

## INTENSIVE CARE UNIT

Information for family and friends



# WELCOME TO ST ANDREW'S WAR MEMORIAL HOSPITAL'S INTENSIVE CARE UNIT

**Our multidisciplinary team of professionals, including doctors, nurses and allied health professionals would like to welcome you to the St Andrew's War Memorial Hospital Intensive Care Unit (ICU).**

Our 15-bed state of the art ICU opened in its new format in 2010 but St Andrew's has been providing excellence in care of the critically ill patient since its first intensive care beds were introduced in 1964.

While our priority is to ensure patients make a quick and full recovery, we also realise that this can be an anxious time for their loved ones. We wish to do all we can to reduce this anxiety for you and work with you to provide first class care and service.

The unit is run by a dedicated team of professional and senior ICU specialists; a skilled ICU registrar is in the hospital 24/7 who is dedicated solely to the ICU, and the specialist team provide on call care every hour of every day.

This leaflet provides information to help you know what to expect while your loved one is being cared for in the ICU and how you can help us provide them with the highest level of care.

## Communications

It is important that you are kept informed of how your loved ones are doing while in the ICU.

Our intensive care specialists, registrars and the nursing staff are happy to discuss their care of your loved ones on a daily basis, and explain their progress. The ICU medical team will keep close contact with all the other medical teams involved in the care of your loved one, to ensure that the best possible outcome is achieved.

We have found it is best that a family nominate one person to be the contact to receive updates on patients. That person can speak with our physicians and nurses about how the patient is progressing and then pass this information on to their family and friends. This is particularly important with telephone updates – each time the nurse delivers the same message on the phone reduces the time he or she can spend with your loved one. Please nominate a spokesperson for phone calls and allow that person to share the updates and information.

The medical specialist leads a multi-disciplinary round several times a day. The morning rounds take place between 8am and 10.30am daily and so the best time for you to contact the unit for an update is around 11am.

## Visiting patients

### Visiting hours and patient rest period

Visitors are welcome in the ICU between:  
11am-12.30pm and 3pm-8pm.

Sufficient rest is a crucial component of a patient's recovery and we operate a patient rest period between 1pm and 3pm.

### Child visitors

Since babies and small children's immune systems are still developing we recommend that they do not visit the ICU as this may not be the best environment for them.

### Food and drink

Please do not bring meals or snacks into the ICU without first checking with our staff.

### Mobile phones

Please switch off your mobile phones before you enter the ICU as these impact on patient comfort and privacy.



## Safeguarding our patients

### Infection control

Good hand hygiene is the best way to prevent the spread of infection. Patients in ICU are particularly susceptible to infections so please use the hand gel dispensers when entering and leaving the unit. This will give your loved one the best chance of recovery.

### Contamination

If you feel unwell, have a cough, fever, or runny nose please postpone your visit to the ICU until you are well.

### Flowers

Due to infection prevention guidelines we are unable to have flowers in the ICU.

## For your comfort

### ICU waiting room

The waiting room is located next to the entry to the ICU. Please use the phone located on the wall to let staff know you have arrived.

### Toilets

Visitor toilets are located in Ward 2F, adjacent to the ICU.

### The ICU quiet room

This room is a comfortable, quiet place close to the ICU for you to take a break and relax. There is a kitchen, shower and ensuite facilities which you are welcome to use.

### Café

Located on Level 3, St Andrew's café offers a variety of hot and cold beverages, sandwiches, hot meals or light refreshments for purchase.

## ATM

On Level 3, opposite the café, there is an ATM.

## Our volunteers

Please ask at the Volunteers' Helpdesk on Level 3 for information on accommodation, cafés, shops, banks, post office, pharmacies and more.

## Pastoral care

Chaplains are available at St Andrew's to listen, support and bring encouragement and comfort to patients, families and friends. They also provide a ministry of prayer and sacraments to those who request it. We have visiting Chaplains from a variety of denominations and faith traditions.

Please feel free to request a visit from a chaplain by asking our nursing staff to arrange this for you and your loved one.

## Feedback

We welcome your feedback and suggestions. Feel free to complete a feedback form and return this to the ICU. You can also use the electronic Relative Experience Tracker device which is located in the ICU waiting room.

## You make the difference

Family and friends have a vital role to play in the care of patients. Just by being here you help relieve your loved one's anxiety and provide support which can help in their recovery. In addition, by letting us know when you feel something is wrong, we can take early action. We encourage you to speak to our staff about any concerns or questions you may have so we can work together to look after your loved ones.

## CONTACTING ICU



**Telephone enquiries:** 07 3834 4236

### Letters and cards can be sent to:

Intensive Care Unit  
St Andrew's War Memorial Hospital  
GPO Box 764  
Brisbane QLD 4001

### Or you can email:

[sawmh.icu@uhealth.com.au](mailto:sawmh.icu@uhealth.com.au)

## Contact us

If there are any issues you would like to discuss about your family/friend's stay in our Intensive Care Unit please contact the Clinical Nurse Manager on: 07 3834 4236.

Our nursing handover period is between 06:45 - 07:15 and 18:45 - 19:15 hours. Please avoid telephone enquiries during these times where possible.



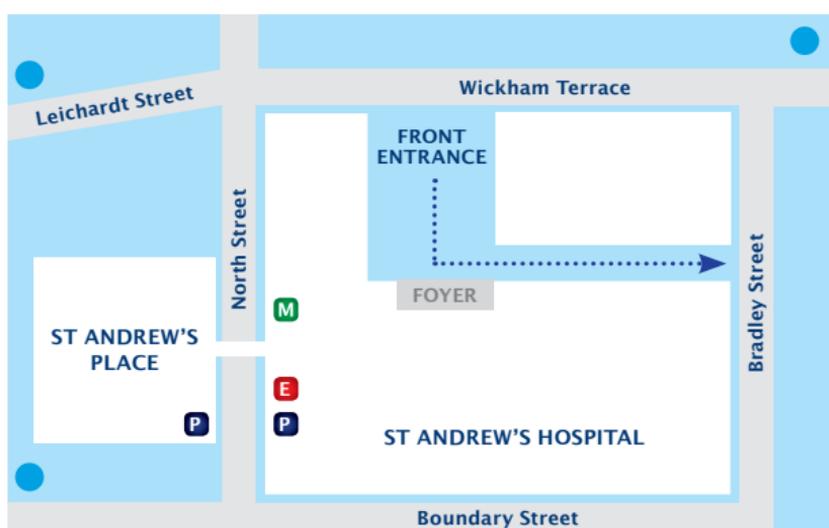
*First class treatment. World class results.*

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**E** Emergency Centre

**●** Bus Stop

**M** North Street Medical Centre

**P** Parking