

Verpleegafdeling G2 Intensive Care

Locatie Dordwijk

Informatie voor bezoekers in het Engels

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

informatie

Introduction

The G2-ICU Department is one of the two Intensive Care departments at our hospital. Patients on this department require extra care or observation due to, for instance, a major operation, problems with breathing, serious infections or after an accident. Patients on this department receive mixed nursing, meaning that both men and women can be in a room.

Equipment

Hospital beds are surrounded by a lot of equipment. The monitor is used to continuously monitor the heart rate and blood pressure of your family member/close relative. This information can also be viewed in the team post. A computer by every bed stores all of the patient's data.

Next to the hospital bed, there are infusion and medication pumps to provide accurate medical dosing. Special equipment is often required for treatment. For example, a ventilator to support a patient's breathing or a dialysis machine for rinsing kidneys. Some hospital beds have a camera which the nurses use to observe the patient. This camera is used when the patient is not directly visible from the team post.

Who works on this department?

- **Intensivists:** these are doctors who have been specially trained to treat patients in the Care departments. The assistant physicians (attending physicians) and the intensivist consult one another daily about patient treatment.
- **Nurses:** the nurses working in this department have followed advanced training or are currently undergoing this training.

- The secretary, departmental assistant, dietitian and physiotherapist. Sometimes a speech therapist or occupational therapist is also present.

We work together to try to make the stay on this department as pleasant as possible.

Visiting time and rules

You are welcome to visit between the hours of 1:00 - 7:30 pm. The Intensive Care Unit has seriously ill patients who require a great deal of rest. That is why we ask you to comply with our visiting rules shown below.

- Please report to the team post before proceeding to your visit.
- Only one visitor per day is allowed. This visitor must remain the same. He/she must not have any Covid symptoms.
- One child up to the age of 12 can accompany adult visitors as an 'extra' visitor.
- Visits outside of the visiting hours are only allowed in consultation with the nurses.
- Ensure as much rest as possible. Talk softly and make your telephone calls outside of hearing distance.
- Leave the room if the doctor or nurse requests this.
- Visits by children younger than twelve are only allowed in consultation with the nurse.
- Flowers and plants are not allowed on the nursing department due to the risk of infection.
- We advise you to take home any valuables, such as jewellery and larger amounts of money from the patient.
- Do you want to bring a patient's glasses, dental prosthesis and/or hearing aid to the hospital? Nightwear is not necessary. Patients wear bed gowns.

There is one family room in the hallway. This room is also used for conversations with the doctor. Therefore, you may be asked to leave the room.

If indicated, the family of the patient can sleep in the family room.

Information and the contact person

An admission to the Intensive Care Unit can be an uncertain or anxious time for patients and families. We believe it is important for patients and their family members to be well informed.

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

Upon admission to the hospital, we ask for the name and telephone number of a contact person. A contact person can be a family member or a close relative. He or she acts as the intermediary between you and the rest of your family.

Information about the patient's situation is only provided over the telephone to the contact person. We assume that the contact person will pass on any details to the other family members and relatives.

Should you wish to speak to a doctor, you can make an appointment via the nurse. Please do not call between 07.00 and 09.00, as we are busy providing patient care between those times.

Would you like to read more about the department or about a certain syndrome while at home? Then visit the website of the Albert Schweitzer hospital. You will find information about many topics at the following websites:

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

The patient, the contact person, the family and the care providers have rights, but they also have obligations to which they must adhere. For more information about this, you can ask the nurse for the following brochures:

- Contact person of the patient.
- Your rights and obligations as a hospital patient.

VBI (Vrijheid Beperkende Interventies)

During a hospital admission, a patient may experience serious confusion or agitation. This could develop into an unsafe situation for both the patient and those in the surrounding environment. In order to prevent this unsafe situation, after receiving written permission from a family member or relative, the nurses can secure the patient.

Securing means that the patient has less freedom of movement. Example of how the patient can be secured include: high on the side rails, with wrist and/or ankle straps or an agitation band.

Not all rooms are visible from the team post. That is why a camera has been installed in each room. This enables the nursing staff to still keep an eye on their patients. Written permission is requested from the family or relatives for this as well.

If you so desire, we can turn off the camera surveillance and microphone when you are visiting.

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 developing infections. For example, during all of the contacts with patients we wear patient-related aprons. We also wear gloves, when necessary, and disinfect our hands.

We ask that you also cooperate with this. When you enter or leave the department, please use the blue disinfectant on your hands. Directly to the left of the department's entrance is a device with the blue disinfectant. On the nearby hanging poster, we explain how to use the blue disinfectant.

Tips for the visit

Admission to the Intensive Care is a hard time for you as a family, and it will cost you a significant amount of energy. During this period, take good care of yourself as well. Get plenty of rest and try to eat and sleep at your normal times.

If your family member is kept asleep through medication, you can still talk to or touch him or her. A familiar voice can be beneficial for a patient. Although the patient usually does not remember anything from this period, it can still be reassuring.

During the visit, talk to your sick family member or partner about everyday things. Indicate the time and the day, say something about the news or about the family. You can bring photos with you, read aloud cards that have arrived or read aloud an article from the newspaper. You do not have to talk continuously. Sometimes, it is also good to just be 'present'.

Sometimes, your family member likes to hear his or her own music. You can bring a discman, MP3 player and/or personal CDs. You can also borrow a discman from our department.

If you receive many phone calls about your sick partner/family member while at home, it may be useful to have these calls answered by another family member. Telling your story over and over again sometimes requires a lot of energy. Some family members draft a kind of newsletter, which is then dispatched to family and friends via the internet. This prevents you from having to tell the same story over and over again.

If your family member will be in the hospital for a longer period of time, it is possible to park your vehicle at a more favourable rate. You can inform a nurse if you would like to find out more about this.

As a family member, there are things you can do to help with the patient's safety. This includes:

- Preparing by the following questions at a meeting with the intensivist:
 - What are the treatment options?
 - What are the pros and cons of these options?
 - What does this mean for the patient?
- Please adhere to the hospital's code of conduct. You can find the code of conduct at: www.asz.nl/gedragscode

IC diary

As a patient's family member or partner, you can keep an IC diary for him/her. You will receive this diary from the nurse. The patient may ask questions later about his/her time in Intensive Care. Because of the medication, the patient often does not remember much, if anything, about their hospital stay. The IC diary has been found to be an important source of information for patients.

Finally

We do our best to ensure proper care for the patient, for the reception and to provide guidance for family members. You can always contact the nurses and doctors with any questions you may have.

Every week, we distribute a questionnaire to visitors on our department to measure the quality of care. We would appreciate you completing this questionnaire.

If you have a complaint, comment or suggestion about our department, you can discuss this with the nurse or doctor. You can also choose to give your opinion in writing by filling in a red or green card. These cards can be found in the designated mailbox that hangs in a room.

You can ask our department head any questions that you may have during office hours, if necessary.

Our department is available 24 hours a day on telephone number:
(078) 652 35 10.

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