

Telephones: These are available in the waiting rooms for local calls. Card phones are also available on this level. Cell phones can interfere with our life support equipment, please switch them off within the Department.

Off-site accommodation:

Grafton Oaks on the corner of Grafton Road and Park Road is the closest available commercial accommodation. Other hotels and motels are available in Parnell and Symonds St.

Other services:

Kai Atawhai / Maori Health service This service is available primarily for Maori whanau, discuss with nursing staff.

Chaplaincy Services Discuss with nursing staff

Quiet Room (For Karakia/Family Prayer) Level 6 on the gallery.

Interpreter Service: Discuss with nursing staff

Social Worker Service Discuss with nursing staff

Other Cultural services: Discuss with nursing staff

Patient Follow-up service:

All our patients are followed up by 'phone 2-4 months after transferring from our Department. The patient or immediate next-of-kin/whanau will receive a call from one of our staff nurses to see how they are progressing.

Donations to the Department of Critical Care Medicine

From time to time people wish to make donations to the Department. These are always gratefully received and funds are used to improve the quality of service provided. This may allow us to obtain library books or other educational material, to send a staff member to a course or conference, to support research on prevention and treatment of critical illness, or improve staff facilities. If you wish to make a donation please contact the DCCM Charge Nurse. Cheques should be made payable to the DCCM Charitable Trust Fund.

Filename:	Visitors Information	<u>References</u>
Issued by:	DCCM Senior Nurses	ACH Welcome CC5156
Authorised by:	DCCM Senior Nurses	DCCM Visiting Policy
Classification:	ACH/2017/005	DCCM follow-up services Policy
Reviewed:	June 2006	Kai Atawhai ACH Security ACH

**Department of Critical Care Medicine
and High Dependency Unit
(DCCM and HDU)**

INFORMATION for VISITORS

**DCCM and the HDU is
closed to visitors daily
between
7am to 11am
and
4pm to 5pm**

PHONE NUMBERS

DCCM: 3074949 Ext. 24800#

HDU: 3074949 Ext. 24801#

Specific DCCM visiting information: The aim of the Department is to provide critically ill patients the best medical and nursing observation and care 24 hours a day.

Our patients are nursed in a relatively unscreened environment; therefore privacy must be respected. The care of any patient must not suffer as a result of them or others receiving too many visitors.

Waiting room space and facilities are very limited in the department and we ask that you assist us by agreeing to the following:

1. That the family/whanau appoint a spokesperson, who will be responsible for passing information to family/whanau and friends. An interview with medical staff can be arranged on request. The patient's Special Nurse or the Charge Nurse can assist with any other queries.

2. Visiting is generally limited to the next-of-kin or persons close to the patient, and no more than two people may visit at one time. However, groups of people can make arrangements to perform spiritual rites at the bedside. It is preferred that visiting is limited to short periods of 5-10 minutes to allow time for patient care, treatment and to promote rest.

Visiting is not permitted during ward rounds between 8.30am to 11am and 4pm to 5pm. It is preferred that visiting is completed by 8pm. Visiting between 7am and 8.30am for those needing to go on to work is dependent on work load as this is a very busy time.

Care and treatment are our priority and visiting occurs around this care. It is not always possible to visit immediately at the time of admission, or even later on. Please be prepared to wait, we will keep you informed.

3. Children under the age of 12 years may visit only after consultation with the Charge Nurse. Please supervise children at all times.

4. Entry. Between the hours of 8am and 7pm please report to the clerk in the office at the Department's entrance.

When visiting outside these hours proceed as follows:

a) ..press **2** on the intercom for DCCM, located on the Park Road side of the waiting gallery; **or**

b) ..follow instructions for the intercom by the DCCM entrance office.

Your call will be answered via the intercom.

Waiting rooms are available for next-of-kin/whanau. They are located on the gallery Level 8. These rooms are shared with other services. In consideration of other visitors please refrain from sleeping on the couches.

Relatives' Information:

In the waiting gallery there is a photo showing a typical bedspace. This is to assist relatives' expectations when they visit their next-of-kin for the first time. The other board illustrates a sequence of events which may occur when patients are first admitted into the Department, and the reasons why next-of- kin/whanau may be required to wait.

Please help yourself to the other information pamphlets available outside the Department entrance office.

Security and on-site accommodation:

Security personnel will ensure that the following hospital policies are observed:

- a) Cooking or preparation of food is a fire risk and is prohibited in the waiting gallery by the ADHB fire policy.
- b) The waiting gallery area is not available for overnight accommodation. There is limited accommodation for whanau in the TeWhare Awhina. Bldg 30, Gate 4, Grafton Rd. Contact: 25830 or 93-4829. The Social Worker or Kai Atawhai /Maori Health Service can be contacted on request. Kai Atawhai service for this hospital operates Monday to Friday from 8am to 9pm and can be accessed via pager number: 93-4957
- c) Smoking is prohibited on these premises. ADHB Smokefree policy.

Hand washing and infection control:

Patients in an intensive care environment are at risk from infection and one way that you can help reduce this risk is by washing your hands when you enter and leave the bedspace.

Unfortunately fresh flowers are not permitted in the Department as they may constitute an infection risk. If family/whanau or friends bring them, we will ask you to take them home.

Other facilities:

Public toilets are available at the east end of Level 8 waiting gallery on the left hand side, just inside the support building. If in the evening the doors are closed across the end of the gallery, a firm pull will open them.

Muffin Break™: On Level 5. It is open 7am to 6pm. Coin operated food dispensers are also available here.