

# Birth Care & Family Health Services

(717) 786-4010 fax (717) 786-4011

Georgetown Office  
1138 Georgetown Rd. • P.O. Box 152 • Bart, PA 17503

Harvest Drive Office  
3469 Harvest Drive • Gordonville, PA 17529

## CLIENT POLICIES

### APPOINTMENT POLICY

We are dedicated to your good health and that of your baby. We will give you as much time and attention as you need. Our care package includes as many visits as you need for prenatal and postpartum care. Your responsibility as a partner in your care is to keep your regular appointments so that the midwife can monitor your progress and become aware of any problems at an early stage. Please take this responsibility seriously. Please notify us 24 hours in advance if you must cancel an appointment so that it can be given to someone else. In case of an emergency please notify us as soon as possible. Appointments missed without notice may be charged a service fee. If we are not in the office you may leave a message at the office (786-4010 x 3) and we will call you back to reschedule. Your cooperation will be greatly appreciated.

If you arrive late for a scheduled appointment, we will make every effort to see you but not at the expense of another client's time. If necessary, you will be rescheduled for another date.

For the safety of our clients and employees we may need to close the office during winter storms. If you have a scheduled appointment when the roads are icy or snowy, please call the office and listen to the message before leaving home. *If we close for bad weather, we will change our message by 8:00 am, and we will contact you to reschedule as soon as possible.*

### MIDWIFE AVAILABILITY

A midwife is on call 24 hours a day, 7 days a week for births or pregnancy related emergencies. If you are in labor or have an emergency and need to speak to the midwife, call (717) 786-4010 x 1. Please leave a message if your call isn't answered. When messages are left, the backup midwife is immediately notified and should call you back within 5 minutes. For all other concerns, such as scheduling appointments or test results, please call during office hours and leave a message. Someone will return your call as soon as possible.

The birth center is open and staffed on an as-needed basis. It is important to notify the midwife on-call when you plan to arrive at the birth center in labor so we can ensure that a care provider is available to meet you there.

### STUDENT NURSE MIDWIVES

From time to time, we may have a student nurse midwife working with our practice. A student brings with her a lot of enthusiasm and a sincere desire to learn. We can offer her an opportunity to see midwifery practice in action and to participate in a variety of labors and births. We are very committed to allowing students to participate in our practice because the opportunities for future nurse midwives to gain experience in out-of-hospital birth are very limited. If we don't train student nurse midwives now, we won't have enough midwives interested and skilled in birth center and home birth to care for childbearing families in the future.

Birth Care accepts students only from accredited master's degree programs at major midwifery training schools. Applicants are carefully screened for compatibility with our practice. All midwifery students we accept are registered nurses and have completed at least a year of schooling. They are already well trained in the theories of midwifery care; this is their opportunity for hands on experience. When a student first begins working with us, she will just watch and learn. Gradually, as she gains experience, she will be given responsibility. However, at no time will she be without constant guidance and supervision. Please consider allowing a student nurse midwife to be involved in your maternity care. We welcome any questions you may have. If you wish to refuse, please let us know immediately and we will honor your right to do so.

## **CHILDBIRTH EDUCATION CLASSES**

Childbirth education classes are required for all first time mothers planning an out-of-hospital delivery, either at home or in the birth center. When a woman delivers outside the hospital setting, she must be an educated partner in the birthing process. Childbirth preparation classes are designed to teach new parents what to expect during pregnancy, labor, birth and the postpartum period. This knowledge increases your safety and reduces fear and anxiety in both the mother and spouse / partner. The Childbirth educator also covers techniques to increase comfort during labor and what to expect in the care of an emergency.

## **BIRTH PLAN**

The needs and desires of birthing women are very individual. One woman may feel comfortable laboring surrounded by family and friends, while another may want to be alone in a quiet room. Remember, it's your birth! Within the confines of safety, we want to do whatever makes you comfortable. So, please be sure to let us know what is important to you.

## **SUPPORT PERSON**

A laboring woman should have her own support person with her during the birth. This may be your partner and / or any other person you choose. You may have as many support people as the birthing room can comfortably accommodate. A support person must be able to demonstrate adequate knowledge of the birthing process and relaxation and support techniques. We caution you against having too many people present as we know that too busy of an environment will cause problems in labor.

## **SIBLINGS**

Siblings may be present at the birth as long as a caregiver other than the laboring woman's support person is with them. Siblings are encouraged to enter the room very soon after birth to participate in the bonding process. If you desire to have an older sibling in the birthing room during the delivery, please advise the midwife of your wishes beforehand.

## **REFRESHMENTS**

Please bring adequate food and drink along to the birth center for yourself and all family and support persons. It is important for a laboring woman to stay nourished and well hydrated, and it is likely that you will be really hungry after giving birth. You will have done a lot of hard work and used up a lot of calories! Kitchen facilities are available for food preparation and storage.

For home deliveries, please have food and drink on hand for the caregivers. Remember, the midwife and nurse may have come to you in a hurry or in the middle of the night and they will be hungry after the delivery, too.

## **RETURNS**

No medications, herbs, vitamins, teas, breastfeeding or similar supplies may be returned once they have left the center.

## **GRIEVANCES**

If you are dissatisfied with any aspect of your care or treatment, please bring your concern to the administrator. All client grievances will be dealt with in a confidential and timely manner.