

# INTENSIVE CARE UNIT

## WELCOME TO THE INTENSIVE CARE UNIT (ICU)

This unit is specialized in caring for your critically ill loved one, and has a team that is ready to serve you with compassion and skill.

To help us do our job safely, we are a locked unit. This helps us know who is coming in to be near your loved one during this stressful time.

If you have any questions regarding the locked unit, please ask your nurse. To enter the unit, simply check in at the communication center.

## OUR REQUESTS FOR YOU

- No more than two visitors at a time, and visitors at the bedside may be limited at any time, situation dependent.
- Before entering, please silence cell phones, and refrain from using them in the hallways. We respect patient privacy and ask you not to linger in the hallway.
- One care partner is allowed on the unit during bedside report, but no phone calls are accepted from 7 - 8:30 am and pm in order to give our staff time to give report.
- Visitors under the age of 12 are not recommended but may be considered for a short duration. Please discuss with your nurse.
- We encourage visitors to leave the hospital at night to rest. In certain circumstances a family member may be allowed to stay overnight. Check with your nurse.
- Lodging lists are available for your reference. Please ask your nurse.

- Please limit food and drinks at the bedside.
- Our ICU is a fragrance-free area. In an effort to keep the unit fragrance-free, we ask that no flowers be on the unit. We do welcome balloons, cards and pictures to help encourage your loved one.
- Being in the ICU can be a stressful and overwhelming time for you and your loved ones. Patient diaries are available for you to help keep track of milestones, changes, and even members of your care team. If you did not receive one upon arrival to the ICU, please ask your nurse for one if you are interested.
- Free wifi is available throughout the hospital for your convenience. Just pick the network called “internet” under your wifi options and agree to the terms to use it.
- The cafeteria is available Monday - Friday  
**Breakfast** 6:30 - 9:30 am  
**Lunch** 11 am - 1:30 pm  
**Vending machines** are available as the cafeteria has limited hours and is closed on weekends and evenings.
- Phone numbers to know:  
**ICU Main Number** (231) 487-4100  
**Hospital Main Number** (800) 248-6777

**Thank you for the privilege of caring for your loved one and following our recommended visitor guidelines.**

