NORTHSIDE HOSPITAL

ICU VISITATION

Our Visitation Guidelines are designed to meet your loved one's need for rest, safety, and privacy. A calm, quiet environment is an essential part of the healing process. It is also necessary to protect the privacy and preserve the dignity of all of our patients. We must also employ measures to prevent the development and spread of infection.

GENERAL INFORMATION

- ICU Visitation is limited to:
  - 2 members of the immediate family at any one time.
  - Only 1 family member of the immediate family is permitted in the room from 12 midnight to 6:30 am.

- **Children must be over the age of 12.**

- **The ICU is closed to visitors during the following hours:**

  - 6:30 am to 8:30 am
  - 2:00 pm to 3:00 pm
  - 6:30 pm to 9:00 pm

Shift changes and designated patient rest periods occur during these hours.

- You may be asked to leave your loved one's room at any time for safety, infection control, or privacy reasons or during certain procedures or treatments. Please wait in the Family Center during this time.

  - **Lingering in the hallways is PROHIBITED.**

- Friends and members of the extended family may visit after the patient has been transferred to a regular hospital room.

- **Cell phone use should be kept to a minimum while in the ICU.** Please set your phone to vibrate for incoming calls.

- Please keep your valuables in your possession at all times. Family belongings should not be stored in patient rooms. **Northside Hospital is not responsible for lost or stolen items.**

ACCESS

- Do not enter the unit without first speaking with a staff member.
- Family members may gain entry to the ICU by checking in with the volunteer at the reception desk located across from the Family Center.
- If the reception desk is unattended, pick up the phone to the left of the reception window. You will be connected to a member of the ICU staff.

INFECTION PREVENTION

- Please wash your hands prior to entering and upon leaving the ICU.
- Food and drink are not permitted in patient rooms.
- Bathrooms within the patient rooms are not for visitor use.
- Restrooms are available in the Family Center and in the hallway adjacent to the Family Center.
- Live plants and cut flowers are not permitted in patient rooms.

OVERNIGHT ACCOMMODATIONS

- Family members are encouraged to go home at night for proper rest.
- There are various nearby hotels that offer reduced rates to families of patients. Please visit the hospital's website at www.northside.com or contact a Patient Relations representative at extension x8904 for information.

COMMUNICATION

- To comply with Federal guidelines, staff members are only able to answer questions from and provide updates to designated members of the immediate family.
- Please designate one member of the family to serve as a spokesperson The spokesperson will be responsible for receiving updates and for relaying the information to all other family members and friends.
- Friends and extended family are asked to contact the spokesperson with questions in lieu of calling the unit.
- When you are away from the unit, please leave a number where you can be reached. We will contact you with any significant change in your loved one's condition.

FAMILY CENTER

The ICU Family Center adjacent to the unit is open 24 hours per day. The Family Center is accessible by code only.

The code is changed weekly.

The current code is: _____.

Every patient and family member is very important to us. We strive to be as caring, informative, and available as possible. Please join us in creating an atmosphere that promotes healing.

Thank you for your cooperation and help.