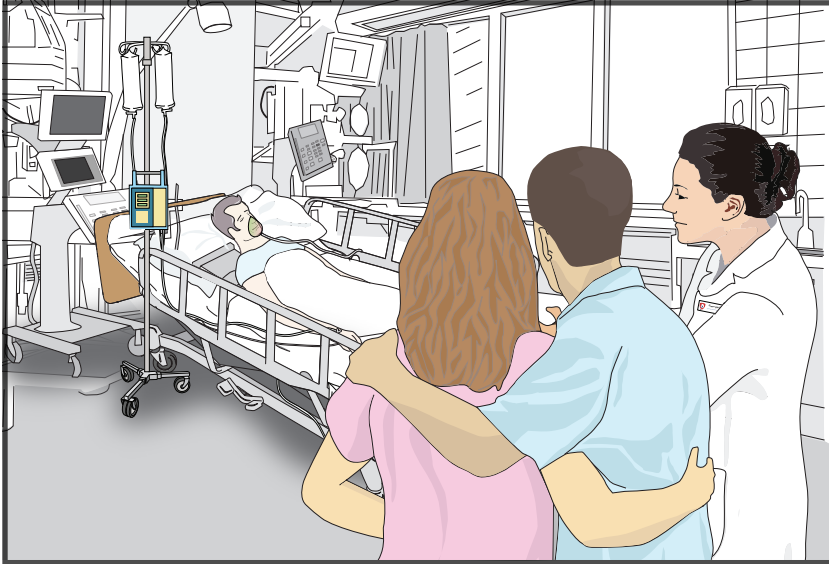


Montreal General Hospital Intensive Care Unit



Information for Family and Friends

A patient-friendly booklet for: _____

This booklet was made to give you some important information about your Intensive Care Unit. Please review it to make the most of your visit with your family members or friends

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Patient Education Office

A special thank you to J. Bailey at the Jewish General Hospital, and to G. St-Arnault at the Royal Victoria Hospital.

Adapted from: J. Bailey, L. Hodgson and the multidisciplinary ICU team. Jewish General Hospital: Intensive Care Unit Information for Family and Friends, 2011.

Prepared by: J. Hill, L. Fullerton, C. Stone, B. Danechi, S. Ampleman, R. Guselle, and the MGH ICU Healthcare Team.

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Important: Please Read

Information provided by this booklet is for educational purposes. It is not intended to replace the advice or instruction of a professional healthcare practitioner, or to substitute medical care. Contact a qualified healthcare practitioner if you have any questions concerning your care.



This material is also available through the
MUHC Patient Education Office website
www.muhcpatienteducation.ca

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Introduction To The ICU

Your family member/friend has been admitted to the Intensive Care Unit (ICU).

The ICU is a special unit for patients who require constant monitoring.

Having someone admitted to the ICU can be a very difficult time for the patient, his/her family and his/her friends.

This booklet was made to give you some important information about our ICU.

The ICU team is here to help you through this difficult time. Please share your worries, fears and feelings with us so that we can best meet your needs.

Together, you can become part of our team to help ensure that the best possible care is being given to you and your family member/friend.

Sincerely,

The Montreal General Hospital's

ICU Healthcare Team

For any additional information about health conditions or procedures please speak to your healthcare team as we may be able to give you some more written information in the form of pamphlets or booklets. In addition, you can visit our MUHC patient education office website at

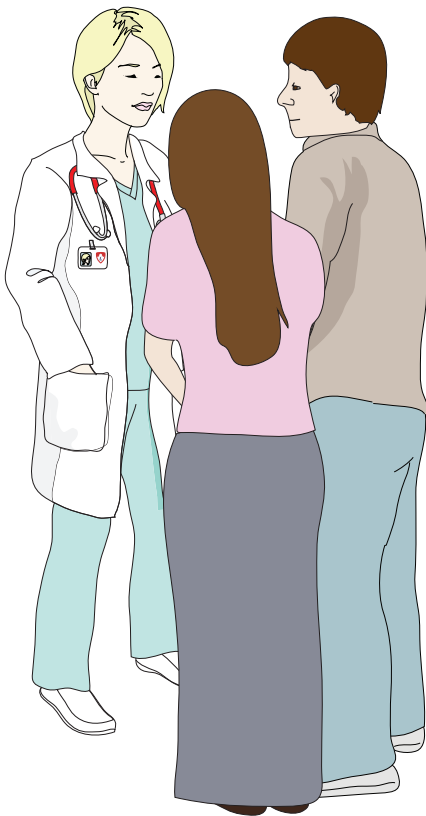
www.muhcpatienteducation.ca



Questions You Could Ask The ICU team

We understand that an admission to the ICU may be a very stressful time for you and your family. In addition to your own questions, here are some questions that you may ask the healthcare staff.

We hope that these questions will help give you some of the information that you would like to receive.



- Why is my family member/friend in ICU?
- Why is he/she not fully awake?
- Why is he/she on the breathing machine (ventilator)?
- When will he/she be able to breathe on his/her own?
- I am upset by the way he/she looks. Can you tell me why he/she looks different?
- When will he/she be able to talk?
- Why is he/she wearing restraints?

Questions You Could Ask The ICU team

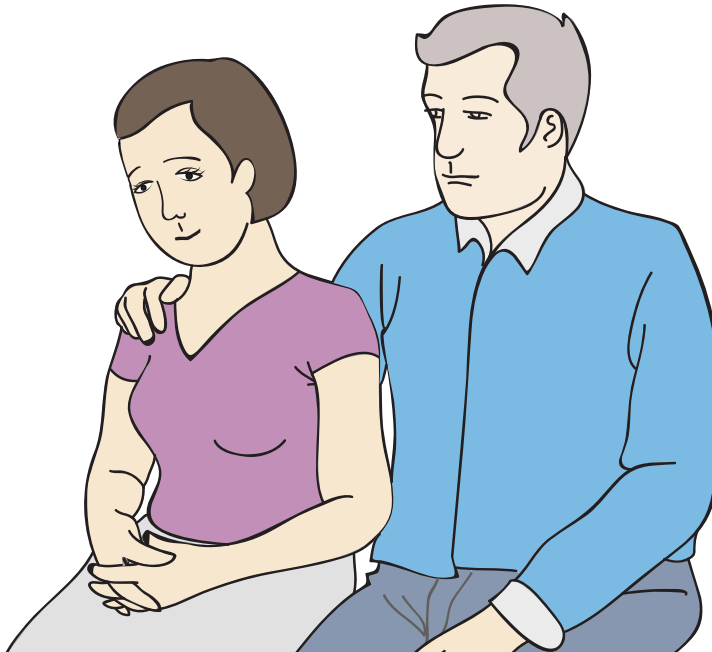
- What is the purpose of the tubes and machines attached to him/her?
- What type of tests/procedures/medications does he/she need?
- What can I do to help him/her?
- What can I do to help the team?
- Will I be informed regularly of changes, and if so, how?
- What is the plan for today?



Questions to ask the healthcare team were adapted from: Peigne et al. (2011). Important questions asked by family members of intensive care unit patients were adapted from *Critical Care Medicine*, 39(6), 1365-1371.

Taking Care Of Yourself

In addition to caring for the health and well-being of your family member/friend in the ICU, we are also concerned about you and your family. Getting the proper food, rest and support are important to help get you through this stressful time.



**Please tell us how you are doing.
We are here to help.**

Who Works In The Intensive Care Unit?

Your family member/friend will be cared for by a team of professional experts. Please do not be afraid to ask someone who they are and what they do. They are all here to work with you and your family to provide the best possible care for your family member/friend.



ICU Staff Intensivists

- These are doctors with specialized training in critical care.
- They watch over the care of all ICU patients.
- There is a larger group of ICU staff doctors and each do rotations seeing your family member/friend every day.
- You may see more than 1 ICU staff doctor

ICU Residents

- All doctors must have training in critical care. These residents are studying critical care.
- A new group of residents will join the team every 4 weeks.

Who Works In The Intensive Care Unit?

ICU Nurses

- They are licensed registered nurses with special training in critical care.
- Each nurse cares for 1 or 2 patients per shift.
- Nurses are at the bedside 24 hours per day.
- Nurses can help get you and your family other support if you need.
- Your family member/friend will have many different nurses during his/her ICU stay.
- Our ICU nursing team is comprised of: Head nurse, Assistants Head Nurses, Nursing Professional Development Educators.



The Family Nurse Clinician is trained to help family members during their family member/friend's stay in the ICU. She can act as a great resource person to you.

Bitu Danechi RN, BScN.

Family Nurse Clinician- ICU

Phone: (514) 934-1934, ext: 42961

Pager: (514) 406-4780

Monday to Friday during day shift

Who Works In The Intensive Care Unit?

Orderlies / Beneficiary Attendants / PABs

- They assist the nursing team to meet the physical and emotional care needs of the patients and families.

Dieticians/Nutritionists

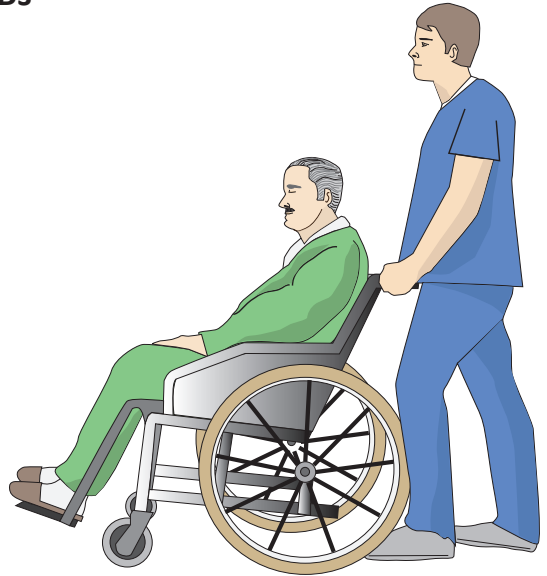
- They have special training to make sure that the patients are getting the nourishment they need.

Social Workers

- They have expertise to evaluate patients and their families to help them cope with emotional, social and financial difficulties.

Pharmacists

- They have special training with medication - its uses, doses, and effects.



Who Works In The Intensive Care Unit?

Unit Coordinators

- They greet and give information to the staff and visitors at the nursing station.
- They assist the nursing team to coordinate the booking of tests and procedures, admissions and discharges.



Respiratory Therapists (RT)

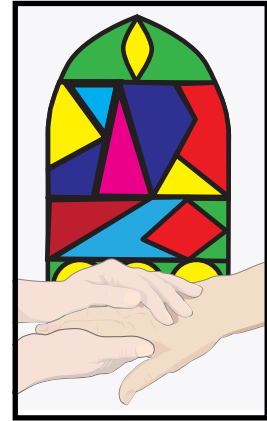
- They are specialists in ventilator management, artificial airways and respiratory illnesses.
- They use their expertise to remove patients from breathing assist devices as quickly as possible.



Who Works In The Intensive Care Unit?

Spiritual Caregivers

- They can provide emotional and spiritual support to you and your family.
- They are present for people of all faith groups as well as those who do not follow any faith.

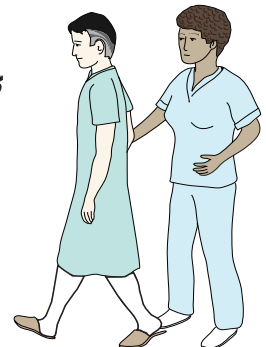
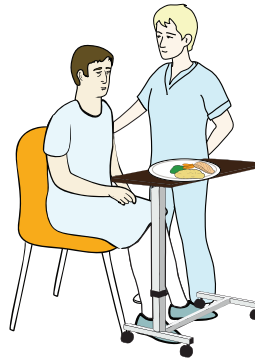


Occupational Therapists (OT)

- They have special training to promote functional positioning of the patient, to assess their ability to eat safely, and to reach their maximum level of function in their daily life.

Physiotherapists (PT)

- They have special training in assessing and treating patients with physical problems caused by illness, injury, or disability.



**If you would like to speak to one of these team members,
please feel free to ask your nurse.**

Visiting the ICU

How To Visit?

Family members and visitors must call from the phone in front of the elevator to find out where your family member/friend is before entering the ICU.

EAST WING (Beds A to M)

External calls: (514) 934-8078

Internal calls: 48078

WEST WING (Beds N to Z)

External calls: (514) 934-8079

Internal calls: 48079



If there is no answer, it means that there is no clerk at the desk or that the nurse is busy. Please call back in 15 minutes.

If possible, we encourage you to choose a spokesperson to receive updates about your family member/friend from the healthcare team. Please select someone who will be able to transfer the information to the rest of the family and/or others if necessary. This will allow the nurse to focus more on the patient while ensuring the protection of privacy of your family member/friend.

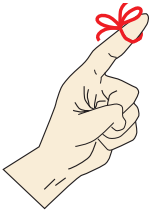
Who Can Visit?

- A maximum of 2 visitors may visit at one time.
- In order to avoid overcrowding in the ICU waiting room, we are asking each family to limit visitors to a maximum of 3 people. The cafeteria or the lobby on the 6th floor may be used for a larger group.
- Children under 12 years old may visit only if prior arrangements have been made with the nursing staff.
- Children may not be left unsupervised in waiting rooms or corridors.
- No cellphone use in rooms.
- For all cellphone or electronic device use, please look for the signs posted in your area. These signs will indicate if you are permitted to use your cellphone/electronic device at your current location. If you cannot find a sign, please ask your healthcare team if cellphones/electronic devices are permitted prior to use.

Visiting the ICU

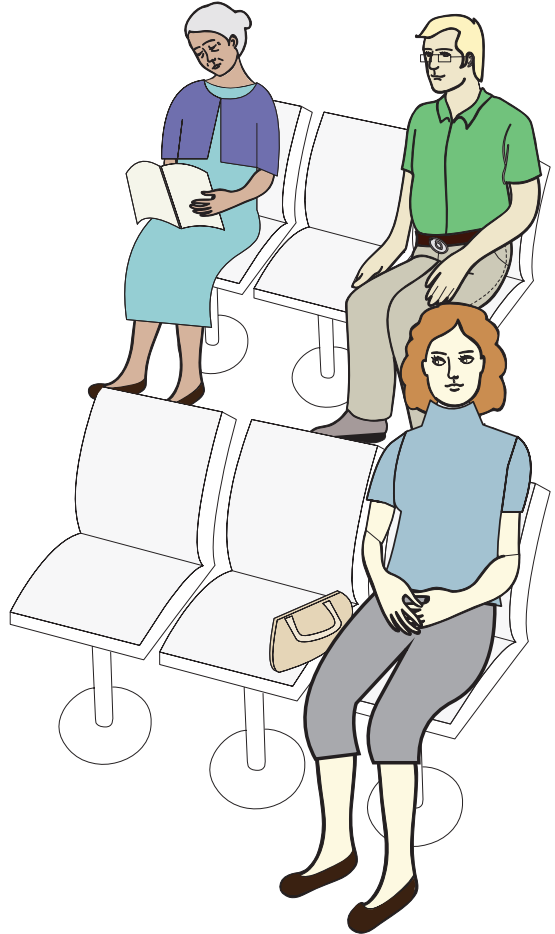
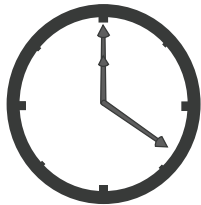
When Can You Visit?

There are a few visitor restrictions to ensure the safe transfer of information and complete patient assessment at the change of every shift.



**No visitors
are allowed at the
following times:**

7:00 - 8:30am
3:15 - 4:15pm
7:15 - 8:15pm
11:15pm - 12:15am

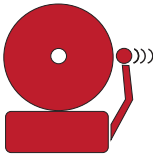
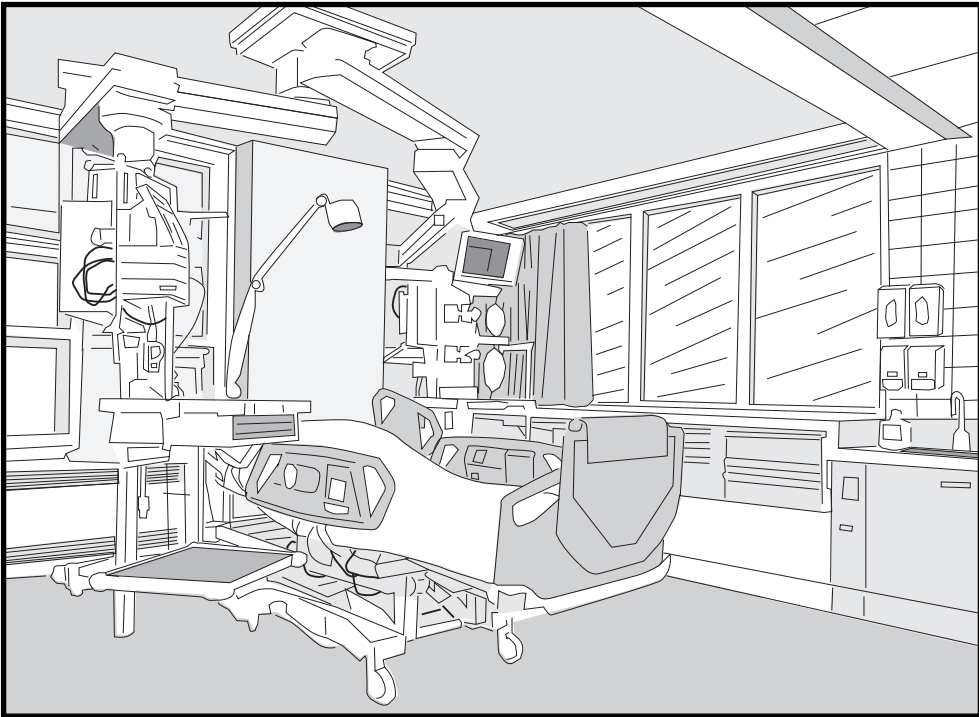


Please note that visiting may be delayed or interrupted because of medical and/or nursing care for your family member/friend.

What To Expect In The ICU

The ICU uses a lot of equipment and machines to properly monitor and treat the patient. Most of this equipment is attached to the patient by tubes or wires.

You will hear a lot of different sounds and ringing alarms coming from these machines. The ICU nurse is specially trained to monitor and interpret the alarms that you will hear.



It is important to note that not every sound or ringing alarm means there is an emergency.

If you have any concerns about the ICU environment or the equipment, please let us know.

General Hospital Information

Parking

Family members of patients in the hospital for extended periods may be eligible for a discount parking pass. Please ask your nurse about this.



Bank Machines

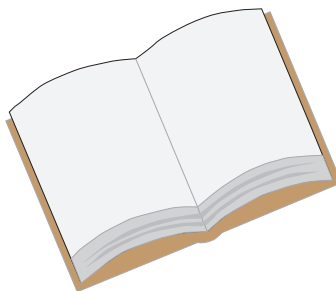
There are 2 bank machines available in the hospital. One is located on the 1st floor, Pins ave. entrance, and the other on the 6th floor, Cedar ave. entrance.



Gift Shop

The Montreal General Hospital Auxiliary Gift Shop features stamps, snacks, reading material and gift items. There is also a restaurant attached.

The opening hours are: 10am – 4:30pm



General Hospital Information

Cafeteria

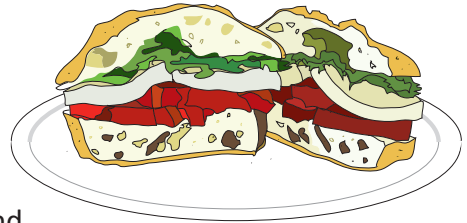
The cafeteria is located on the 4th floor off the main elevators. Cafeteria opening hours are as follows:

Monday-Friday: 7am - 7pm.

Weekends and holidays: 9am - 2pm and
4:30pm - 7pm

There is also a “Hospitality Corner” where you will find a small sit-in restaurant that also allows you to order food to go. The Hospitality Corner is located on the 6th floor in the “D” wing, room 125. The restaurant is open:

Monday - Friday from 6:30am - 4:30pm



Café

There are 2 cafés

One is located on the 1st floor next to the Emergency Department. The café is open:

Everyday from 7:30am – 8:30pm

The 2nd café is located on the 6th floor beside the main entrance. The café is open:

Everyday from 7:00am - 7:45pm



Chapel

There is a chapel available at all hours on the 6th floor in the “D” wing.



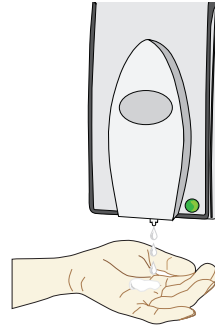
General Hospital Information

Hand Hygiene

Washing your hands is one of the best defenses against disease. While you are visiting the hospital, we encourage you to use the hand sanitizers conveniently located throughout the building and at each entrance. Please wash your hands before entering and when leaving a patient's room.

Extra important precautions:

- If you have a cough please wear a mask.
- If you are feeling unwell in any way we recommend that you do not visit the hospital for the safety of the patients.



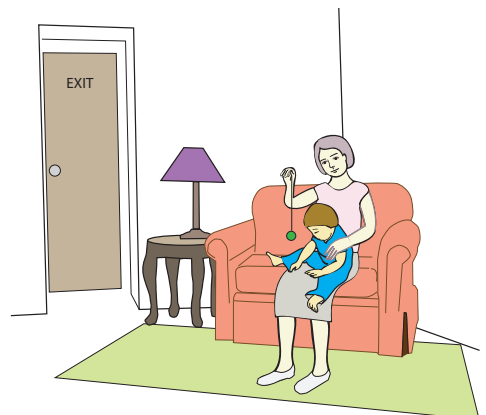
Isolation precautions

Your family member/friend may be placed under isolation precautions. Please feel free to speak to your nurse or doctor if you have further questions about the reasons for this. Should your family member/friend be on isolation precautions, you must wear a gown and gloves each time you enter the room. You must remove the gown and gloves each time you leave the room. You should always remember to follow proper hand hygiene before and after you leave the room. For additional information on specific isolation precautions and infection control (ex.: MRSA, VRE, and C. Difficile) talk with your nurse or doctor.



Family rooms in the ICU

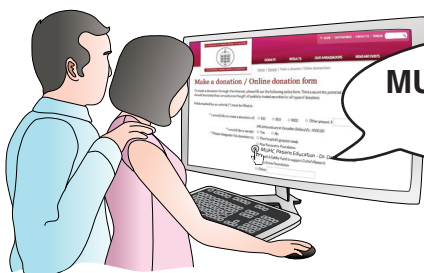
There are 2 family rooms that can be used on special occasions. These rooms are available only on a reservation basis. If you would like to stay overnight please ask your nurse.



Help Us Help Others

Help support the MUHC Patient Education Office! Donations make a huge difference. They help us create health information materials and programs to deliver the best care for life. All patient materials are freely available on the internet to MUHC patients, and to patients and families everywhere.

Make a donation through the Montreal General Hospital Foundation to:



**MUHC Patient Education
Dr. David Fleiszer**



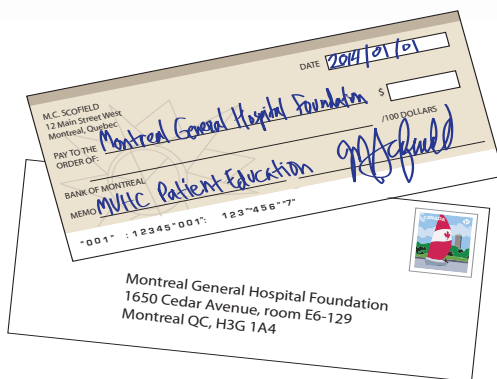
Online: mghfoundation.com

By Phone: 514-934-8230

LA FONDATION DE L'HÔPITAL GÉNÉRAL DE MONTRÉAL



THE MONTREAL GENERAL HOSPITAL FOUNDATION



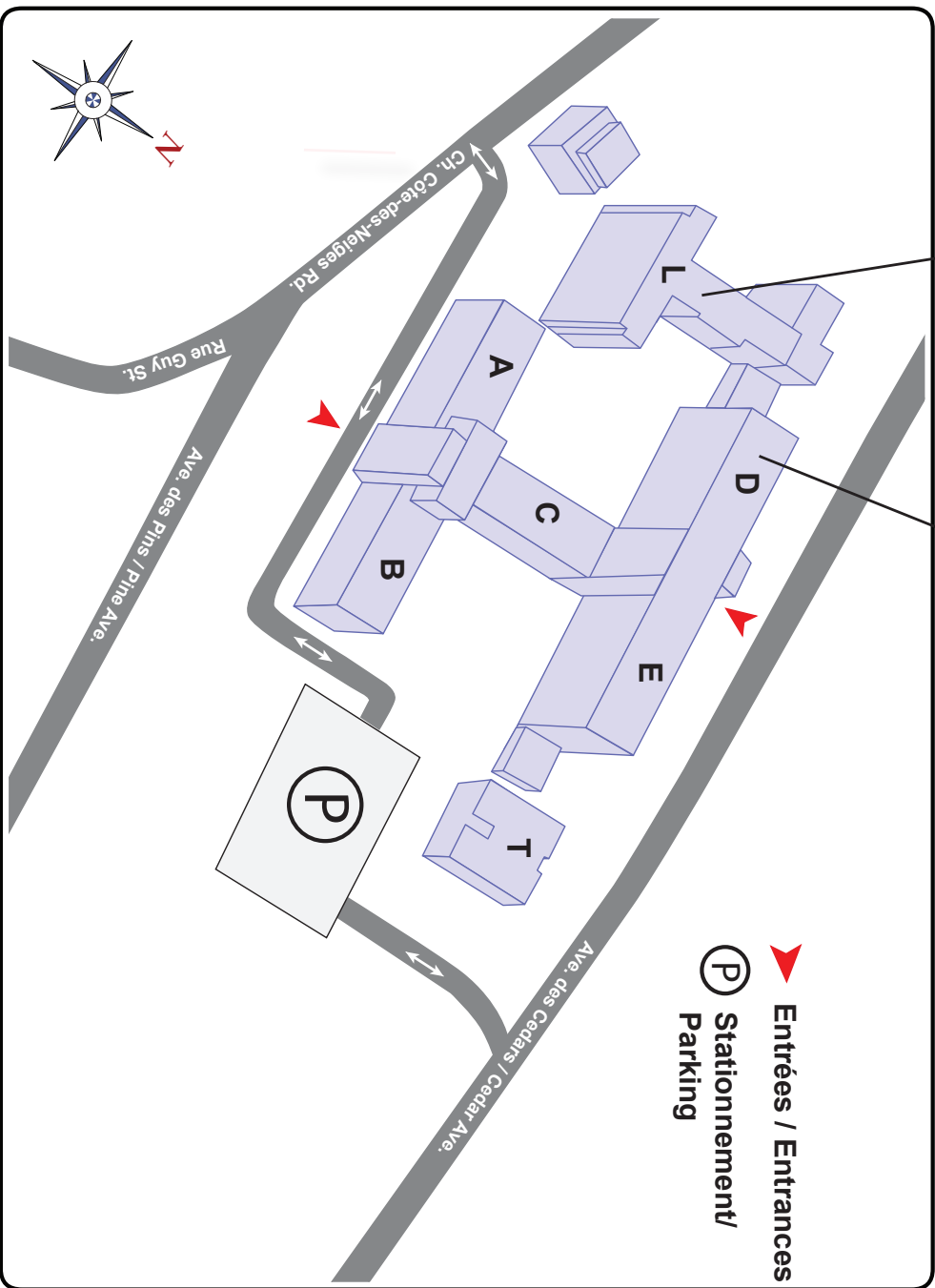
In Person / By Mail: 1650 Cedar Avenue, room E6-129
Montreal QC, H3G 1A4

Thank you for your support!

MUHC Patient Education Office: muhcpatienteducation.ca

L10-401
Clinique Préopératoire
Preoperative Clinic

D-10-124
Service d'admission chirurgie
The surgical admission services.



Hôpital Montreal General Hospital
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