PATIENT COMMUNICATION

To comply with patient privacy regulations, a passcode is required before patient information may be given over the phone.

Your spokesperson is: __________________________ Your spokesperson passcode is: __________________________

To ensure the nurses are able to give all of their attention to the patient, your family member, we ask that you select a single person for us to communicate with over the phone about your loved one's condition.

CONTACT NUMBERS

Hospital Information: 850-494-4000
Intensive Care Unit Phone Numbers:
ICU/CVICU is located on the 2nd floor
ICU: (850) 494-4358
CVICU: (850) 494-4265
ICU/CVICU waiting room: (850) 494-3921

Coronary Care Unit is located on the 4th floor
CCU: (850) 494-4463
CCU waiting room: (850) 494-4126

ADDITIONAL RESOURCES

HOSPITAL CAFETERIA: Located on the first floor. Monday – Friday, Breakfast: 6:00 - 9:30 a.m.; Lunch: 11:00 a.m. - 2:00 p.m.; Dinner: 4:00 - 7:00 p.m.; Weekends, Breakfast: 6:30-9:30 a.m.; Lunch: 11:00 a.m. - 1:30 p.m., No Dinner Service

SUBWAY: Monday-Friday:  7:00 a.m. - 8:30 p.m., Saturday:  8:00 a.m.-9:30 p.m.;, Sunday:  9:00 a.m. - 9:30 p.m.

VENDING MACHINES are available 24/7 in the following locations: Main Lobby; Cafeteria (first floor, back hallway) and Surgical Waiting room (second floor, next to center elevator)

DOVE GIFT SHOP: Located in our main lobby on the first floor, the Dove Gift Shop offers a variety of gifts, toys, toiletries, and greeting cards for purchase. Hours: Monday-Friday, 9:00 a.m. - 6:00 p.m.; Saturday:  9:00 a.m. - 4 p.m.; and Sunday: 11:00 a.m. - 3:00 p.m.

WI-FI ACCESS: Complimentary Wi-Fi access is available for patients and visitors (select network "Guest Access" from your device’s Wi-Fi settings menu)

H2U-HEALTH TO YOU is West Florida Hospital’s membership program which entitles you to an outstanding array of healthy living programs and healthcare discounts. Cost is only $20 a year for single membership or $35 for household. One of the benefits of H2U membership that you may utilize during your hospital stay is a complimentary meal ticket. When an H2U member is hospitalized, one (1) family member or caregiver is entitled to one (1) free meal ticket per day to the Hospital Cafeteria.

For more information, call 850-494-4961 or visit www.h2u.com.
The H2U office is open Monday-Friday, 9:00 a.m. - 2:00 p.m.
WELCOME FROM THE CHIEF NURSING OFFICER

Welcome to the critical care areas of West Florida Hospital. It is our privilege to care for your loved one in the Intensive Care Unit/Cardiovascular Intensive Care Unit (ICU/CVICU) or the Coronary Care Unit (CCU). Both units are staffed with a team of highly-trained physicians, nurses and other clinical personnel who are experts in the field of critical care.

During this stressful time, please know that we are experts in the field of critical care. Physicians, nurses and other clinical personnel who work on the critical care team will provide care that meets your patient-centered care. We recognize the value of caring for you to meet your unique medical and personal needs.

YOUR CARE: A team of intensive care specialists from physicians, surgeons, and nurses to pharmacists, nutritionists, respiratory therapists, and physical/occupational/speech therapists will provide you with patient-centered care. We value the recognition of caring for you to meet your unique medical and personal needs.

YOUR SAFETY AND WELL-BEING: The safety and well-being of patients, visitors, and staff is a top priority at West Florida Hospital. This includes your physical and emotional well-being, as well as your personal safety. Security measures are in place to keep everyone safe on our campus.

Occasionally, you may receive medications that you are not familiar with. These medications may be used to treat life-threatening conditions that are present or may develop during your hospitalization. It is important to communicate with your healthcare provider, nurse, or pharmacist if you have any questions about your medications. They will be able to explain the purpose and side effects of the medications and answer any questions you may have.

Similarly, if you receive treatments that cause discomfort, such as blood tests or procedures, be sure to inform your healthcare provider or nurse so they can provide you with the best possible care.

Safety and infection control are top priorities at West Florida Hospital. We work together to create a safe, healing environment for all patients, visitors, and staff. To maintain a clean and healthy environment, please follow these guidelines:

- Wash your hands regularly with soap and water, especially before and after eating, using the restroom, or touching your face.
- Cover your mouth and nose when coughing or sneezing.
- Avoid touching your face, eyes, nose, and mouth.
- Wash your hands with soap and water for at least 20 seconds or use an alcohol-based hand sanitizer.
- Avoid contact with people who are sick.
- Cover your mouth and nose with a tissue or your sleeve when you cough or sneeze.
- Wash your hands after touching a patient or their belongings.

We strongly encourage you to practice good hygiene habits to prevent the spread of germs and infections. If you or someone you know is sick, please stay home and avoid contact with others until you have recovered.

In addition to following these guidelines, the nurses and doctors working on your care team will provide you with instructions specific to your condition. They will also answer any questions you may have about your care.

Sincerely,
Karen White-Trevino, R.N., M.S.N.
Chief Nursing Officer
West Florida Hospital

PATIENTS

Simply said, we put patients first. We sincerely care for every patient and their family members as if they were part of our family. That means we will deliver high-quality healthcare while paying personal attention to you. We will do our best to anticipate and meet your individual needs while making you as comfortable as possible.

YOUR CARE: A team of intensive care specialists from physicians, surgeons, and nurses to pharmacists, nutritionists, respiratory therapists, and physical/occupational/speech therapists will provide you with patient-centered care. We recognize the value of caring for you to meet your unique medical and personal needs.

YOUR SAFETY AND WELL-BEING: The safety and well-being of patients, visitors, and staff is a top priority at West Florida Hospital. This includes your physical and emotional well-being, as well as your personal safety. Security measures are in place to keep everyone safe on our campus.

West Florida Hospital uses state-of-the-art technology to ensure your safety. For instance, Electronic Medication Administration Record (eMAR) utilizes barcode technology (located on your armband and medication) to identify correct patient, medication, and dosage. As an additional means of patient safety, the nurse will verify your name and date of birth and then scan your armband and medication for confirmation that you are receiving the correct medication, in the correct dose, and at the correct time.

Helping you recover more quickly and comfortably means making sure that your environment is free from germs and other stressors that could harm your weakened immune system. Please understand that our guidelines for prohibiting items such as fresh flowers and plants are for your protection. You are welcome to have cards, posters, photos, and balloons in your room.

PATIENT-CENTERED VISITATION: As part of our Patient-Centered Visitaton model of care, we offer Open Visitation for extended family and friends as follows: 1:00 p.m.-1:30 p.m.; 5:00 pm-5:30 p.m.; and 8:00-8:30 p.m. Two visitors may be asked to rotate in the patient room to allow for only two people to be at the bedside during open visitation hours for extended family and friends. One patient/family-appointed visitor may visit outside of open visiting times between the hours of 9:00 a.m. and 9:00 p.m. Please ensure your assigned safety pass is visible. Visitation after 9:00 p.m. will be based on patient safety and individual needs. We strongly encourage visitors to take this nighttime opportunity to get rest or sleep. Being well-rested is important for your personal well-being while your loved one is in the hospital and when they are ready to go home.

PHONE USE: Please turn cell phones on vibrate mode while in the critical care area. To ensure a quiet and healing environment, we request that you take phone calls in private areas only. There are also courtesy phones available in the family waiting rooms.

FOOD & DRINK: For your safety, food and beverages will only be allowed in our family waiting areas or in the cafeteria.

CHILDREN: Visiting a critical care area can be scary and confusing for children. For patient and child safety, we recommend that children under 12 remain with an adult in the hospital lobby or cafeteria, located on the first floor.

ACCESS TO CRITICAL CARE AREAS: The doors to our critical care areas are locked to keep your loved one safe. For assistance, please press the intercom button located by the critical care unit doors.

HEALTH AND SAFETY: We want our patients to have the healthiest, safest environment possible while in our care. To ensure that your loved one’s room stays free of germs and other immune system stressors, please do not bring fresh flowers or fruit/food baskets to the unit. Cards, posters, photos, and balloons are good ways to cheer up your loved one.

VISITORS

SPECIAL CONSIDERATIONS

A peaceful and quiet environment is very important for patients in critical care areas. Please help us maintain a low noise volume at all times, by talking in soft voices and keeping all audio alerts turned off on phones or mobile devices.

Patients in critical care are more fragile than others. If you are visiting someone after surgery or in isolation, please keep these special considerations in mind:

POST-SURGICAL: As soon as your loved one is stable, the nurse will invite the family to see him or her, discuss the plan of care, and be given the next allowable visiting time.

ISOLATION PATIENTS: Special safety precautions are required, and guidelines are posted on the patient’s door. Please see your nurse if further clarification is needed.

HAND WASHING PREVENTS INFECTION: The best prevention against infection for you and your family member while in Critical Care is hand washing. Alcohol-based cleansers are available near the entrance of your room, and there is a sink with soap in your room. Be sure that you, visitors, and your critical care team members are washing their hands.

DIET: Your doctor has prescribed a special diet for you. If you would like something different on your tray, please call 456653.

YOUR FAITH - Your faith is an important part of care and recovery. Please share any specific requests with your nurse. A non-denominational chapel is available 24 hours a day. The chapel is located on the first floor, north of the cafeteria and beyond the H2U office. Volunteer Clergy can be contacted upon request to assist with spiritual needs during your stay. If you would like us to notify your clergy of choice, please let one of our nurses know.

Cards, posters, photos and balloons are good ways to cheer up your loved one.