



Saint Thomas Hospital

A member of Saint Thomas Health

Visitor's Guide to Critical Care

The goal of the Critical Care staff at Saint Thomas Hospital (STH) is to provide a safe and quiet environment that maximizes recovery and the patient's ability to rest. We believe visitation from the patient's family or visitor of choice assists in the healing/recovery process. For the patients to have adequate rest periods in between procedures and treatments we have established visiting times that support these initiatives.

Visitors chosen by the patient are able to enjoy visitation privileges that are no more restrictive than those of the immediate family and do not discriminate based upon race, color, national origin, religion, sex, gender, or disability.

The primary support person may stay in the room at all times. STH reserves the right to determine any situation where it is necessary to limit visitation. These restrictions may include but are not limited to:

- **2 VISITORS per patient at a time**
- A patient's need for privacy
- Behavior presenting a direct risk or threat to patients or staff
- Performance of invasive treatments/procedures
- A court order limiting or restraining contact

Visiting hours for Critical Care are as follows:

8:30 a.m.-9:30 a.m.

11:30 a.m.-1230 p.m.

3:30 p.m.-6:00 p.m.

8:30 p.m.-10:00 p.m.

We ask that all visitors leave the unit during the hours of 6:30-8:30am and 6:30-8:30pm so that staff may have uninterrupted time for caregiver to caregiver report and to perform a thorough assessment of the patient. The primary support person may stay in the room during this time but we ask that this person remain in the room until the completion of shift report. Visiting hours have been established to afford time for special treatments and procedures, reduce transmission of infection and decrease interruptions in the patient care activities.

We ask that all visitors not currently in the patient's room please return to the family room located downstairs on the 1st floor.

Primary Support Person _____ Room # _____
Privacy Code _____ Phone # 615-222- _____

Keeping in Touch

We ask that each patient have one (1) designated contact person. The role of this individual is to relay information received from care providers to other family members so that everyone stays informed. When the critical care staff receives a call or inquiry for information, this individual will be referred to the patient's contact person for additional information. Having a designated contact person allows members of the care team to spend more time with your loved one by decreasing the number of phone calls that interrupt care. If there is a change in the patient's status, the contact person will be the individual notified.

Due to privacy laws, we cannot release any patient information over the phone without using a pass code specific to the patient. This code will be issued to the patient or his/her surrogate on admission.

Overview of Visiting Guidelines for Critical Care

- ❖ There are 4 visiting sessions a day.
- ❖ **Limit to 2 visitors in the patient's room during scheduled visiting hours** and must be at least 12 years old and accompanied by an adult.
- ❖ The nursing staff will accept inquiries from the patient's designated contact person and all other inquiries will be referred to that designated person.
- ❖ Visitation during "off schedule" times may be allowed based on patient request or consent and if there is no clinical indication to limit visiting during the specified time.
- ❖ Fresh Flowers and plants are not permitted in the patient's room
- ❖ Visitors are not permitted to have food and beverages in the Critical Care area
- ❖ Before entering and exiting the patient room, we ask that you use the antibacterial foam located in the patient's room.
- ❖ If your loved one is on isolation you will be asked to wear a gown and gloves while in the room. Please dispose of these in the trash can before exiting the room. Please do not exit the isolation room with your gloves or gown on. Please do not bring personal items into the isolation room.