

## Visitation Guidelines for ICU/CCU/NICU

**Our goal is to provide excellent care for your loved one.** Whenever possible, Critical Care maintains a visitation policy that is flexible for patients, families and staff. If you are not given a PIN Card, ask your nurse for one. This is a small card with the telephone number of the nursing unit, along with a patient identification number (PIN). You may share the PIN with anyone you wish, however, the PIN assures that access is given only to those you feel need your loved one's information.

### **VISITING HOURS: How can you Help?**

You can help assure that patients needs are met as we change shifts by trying to avoid visiting during the following times: 7:00—9:00 a.m. and 7:00—9:00 p.m. These shift change times are necessary for the nurses to exchange information with incoming staff, and allows for a more thorough assessment of your loved one.

**It is very helpful to appoint a family spokesperson** as a link between the Critical Care team and other family members. Please tell the nurses who is acting as the family spokesperson, so they will be able to forward updates and other information efficiently. This allows the nurse to spend more time with the patient, and also protects your loved one's privacy.

**Visitation is limited to immediate family members** and significant others. We ask that no more than two (2) visitors be in the patient room at one time. Since rest and sleep periods are essential for recovery, try to limit the length of your visits, and be sensitive to the condition and needs of the patient.

**Overnight stays in the patient rooms** are not permitted because of space limitations and safety issues. Immediate family and significant others may spend the night in the visitor lounge, and a list of nearby accommodations is available at the nursing station.

### **HELPFUL HINTS**

- A comfortable lounge is provided for visitors. The lounge is often crowded, so please share the space.
- Real flowers carry pollens and bacteria that may aggravate illnesses. Mylar balloons and silk flowers are welcome. For safety reasons, please do not bring latex balloons to the hospital.
- Take home any valuables and medications your loved one may have brought to the hospital.
- Check with your nurse before giving your family member food or drink, including water.
- Be prepared to see many wires, tubes, IV bags, and other equipment. Monitors, IV pumps, and other equipment have alarms to alert the nurse when something needs to be checked. Alarms are not always a cause for concern, and the nurses are trained to listen for and respond to them.
- The cafeteria is located on the first floor next to the lobby, and it is open from 6:00 a.m. to 12:00 midnight. Complete meals, snacks, and drinks are available in the cafeteria, and pop machines are located in the Critical Care lounge.
- In order to maintain a restful environment, there are no phones in critical care rooms; however there are courtesy phones at each nurse' station, and a pay phone is located in the Critical Care lounge. Because signals may interfere with Critical Care equipment, cellular phones are not permitted in the hospital.

### **HELPFUL TELEPHONE NUMBERS**

CCU - (Room Numbers 253-269) (989) 894-3003

NICU - (Room Numbers 271-277) (989) 894-3006

ICU - (Room Numbers 279-295) (989) 894-3010

TOLL FREE: 1 (800) 726-0666

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