



## 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 2<sup>nd</sup> floor*

ICU: (850) 494-4358

CVICU: (850) 494-4265

ICU/CVICU waiting room: (850) 494-3921

*Coronary Care Unit is located on the 4<sup>th</sup> 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](http://www.h2u.com). The H2U office is open Monday-Friday, 9:00 a.m. - 2:00 p.m.



# Care



## Patient Centered Intensive Care Units at West Florida Hospital



## 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 dedicated to providing your loved one with high quality care in a respectful, compassionate manner. Recognizing that each patient is unique, we are committed to providing care that is focused around the patient and family. Each member of your critical care team will provide care that meets your loved one's unique medical, social, and spiritual needs.

One of our primary goals is to provide each patient with an environment that is safe and restful to help with healing. One way we do this is through our visiting guidelines. These guidelines are in place to protect our patients' privacy and promote a healing environment while allowing every patient the comfort of welcomed visitors.

Our goal in putting this guide together is to provide you with a convenient guide to answer questions that are most commonly asked. If you have other questions, however, please do not hesitate to ask your nurse or other member of your loved one's care team.

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.

**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 \*43663.

**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.

## VISITORS

**PATIENT-CENTERED VISITATION:** As part of our Patient-Centered Visitation model of care, we offer Open Visiting 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 visiting 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 overnight 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.

## 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.