



# VISITOR GUIDELINES

We encourage immediate family to spend as much time with your loved ones as you would like. In order for open visiting to work a few simple guidelines need to be followed.

- ☼ Shift report is given between 7 – 7:30 in the morning and evening. Report allows each new staff member to be aware of your loved ones special needs. Staff will not be able to answer questions during that time.
- ☼ The unit was designed as a “fish bowl” so we could respond quickly to patient needs. Please do not look in other rooms as you are coming and going. This helps maintain everyone’s privacy.
- ☼ Children of any age may visit except in isolation rooms. Please watch them closely as each room has items which could cause them harm. Some children may be disturbed to see their loved one looking so different. The nurses would be happy to explain what is happening at an age appropriate level.
- ☼ If you wish to step out of your family members room please return to the waiting room rather than lingering in the halls. We do not want to breach any patient’s right to confidentiality by having people hear conversations about the patient in another room.
- ☼ You may be asked to step into the waiting room during procedures. Depending on the procedure, you may be able to stay but will be asked to wear a mask to prevent any infections while lines are being placed.

- ☼ If the curtain is pulled across the room, a delicate procedure is being performed. We want to maintain the patient's dignity. Please do not enter the room. Return to the waiting room and try again in 15 minutes.
- ☼ If your loved one is cared for by an Intensivist, you are welcome to attend rounds. They begin at 8:30 AM. At the end of rounds the nurse or physician will be happy to come back and talk to you about any questions you may have.
- \* From 2-3PM each day is quiet time. Lights are dimmed and patients are encouraged to sleep. Lack of sleep can lead patients to need prolonged time in the hospital as it becomes harder to heal. Feel free to nap or run errands at this time as caring for yourself is also very important.

We recognize that having a loved one in critical care is very stressful. As part of the Planetree philosophy we believe in care for the caregiver. Free massages are available through our massage therapy staff. Ask the unit secretary for a voucher.

