

Welcome to 8 West/Intermediate Care Unit

Your IMCU Team

- Physicians
- Registered Nurses
- Pharmacists
- Respiratory Therapists
- Dieticians
- Social Worker
- Hospital Clinical Assistants
- Case Manager

The critical care professionals on your team are here to provide your loved ones with the finest and most comprehensive care. Remember, Roswell Park is a teaching hospital. That means there will be doctors, nurses, and therapists in training who are also involved in the care of your family member.

Who We Are

- Your loved one has been admitted to the **8 West/ Intermediate Care Unit (IMCU)**. This area cares for patients who require close monitoring. 8 West may also care for patients that do not need critical care monitoring.
- The attending physician and the critical care team will watch the patients closely.
- IMCU nurses have special training in critical care.

While Visiting in the IMCU

- Only 2 visitors per patient at a time are permitted. Visitors must be 14 years and older.
- **If you have a respiratory or skin infection, or have had a fever in the last 24 hours, you cannot visit.**
- Please wash or sanitize your hands before entering and upon exiting the patient's room.
- We strongly encourage you to visit with your family member. **Visiting hours are 10 a.m. to 9 p.m.**, to allow for nursing care. These hours may change depending on the patient's needs.
- You may be asked to step into the waiting room while care is being provided to your loved one.
- **Please do not:**
 - send or bring fresh flowers or plants to the IMCU
 - eat or drink in the IMCU
 - touch medical equipment. There are monitors in patient rooms as well as at the nurses' station. The monitors help us keep patients safe when we are not in their room. The monitors may sound an alarm from time to time. This is not unusual and they will be addressed by the 8 West clinical team.
- Please ask permission from the patient's nurse before you give the patient food or water.
- You may use your cell phone in the waiting area and in your family member's room. Please do not use your cell phone in the hallway. This helps keep the noise level down for the other patients.
- As a patient gets closer to being discharged, they may no longer require critical care monitoring, and may be moved to another room and/or unit.

Getting Updates by Phone

- In order to provide patient information over the telephone and comply with New York State HIPPA privacy laws, families must use a password that is known only to themselves and the IMCU staff. This will allow us to give information over the telephone that we would not otherwise be able to discuss.
- Please avoid calling between 6 and 8 a.m. and 6 and 8 p.m. This is when the nursing shifts change and reports are given.

Rest

Rest is very important for patients in the IMCU. It is also important for caregivers as well. While the Roswell Park staff is taking care of your loved one, take the time to take care of yourself. Volunteers will be visiting the IMCU waiting room with coffee, crafts, and reading materials. Take a break and visit the Sunflower Cafeteria, The Resource Center, or the Hospitality Room.

How You Can Help

- **Be involved in your family members care.** We encourage you to ask questions, express your feelings to the health care team, and request assistance if needed. We depend on you to speak for your family member when he or she is unable. This will help the team understand patients' needs.
- **Select a contact person.** A contact person from your family should be selected. Please discuss this with your family before leaving. The contact person's name and phone number should be left with the patient's nurse.
- **Family conferences with the team.** Conferences with the physician, family members, and selected team members are important conversations held at the request of either the family or the team. Please let us know if you would like to schedule a family conference.

Resources and Services Available to You

- Social Work Department **716-845-8022**
- Resource Center for patients and families **716-845-8659** (1st floor, inside the Sunflower Cafeteria)
- Hospitality Room (ground floor)
- Roswell Park Public Safety **716-845-3069**
- Sunflower Cafeteria (1st floor)
- Spiritual Care Department **716-845-8051**



The staff on 8 West/IMCU is dedicated to providing the best care for our patients. Please feel free to ask us questions.

Be assured that your loved one is in good hands.