

Visiting hours

- There are no set visiting hours for ICU. But we ask that visitors during the night are kept to a minimum.
- When you arrive at ICU Reception, please speak with the Ward Clerk. If ICU Reception is unattended, contact us via the black intercom phone at the left of the front door.

Visitors

- We encourage only immediate family, close relatives and friends to visit during a patient's stay in ICU.
- Please consider carefully who your loved one would want to see them whilst in the ICU.
- Children are welcome provided they are supervised at all times by a responsible adult.
- At times, we may ask visitors to wait in the waiting area while we carry out tests and procedures. We will do our best to have you back at the bedside as soon as possible.

How to contact ICU

- Phone **9784 7777** at any time and ask for the Intensive Care Unit.
- If you are listed as next of kin or contact person, your call will be transferred to ICU.
- If you need further assistance, please speak with the nurse in charge of ICU.
- If you need social work or pastoral support after hours, ask the nurse in charge.

Research

Frankston Hospital is a teaching hospital. We take part in numerous medical research studies in ICU to enable us to provide the most up to date care for our patients.

We may ask you or your family member for consent to take part in an official research study being carried out by our research team. This is always optional.



Director of Intensive Care
Professor John Botha



Disclaimer: The information contained in this brochure is intended to support, not replace, discussion with your doctor or health care professionals.

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Intensive Care Unit Information

For patients family and carers



IN PARTNERSHIP,
Building a
Healthy Community

What is the ICU?

The Intensive Care Unit (ICU) is a purpose-built unit located on level 2 at Frankston Hospital.

With 13 beds, ICU provides intensive care for a diverse range of critical illnesses excluding neurological or cardiac surgery; they are referred to a larger tertiary hospital.

The ICU team

Patients in ICU are cared for by our highly skilled, experienced medical and nursing team and are supported by professional Allied Health and Ancillary services. These include pharmacy, physiotherapy, speech therapy, dietetics, social work, pastoral care and occupational therapy.

Having a loved one in ICU can be very stressful. If you have questions or would like us to explain anything, please do not hesitate to ask the bedside nurse.



Sue Reaper, ICU Nurse Unit Manager

Preventing infection

Hand hygiene

When entering and leaving ICU, all visitors and staff **must** use the pink antiseptic hand rubs located at the entrance to ICU and throughout the unit.

Food and drinks

Food and drinks should not be consumed at the bedside. This helps reduce the risk of passing on infection to patients and visitors.

Flowers

To reduce the risk of infection we **do not allow flowers** in ICU. Please speak with the team if there is anything you would like to bring for your loved one to help make their stay more comfortable.

What to bring for patients

- Patients will need their everyday toiletries, such as soap/shower gel, toothbrush and toothpaste, dentures, hair brush/comb, deodorant, shampoo/conditioner, hair ties and items such as moisturiser, aftershave/perfume and razor or electric shaver.
- Please bring all of the patient's medications including any prescribed and complementary medicines that they are taking. We will store them in ICU and you can take them home on discharge.
- Please bring in hearing aids and spectacles used by the patient.
- We are unable to store any items such as clothing as there are no patient storage areas in ICU.

Visitor amenities

Car parking

Public car parking is available onsite. If the patient is in ICU for a long time, family members may be given a daily parking pass. Please speak to the nurse in charge.

Toilet facilities

Toilets for visitors, including disabled access and baby change facilities, are located in the ICU waiting area. An additional visitor toilet is located inside ICU near the entrance doors.

Meals

Kafé K on level 2 serves hot meals 11.45am to 1.30pm. It is open 8am to 7.30pm, seven days a week.

Kafé K on level 3 near the main entrance serves light refreshments. It is open 6.30am to 4pm, seven days a week.

The Pink Ladies on level 3 near the main entrance, sell sandwiches and light refreshments. They are open 8.30am to 4pm, Monday to Saturday.

Snacks are also available from vending machines. Please help yourself to the tea and coffee provided in the ICU waiting area.

Support services

The **Social Work** team offers counselling, assessment of patient needs, advocacy for patients and carers, and discharge planning. Please let us know if interpreter services are required.

The **Chaplaincy and Pastoral Care** team provides support during personal crisis and stress. They offer religious or sacramental care when requested, and can arrange for religious representatives to visit. The Sacred Space on level 3 (ground floor) is open 24 hours a day. Everyone is welcome.