



## Level 1 Critical Care Center

EIRMC is a Level 1 Intensive Care Unit, a designation that means we provide the highest level of intensive care for all cardiology, neurology, and trauma patients. The critical care services for our center are led by critical care physicians who have the appropriate time, expertise, and commitment to oversee the care of critically ill patients within the hospital. Outside Idaho Falls, the nearest Level 1 Critical Care Centers are located in Salt Lake City, Boise, and Missoula.

## 2005 Beacon Award Winner



EIRMC's Intensive Care Unit is one of only 10 in the United States - and the only one in Idaho - to win The American Association of Critical-Care Nurses prestigious Beacon Award for Critical Care Excellence. The award recognizes ICU's exhibiting the highest quality standards in patient outcomes, staff training, healthy work environments, leadership and evidence-based practice and research, and nurse recruitment and retention.



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## Intensive Care Unit

### A Guide for *Family & Friends*



## Our Warm Welcome to the EIRMC ICU

When someone you love is in our Intensive Care Unit, we know you are worried and concerned. We want to help ease your natural anxieties.

First, be assured we are taking the very best care of your friend or family member. Our team is experienced, our facility is state-of-the-art, and our number one priority is caring for our patients and helping them recover.

We also care about you. We want to reduce your anxiety through clear communication. This pamphlet is provided to help you know what to expect while you are here: what we need from you, and what you can count on from us.

## About Communication

**Designating a contact person.** We have found it works best when visitors designate one primary contact or spokesperson to communicate with our physicians and nurses about how your loved one is doing. That person can then relate information and updates to others in your group, freeing our caregivers to focus on patient care. Please make sure to provide the phone number(s) for the contact person so we can reach you when necessary. If we receive outside calls about your loved one, we will direct them to the person designated as the family's primary contact.

**Patient privacy and "pass codes."** Due to federal privacy laws, we can only provide patient information to authorized people. For this reason, we issue a "patient pass code," which you can use when you ask for patient information. Be careful about sharing this code with others.

Pass code: \_\_\_\_\_

**Asking questions.** We welcome your questions at any time. Please use discretion about when and where we discuss the patient's condition, and remember that patients can often hear and understand what is being said around them, even though they may appear to be asleep or sedated. Sometimes it may be better for us to talk privately outside the room.

## Visiting Patients

We know you are concerned about your loved one and want to spend time together. Other important factors for recovery are adequate rest and avoiding overstimulation. With all those considerations in mind, and with our with our shared commitment to what is best for the patient, the following visiting guidelines are important to follow.

**Visiting hours.** Visitors are welcome in the ICU anytime except from 6:30 a.m. to 8:30 a.m., and 6:30 to 8:30 p.m. We use these non-visiting times to safely transfer

information from one ICU care team to the next, so we appreciate your refraining from calling during these hours to allow this uninterrupted time.

There may still be times, even within normal visiting hours, when we restrict the length of visits or suspend them altogether because the patient's recovery is always our first concern. We appreciate your understanding on those occasions.

**Number of visitors.** To avoid overwhelming patients and to allow our staff adequate space to perform patient care, we ask that you limit visitors to no more than two at a time.

**Child visitors.** Children under 14 should be accompanied by an adult, closely supervised around equipment, and never left unattended in the waiting room. Before bringing in children, please be sensitive to their maturity and capacity to handle what they might see in the ICU.

**Technology and equipment.** Your loved one's room has sophisticated machines, wires and tubing that are probably unfamiliar to you. Our nurses will be happy to explain what this equipment is and how we're using it to care for your loved one, but we ask that you not touch any of these sensitive items.

**Flowers and balloons.** Although flowers and latex balloons can be thoughtful ways to show you care, we are unable to have them in the ICU because of allergies. Thank you for waiting until a later time to send these items to a non-ICU setting.

**Food and drink.** Please do not take meals or snacks into the ICU without first checking with the RN.

**Cell phones and pagers.** As a courtesy to other patients and to avoid disrupting care operations, we ask you not to use cell phones and pagers while in the ICU.

## Safeguarding Your Loved One's Health

**Handwashing.** The best way to prevent the spread of infection is thorough handwashing. Please remember that ICU Patients are particularly susceptible, so please wash

your hands with soap and water before you enter each time. In addition, you'll also find cans of foaming antiseptic hand cleaner on the wall outside each patient room.

**Avoid contamination.** If you have a cough, fever, runny nose, or rash, the best thing you can do for your loved one is to avoid entering the ICU.

## For Your Comfort

**ICU waiting room.** The waiting room is a good place for friends and family members to gather when not visiting the patient. During regular hours, an EIRMC Volunteer is available to answer phones, questions, and help you navigate.

**Cafeteria and Subway Sandwich Hours.** The EIRMC Cafeteria and Subway Sandwich restaurant are located on the ground floor. Follow the signs as you exit the elevators.

Cafeteria:	6:30 a.m. - 2:00 p.m.	(Monday - Sunday)
Subway:	10:00 a.m. - Midnight	(Monday - Saturday)
	10:00 a.m. - 10:00 p.m.	(Sunday)

**Internet service.** EIRMC has wireless network connection areas for your portable electronic devices. WiFi Hot Spots include the ICU Waiting Room, Cafeteria, Surgery Waiting Room, and the Front Lobby.

**ATM.** There is an ATM located in the Front Lobby, near the Gift Shop.

**Out-of-town visitors.** Please ask for one of our EIRMC Visitor's Guides, which contains information on local hotels, restaurants, stores, banks, pharmacies and more.

**Free RV Lot.** For out-of-towners whose loved ones will have longer stays, you are welcome to use our RV lot free of charge. Call Security at 535-4560 to arrange this free service.

**Spiritual support.** If your loved one or family needs spiritual comfort during this hospital stay, just ask your nurse to arrange a visit from a chaplain. Our chaplains are happy to help you through any difficult time.

## You Make a Difference.

Family and friends are vital to each patient.

Because you are familiar and loved, you can relieve the patient's apprehension and anxiety, which can in turn help the recovery. You are also important to our care team.

We welcome you to our hospital and promise to do our best to make this difficult time the best it can be.

