



Information
for relatives
-
ICU

Dear relatives

Welcome to our intensive care unit (ICU).

Concerning your family member's stay and to optimise your visits, we would like to inform you of the following:

Please note:

- **Visiting hours** at our ICU are from **11 am to 8 pm**.
- The most convenient way to minimise waiting time is to arrange an appointment with the nurse in charge.
- Please use the phone at the entrance to announce your arrival.
- Mainly close relatives (maximum 2 persons) should visit. Children are welcome. However, we recommend limited duration of visits, depending on the patient's circumstances.
- Please appoint a contact person within the family, who will receive reports.
- We can phone you at regular intervals if you wish, please arrange these appointments with the nursing staff.
- For medical reports we ask you to contact the doctor in charge. Appointments can also be organised through the nursing staff.
- Medical rounds: Daily between 09.00 – 11.00 am and 04.15 – 05.00 pm
- Our meal times are:
Breakfast 08.00 am, Lunch 12.00 noon, Dinner 06.00 pm

- Certain therapy times (physiotherapy / occupational therapy) must be respected. These therapies are essential components of an effective rehabilitation process.
- Video camera surveillance in the Intensive Care Unit is essential for patient safety. Patient privacy is guaranteed. Images from video surveillance are not recorded.
If you have any questions, please speak to the nursing staff in charge.
- Flowers are permitted on our ICU, but potted plants are not allowed.

You may always phone our direct number **+41 41 939 55 12** if you have any queries. Please avoid calls from 06.50 – 07.20 am, 02.15 – 03.15 pm and 10 – 10.30 pm, as our shifts change at these times.

We look forward to mutual co-operation and a good working relationship with you while your relative is patient in our ICU.

Yours sincerely,
ICU Team

Care Check-List

Items required by intensive care unit patients:

- ❖ Own medication, medical care materials
- ❖ Care products, shower gel or soap, shampoo
- ❖ Toothbrush and toothpaste, dental prosthesis (dentures)
- ❖ Shaving equipment, after-shave lotion
- ❖ Body lotion, special ointments, creams, deodorant, perfume (as desired by the patient)
- ❖ Comb, hairbrush
- ❖ Clothes: underwear, T-shirts, track-suit (trainer), gym shoes, jacket, scarf, cap/hat (depending on the season)

Clothes and shoes should be two sizes bigger than before.

Please write the patient's first name and surname on all clothes, so that they can be returned to the patient after washing.

- ❖ Glasses, sunglasses, contact lenses
- ❖ Own positioning material as desired by the patient
- ❖ Reading material, photos, music (for CDs or tapes, a player must be provided)
- ❖ **Don't store valuable articles and higher sums of money in the hospital.**