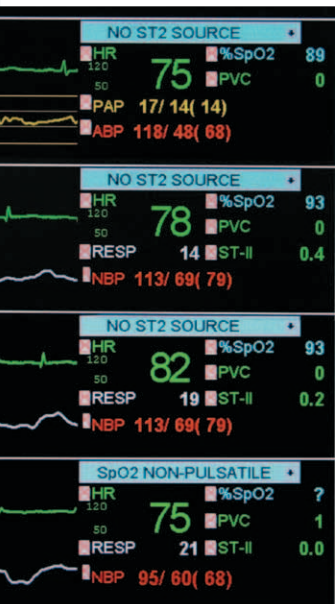




Intensive Care Unit



Information Guide

Intensive Care Unit

(701) 530-4777

ICU Waiting Room

(701) 530-4298

ICU Volunteer Desk

(701) 530-4299



**St. Alexius
PrimeCare**

st.alexius.org

In the St. Alexius Intensive Care Unit (ICU), family members are considered to be individuals who have a close relationship with the patient and are an important part of patient care. We believe that providing all patients a comfortable, quiet, and private environment and allowing family to support, enhance, and participate in their loved one's care aids in the healing process. We make every effort to ensure that the desires, wants, and needs of your loved one are recognized and granted, while maintaining respect for all patients.

Visiting a Patient in the ICU

St. Alexius Medical Center's ICU welcomes visitors 24 hours a day. However for security reasons, the unit is locked daily during the hours of 7-8:30 p.m. and 10 p.m.- 8:30 a.m. Please use the button found outside the main ICU doors to request access during these times.

Although we make every effort to allow flexible visiting, there may be times when you are asked to leave the room so the patient's physician or nurse can provide confidential care. During the following situations, visiting is restricted:

- ◆ Shift report (7-8:30 a.m. and 7-8:30 p.m.)
- ◆ Medical procedures
- ◆ Emergent situations occurring within the ICU
- ◆ High risk of infection

An ICU waiting room volunteer is present during the day hours. Please check in and out with them as they may have phone calls, mail, messages, and other information for you. If no one is available, please check in with the staff at the ICU nurses' station.

- Do not visit the patient if you are ill or not feeling well.
- Wash hands prior to entering and leaving the patient's room.
- Please follow instructions for isolation procedures, if applicable.
- Take into consideration the number of visitors and the amount of time visiting your loved one; rest and well-being is everyone's primary focus.
- Out of courtesy to your loved one and others, please silence all cellular phones. Use no closer than three feet from equipment and monitors. If able, please take phone calls outside the ICU.
- Do not congregate in the ICU hallways to maintain privacy, minimize disturbances, and improve staff mobility. Please be courteous and respectful of other patients' privacy as you go to and from your family member's room.
- Please be mindful of noise.
- If the patient's door is closed, please check at the desk before entering.
- Visiting of children is at the discretion of the family. Please discuss this with the patient's nurse.
- Fresh flowers and plants are not allowed in the ICU. Balloons and/or cards are always welcomed.
- Shoes are required when visiting your loved one.
- Please be aware that the frequent noises and alarms in ICU do not always signal a serious problem. These alarms are monitored at the front desk, as well as in the room.

Patient Belongings

Please limit the amount of personal items that your family member has at the bedside. Glasses, dentures, slippers, robe, and personal hygiene items are recommended.

Designating a Patient Support Person

Family is any person who plays a significant role in an individual's life. We request that, upon admission, the patient or designee identify a "support person," who is allowed access to the patient and be involved in education, decision-making, and care. The patient or designee may alter who the support person is at any time during the hospital stay. In case of a change in the patient's status, the support person will be the individual notified.

Also, we request that this support person act as the family spokesperson. Staff will give information and condition reports to one person for consistency. This person will, in turn, give information to family and friends.

Phone Calls and Privacy

To ensure confidentiality, a code word may be required to receive information over the telephone. To obtain a code word, the patient's support person must visit with the nurse caring for your loved one. Please keep your code word secure at all times.

Your code word is:

Visitor Accommodations

Having a loved one ill and in ICU can be a stressful experience. As healthcare providers, we want to emphasize the importance of daily rest, proper nutrition and hydration, and time for yourself.

The **ICU Waiting Room** is located on the third floor of the Medical Center near the visitor elevator. Please be respectful of all families using this area. Coffee and hot water is also available in the Critical Care family lounge located directly outside the ICU.

The **Meditation Room** is available to accommodate a variety of spiritual practices. The room is located on the first floor, near the cafeteria inside the solarium. It can be reserved by contacting the Pastoral Care department at extension 7661.

The **St. Alexius Chapel** is located near the lobby on the first floor. Families and visitors may use the Chapel at any time. Mass is offered daily Monday - Friday, 7:45 a.m., Saturday, 11:30 a.m. and Sunday, 8:15 a.m. Mass may also be viewed on Channel 44.

The **Solarium** is equipped with soothing music, natural light, and organic plants and trees giving a feeling of ease and relaxation. The solarium is designed to promote the well-being of patients, family members, friends, and staff, and is found on the first floor next to the cafeteria.

Many **hotels** offer discounts to families with hospitalized loved ones. This information may be obtained at the information desks at the East Patient Entrance or South Visitor Entrance of the Medical Center. Please ask our staff for assistance.

The **Cafeteria** is located near the South Visitor Entrance lobby on the first floor and serves during the following times:

- ~ Breakfast 6:30 - 10:00 a.m.
- ~ Lunch 10:30 - 1:30 p.m.
- ~ Dinner 4:30 - 7:00 p.m.

Meals can also be purchased at **Café Etc**, which offers salads, sandwiches, pastries, desserts, coffees, and espresso beverages. Café Etc. is open Monday - Friday from 6 a.m. to 6 p.m. and is located on the first floor near the East Patient Entrance and ER.

To make a difficult stay a bit easier, patients and guests of the Medical Center have access to **wireless internet** connection from personal laptops/computers. To access a connection, please request information from a staff member.

The **gift shop** offers cards, gifts, and much more. It can be found near the South Visitor Entrance lobby on the first floor.

If you have questions or concerns regarding your family member's ICU care, please feel free to contact the ICU staff to assist you with your concerns. If you would like to contact the ICU clinical coordinators, please call extension 4780.



900 E. Broadway Ave.
Bismarck, ND 58501
(701) 530-7000