

CRITICAL CARE UNIT VISITOR INFORMATION



The heart of high-tech care

20333 West 151st Street • Olathe, KS 66061 • 913-791-4200



The heart of high-tech care



Olathe Medical Center's Critical Care Unit is spaciouly designed and includes the latest state-of-the-art equipment and capabilities. This unit is a specifically designated area of the Medical Center where patients receive the maximum attention they need.

Electronic monitoring equipment in the Critical Care Unit continually measures vital signs (breathing, pulse, heart rhythm, etc.) for each patient and "televises" them at the bedside and at a central station. The nurses in Critical Care are Registered Nurses (RNs) that have completed not only their basic nursing programs but have additional and ongoing training to develop their specialized skills. These nurses work with sophisticated technology to respond to patients' varied needs.

NURSES' STATION PHONE NUMBERS:

Rooms 1-13: 913-791-4351

Rooms 14-21: 913-791-4251

CCU FAMILY ROOM PHONE NUMBER:

913-791-3500 x1834



COMMUNICATIONS

Having one family member designated as the spokesperson to call and receive information facilitates clear and consistent communication. **Please designate a family member as a spokesperson.** We will direct any calls to that individual. Due to privacy laws, we are unable to release patient information without consent from the patient or a designated family member. If we are unable to obtain permission from the patient to provide callers with updates, we will inform the caller that no information is available. These measures are necessary to protect the privacy and the confidentiality of our patients.

For your convenience, there are public phones in the main entrance or in the waiting rooms from which you can make your calls. Please turn off cell phones while in the critical care unit.

FAMILY EDUCATION AND INFORMATION

There is a family education computer located in the third floor main waiting room area for your convenience. Volunteers (when present) can assist you with its use. The software developed by ICU-USA® provides links to virtually all aspects of the ICU environment and assists you by explaining ICU-related medical conditions, drugs, procedures, equipment and supplies. This software has been provided to help answer any general questions you may have. We respect the doctor/nurse-patient relationship, and hope this helps to improve that relationship. **Please complete the online survey to provide valuable feedback to us.**

Infection Control

- Flowers, balloons (non-latex), cards and reading materials brighten a patient's surroundings and are welcome in Critical Care. Because of possible allergic reactions, latex balloons are not allowed.
- To protect your family member from complicating illnesses, it is best if you **do not visit** the unit if you have **cold or flu symptoms**. It is also best if you use the foam antiseptic hand-sanitizer located just inside the patient room upon entering.

- In some circumstances staff members may request that family members and visitors observe special infection control precautions. Please follow those requirements.

VISITING GUIDELINES

We recognize the importance of family support for patient recovery. Please limit the number of **visitors to two at a time**. At certain times, curtains may be closed when care or tests are being performed. If the curtains are closed, please check with the secretary or a nurse before entering. At times you may be asked to step out while staff and physicians provide care to the patient.

Although visitors normally do not stay in the patient rooms at night, we welcome the spokesperson to call any time of the day or night for a condition update. One to two family members are welcome to stay in the family room on the third floor.

To provide quality, compassionate care and to protect the confidentiality of your loved one and other patients, **please limit:**

- Visiting or calling during shift change: 6:30 – 7:30 a.m. and p.m.
- Standing outside the patient rooms
- Taking food into patient care areas

Please let your nurse know how to contact you when you are away from the hospital.

Family waiting room guidelines

Due to the need to provide adequate space for family members of all of our patients, we ask that you limit the number of overnight visitors to two. Two visitor cards will be provided to your family by the nurse caring for the patient to ensure your access to the family waiting area after hours.

In addition, to help maintain order, safety and cleanliness, please observe the following guidelines:

- Please do not reserve an entire area of the waiting room, as there could be additional visitors come in at any hour of the day or night.
- No sleeping bags, cots, air mattresses or other sleeping devices are allowed.
- No cooking appliances or food preparation is allowed
- No food storage
- Areas will be cleaned daily in the morning by environmental services

There is an additional waiting area in the second floor elevator lobby area that you are welcome to use, if more space is needed.

CHILDREN

Due to their increased susceptibility to infections, our recommendation is that children under age six not visit patients in the Critical Care. Please check with the nurse caring for your family member before bringing young children to visit.

TAKING CARE OF YOURSELF

Please don't forget that during stressful times, you need adequate rest, exercise and nutrition. Take time to eat regular meals, exercise and sleep. Sleep is very important for both the patient and family members.

SMOKING POLICY

Olathe Medical Center has a **tobacco-free campus policy**. Smoking is not permitted anywhere on campus.

CHAPLAIN SERVICES

Your family's spiritual needs are important to us. We have a chaplain or priest available at your request. Please let your nurse know if this will be of assistance.