

UPMC Passavant



**Medical and Surgical Intensive
Care Units (MICU/SICU)**

Your Care. Our Commitment.

Welcome

Having a loved one in the Medical and Surgical Intensive Care Unit (MICU/SICU) can be overwhelming. Our goal is to provide you with expert patient care in a comfortable and family-centered environment.

The MICU/SICU is a 16-bed unit with critical care doctors, surgeons, nurses, therapists, and social workers working together to provide world-class care. We assure you that we will do everything possible to treat your loved one as if he or she were a member of our family.

Updates About Your Loved One

Our nursing staff use mobile phones to communicate with other members of the health care team. While your loved one is in the MICU/SICU, you can call to receive an update about his or her condition.

Please choose one family member to call for updates. That person can then share information with other members of your family. We are always happy to provide updates on your loved one's condition. However, many phone calls take the nurse away from caring for your loved one.

Please know that because of HIPAA (Health Insurance Portability and Accountability Act) privacy laws, our staff can only share information with those who were chosen by the patient. If your name is not on the HIPAA form, we cannot share any information.

Patient's Room: _____

MICU Phone (Rooms 24-31): **412-748-6903**

SICU Phone (Rooms 32-39): **412-748-6904**

We ask that you do not call or visit between the hours of 7 to 8 a.m., and 7 to 8 p.m.

This is when the staff are changing shifts and it is a very busy time. During this time, the nurse leaving his or her shift will share important information about your loved one's care to the nurse beginning his or her shift. It is important for the safety of your loved one to not have many interruptions during this time.

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Visiting Information

Please talk to the nursing staff about visiting hours. We want to work with you to meet the needs of both you and your loved one. Please recognize that rest and minimizing stimulation are also part of the healing and recovery process. Because of this, we ask that visiting hours are limited overnight from 9 p.m. to 9 a.m. to allow our patients time to sleep and heal. Please see below for more important details about visiting your loved one:

- All visitors (except those identified by the patient) will be asked to leave the unit from 7 to 8 a.m. and 7 to 8 p.m. while the nursing staff completes bedside shift change report. It is important for the safety of your loved one to lessen interruptions during this time.
- To protect the privacy and confidentiality for all patients, please do not stand and wait in the hallways on the unit. If the nurse asks you to step out of the room for patient care, please exit the unit and wait in one of our family consultation rooms or the main waiting room near the elevators. The nurse will let you know when you may return.
- Only 2 or 3 visitors at a time are allowed in your loved one's room.
- If your loved one requires "isolation precautions," you may be asked to wear protective clothing (including gowns, gloves, or masks). While we understand that you are close to your loved one outside of the hospital environment, it is important to have these protective barriers in order to prevent the spread

of infections and protect all patients and visitors. If you do not follow the instructions, you may not be allowed to visit.

- You may not visit if you have any signs or symptoms of active illness, such as coughing, sneezing, runny nose, or fever.
- Please do not bring live plants or flowers into the MICU/SICU.
- Please do not eat in the patient rooms. Drinks in closed containers are allowed in non-isolation rooms only.
- Please ask the nurse if children are allowed to visit.
- Both children and adults need to follow infection control practices, which include thorough hand washing.
- Please keep noise to a minimum. Place cell phones and mobile devices on silent.
- For the safety and health of your loved one, we ask visitors to not stay overnight. Please ask about nearby overnight accommodations.
- Care coordination rounds are Monday through Friday in the MICU/SICU. These rounds help to support clear communication across all members of your loved one's care team. The rounding team presents a very brief update on each patient's condition and plan of care. Please talk with your loved one's nurse if you would like to participate.

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Hospital Information

Condition Help

The Condition Help program is a safety hotline for hospital patients and their families to call when there is:

- An emergency when patients or loved ones can't get the attention of hospital staff.
- A communication breakdown in how care is given.
- Uncertainty over what needs to be done.

To activate Condition Help, dial **111** from a hospital phone.

Parking

Lots are available 24 hours a day, 7 days a week, at no charge.

Cafeteria

Serves breakfast, lunch, and dinner. Features specials, sandwiches, soup, salad bar, and healthy meal options. Located in the pavilion on the ground floor.

Monday through Friday: 6 a.m. to 7 p.m.

Weekends and holidays: 11:30 a.m. to 7 p.m.

Coffee Shoppe

Serves breakfast and lunch. Features Starbucks® coffee, grilled sandwiches, and soup. Located in the main lobby of the hospital on the 1st floor.

Monday through Friday: 6 a.m. to 4:30 p.m.

Saturday and Sunday: 6:30 a.m. to 1:30 p.m.

Holiday hours vary.

Gift Shop

Offers a variety of personal amenities, gifts, balloons, candy, fresh flowers, cards, and magazines. Located in the main lobby on the 1st floor.

Monday through Friday: 9 a.m. to 8 p.m.

Saturday and Sunday: 11 a.m. to 4 p.m.

Closed on holidays.

Chapel

Available 24 hours a day, 7 days a week.

Located on the 1st floor of the main building near Medical Building S.

Wi-Fi

To access free wireless service, open Network Connections on your device and connect to UPMC Guest.

ATMs

Located in the pavilion lobby on the 1st floor, across from the registration desk.

Frequently Asked Questions

Are my loved one's valuables safe in his or her room?

Your loved one will leave his or her room for testing, and his or her valuables will be left unattended. Valuables should be sent home with a family member or friend, or sent to security. Belongings can be returned on request. UPMC is not responsible for any lost or stolen patient belongings.

Who is part of my loved one's care team?

Your loved one's care team will include doctors, nurses, a pharmacist, therapists, a social worker, and a care manager, depending on your loved one's plan of care.

Where are the public restrooms?

We ask that visitors use the public restrooms available directly outside of the ICU family waiting areas.

What is "isolation" or "special precautions"?

Infection 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 your loved one's room.
- Limited movement in and out of your loved one's room.

Hand Washing

As a visitor, you should wash your hands every time you:

- Enter or exit your loved one's room
- Touch any blood or body fluids
- Touch bedpans, dressings, or other soiled items
- Use the bathroom
- Eat a meal



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

Your loved one's caregivers should wash their hands during these 5 moments:

- Before touching a patient
- After touching a patient
- Before a clean, or aseptic, procedure
- After a body fluid risk
- After touching a patient's surroundings

Feel free to ask your loved one's caregivers if they've washed their hands.

Delirium

Being a patient with a critical illness is not only a physical challenge but may present both emotional and psychological concerns as well. ICU delirium is fairly common. Survivors of critical illness may experience changes in their memory, judgment, or behavior.

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The doctors and nurses in the critical care units at UPMC Passavant-McCandless are very aware of these potential issues and will be working hard to prevent them. We encourage you to discuss your questions and concerns with your loved one's health care team.

How You Can Help

- Speak softly and use simple words or phrases.
- Remind your loved one of the day and date.
- Talk about family and friends.
- Bring glasses and/or hearing aids.
- Decorate the room with calendars or family pictures (these familiar items might be reminders of home).
- Provide your loved one with his or her favorite music or TV shows.

For More Information

Please visit **UPMC.com** for a full health library of education materials to support your loved one's health and wellness. Go to **UPMC.com/Health Library** from your mobile device or home computer.

Family Meetings

Our goals in the MICU/SICU are to provide the best possible care for your loved one and to make you, as the family/loved one, feel informed and supported along the way. We are always available to answer any questions you have. Our practice is to arrange a family meeting as needed with you, your loved one's doctor, nurse, and others involved in your loved one's care. The family meeting serves as an additional time for you to be able to ask questions and receive information about the overall plan of care for your loved one.

Thank You

We understand that this is a very difficult time for you and your loved one. Your questions and concerns are very important to us. Please let us know if there is anything else we can do to meet your needs during your loved one's stay.

For more information about UPMC Passavant-McCandless, please read the patient handbook titled "A Guide to Your Hospital Stay" that your loved one received when he or she arrived at the hospital, or visit **[UPMC.com/Passavant](https://www.upmc.com/Passavant)**.



UPMC Passavant-McCandless

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UPMC.com/Passavant

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