

Intensive Care Unit (ICU)

Patient Information



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What is the ICU?

The Intensive Care Unit (ICU) is a specialized ward that cares for patients who are critically ill and need special care and observation. ICU beds are divided into two subspecialties which includes Medical Intensive Care Unit (MICU) and Surgical Intensive Care Unit (SICU).

What should I expect at the ICU?

The patients at ICU are critically ill and require special monitoring and care. For this reason, the ICU team conducts regular rounds which allow them to discuss each patient's case and minutely manage and execute their plan of care.

At the ICU, attendants may be requested to leave the unit, in case patient care requires it. We request your patience and understanding in this regard. The ICU team is available to answer any questions you might have.

For your comfort, waiting areas are located outside the ICU. It is requested that no more than one family member be in the visitor waiting room to avoid overcrowding.

May I visit a patient at the ICU?

You may visit the patients at the ICU; however, the below guidelines must be followed. They are meant to protect the health and safety of the ICU patients.

- You can visit the patient during visiting hours. Only one visitor with a visiting pass is allowed at a time. The visiting hours are:
 - 0800 - 0900 A.M.
 - 0300 - 0400 P.M.
 - 0700 - 0900 P.M.
- Please try to keep your visit as short as possible so that your patient has adequate time to rest and recover.
- The use of mobile phones is strictly prohibited. You are requested to turn off your phones while visiting the patients.
- Taking photos or recording audio or video are not allowed in the unit. Please respect the patients' privacy.

What special precautions must I take while visiting the ICU?

Like the rest of the hospital, at the ICU as well, infection control practices must be strictly followed to reduce the risk of infection in the unit.

- Always wash your hands or use a hand sanitizer at the beginning and end of your visit. Hand sanitizers are located at various points throughout the unit.
- Some patients need special precautions during their stay. In such cases, while visiting the patient, you will be notified about isolation precautions via a sign outside the patient's door.

- You may be required to wear a disposable gown, gloves and/or mask while entering the room and visiting your patient. After your visit and prior to leaving the ward, kindly dispose of the gown and gloves in the waste receptacle in the unit, and then wash or sanitize your hands.
- Please do not bring flowers, living plants, balloons, animals, food or drink etc. at the ICU. These could prove harmful to ICU patients, many of whom may have compromised immunity and may easily catch infections. For the same reason, please also limit the number of belongings you bring into the unit.

How should I communicate with the patient's healthcare team?

- For clarity of communication, it is requested that you designate one family spokesperson who will receive information about the patient and may then communicate the same to the rest of the family.
- Information about the patient's medical condition is given only to immediate family members. Anyone not directly involved in the patient's care will be referred to communicate with the family.
- In order to maintain patient's confidentiality, we discourage giving out any information about the patient's care or treatment over the phone.
- If you have a question, you can ask the bedside nurse. They will follow-up with the medical team and get back to you.
- Administrative staff is available in the unit. If you face any significant issues, you can bring these to their attention.