

## NEONATAL INTENSIVE CARE UNIT

# Caring for Our Community's Newborns



At Bon Secours St. Mary's Hospital, we understand that neonatal care involves more than medical expertise—it's about **compassionate, family-centered care**. We are committed to providing our families with the highest level of clinical care and emotional support during an incredibly challenging time.

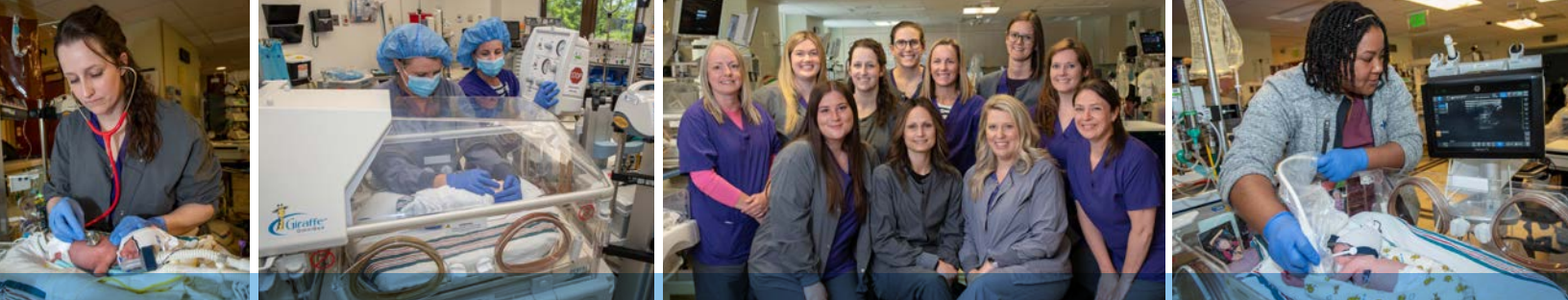
Our subspecialty Neonatal Intensive Care Unit (NICU) will occupy a floor in the brand-new Critical Care Tower and offer advanced technology, a team of experts, and an exceptional environment to care for even the most critically ill newborns. From infants born as early as 22 to 23 weeks' gestation to those with congenital conditions requiring specialized surgery, we are here for every family.

## Expert Care, Tailored to You

Our multidisciplinary team works tirelessly to create personalized care plans tailored to each infant's unique needs. Our providers are on-site 24 hours a day.



- **Neonatologists:** Specialized pediatricians focused on the care of critically ill or premature newborns.
- **Neonatal Nurse Practitioners and Physician Assistants:** Specialized advanced providers who support the physicians and the care team.
- **Neonatal Nurses:** Highly trained professionals who provide around-the-clock care to ensure the comfort and well-being of each infant.
- **Pediatric Surgeons:** Specialists experienced in performing critical procedures for newborns.
- **Respiratory Therapists:** Specialists who manage and support the respiratory care of newborns, particularly those with breathing difficulties or those requiring ventilation and oxygen therapy.
- **Lactation Consultants:** Experts who offer guidance and support to mothers, ensuring successful breastfeeding and providing valuable resources.
- **Pediatric Sub-Specialists:** Experts with advanced training in specific areas of pediatric medicine who collaborate to care for critically ill or premature newborns.
- **Specialized Neonatal Therapists:** Highly trained physical, occupational and speech therapists who recognize and support the need for ongoing developmental support during the NICU stay.
- **Dedicated Case Managers:** Team who supports families with their needs during the stress and separation of a NICU stay.
- **Neonatal Critical Care Transport Team:** A highly specialized team that includes a physician or nurse practitioner, critical care nurses, and respiratory therapists who safely transfer infants requiring advanced neonatal care from hospitals within and outside the Bon Secours system to St. Mary's Hospital.



# Family-Centered Care

**We recognize that the NICU journey is not just about the infant—it's about the family.** That's why we've designed our NICU to foster a comforting and supportive environment, where parents can remain close to their babies and be actively involved in their care every step of the way. We are investing in private rooms, shared rooms for multiples, and an open bay concept for the most critical infants to best support recovery and the overall well-being of families.

## Our NICU provides specialized care such as:

- Body cooling for infants affected by birth trauma.
- Specialized ventilators for our smallest and sickest patients.
- Comprehensive care for breathing, feeding, imaging, surgery, and other pediatric specialties.
- Collaborative Approach: We focus on the entire continuum of care, starting before birth:
  - Close collaboration with Obstetrics and Maternal Fetal Medicine to prepare for high-risk deliveries.
  - Ongoing support during the NICU stay and long after discharge through our Neonatal Continuing Care Clinic and access to pediatric subspecialty clinics.

## We know the emotional and logistical challenges families face, so we offer supportive housing options:

- Ronald McDonald House Charities-sponsored rooms within the hospital for families to stay close to their newborns.
- Evelyn D. Reinhart Guest House on campus for families traveling long distances.

## Why Bon Secours St. Mary's is Special

By combining advanced medicine with heartfelt support, we help families stay connected to their community while ensuring their child receives the care they need. Our commitment doesn't end at discharge—we stand beside families every step of the way, supporting their child's healing and long-term wellness journey.

**“We'll never be able to fully express our gratitude to the NICU team at St. Mary's. The care our son received was extraordinary, but what really made the difference was how they cared for all of us, as if we were also their patients. The NICU team members are like family to us now and forever!”**

– A grateful parent

## New NICU Brings Healing Spaces and Family-Centered Design

### Some key features of our new NICU will include:

- 31 total beds
- 17 private rooms
- 6 flexible rooms designed to support multiples
- 8 open bays for most critical patients
- Private family lounge
- Lactation room
- State-of-the-art family consult room

## Innovative Technology to Support Families and Staff

We are investing in advanced technology not only to support the recovery of infants but to keep families connected during this critical time.

### Key technologies include:

- Webcams
- Virtual consultation area
- Smartboards in patient rooms
- Virtual bedside rounds when families cannot be in person

**Bon Secours Richmond Health Care Foundation**  
5855 Bremono Rd., Suite 100, Richmond, VA 23226

**804-287-7700 | [giveBSMH.org/Richmond/SMH](https://giveBSMH.org/Richmond/SMH)**

18611RICBRO (5-25)

