TRAUMA AND BURN CENTER (TBC)

UPMC Mercy

Your Care. Our Commitment.
Our nursing staff use smartphones to communicate with other members of the health care team and your family members. Nurses will give you their smartphone numbers so that you can reach them. Please note that these phone numbers will change every shift with nurse assignment.

While your loved one is in this critical care unit, we will give them a PIN number that is used to protect and control their medical information. This number must be given to the nurse if a family member calls to inquire about the patient. If someone calls but does not have the PIN number, no information can be given. They will be referred back to the primary family members.

**Important Information**

Patient’s Room: _______________________

PIN Number: _______________________

Trauma and Burn Center Phone: 412-232-8225

For detailed information about the services at UPMC Mercy, please refer to the patient handbook you received on admission.
Welcome to the Trauma and Burn Center (TBC). While you are here, we want to make your hospital stay as comfortable as possible. It is important for us to keep your family members informed of your status. In order to ensure clear communication, please choose one family member to speak with staff. This family member can then update others about your status. We recommend using a phone tree to keep others informed. Please feel free to contact any member of our leadership team if you have any questions or concerns during your stay.

Jamie Price, MSN, RN
Unit Director
FREQUENTLY ASKED QUESTIONS

Are my valuables safe in my room?
Often you will need to leave your room for testing, and your valuables will be left unattended. The hospital cannot be responsible for the safety of valuables or other personal items left in your room. Valuables should be sent home with a family member or sent to security. Belongings can be returned on request.

What is the visiting policy?
General visitation is encouraged between the hours of 6 a.m. to 8:30 p.m. The nursing staff will begin to prepare the unit and our patients for the night around 8:30 p.m. At that time, we ask that conversations be quiet and that guests prepare their final questions for the nursing staff. We ask all visitors to leave by 9 p.m. Because our rooms are small, please limit visitors to 3 at a time.

Quiet time occurs daily from 1 to 3 p.m. This is a period of rest, and the staff will make every attempt to limit interruptions to the patients, when possible. This resting time helps to promote a therapeutic and healing environment.

May my visitors spend the night?
Due to a critical illness, there may be times when loved ones feel they cannot leave the hospital.

For overnight accommodations at McAuley Inn (lodging at UPMC Mercy) or area hotels at discounted prices, please see the Patient and Visitor Information Guide located in each of our waiting rooms.

When is a good time for my family to call for information on my condition?
The phone number for the nurses station is 412-232-8225. We always are willing to speak to family members. Please be aware that from 6 to 8 a.m., and from 6 to 8 p.m., the nurses are changing shifts and performing their first assessments. This is an extremely busy time, and we ask that your family avoid calling during these times.
Why did the nurse ask my visitors to leave the room?
Many procedures performed by the nurse may require privacy. If your visitors are asked to leave the room, there is a family waiting area near the entrance to the unit where they may wait until the nurse is finished. In the event of an emergency, all visitors may be asked to leave the unit.

Who is part of my care team?
Your care team will include doctors, nurses, a therapist, a social worker, and a care manager, depending on your plan of care. Doctors and staff visit patients (round) at various times of the day. Please ask the nursing staff what time your doctor usually rounds, or call your doctor’s office to speak directly to the doctor.
Other members of the health care team are available on the unit during normal business hours.

Where are the public restrooms?
We ask that visitors use the public restrooms available just outside of the department.
When should I wash my hands?
The most important step in stopping the spread of germs and infections is washing your hands. You can wash your hands with soap and water or a waterless hand sanitizer.

Be sure you and your visitors wash your hands each time you:

- Enter or exit your room.
- Touch any blood or body fluids.
- Touch bedpans, dressings, or other soiled items.
- Use the bathroom or bedpan.
- Eat a meal.

If you are coughing, sneezing, or blowing your nose, wash your hands often.

When should my caregivers wash their hands?
All hospital staff should perform hand hygiene during these five moments:

1. Before touching a patient.
2. After touching a patient.
3. Before a clean, or aseptic, procedure.
4. After a body fluid risk.
5. After touching patient’s surroundings.

Don’t hesitate to ask your caregivers if they’ve washed their hands.
What is “isolation” or “special precautions”?
Infections can be spread through the air and by contact with hands, personal items, or health care equipment. To stop the spread of some infections, we need to use special practices, such as:

- Protective clothing worn by health care staff and visitors, including gloves, gowns, or masks.
- Special equipment that stays in the patient’s room.
- Limited movement in and out of the room.

Can I have visitors while I’m in isolation?
Yes, but visitors need to be aware of the following guidelines:

- Before they enter the special precautions room, check with a nurse.
- Staff will instruct them on protective clothing that they will need to wear to enter the special precautions room.
- They should take as few things as possible into the special precautions room.

Thank you
We understand that this is a very difficult time for you and your family. Your questions and concerns are very important to us. Do not hesitate to let us know if there is anything else we can do to meet your needs during your stay.