and baby to proceed, uninterrupted, from the very first day of life. For more information about the benefits of rooming in, ask your nurse.

Women’s unit
Women experiencing complications after delivery may be transferred to this unit for postpartum care. Your baby can still “room in” with you as your condition allows.

Dedicated ob-gyn anesthesia department
The dedicated ob-gyn anesthesia department is staffed 24 hours a day by doctors and nurse anesthetists who specialize in obstetrical and gynecological anesthesia. The goal of the expert anesthesia staff is to help provide a comfortable, positive birth experience.

You have many options for pain control, they include:
- IV pain medications
- Inhaled nitrous oxide (laughing gas)
- Full service labor analgesia including “walking epidurals”
- PCA Fentanyl for rare patients that can not have an epidural for medical conditions
- Epidural, spinal, or general anesthesia for cesarean section deliveries
- Postoperative pain management when indicated
**Dedicated ob-gyn surgical suite**
In the ob-gyn surgical suite, there are operating rooms dedicated to use for C-section birth and a post-anesthesia care unit (PACU) where women recover immediately after a surgical birth or gynecological surgery. If a C-section birth is necessary, your support person can be with you through the surgery and the recovery.

**Neonatal ICU**
Should you have a premature delivery or if your baby has any special needs, our neonatologists, neonatal nurse practitioners and physician assistants are available 24/7. Additionally, the Maya Angelou Women’s Health & Wellness Center has a level III B NICU (neonatal intensive care unit) to provide expert care.

**Visitors**
We love brothers and sisters and want them to be included in the birthing experience. Please keep in mind, however, that your comfort and safety is our top priority. Any visiting children must be supervised at all times. For privacy and safety reasons, we ask visitors who are not in your room to wait in the nearest waiting room or lobby rather than stand in the hallways. Please note that hospital visitation policies may be different during flu season.

**Baby photos**
With your permission, adorable photographs of your baby will be taken by a professional photographer from Bella Baby. These images will be available for purchase.

**Photography/video/audio recording**
Capturing the first precious moments of birth are important and priceless, and we want you to have positive memories of your birth experience. At the same time, protecting the integrity of the medical profession and our staff is important as well. Therefore, please ask permission before taking any photos or using any recording devices in labor and delivery.

**Translation services**
These services include, but are not limited to, hearing aids, sign language interpreters and foreign language interpreters. We offer communication aids at no charge if you need assistance. We have video interpreting capabilities in multiple languages.

**Preadmission**
Please complete the form located on the back cover between 13 and 17 weeks of pregnancy. You can also pre-register online at NovantHealth.org/maternity by clicking on “pre-register for your delivery.” This will give us enough time to process your information to ensure that your registration experience is fast and easy when you arrive. Please bring your insurance card with you and our staff will make a copy. You should get a letter within 30 to 45 days that confirms your registration.

For your safety, the admissions staff will need to verify this information when you are admitted to the hospital. Do not worry if you go into labor before you pre-register or receive confirmation of your registration. At the hospital, your information can be reviewed or obtained if necessary.

**Financial considerations**
To help make the birth of your baby as relaxing and as stress-free as possible, we suggest you take care of all the financial arrangements prior to your delivery.

- Contact your insurance company to determine any copay/co-insurance amounts for which you will be responsible based on your specific insurance plan.
- You may call 336-277-7299 or toll free at 1-888-277-3901 to speak to a financial navigator regarding cost estimates for a vaginal delivery and a C-section.
- Contact your ob-gyn office to make sure that all pre-certifications and/or referrals have been obtained prior to your arrival at the hospital.
- Call your employer’s human resources department to have your baby added to your insurance policy upon birth.
- It is important to select a doctor for your baby before he or she is born.

For a listing of area doctors, call 336-718-7000 or visit our website at NovantHealth.org/doctor.
Services for the entire family

For program dates, times and registration, call Novant Health Care Connections at 336-718-7000. For more information about upcoming events, visit NovantHealth.org/maternity.
Programs and classes

Whether this is your first child or a new addition, the Maya Angelou Women’s Health & Wellness Center offers a variety of classes and tours to provide you with information and training. To register for any of our classes, please call 336-718-7000 or visit NovantHealth.org/calendar and click on Triad area.

**Birth and Beginnings series**
In this childbirth preparation series, you and your support person will learn about the birth process, what to expect during labor and delivery, how to manage pain and basic comfort measures. The course meets one night each week for three weeks. Saturday classes also available. Hospital tour is included. Fee required.

**Infant Safety and CPR**
Learn what to do if an infant (ages birth to 1 year) begins choking or needs rescue breathing. This American Heart Association Family & Friends CPR program gives hands-on practice using infant models. This 90-minute class includes home and car safety. This class does not provide Red Cross certification in infant CPR. Fee required.

**Newborn Care**
This class offers hands-on experience for expectant parents. Learn the baby care basics, including bathing, diapering, swaddling and cord care. Free.

**Online childbirth education**
Prepare for childbirth from the comfort of your home through a self-paced online childbirth education program. Register online by visiting NovantHealth.org/onlinematernityclass. Fee required. To learn more, call 1-855-251-8808.

**Breastfeeding classes**
Learn the advantages of breastfeeding, how to get started with breastfeeding and how to keep breastfeeding successfully. Talk to a lactation consultant about your breastfeeding questions. This is a 3.5-hour course offered on Saturday. Fee required.

**Maternity tour**
Take a one-hour walking tour of the Maya Angelou Women’s Health & Wellness Center. Learn about parking, getting admitted, visiting policies and take a look at our facility. Free.

**Sibling class**
Bring your child ages 3 to 10 to learn what it will be like having a new baby in the home. A video presentation and a “child-sized” tour of the Maya Angelou Women’s Health & Wellness Center are just a part of this fun-filled class. Free.

**Pregnancy yoga**
Relax during a one-hour class incorporating gentle and relaxing yoga postures suitable for any fitness level or stage of pregnancy. Fee depends on number of classes chosen. For dates, times and registration, call 336-414-5942.
After your baby arrives

It is important that you rest after the birth experience and take time to bond with your new baby. The mother/baby unit has a set “quiet time” every day in which moms and babies enjoy a time of rest and no interruptions from hospital staff. Visitors are discouraged during quiet time and are welcome to wait in our lobby. All underage visitors should be with an adult. One person may spend the night with you after the baby is born.

**Discharge**
The length of stay will vary for each patient, but it is usually 24 to 48 hours for vaginal birth and 48 to 72 hours for C-section birth.

On the day of discharge, you can expect the following:

- Your doctor will write your discharge orders and give you instructions on caring for yourself at home.
- Your baby’s doctor or the hospital pediatrician will discharge your baby and give you care instructions.
- Your nurse will review these discharge care instructions with you.
- You will be asked to sign discharge forms for you and your baby.
- You may choose to walk at discharge or you can be taken downstairs in a wheelchair. If you choose to walk, the baby must be taken down to the car in his or her car seat.

Please be aware that both your doctor and your baby’s doctor must complete discharge processes before you will be able to leave the hospital.

**Breastfeeding services**
For those mothers who choose to breastfeed, our nursing staff is trained and experienced in assisting with breastfeeding. You will also be visited by a board-certified lactation consultant. Lactation consultants provide education before birth, hands-on assistance in the hospital, and follow-up support in our Novant Health Nursing Mother’s Place. The Nursing Mother’s Place carries the most complete line of breastfeeding support products in the area, including lingerie, breast pumps and accessories such as pillows and slings. Call 336-718-5636 for outpatient lactation consultation appointments, breast pump rentals or questions about merchandise in the center. Call 336-718-8233 to speak with a lactation consultant.

**Nursing Matters**
This discussion and support group, led by an international board-certified lactation consultant, gives you the opportunity to talk to other moms who breastfeed and provides ongoing support during the breastfeeding experience. Babies are welcome. Free. First and third Thursdays of each month for one hour. For more information, call 1-855-251-8808.

**Mommy/baby yoga**
Practicing yoga with a baby is a wonderful way to enjoy your baby’s first year. This one-hour class helps new mothers regain flexibility, strength and confidence. Babies are incorporated into the yoga poses, and each class ends with a massage for baby. Fee depends on the number of classes chosen. For dates, times and registration, call 336-414-5942.

**Safety tips**
You can help keep your baby safe during the first days of life by following these simple guidelines here at the hospital:

- Learn the names of our staff who are caring for you and your baby.
- Ask your nurses to explain hospital policies about nursery procedures, visiting and safety/security.
- All hospital employees wear a photo identification badge.
- Question people who come into your room if you are not familiar with them, even if they are dressed in “hospital clothes.” If you have concerns about anyone, call your nurse immediately.
- When you get home, save your baby’s footprints taken in the hospital. They are positive identification of your baby.
Start off safe and strong

Family Connects
Forsyth County residents are entitled to a free, postpartum in-home nurse visit, courtesy of Family Connects. Our mission is to provide support for both you and your baby and to connect you with resources that nurture the whole family. Our team members will visit you in the hospital and schedule your visit for two to three weeks after discharge.

Here are a few examples of how our nurses can address your family’s needs:
• Baby weight check
• Mom health check
• Breastfeeding help
• Postpartum depression and anxiety screening
• Healthy home connections
• Back-to-work support

For more information, call 336-718-4226 or visit NovantHealth.org/familyconnects.

Child passenger safety
North Carolina’s law requires children ages 7 and under who weigh less than 80 pounds to be secured in an appropriate child passenger restraint system. Children who are less than age 5 and less than 40 pounds must be restrained in the back seat if the vehicle has a rear seat and has passenger side front airbags.

You need to know:
• For the greatest protection, your infant should ride rear facing as long as possible and to the highest weight and length allowed by the infant seat manufacturer.
• Once installed in a vehicle, the safety seat should not move more than one inch side to side when held at the points where the seatbelt touches the safety seat.
• The infant should be sitting at a 45-degree angle. Some cars have sloped seats that make this difficult.
• The safety seat harness should fit snugly on the child’s shoulders. A snug harness lies in a straight line, without sagging, but should not be so tight as to press into the child’s body.
• The harness retainer clip should be placed at armpit level to hold straps in place.
• Blanketing should NOT be placed under the baby or between the baby and the harness.
• If the safety seat is not properly installed in the car or the child is not properly restrained in the seat, the safety seat may not protect your child in a crash.
• All safety seats do not work in all cars.

Infant car seat testing
All infants born at less than 37 weeks gestation will be monitored for 90 minutes while sitting in your infant car seat, prior to discharge from the hospital. The infant will be monitored for breathing difficulties, decrease in heart rate and decrease in oxygen saturation. Please be prepared to bring your infant car seat, including the base, to the hospital upon request, should your infant need to be tested.

To assure that your child’s safety seat is properly installed, it is recommended that you visit buckleupnc.org where you will find information about choosing and using child restraint systems.
Newborn hearing screenings
A routine hearing screen is performed on every baby born at Maya Angelou Women’s Health & Wellness Center before you take the baby home. The test is usually done when your baby is asleep in your room. It is painless and takes less than 15 minutes. A sign will be placed on the door letting staff and visitors know that the test is being performed. If your child requires treatment, it is best begun before six months of age. Follow-up hearing and rehabilitation will be started as needed.

To learn more about the hearing screen, visit NovantHealth.org/maternity.

Social Security cards
You will receive a mother’s verification of facts at the hospital. Please allow 12 weeks for the card to arrive in the mail. If you have not received it within 12 weeks, go to vitalrecords.nc.gov for more information.
Hepatitis B vaccine
Recent outbreaks of preventable childhood diseases emphasize the necessity of vaccination for all children. Regular medical care includes vaccinations, which are an important part of your child’s total healthcare. It is important to make sure that your child is vaccinated on time.

What is this disease?
Hepatitis B (HBV), or serum hepatitis virus, can cause infection at any age. It may lead to chronic infection of the liver and serious disease, especially if it is acquired during infancy or childhood. However, a child may not show signs of infection until years later when he or she develops liver failure and/or liver cancer. More than 95% of children who receive all the recommended doses of hepatitis B vaccine are protected against the illnesses caused by the hepatitis B virus.

HBV is transmitted in several ways, including being passed from mother to infant at the time of birth. Young children may be infected by someone living in the same household who is infected, even if that person does not appear to be sick (a carrier of HBV).

Finally, HBV can spread through sexual intercourse or through contact with infected blood, such as when drug users share needles.

When should my child get the hepatitis B vaccine?
According to the American Academy of Pediatrics, your child needs three doses of hepatitis B vaccine to be fully protected against hepatitis B infection. Ordinarily, the first vaccination will be given at birth, the second dose at 1 to 4 months, and the third dose at 6 to 18 months of age. If mom tests positive for hepatitis B, the child must receive the first vaccine dose as well as hepatitis B immunoglobulin (HBIG) at or shortly after birth. The child also requires a second dose at one month and the final vaccine dose by six months of age.

Are there side effects to the hepatitis B vaccine?
No serious reactions have been linked to this vaccine, and most children have no side effects.

Jaundice
Jaundice is a common condition in newborn infants that usually shows up shortly after birth. Too much bilirubin makes a baby’s skin look yellow. The yellow color will appear first on the face, then on the chest and stomach, and, finally, on the legs. In most cases it goes away on its own. If not, it can be treated easily.

Jaundice can be dangerous if the bilirubin reaches too high a level in the blood. This level will vary based on a child’s age and medical condition. Your baby will be screened for jaundice, and your baby’s doctor will talk with you if treatment is required.

State lab screening
Most newborns are born healthy and normal. However, there are some health problems that may not be detected on a routine exam by your baby’s physician. This is why blood tests are used to screen newborns for these problems.

Some of the problems your baby will be screened for include, but are not limited to:
- Hypothyroidism
- Sickle cell disease
- Phenylketonuria (PKU)
- Galactosemia
- Congenital adrenal hyperplasia (CAH)

Since symptoms are not always obvious at birth, the only way to diagnose these problems before damage occurs is through newborn screening. Early diagnosis and treatment can prevent mental retardation, serious physical disabilities or death.

Before your baby leaves the hospital, his or her heel will be pricked and a few drops of blood will be collected. This blood is then sent to the State Laboratory of Public Health in Raleigh. Occasionally, the blood sampling needs to be repeated. If your baby’s doctor asks you to come in for a repeat sampling, please follow up quickly on this.

Congenital heart defects screening
Congenital heart defects are one of the most common birth defects. Novant Health is committed to screening all babies prior to discharge. We check each infant’s oxygen level to detect early signs of a congenital heart defect. Screening is simple and pain-free for your baby. For more information speak to your provider or nurse.
Healthy baby, happy future

Your baby’s birth certificate
You will receive a decorative copy of your baby’s birth certificate at the hospital. This is not the legal birth certificate. It is important to have a legal copy of your child’s birth certificate as it is required when your child begins school and is also needed for other legal transactions, such as obtaining a passport. There are two ways you can get a legal copy of your baby’s birth certificate.

• You may go to the Forsyth County Register of Deeds office, located at 201 N. Chestnut St., Winston-Salem, to pick up a legal copy of the birth certificate.

• You may send a written request for a legal copy of your baby’s birth certificate to: North Carolina Vital Records, 1903 Mail Service Center, Raleigh, NC 27699-1900.

With your written request, you must include the following information:
• The baby’s full name.
• Your relationship to the baby.
• The date and place of birth.
• The full name of the mother and father.
• A self-addressed stamped envelope.
• Contact the Register of Deeds to find out the amount of check or money order needed to submit your request.

For more information, please call the Forsyth County Register of Deeds in Winston-Salem at 336-703-2700.

North Carolina law regarding birth certificates
If the mother was married at the time of conception, between conception and birth, or at birth, the name of the husband will be entered on the birth certificate as the father of the child. The surname (last name) of the child shall be determined by the mother.

If the mother was married and the biological father is not her husband, an affidavit of parentage may still be completed, but the biological father’s name cannot be placed on the birth certificate without a court order. The mother must have been legally divorced 280 days prior to the birth of the baby for the biological father to be added. If the mother is unwed, and would like to have the baby’s father’s name on the birth certificate, he must present a current photo identification issued by state or federal government officials.

If the mother is separated, but not divorced by law, the legal husband may be shown as the father of the child. If the husband is “absent” (separated, mother has no idea where the father is or hasn’t seen him in years) then the mother assumes full liability for naming the child. In all cases, the mother must sign the birth certificate.

Safe haven law
Please know that within seven days of delivery, a newborn infant can be surrendered to any hospital or healthcare provider with no legal implications for the mother. Legally, a safe surrender is much better than neglect or abuse resulting in tragedy.

For more information visit NovantHealth.org/maternity or call 336-718-7000.
Contact us

As you prepare for the birth of your new baby, the team at the Maya Angelou Women’s Health & Wellness Center wishes your family health and happiness. We welcome the opportunity to answer any questions and help in any way we can through this exciting birthing experience.

Novant Health Maya Angelou Women’s Health & Wellness Center
Novant Health Forsyth Medical Center
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336-718-7000 • NovantHealth.org/maternity • •