



Intensive Care Unit

Information for families

WHAT IS THE INTENSIVE CARE UNIT?

The Intensive Care Unit is an area in the Hospital where we take care of patients whose **health condition is serious** and can present problems requiring immediate action.

The **healthcare** is handled by a **highly trained team**, consisting of expert medical staff, intensive care specialists, nurses, nursing technicians and support staff 24 hours a day.

In addition, we have the backing of the rest of the medical and surgical specialities at the Centre.

FOLLOW-UP JOURNAL

The Intensive Care Unit (ICU) has a follow-up journal available for relatives of patients whose ICU stay is predicted to be more than 15 days. Ask the ICU specialists for it; they will explain its usefulness and how it works.



THE PATIENT IN THE INTENSIVE CARE UNIT

While your relative is in the Intensive Care Unit, you will notice that there are several devices surrounding patients that are used for treatment and monitoring.

The monitors make it possible to **determine vital signs continuously**. The ICU staff can immediately detect any alteration, through a sound or visualisation (directly or from a distance). Sometimes these sound alarms detect changes that are irrelevant, such as patient movements, coughs or modifications within the norm, so you should not worry about them. All of these systems permit strict monitoring and control of the patient.

Important: Do NOT, under any circumstances, handle our equipment.

We recommend that, unless you are told otherwise, you go home to rest. Your relative is in good hands.



FAMILY MEMBERS DURING ICU VISITS

When you come into the Intensive Care Unit, **washing your hands with a water-alcohol solution** is mandatory. Wearing masks, gloves, paper boots and protective gowns is unnecessary unless the Intensive Care Unit Staff indicate that you must.

When your relative is admitted to the unit, **her/his personal effects will be given to you**. If there is no family member available at that time, any objects of value will be given to security staff and safeguarded by them.

If you think that an object or one of your relative's belongings will help to make the ICU stay easier and more comfortable, offer it to our team so that we can give it to him/her. You can bring things for entertainment such as books, a tablet, magazines, photos, a mobile, etc. For personal care, you can bring razors, deodorant, toothpaste, a toothbrush and so forth.

Taking photographs and recording videos using any type of device are forbidden in this Centre, as established in the legislation for self-image rights, developed by Spanish Law 5/1982 (5 May), on the **rights of honour, personal and family privacy and self-image**.

The Torrevieja University Hospital has a free, open wireless network available for its patients.

The physician or nurse will notify you of the time planned for release to the ward, as well as the room to be occupied, when your relative's condition makes that possible.

Letting children under 12 years of age come to the ICU is not recommended. However, if the parents would like them to see a relative, please notify the healthcare staff so that proper arrangements for the visit can be made. To keep visits organised and functioning properly, it is important for you to follow **the ICU staff's instructions.**

Please enter the Intensive Care Unit **quietly and in an orderly way** to keep from bothering patients. It is important for you to turn off your mobile during visits.

Convey **positive, reassuring messages** to your relative. There are situations in which it can be difficult to communicate with her/him; if that is your case, we will guide you in how to handle it.

If you need a **certificate**, you can ask the Admissions Service for it. If a **work leave justification** is needed for the patient, you should ask the physician in charge during the morning visit schedule.

Donating organs can save lives. It is an act of generosity. Our **Transplant Coordinator** will give you information if you wish.



INFORMATION FOR FAMILY & CLOSE FRIENDS

Every day, **after 13:00**, the physician in charge will give you information about your relative's clinical situation and development. On bank holidays and at the weekend, the information will be given by the ICU physician on call.

We work as a team in the ICU, so you might receive information from various physicians.

Medical information is **confidential**, so it will be given only to the patient, the legal representative or relatives or close friends that have been duly authorised.

No information will be given by telephone, and all information will be provided only by a physician.

If the patient has a **Living Will** or wishes to register her/his preferences as to any specific healthcare feature, please notify the ICU physician or nurse.

If anything unforeseen happens or we need to talk with you, we will notify you. For that reason, we need for you to provide a **contact telephone number**. In certain instances, if your relative is unconscious, we will ask you to give us your **INFORMED CONSENT**.

Each ICU box has video surveillance cameras to optimise your relative's safety.

PERSONALISED SCHEDULES

Our work philosophy allows us to arrange a **personalised visiting schedule** with each patient's family members.

That way, we offer you a **made-to-order schedule, organised beforehand with the professionals who take care of your relative**, so that it is adapted to your specific needs and/or availability.

During your visits, **you can help with the patient's personal care and meals**. Ask the nursing staff individual in charge for the relevant indications.

Do not invade the areas of other patients unconnected to you.



Schedules are arranged; they can be changed according to patient or ICU needs.

ICU



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