A VISITOR’S GUIDE
to the Intensive Care Unit

This flyer was designed for individuals visiting patients in the Florida Hospital Fish Memorial Intensive Care Unit (ICU). It explains our visitation policies and we hope it enhances your understanding of the ICU. Your cooperation helps our nurses provide the best possible patient care.

When someone you love requires intensive care, you’re naturally concerned and possibly stressed. Florida Hospital Fish Memorial understands your concern and we make every effort to keep patients and families together. We encourage visitors within the limits of visiting hours and based on the patient’s condition.

VISITOR GUIDELINES

Our visitor guidelines were designed to protect the health and safety of ICU patients. Visitation is based on the patient’s health and is at the discretion of the nursing staff. Thank you for your cooperation and understanding.

- ICU visiting hours are from 9 a.m.–6 p.m. and from 8 p.m.–9:45 p.m.
- Visitors must leave the ICU from 6 p.m.–8 p.m. to allow ICU nurses uninterrupted time to assess patients and to exchange confidential patient health information.
- The ICU visitor waiting room is open 24-hours a day for your convenience.
- If you are coming down with a cold, flu or other illness, please refrain from visiting.
- Children 12 and older may visit ICU patients only if accompanied by an adult. Children under 12 are not allowed in the ICU.
- No more than two visitors at a time are allowed at the patient’s bedside. Depending on the patient’s condition, visits may have to be limited to 10 minutes. Frequent visitors may be tiring and can prevent the patient from getting needed rest.
- Overnight visitors are not allowed in the ICU. End of life or other exceptional situations will be considered.
- Wash your hands before entering the ICU and when leaving the ICU.
- Do not bring any food or drinks into the ICU.
- Flowers and plants are not allowed in the ICU — standing water breeds germs.
- You may bring magazines, books, iPod or photographs for the patient.
- Entry doors into the ICU doors are locked 24 hours a day. Please use the visitor phone to notify the nursing team you would like to visit with your loved one. The ICU visitor phones are located near the entrance of the ICU doors. This allows the nurses to prepare for your visit and to ensure the privacy of all ICU patients.
- Please appoint one spokesperson to provide patient updates to friends and family. This promotes clear and efficient communication among families and friends.
- Give the nurses your contact information, including work, home, cell and hotel phone numbers where you can be reached.
- Patient health information is confidential and protected by law. Only with the patient’s permission can this information be shared with a family member or friend. The patient may provide select family members/friends an assigned CODE to use when identifying themselves to the nurse/other healthcare provider as “patient approved” to receive such information.

OUR MISSION: EXTEND THE HEALING MINISTRY OF CHRIST WITH SKILL AND COMPASSION
Understanding the Intensive Care Unit

The health and safety of patients is our foremost concern and responsibility. The nurses and doctors caring for your loved one have specialized training and experience. Each nurse is assigned one or two patients during a shift. Patients are always under close, around-the-clock supervision by a member of our highly skilled medical team.

Technology’s Role in the ICU

ICU patients are monitored with special equipment, including a heart monitor (EKG) and an oxygen monitor. Depending on the situation, a patient may need additional monitoring systems. While these systems are vital to patient health, they can make the ICU a noisy place where it's difficult to rest. Our nurses allow patients to get as much rest as possible, but sometimes, they must keep patients awake to provide proper care. The nurse can discuss this situation with you, if it occurs.

Doctor Visits to the ICU

ICU patients usually have many physicians overseeing their care. These doctors make daily rounds to review the patient’s progress and to make adjustments to treatment, if necessary. Visitors may want to discuss the patient’s condition with the doctors. Since these physicians also care for patients in other parts of the hospital and in some cases, in outpatient practices, it is hard to predict when they will be in the ICU. The nurse assigned to your patient can give your message to the doctor. Make sure you put your phone number in the message. Visitors often ask how long a patient will be in ICU. When the doctor is confident that the patient no longer needs our care, they will be transferred to another hospital floor.

An Important Reminder

In a critical care setting, there will always be exceptions. Sometimes, visitation will be restricted or denied, based on the patient’s health. Rest assured that our nurses always have the patient’s best interest at heart and will restore visitation when possible.

Florida Hospital Fish Memorial Visitation Policies

- Each patient (or their support person, when appropriate) has the right to receive the visitors whom he or she designates, including, but not limited to: spouse, domestic partner (including a same sex domestic partner), family member or friend. Patients also have the right to deny consent at any time.
- The patient may designate visitors of his/her choosing, if the patient has decision-making capacity, whether or not the visitor is related by blood or marriage, unless:
  - The hospital determines that a particular visitor would endanger the health/safety of a patient, hospital staff, other visitors or significantly disrupt hospital operations. No visitors are allowed at that time.
  - The patient has indicated that he/she no longer wants this person to visit.
- Fish Memorial will not restrict, limit or deny visitation based on race, color, national origin, religion, sex, gender identity, sexual orientation or disability.
- Fish Memorial will ensure that all visitors enjoy full and equal visitation privileges consistent with patient preferences.
- Fish Memorial may establish reasonable visitation restrictions, including hours of visitation and number of visitors.

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Your Patient’s Care Team

Staff members can be identified by their name badges. For your convenience, your patient’s care providers are listed here:

__________________________________________
Admitting Physician Name

__________________________________________
Critical Care Physician Name

__________________________________________
Admitting Nurse Name

IMPORTANT PHONE NUMBERS

ICU Clinical Leader: 386-917-5202 • Patient Liaison: 386-804-2815 • Chaplain Services: 386-917-5042 • Financial Services: 386-917-5402