



### ***What to expect in ICU***

- It is hard to estimate times for patient care and procedures in ICU. Sometimes things may take longer than anticipated.
- It is normal for machine alarms to sound frequently with minor changes in monitoring. Please do not be concerned. Alarms are set to alert us to the slightest change in the patient's condition.
- Sometimes visitors will be asked to step outside to the waiting area at short notice or in case of an emergency.
- To help us ensure accurate information is relayed to family and loved ones, we ask that you nominate one or maybe two people to be a spokesperson for your family.
- Please ensure nursing staff have correct contact details for your nominated spokesperson.
- Tea and coffee making facilities are provided in the waiting area.
- Please respect other families in the unit and their right to privacy.

### ***Future***

St Vincent's ICU is actively expanding our role in care for critically ill Victorians, supporting rural and regional centres and growing to support the hospital's highly specialised medical and surgical services.

For more information contact:

Catherine Carbery, Nurse Manager  
Tel: (03) 9288 4499 or (03) 9288 4475  
Email: catherine.carbery@svhm.org.au

Postal address:

Intensive Care Unit  
St Vincent's  
PO Box 2900  
41 Victoria Parade  
Fitzroy VIC 3065

We appreciate feedback, so if you have any concerns or comments please do not hesitate to contact us.

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#### Mission

Our health service is based on and driven by our quest for:  
Compassion - Justice - Human Dignity - Excellence - Unity

## ***St Vincent's Intensive Care Unit***

Information for patients, family  
and visitors

This brochure provides information that will assist you, your family and visitors during your time in the Intensive Care Unit (ICU).

We understand this is a very stressful time for you and your family. We are here to help, so please do not hesitate to ask for assistance or clarification at any stage.

### **About us**

St Vincent's ICU is a 15-bed, major tertiary referral centre with an open-plan design and state-of-the-art technology.

ICU provides high-level specialist care to patients for a broad range of health conditions including cardiac, neurosurgical, sepsis, respiratory, renal, neuromuscular, endocrine and haematological disorders.

For some patients ICU admission is a routine part of their care, for example after major surgery. For others ICU admission can be unexpected.

ICU is a highly technical environment where all patients are attached to machines that continually monitor and assess heart rate, blood pressure, oxygen levels and a variety of clinical parameters.

The unit also runs a number of services that care for patients outside of ICU. These include:

- The Medical Emergency Team (MET) that attends all medical emergencies throughout the hospital
- Tracheostomy Service, a consultant-led service that reviews all patients with a tracheostomy on the ward
- Critical Care Liaison Team, a nurse-led service that reviews and follows up all patients in ward areas after discharge from ICU.

### **ICU team**

The ICU team consists of specialist critical care trained nursing and medical staff, physiotherapists, pharmacists, social workers, dietitian, speech therapists, clerical staff, radiographers and pastoral care services.

The team is led by Associate Professor John Santamaria, Director of Intensive Care and Catherine Carbery, Nurse Manager, Intensive Care.

### **Family and visitors**

#### ***Caring for yourself***

It is important to look after yourself when your relative/loved one is in ICU. This is a stressful time that can lead to emotional and physical fatigue.

We recommend you take time away from the unit to rest and recuperate. We encourage family members to go home at night, however you may ring at any time to inquire how your relative/loved one is, and we will contact you if needed.

#### ***Visiting***

- Please wash your hands/use the pink hand rub provided when entering and leaving the ICU. This is to limit the potential spread of infection.
- Please switch off your mobile phone before entering the unit.
- We allow two visitors at any one time at the bedside.
- ICU medical rounds are 9–11am and 4.30–6pm. At these times the ICU consultant and medical team assess each patient and visiting is not appropriate.
- We are happy for children to visit however ICU may be a frightening place for them so please ensure they are accompanied at all times.