

ABOUT INTENSIVE CARE

WHO WE ARE

The intensive care team at Santiam Hospital consists of registered nurses, physician specialists, respiratory and physical therapists, patient care technicians, pharmacists, dieticians, and monitor technicians. These dedicated professionals provide compassionate, comprehensive care for your loved one.

WE WANT TO INVOLVE YOU

At Santiam Hospital, we make every attempt to actively include a patient's family in creating a healing environment, so please don't hesitate to ask about his or her condition or treatment. We also welcome your comments and concerns.

FAMILY RESOURCES

Room Number: _____

Family contact is: _____

Your Doctor is: _____

Your Nurse is: _____

Cafeteria Hours: 7am to 6:30 pm daily
Breakfast Hours: 8am-9:30am
Lunch Hours: Noon-1:30 pm
Dinner Hours: 5pm-6:30 pm
Pastoral services are available.

FREQUENTLY ASKED QUESTIONS

- **How much time may I spend with my loved one?** Our number one priority is the well-being of our patients and their families. Visits are limited depending on the condition of the patient and his or her care needs. The more critical the patient, the shorter the visit should be. A good rule of thumb would be to limit each visit to 20 minutes, as long as there are not multiple visitors.
- **Who is able to visit?** Immediate adult family members may visit the patient. Children age 10 and older may visit with a parent's permission. We do not encourage visits from young children because of the risk of infection to both them and to the patient. Seeing a loved one attached to ICU equipment may be traumatizing for young children.
- **I heard alarms, but no one responded. Why?** Unlike on TV, not all alarms are bad. Some indicate that the patient moved or coughed. Other alarms are set to notify the nurse of important information. If the alarm is serious, you can expect to be asked to leave the ICU and allow the critical care team to respond. Please go to the waiting room where someone will contact you and keep you informed.
- **Are flowers and balloons allowed?** Latex balloons pose a serious allergenic risk and are not allowed anywhere in the hospital. Flowers are allowed and we do encourage cards, pictures, banners, silk flowers and stuffed animals.

embrace CARE
SANTIAM HOSPITAL

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INTENSIVE CARE UNIT VISITORS' GUIDE

WE ARE HERE FOR YOU.

embrace HEALTH™
SANTIAM HOSPITAL

YOUR BEACON IN LIFE'S STORMS.

DURING YOUR VISIT

While you are visiting in the ICU, we encourage that you remain calm and supportive to the patient. Make eye contact and provide encouragement. Remember that, although the patient may not show it, he/she hears more than you might think. After checking with the staff, don't be afraid to touch the patient. You will be surrounded by monitoring lights and machines. If you are unsure or have questions about any equipment, please ask the nurse for help.

Please be aware that the medical equipment used in the ICU has alarm settings to alert the healthcare staff to possible changes in a patient's condition. The alarms are very sensitive to the patient's movements and coughing, and may not reflect any real problem.

Because of the surgery, medication, the surroundings, and frequent monitoring by nurses, some patients may experience mild disorientation or confusion while in the ICU. We work hard to decrease or manage this situation, including dimming the lights at night and minimizing nighttime stimulation for the patient. If you have any questions or concerns about patient confusion, please talk to your nurse or doctor.

HOW YOU CAN HELP

Be involved in your family member's care. As your loved one's advocate, we depend on you to speak up if he or she is unable.

Select a contact person (usually the primary patient family member as selected by the patient). Before leaving the unit, leave the name and phone number for one contact person with your patient's nurse.

To ensure patient confidentiality, the family will be asked to provide a pin number to use when calling for updates.

Follow proper hand hygiene. Patients in the ICU have less resistance to germs and bacteria. Please wash your hands with soap and water before and after contact with a patient.

ICU nurses change shifts at 7am and 7pm. Nurses share important information about all patients at that time. Please avoid calling the unit between 7am and 9am, and between 7pm and 9pm, when patient assessments are conducted.

- For the safety and privacy of our patients, please keep hallways and doorways of the ICU clear. Do not block these areas.
- Please do not visit if you do not feel well. This includes flu symptoms, fever, cold or sore throat, or if you've recently been exposed to and have never before had chicken pox, measles or mumps.
- Please do not leave your personal belongings unattended. We cannot be responsible for their safety.
- Family Conferences: These important conversations between physicians, family members and select members of the care team will be held at the request of the family or team.
- Get food and rest. Because you are concerned for your loved one, you may neglect yourself, but it's important to keep up your own strength. Eat regularly and go home to get a good night's rest.

VISITATION HOURS & POLICY

- The health and wellbeing of our patients is our primary concern, and we know that your visit may be the best medicine. However, too many visitors can unintentionally tire those in our care. For this reason, we restrict visitors to two at a time. This includes family, significant others and friends. Please note that visiting may be restricted due to patient care events.
- Regular visiting hours are 9am - 8pm. The primary family member is welcomed 24 hours a day according to patient preference.
- Guests must check in at front desk before being allowed to visit the ICU.
- Children less than 10 years old may not visit the ICU except in special circumstances and need preapproval by the house supervisor.



- Guests need to respect the patient's privacy and will need to leave the room during treatments.
- Guests are to remain in patient rooms or waiting areas only. Please do not gather in the halls.
- Food is prohibited in ICU patient care areas and patient rooms. Drinks with lids are allowed.
- Cell phones can be used in the ICU with discretion and with silenced ringers.

