



## Information for visitors of patients in the Intensive Care

Admission to the Intensive Care Unit (ICU) takes place if the vital functions, such as blood circulation and breathing, need to be intensively monitored and/or treated. This may be necessary after major surgery, an illness, or after an accident, if the vital functions are seriously threatened or irregular. Patients require intensive supervision and monitoring which is why there are stricter rules in the Intensive Care Unit than in other nursing departments. This brochure has information about the Intensive Care Unit.

### Equipment

All patients in the ICU are constantly monitored with the help of equipment, such as devices that monitor the heart rhythm or breathing. These devices can provide signals in the form of sound or a beep. There is no need to worry if a device to which the patient is connected gives a signal. The nurse who takes care of the patient knows what the signals mean and will take action if necessary.

### Breathing

In some cases, a ventilator will help the patient breathe. Because the breathing tube is placed in the trachea, the patient cannot speak.

### **Contact person and information**

We ask that one or two people within the family and/or circle of friends be appointed as contact person(s). These contacts can inquire about the patient at any time. The contact person can then keep the rest of the family and other interested parties informed. We advise the contact person to call before the patient handover, then the nurse who took care of the patient during the night, day or evening shift can answer your questions.

The handover times are:

07:30 to 08:00

15:00 to 15:30

23:00 to 23:30

Please try not to disturb us at these times.

### **Meeting the doctor**

Several specialists are usually involved in the treatment of patients at the ICU. The doctors meet every day in a multidisciplinary patient meeting to discuss the treatment of the patient. If you want to speak to a doctor, please let the nurse know.

You may have to wait a while for the doctor. A meeting with a particular doctor may not always be able to take place on the same day. If this is the case, we ask for your understanding.

### **Patient information**

At the request of the Public Health Inspectorate, data from all patients in the intensive care unit is transferred anonymously and confidentially to the NICE (National Intensive Care Evaluation) Foundation.

The NICE Foundation comprises a continuous and complete registration of all patients admitted to participating intensive care units in the Netherlands. The purpose of the NICE Foundation is to monitor and promote the quality of intensive care medicine in the Netherlands.

The NICE Foundation is a non-profit foundation founded by a professional group (intensivists/critical care physicians) that manages the registration. The data cannot be requested by third parties. If you object to this registration, you can, of course, let one of the intensivists know.

### **Social work and spiritual care**

The spiritual care and social work services are available for the support of the patient. If you need this support, you can make an appointment with the nurse.

**Visiting guidelines**

No more than two people may visit the patient at the same time. If there are more of you, you can alternate. Visiting for too long and with too many people can be very stressful for the patient in the ICU. We, therefore, ask you to discuss your visit with each other and to have someone (the contact person) coordinate this.

If a patient needs treatment or care during visiting hours, visitors may be asked to leave the ward temporarily. We also ask for your cooperation and understanding of this.

The phone number for Intensive Care is:

+31 (0) 251- 26 56 00

**Visiting hours**

If you want to visit at different times, you can do so in consultation with the nurse. Due to the risk of infection, flowers and plants are not permitted in the department.

**Use of the Kiwanis House**

If circumstances make it desirable for you to stay in the area, you can use the Kiwanis House. Ask the nurse about this.

**Necessities**

We appreciate it if you ensure that the patient has access to:

- toothbrush, toothpaste, deodorant, comb and razor
- dressing gown
- slippers

**Transfer**

If the patient is transferred to the nursing ward, this usually happens at 11:30 or 13:30. Occasionally, a patient may unexpectedly be transferred earlier due to an emergency. A careful assessment will be made as to whether the necessary care can be provided in the nursing ward. The consulting ICU nurses can offer a helping hand in this regard. All ICU nurses alternate in performing this task.

**Aftercare**

Many patients and/or family feel the need to discuss what exactly happened during the stay in the Intensive Care at a later stage. You can always make an appointment for an evaluation meeting with the Intensive Care doctor. You can also make an appointment to visit the ICU to close the admission period at the Red Cross Hospital. The ICU also has an aftercare team. The phone number for the Aftercare Team:

+31 (0) 251-265103.

**Questions?**

If you have any questions, feel free to ask the nurses. They are happy to give you more information or arrange a meeting with the doctor for you.

**Advice**

Keeping a diary and taking photos can help you deal with a patient in Intensive Care.

If you have a cold or the flu, please report this to the nurse.

**Finally**

We make every effort to ensure that your visit to our department runs as smoothly as possible. However, you may find that something is not to your satisfaction. It is best to discuss your comments or complaints about your stay or treatment directly with the people involved or with the department's care manager. If you cannot find a solution, you can turn to the Patient Service Office.

For further information, please visit our website: [www.rkz.nl](http://www.rkz.nl)

And: [www.opeenliggen.nl](http://www.opeenliggen.nl)

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