

ICU Visitor Guidelines & Suggestions



**PATIENT
EDUCATION**

Your ICU Team

The critical care professionals on your team are here to provide your loved one with the finest and most comprehensive care.

This team consists of:

- Physicians
- Registered Nurses
- Respiratory Therapists
- Hospital Clinical Assistants
- Pharmacists
- Dietitians

It is important to note that Roswell Park is a teaching hospital. That means there will be doctors, nurses and therapists in training also involved in the care of your family member.

For Visitors

To help us maintain a calm and comforting atmosphere for patients, we would like to ask you to follow these guidelines and suggestions.

While in the Waiting Room

- Please use the waiting room phone to call the nurse's station before entering the ICU: **716-845-4499**.
- Please leave your valuables at home. When you leave the waiting area, bring your belongings with you to ensure the safety of your items.
- Make yourself comfortable; help yourself to refreshments; feel free to use your cell phone in the waiting room.

While Visiting in the ICU Rooms

- Only 2 visitors per patient at a time are permitted.
- Visitors must be 14 years and older.
- Please wash or sanitize your hands before entering and exiting the patient's room.
- Visiting hours are from **10 a.m. to 7 p.m.** These hours may change depending on the patient's needs. You will not be able to spend the night at the patient's bedside.
- Thank you for understanding when visiting hours are restricted to ensure the patient's health and safety.
- Please remember to respect staff and physician time so they can provide maximum care for your loved one. Allow space at the bedside for medical team members to provide treatment. You may be asked to step into the waiting area while care is being provided to your loved one.
- Visitors usually may not visit if they have a respiratory or skin infection or who have had a fever in the last 24 hours. If an exception is made, you may need a mask and gloves.
- Use your cell phone in waiting area or patient's room but please avoid using it in the hallway to keep the noise level down for the other patients.
- Please **DO NOT**
 - bring fresh flowers or plants into the ICU
 - eat or drink in the ICU
 - give food or water to the patient without first speaking with the nurse.
 - touch medical equipment
 - handle bodily fluids

Rest

Rest is very important for patients in the ICU. It is also important for caregivers to rest 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 ICU waiting room with coffee, crafts, and reading materials. Take a break and visit our cafeteria, The Resource Center or the Hospitality Room.

Privacy

The confidentiality of our patients is a priority. Please do not ask staff about other patients.

Resources and Services Available to You

- Sunflower Café cafeteria (Located on 1st Floor)
- Hospitality Room (Located on ground floor)
- Resource Center for Patients and Families **716-845-8659** (Located on 1st floor, inside cafeteria)
- Roswell Park Public Safety **716-845-3069**
- Spiritual Care Department **716-845-8051**
- Social Work Department **716-845-8022** (assistance with advanced care planning, communications between staff and family, counseling, local lodging, transportation, interpreter services, hospice information, and legal concerns)

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 what the patient wants.
- **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.
- **Select a password:** In order to help us comply with New York State HIPPA privacy laws, families must utilize a password known only to themselves and the nurses. This will allow us to give information over the telephone that would not otherwise be able to discuss.
- **Follow proper hand hygiene:** To help reduce the spread of germs, make sure you wash your hands with soap and water, or use Purell® before and after contact with the patient.
- **Get food and rest.** It is important for you to get enough food and rest too.
- **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.

Notes
