

# INTENSIVE CARE UNIT (ICU) VISITOR INFORMATION

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NORTHSIDE HOSPITAL  
FORSYTH

Welcome to the Intensive Care Unit at Northside Hospital-Forsyth. Our primary goal is to provide the best care possible for our patients. Families are important in patient recovery, and this can be a time of great stress for you.

Our team will work with you to ensure optimum care and quick recovery for your loved one. We are honored you have chosen Northside Hospital-Forsyth in your time of need.

## VISITING

We know you are concerned about your loved one and want to spend time together. Your support as well as adequate rest and avoiding overstimulation are important factors for recovery. With all those considerations in mind, and with our shared commitment to what is best for the patient, the following are visiting guidelines:

**Visitors are welcome in the ICU anytime with the exception of 6 a.m. to 8 a.m. and 6 p.m. to 8 p.m.**

We use these non-visiting times to safely transfer information from one ICU care team to the next, so we appreciate your refraining from calling during these hours to allow this uninterrupted time. The designated contact person will be notified promptly to changes as they relate to loved ones conditions.

Keeping in mind that the patients recovery is always our first concern we appreciate your understanding that there could be times, even within visiting hours, when we may restrict the length of visits or suspend visits altogether.

## VISITING PATIENTS

**Number of visitors.** To avoid overwhelming patients and to allow adequate space to perform patient care, we ask that you limit visitors to no more than two at a time. Each patient room provides a family area for your convenience.

**Child visitors.** We realize the importance of children's relationship with their loved one, however generally children under 12 years old are not permitted in the ICU. Please note that this guideline is to protect the patient as well as children from the spread of disease. To foster contact and encouragement we have greeting cards and crayons available for children to craft a personal voice and decorative message. Please contact your nurse for supplies. In the event that a child does visit the ICU, please be sensitive to their maturity and capacity to handle what they might see in the ICU.

**Technology and equipment.** Your loved one's room has sophisticated machines, wires and tubing that are probably unfamiliar to you. Our nurses will be happy to explain what this equipment is and how we're using it to care for your loved one, in the interest of safety, we ask that you not touch any of the sensitive items.

**Flowers and balloons.** Although flowers and latex balloons can be thoughtful ways to show you care, we are unable to accommodate items such as this in the ICU. Thank you for waiting until a later time to send these items to a non-ICU setting.

## **FOR YOUR COMFORT**

**ICU waiting room.** The waiting room is a good place for friends and family members to gather when not visiting the patient. The family waiting area provides seating, television and a kitchenette area. Two private consultation rooms are available for meetings with physicians or other healthcare team members.

**Cafeteria.** The Cafeteria is located on the first floor. Snacks are also available in our gift shop located near the main entrance of the hospital (1st floor) and the vending machines located in front of the cafeteria and in the hallway between the hospital and the Emergency Department.

## **CAFETERIA HOURS:**

### **Monday - Friday**

Breakfast 7 - 10 a.m.

Grab & Go 10 - 10:30 a.m.

Lunch 11:15 a.m. - 2 p.m.

Grab & Go 2 - 3:30 p.m.

Dinner 4:30 - 8:30 p.m.

Grab & Go 6:30 - 9 p.m.

### **Saturday and Sunday**

Breakfast 7 - 10 a.m.

Lunch 11:15 a.m. - 2 p.m.

Dinner 4:30 - 6 p.m.

**Gift Shop.** The gift shop is operated by our Volunteer Auxiliary and is located on the first floor near the main entrance. The hours are:

Monday, Tuesday, Friday 9 a.m. - 5 p.m.

Wednesday, Thursday 9 a.m. - 7 p.m.

Saturdays, 10 a.m. - 2 p.m.

Sundays, 12 - 4 p.m.

**ATM.** There is an ATM located in the Radiology Check-In Area, located on the first floor.

**Internet service.** Northside Hospital-Forsyth has wireless (WiFi) network connection areas for your portable electronic devices.

**Hotel Accommodations.** There are variety of hotels nearby for family and friends visiting. Please contact Patient Relations at (770) 844-3686 for further assistance.

**Smoking.** Smoking is not permitted within the hospital or its surrounding campus.

## HELPFUL HINTS

**Rest.** We encourage family to go home at night to rest.

**Valuables.** We strongly urge family to take valuables home. If necessary, valuables can be stored in the hospital safe with Security.

**Wash Your Hands.** Wash your hands when entering the room and when you leave. We have hand gel located at all door frames.

**Designating a contact person.** We have found it works best when visitors designate one primary contact or spokesperson to communicate with our physicians and nurses about how your loved one is doing. That person can then relate information and updates to others in your group, freeing our caregivers to focus on patient care. Please make sure to provide the phone number(s) for the contact person

so we can reach you when necessary. You may ask to have a code word set for making calls to receive updates on your loved one. If we receive outside calls about your loved one, we will direct them to the person designated as the family's primary contact.

## **YOU ARE NOT ALONE**

Your loved one is not the only person affected by this situation – you are too. Whether your loved one is in the unit for a critical illness or injury, or simply for close observation, this can be an extremely overwhelming and stressful time for everyone involved. There may be many unknowns, and medical conditions can change very rapidly. Your normal routines may be disrupted, keeping you from daily responsibilities. Every patient is different. Depending upon your own situation, these may be among the most difficult times of your life.

We want you to know that you have an important role to play in the care of your loved one. You will be needed as a support, a spokesperson, and an advocate for the patient. Your familiar face and reassuring touch at the bedside will be very important to the patient. You are an essential part of the team caring for your loved one.

- Speak up
- Express your concerns
- Ask questions
- Ask for help

### **We Encourage You To:**

**Check with a nurse.** Before giving the patient anything to eat or drink please check with the nurse.

**Chaplaincy Services.** We welcome visits from your own clergy. We also have a chaplain available to assist in meeting the patients' and families' spiritual and other needs. Please notify the nurse if you wish to speak with a chaplain. The chapel is located on the first floor and is available 24 hours a day.



Northside Hospital is a not-for-profit healthcare provider with the largest medical staff in the Southeast. We provide high quality health care at our hospitals in Atlanta/Sandy Springs, Forsyth/Cumming and Cherokee/Canton for more than 700,000 patients each year.

Voted Atlanta's Most Preferred Hospital  
in Overall Health Care Services for  
15 Consecutive Years.\*

**ICU is located in the Tower; 4<sup>th</sup> floor**  
**Family Waiting Room: (770) 844-3460**  
**ICU (770) 844-3560**



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[www.northside.com](http://www.northside.com)

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