

## Visiting Hours

### Intensive Care Unit

#### Category High Care:

Every hour, 10 minutes visit.  
A patient is permitted to receive only two visitors at a time.  
Visits must be strictly coordinated by the patient's contact persons.

#### Medium and Low Care:

Visiting hours are:

10:00am-10:20am

02:00pm-02:20pm

08:00pm-08:20pm

*Visits outside above mentioned hours are only allowed with the permission of the ICU nurse.*

A patient is permitted to receive only two visitors at a time.

### Important Notices

- ◆ Children are not allowed to visit ICU patients.
- ◆ Other patients are not allowed to visit ICU patients.
- ◆ If the patient needs to rest you are kindly asked not to visit in great numbers.
- ◆ Coordinate your visits in such a manner that the patient does not become tired or exhausted at the end of each visit.

## Contact information

### St. Maarten Medical Center

#### Intensive Care Unit

Welgelegen Road 30  
Cay Hill  
St. Maarten  
Tel: +1 (721) 543-1111 ext 1222, 1223  
Fax: + 1 (721) 543-0116  
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# Intensive Care



**SAFETY**  
**HEALTH**  
**SATISFACTION**

*The pillars defining our quality care*

## We Care Together!

**S** | **M**  
**M** | **C**

St. Maarten Medical Center

Dear Sir/Madam,

Your family member has been admitted to the Intensive Care Unit (ICU).

By means of this brochure, the staff of the ICU would like to provide you with important information of the ICU.

### General Information

The ICU is a special unit for patients who need intensive and special care. Constant monitoring of vital organs (heart, lungs, kidneys, brain etc.) are part of the special care which is given in the ICU.

### Contact Person

A family member must be designated as the contact person. If there is no family living on St. Maarten, then a surrogate must be designated as the contact person. This person may be a friend, employee or other individual known to the patient.

It is very important that the contact person leaves a telephone number where he/she can be reached both at the ICU and at the admission office. The contact person will be the individual contacted during an emergency or in case of a negative medical situation change.

He/She is responsible for sharing the necessary information among family members or friends. This prevents repeated phone calls to the nurse requesting the same information. The contact person may call the ICU at anytime to receive an update on the patient's condition.

### Heart Monitor

Your family member is attached to a heart monitor. This monitor gives the ICU team information on the vital signs: heart-rate, blood pressure, oxygen level and respiration.

Do not panic when the alarm goes off. The nurse on duty is trained to verify, interpret and respond to the cause of the alarm.

You are kindly but strongly urged not to touch any equipment and or machines during your visit in the ICU.

The nurse on duty is there to give you general information. Specific information about the patient's condition must be obtained by the attending specialist.

### Clothing and Toiletries

While the patient is admitted to the ICU, no clothing is required to be brought for the patient. You are only required to provide the following Items.

- ◆ Underwear
- ◆ Comb and/or brush
- ◆ Soap
- ◆ Deodorant
- ◆ Toothbrush and toothpaste
- ◆ Shaving equipment (if needed)
- ◆ Body lotion or cream

### Plants, Flowers and bouquets

Plants, flowers and bouquets are not allowed in the ICU to minimize the risk of infection. Books, magazines, post cards, a radio, MP3 or iPod with headphones may help divert the patient's thoughts and are welcomed.

### Jewelry and other valuables

All jewelry will be removed and placed together with any valuables in an envelope and given to the patient's contact person. Sign receipt will be required.

### Maintaining a safe environment

- ◆ Do not enter the ICU without permission. Knock and wait for a response.
- ◆ Do not sit on occupied/unoccupied beds.
- ◆ Do not smoke
- ◆ Do not eat or drink in the ICU
- ◆ Do not bring food or beverages for the patient without the nurse's permission.
- ◆ Turn your cellular phone off
- ◆ Be quiet

### Discharge

Once the patient does not require further intensive and special care, he/she may be transferred to the ward. The nurse on duty will convey this to you as soon as possible.

### Comments

If you have any questions or comments concerning the care given by our staff, please feel free to contact us. The ICU team wishes you and your family much strength at this time.

