

Afdeling Intensive Care

Informatie voor bezoekers in het Engels

Naar het ziekenhuis? Lees eerst de informatie op www.asz.nl/brmo.

**albert
schweitzer**

Introduction

There are two Intensive Care Units at our hospital: wards F2 and G2. These wards are for patients who need extra care or observation, for example, after major surgery, with breathing problems, serious infections or after an accident.

Equipment

There is a lot of equipment around the bed. The monitor is used to continuously check things like the heart rate and blood pressure of your relative. This data is also visible at the team station. There is a computer next to each bed that stores all of the patient data.

There are IV and medicine pumps at the bedside to accurately administer the infusions and medicines. Special equipment is often required for treatment. This could be a ventilator to support breathing or a dialysis machine for flushing the kidneys.

Not all patients are visible from the team station. We hang a camera in these rooms so the nurse can keep an eye on all of the patients.

Who works at the Intensive Care Unit?

- Intensivists: these are doctors who are specially trained to treat patients in the Care Units. The physician assistants (ward physicians) and the intensivist consult on a daily basis about the treatment of the patient.

- Nurses: the nurses who work in this department have completed their specialist training or are doing so.
- The secretary, department assistant, dietician and physiotherapist. Sometimes also a speech therapist or occupational therapist.

Together we try to make your stay in our department as pleasant as possible.

Visiting hours and rules

Visiting hours at the Intensive Care Unit are between 13:00 and 19:30.

The patients in the ICU are seriously ill and need a lot of rest. Please follow the rules below.

- Only two visitors are allowed per patient at any one time. If there are more of you visiting, you can take turns. The other visitors can wait in the seating area near the lift.
- The seating area near the lift accommodates a maximum of four visitors per patient. Other visitors can wait downstairs in the atrium.
- Report to the team station before your visit.
- One child up to the age of 12 can accompany adult visitors as an 'extra' visitor. This is in consultation with the nurse.
- Visits outside visiting hours are only possible in consultation with the nurses.
- Be as quiet as possible. Speak softly and make calls out of the earshot of others.
- Leave the room if the doctor or nurse asks.
- Please adhere to the hospital's code of conduct. You can read this here: www.asz.nl/gedragscode.

- Flowers and plants are not allowed due to the risk of infection.
- We recommend that you take the patient's valuables, such as jewellery and large amounts of money, home with you.
- Please bring the patient's glasses, dentures and/or hearing aid with you to the hospital. Please also bring comfortable clothing and toiletries for when the patient is able to get out of bed.
- There is one family room in the hallway. The room is also used for conversations with the doctor, so you may be asked to leave the room.

Information and the contact person

Admission to the Intensive Care Unit is sometimes an uncertain or anxious time for the patient and family. We believe it is important that patients and their relatives are well informed.

The nurse caring for you or your family member will be happy to explain the treatment and the patient's condition.

Upon admission, we ask that you provide the name and telephone number of a contact person. The contact person can be a family member or close relative. They will serve as an intermediary between you and the rest of your family.

Telephone information about the patient's situation is only given to the contact person. We work on the assumption that the contact person will pass on any details to the rest of the family and loved ones. Please do not call between 07:00 and 09:00, as we are busy providing patient care between those times.

If you want to see a doctor, you can make an appointment through the nurse.

If you would like to read more information at home about the ward or a specific disease, check the Albert Schweitzer hospital website.

You will find information on many topics:

- www.asz.nl/specialismen/intensive_care/
- www.asz.nl/folders/

The patient, the contact person, the family and the care providers have rights, but also obligations that they must comply with. For more information about this, you can ask the nurse for the following leaflets:

- The patient's contact person.
- Your rights and obligations as a hospital patient.

Restrictive interventions

During hospitalisation, a patient can develop serious confusion or restlessness. This can lead to an unsafe situation for both the patient and the environment. To prevent this unsafe situation, the nurses can restrain the patient after written permission from the family or relatives, or if the patient is not legally incapacitated. Restraints mean that the patient has less freedom of movement. This is also known as a restrictive intervention (VBI).

Examples of items that can be used to restrain the patient include wrist and/or ankle straps and a bed restraint.

Clean hands

At the Intensive Care Unit, we do everything we can to work as cleanly as possible. We do this to protect the patients from infections.

We ask you to please also disinfect your hands with the blue disinfectant when you enter and leave the ward. There is a machine with the blue disinfectant right at the entrance of the ward. The poster hanging next to it explains how to use it.

Tips for visitation

Admission to the Intensive Care Unit is also a difficult time for you as a family and costs you a lot of energy. Take good care of yourself during this period. Get plenty of rest and try to eat and sleep at your normal times.

If your family member is kept asleep with medication, you can still talk to or touch them. A familiar voice can do good. Although the patient usually does not remember anything about this period, it can be reassuring.

During the visit, talk to your family member or partner about everyday things. Mention the time and day and talk about the news or the family. You can also bring photos or read sent cards or an article from the newspaper. You don't have to talk continuously. Sometimes just being present is enough. You can listen to music using the tablets or speakers that are available on our ward.

If you receive a lot of calls at home about your sick partner or family member, it might be a good idea to let another family member answer these calls. Telling your story over and over again sometimes takes a lot of energy. Some relatives prefer to draw up something along the lines of a newsletter, which they can then send to family and friends via e-mail or WhatsApp. This also saves you from having to tell the same story over and over.

If your family member is in hospital for a longer period, you can park your car at a more favourable rate. The nurse can give you more information about this.

As a family, you can also help with the patient's treatment. You can prepare for a meeting with the intensivist by asking the following questions:

- What are the treatment options?
- What are the pros and cons of these options?
- What does this mean for the patient?

ICU diary

As a family member or partner, you can keep an ICU diary for the patient. You will receive this diary from the nurse. The patient may later have questions about their time in the Intensive Care Unit. The medication often causes patients to remember little of this period. The information in the ICU diary has proven to be important to the patient.

Aftercare

If your partner/relative has spent more than five days in ICU, they can visit the IC aftercare clinic at a later date. An invitation will be sent automatically for this.

To conclude

We do our best to ensure that patient care and the care and support of family members run smoothly. If you have any questions, you can always ask the nurses and doctors.

If you have any complaint, comment or suggestion about our ward, you can discuss this with the nurse or doctor. You can also choose to share your opinion in writing by filling in a red or green card. You can speak to our department head during office hours, if necessary.

Our wards are available 24 hours a day:

- Ward F2, tel. +31 78 654 20 23.
- Ward G2, tel. +31 78 652 35 10.

NICE Foundation

Our Intensive Care Unit works in partnership with the NICE Foundation (National Intensive Care Evaluation). NICE's aim is to support every Intensive Care Unit in the Netherlands in improving the quality of intensive care. We receive comprehensive feedback reports every six months, which we can use to monitor and compare our own care performance over time.

We share pseudonymised data for every patient admitted to the Intensive Care Unit at Albert Schweitzer. Pseudonymised means that we remove any name, address and other data that can be traced back to you or your relative or loved one and replace these with a unique number. That way, NICE is unable to see who you are or where you live. We also never share your data with other entities or insurance company.

We share a combination of the general reason for admission to the ICU, together with any blood test results during the first 24 hours and whether kidney failure, diabetes or heart failure has occurred, for example, and whether the admission to ICU eventually resulted in the patient being discharged to another ward or passing away. The only people who can view your medical records are the (medical) staff at our hospital who submit these data to NICE. These people are all bound by a duty of confidentiality.

It goes without saying that you have the right to object to your data being used. If so, please complete the form below and return it to your nurse or the secretary at the Intensive Care Unit, so that we can make sure your data are not used. For more information, see: www.stichting-nice.nl

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I do **not** want my data/the data of my relative or loved one to be shared with NICE:

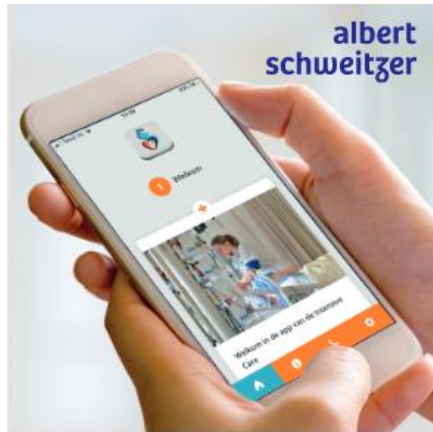
Patient name:

Patient date of birth:

Date of admission to ICU:
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More information

If you would like to know more about the Intensive Care Unit: Download the free app 'Patient Journey'. Accept the push notifications and search for 'Asz Behandelpad' under 'zorginstelling' (healthcare institution). After that, choose 'intensive care' under treatment.



Download onze app
ASz behandelpad

Intensive Care

www.asz.nl

Let us know what you think of this leaflet: www.asz.nl/foldertest/

Your notes

Albert Schweitzer Hospital
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