

Visiting and information time for relatives of patients admitted

The Intensive Care Unit has established visiting time in order to allow, in the right conditions, that the medical staff can take care of the patients and patients receive visits. If you wish to visit a relative admitted, visiting time are as follow:

-Morning: from 7.15 AM to 7.45 AM.

-Afternoon: from 1 PM to 2 PM. During this time, medical and nursing team will give you information about patient's medical evolution.

-Night: from 8 PM to 9 PM.



To visit a patient, you need to **put on a green coat** (identified with the number of the box) .You can also store personal items in a locker at the entrance, and wash your hands hygienically, following the indications of the informative poster.

You should know that **is allowed the visit of two relatives per patient at a time**. Before entry is necessary the both follow the protocol of hygiene to prevent infectious external agents into the Unit.

If a significant change occurs in the clinical evolution of your relative it will be communicated during visiting time or by calling the contact person.

In case the patient needs a specific diagnostic test, surgical intervention or a special treatment we will ask one of the relatives to sign **a consent form**, if the patient is not able to sign.

Open doors concept

The Intensive Care Unit (ICU) and the Hospital Universitari de Girona Doctor Josep Trueta are committed to the humanization of critical units. That is why our medical team focused on friendly, personalized care to patients and relatives, always complying with standards in technology, quality and safety. The ICU Trueta is part of a **program of open doors** of ICU of Institut Català de la Salut (ICS). So if you are the usual companion of the patient the team will value the option that you could have **wider visit time**. This visit time must be agreed with the care team.

As relative, friend or visitor you should cheer the patient, bring messages from outside, share your time with him, following basic rules of coexistence and respect to medical team and other patients. You can also participate in care, with the supervision of nursing staff.

Although access to the ICU is not recommended for **children under 12**, under certain circumstances, they will be allowed to enter, provided that the patient's clinical condition allows and that the visit is not counterproductive to the patient or by the child.

In accordance with Law 28/2005 of December 26, smoking is prohibited in all the hospital grounds and its surroundings

Xarxa Catalana Hospitals Sense Fum



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Intensive Care Unit – (ICU) or UCI

Your relative is admitted to the Intensive Care Unit of the Girona University Hospital Doctor Josep Trueta. This unit is located in an hospitalization area where human and technological resources are concentrated, as well the knowledge in order to take care of critical patients in a coordinated and continuous way, in a vital stage characterized by a real or potential severity that endangers the life of the patient. Usually the patients admitted to the ICU are in serious or critical condition or are in post-operative complex surgical interventions.

How the service works

Your relative will receive care 24 hours a day for a healthcare team in three shifts (morning, afternoon, night) including doctors, nursing, nursing assistants and nurseries, directed by the head of the service and the nursing supervisor. Each patient will receive individual care they need. You can request additional information, as well a proof of admission to the secretary of the unit located at the entrance.

The main door usually is closed due to security reasons. To enter, please ring the interphone. Do not try to open the door; the automatic mechanism is activated from the control.

What happens if a patient is isolated due to multiresistant bacteria?

To maintain quality of care and minimize the risk of cross-transmission of bacteria, follow the instructions below:



The visit of 2 companions per patient is allowed at the same time.



Before entering the box, please wear the equipment posted on the entrance. Please follow the indications of nursing staff.



When leaving, throw the equipment inside the box, (except the mask) and clean your hands with the alcohol solution that you will find on the way out.

Only one shift per shift will be allowed.

Personal hygiene of patients

These are the personal belongings for everyday hygiene that you should bring to your relative when possible:



- shampoo,
- softening cream (in case of long hair),
- comb,
- fresh cologne,
- shaving tools.

Other services

- ICU secretarial service (from 8 AM to 3PM, from Monday to Friday).
- Psychological support (from Monday to Friday from 8 AM to 3 PM).
- Interpreter and social workers (from Monday to Friday from 8 AM to 3 PM).
- There is a living room for relatives, located at the entrance of the Unit. During the visit time we ask you to be respectful with other patients and relatives, to maintain a silent environment and to turn off mobile phones.
- Religious service (from 9 AM to 12 PM from Monday to Sunday).