



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 patient's primary support person is welcome at any time and may stay with the patient in the patient's room. All other guests may visit during the below visiting times. STH reserves the right to determine any citation where it is necessary to limit visitation. These restrictions may include but are not limited to:

- 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

PLEASE LIMIT A TOTAL OF 2 GUESTS IN THE ROOM AT A TIME DURING VISITING HOURS

8:00 a.m.-9:30 a.m.

11:30 a.m.- 12:30 p.m.

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

7:30 p.m.-8:00 p.m.

We ask that visitors leave the unit during the hours of 6:30a.m.-8:00a.m. and 6:30p.m.-7:30p.m. so that staff may have uninterrupted time for 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 the person remain in the room until 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. All visitors may be asked to leave the unit during an emergency.

We ask that all visitors not currently in the patient's room please return to the family waiting room located on the 2nd floor.

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

ALL VISITORS MUST WEAR A MASK AT ALL TIMES

NO FOOD OR DRINKS ALLOWED IN THE PATIENT'S ROOMS

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 passcode 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 total in the patient's room during scheduled visiting hours and visitors must be at least 18 years old
- The nursing staff will accept inquiries from the patient's designated contact person. All other inquiries will be referred to that designated person
- Visitation during "off schedule" times may be allowed based on patient request and consent *and* if there are no clinical indications to limit visiting during the specific times
- Fresh flowers and plants are not permitted in the patient's room
- Visitors are not permitted to have food or beverages in the Critical Care area
- Before entering and exiting the patient's room, we ask that you use the antibacterial foam located outside and inside the patient's room
- **If your loved one is on isolation precautions you will be asked to wear the appropriate personal protective equipment while in the room per hospital policy. Do not exit an isolation room with your gloves or gown on. Do not bring personal items into the isolation room**