

Visiting family members and friends in the Bundaberg Hospital Intensive Care Unit (ICU).

Visitor guidelines

Large numbers of visitors are very tiring for unwell patients. In the ICU, only **2 visitors at a time are allowed for each patient**. We recognise that individual circumstances may vary, however, so please talk with the team leader if you would like additional visitors.

Children are welcome under the supervision of an adult guardian. The ICU environment can be very confronting, particularly for children. We advise discussing children's visits with the ICU team prior to their visit.

Family spokesperson

Please be aware that limited information can be given to people who are not immediate family or next of kin.

We ask that one person is nominated as the family spokesperson who will share information with family and friends.

Recommended times to visit or contact patients in Bundaberg ICU

✗ 7.00am – 8.00am	Handover
✗ 9.30am (Wed) 10.30am (Mon, Tue, Thu, Fri)	Clinician video conference
✓ 11.00am – 1.00pm	Visiting hours
✗ 1.00pm – 3.00pm	Rest period
✓ 3.00pm – 7.00pm	Visiting hours
✗ 7.00pm – 8.00pm	Handover
✗ 8pm+	Rest period

We recognise that individual circumstances may vary, and exceptions are at the discretion of the ICU team leader.



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Wide Bay Hospital and Health Service respectfully acknowledges the Traditional Custodians of the land and water on which we work and live. We pay our respects to Elders and leaders past, present and emerging.

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Intensive Care Unit

Bundaberg Hospital



VISITOR INFORMATION

Updated December 2020



Visiting times in the ICU

**11:00am–1:00pm and
3:00pm–7:00pm**

At the Bundaberg ICU, both nursing and medical staff work 12-hour shifts. Nursing shifts start at 7:00am and 7:00pm. Medical staff start at 8:00am or 8:00pm.

Due to lighting, noise and interruptions in sleep, temporary confusion is a concern in the ICU setting. Therefore, when possible, our staff try to maintain a **rest period after lunch and limit visits overnight**.

ICU staff are committed to safe, quality health care and will, at all times, consider the patient's health needs and welfare. We understand that having a loved one in ICU is stressful. We recognise that visitors may have travelled distances. Staff are willing to consider additional visiting times – please discuss any concerns you may have with us.

For privacy and confidentiality, all visitors, including visiting hospital staff, are required to use the visitor phone outside the ICU door to gain access to the unit.



Infection control and safety



All visitors to the ICU, including children, **must wear footwear**.



We request that you use the provided **hand sanitiser** as you enter and leave the ICU. Staff may request that you wear a mask or gown.



For infection control reasons, **flowers and living plants are not allowed** in the unit.



Fruit, photos, music, cards and reading material are welcome.



We recommend that **patient valuables be sent home** with family members for safe keeping.



Handover

Handover is the communication process of one team telling the next team what has occurred with each patient during the previous shift. It's an extremely important activity at each shift change to ensure safe, seamless clinical care.

The nursing handover and patient assessment process usually takes an hour, but it may take longer depending on the patient's condition. The doctor's handover to incoming medical staff then follows.

Because of the importance of transferring accurate, uninterrupted information, we ask that **visitors refrain from calling between 7:00–8:00am and 7:00–8:00pm**.

We understand patients and/or carers are a vital part of care discussions and decision making, and we encourage you to ask us questions at all other times.



Video conference

During weekdays the patient's condition and treatment may be discussed via video conference between Bundaberg ICU staff and Intensive Care staff in Brisbane. For privacy reasons, **visitors will be asked to wait outside the ICU during video conference**.

Video conference is usually from **10:30am on Monday, Tuesday, Thursday and Friday, and 9:30am on Wednesday**.