

Interacting with your relative

Please check with the nurse before interacting with your relative. They will make sure that all the lines and tubes are safe. If your relative is very sick, there may be times where you might only be able to sit by the bed and hold their hand. If you are unsure, please ask.

Social worker

Having a relative in ICU can be stressful and traumatic for the whole family. A social worker can provide emotional support or counselling, as well as give extra practical advice about travel, finances, accommodation or transport.

If you have specific concerns please ask your nurse at the bedside to contact the social worker on duty. If an interpreter is needed please speak with the nurse or social worker.

Other helpful information

- Write down questions when you think of them. There is no such thing as a silly question.
- It may help to keep a diary of your relatives' daily events; include your thoughts and notes of visitors. If not already provided, please ask for a copy of the 'ICU notebook' for this purpose.
- It is important that you also get some rest. We encourage you to drink plenty of fluids and eat small meals.
- Try and take a walk outside to get some fresh air when possible.
- You may find comfort from a religious minister's support. You can request a chaplain to visit.
- Indigenous Liaison Officers are available on request.

Contact details

Intensive Care Unit

Level 2, Townsville University Hospital
100 Angus Smith Drive
Douglas QLD 4814

Phone: (07) 4433 2600

We want to hear from you.

We are always looking at ways to improve the patient and family experience. Several recent improvements include a therapy dog and a volunteer service in our ICU. We want to hear from you about your suggestions. Please utilise this QR code to provide feedback.



**PATIENT
FEEDBACK**



**FAMILY
FEEDBACK**

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Intensive Care Unit (ICU)

Visiting is restricted between the hours
of 8.30am and 12.00pm daily

Contact ICU: (07) 4433 2600



**Queensland
Government**

This Intensive Care Unit receives admissions and/or retrievals from as far north as Papua New Guinea, west to the Northern Territory border and south to Mackay.

The unit is divided into two identified areas. The adult ICU has two sections referred to as POD 1 and POD 2. POD 3 is the Paediatric Intensive Care Unit (PICU).

Access to ICU

ICU access is always via the intercom at the front doors to the Intensive Care Unit. For the safety of our patients, access to the ICU is restricted and request to entry is via the intercom. Please wait for the intercom to be answered before entering.

Why do I need to wait?

Reasons you may be asked to wait in the waiting room include the following:

- Procedures
- Personal care activities
- New admission to ICU.

You should be provided with an estimated time to wait, should this time pass please use the intercom to communicate with staff.

Visiting

Visiting is limited to two individuals at any one time unless otherwise prearranged. Individual changes to visiting times should be discussed with nursing staff. Children must be supervised always by a responsible adult. If you are feeling unwell or have flu like symptoms, we ask that you not visit the ICU. This is to protect our vulnerable patients and stop the spread of infection.

Medical rounds

Medical rounds occur between 8.30am and 12.00pm each day. Medical staff will review each patient and make a plan of care. Visiting is restricted at this time for patient privacy and confidentiality.

You will be given regular updates regarding the progress of your relative. Please feel free to ask questions. A meeting time with the doctor can be scheduled if you need more information.

Hand washing and footwear

To protect our patients from infection please wash your hands at the sinks or use the red wall-mounted hand rub before you enter the unit and before you leave the unit. For your safety footwear must always be worn.

Family spokesperson

We ask that the family nominate one spokesperson. This spokesperson can let the extended family know information/updates on the patient. This process will reduce multiple phone calls as limited information can be provided by staff over the phone.

Mobile phones/electrical equipment

Before entering ICU please turn off all mobile phones as they interfere with medical equipment. Do not plug in any electrical equipment unless it has been tested by a hospital electrician.

Toilets

Located next to the lifts with baby change table facility included.

Waiting room

The waiting room is located to the right of the main ICU doors. This room contains lounges, television, microwave and tea/coffee making facilities. There is also a wall-mounted charger compatible with most electronic devices for your use.

To avoid injury please do not gather in the corridors.

Flowers and balloons

Due to infection control risks, only artificial flowers and balloons that are latex-free are permitted.

Food and drink

For infection control and safety reasons, visitors are not allowed to consume food or hot drinks in the bed spaces. Water to drink, in a closed container, is allowed in the patients' bed space.

There are shops and food outlets located in the Medilink Building and on the ground floor of the main hospital building. Vending machines are located just outside the waiting room.

Accommodation

We have a small number of rooms available to provide emergency overnight accommodation. These are shared between the ICU and PICU. Assistance with finding accommodation can be provided by the social worker.