



■ ■ *Feedback*

If you or your family wish to make a compliment or complaint please fill out a 'How Are We Doing?' form. These are available in each department and can be placed in the box provided or handed to the nursing staff. Alternatively please contact the person in charge or the Customer Services/Privacy Officer on ext. 8825 or 7823.

■ ■ *Visiting hours*

Between 12.00pm and 2.00pm each day we have a rest period for our patients and request that you do not visit between these hours.

If you have any questions please talk to the nurse looking after your family/whanau or to the nurse manager.

ICU / HDU / CCU
Level 4
Taranaki Base Hospital
David Street
(06) 753 7777



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Intensive Care Unit / High Dependency Unit / Coronary Care Unit



Information for Family/Whanau





■ ■ Vision

We welcome you to our unit. As a team we will provide high quality specialised care, whilst maintaining an environment of dignity and respect for patients, whanau and staff.

■ ■ Coronary Care Unit

There are many reasons for people to be looked after in the **CORONARY CARE UNIT:**

- Chest pain and management.
- Heart attack.
- Irregular heart beat/palpitations.

These all require:

- Continuous monitoring and observation.
- Medication.
- Rest, quiet and a stress free environment.

■ ■ Intensive Care Unit / High Dependency Unit

There are many reasons for people to be looked after in the **INTENSIVE CARE / HIGH DEPENDENCY UNIT:**

They require specialised intensive nursing and medical care, eg:

- Monitoring after surgery.
- Pre-existing medical conditions.
- Pain management.
- Trauma.
- Life support.

■ ■ Important ways you can help your family/whanau

- Allow time for rest/recuperation by keeping visits short and restricting numbers.
- Do not visit if you are unwell.
- Ask staff before bringing children into the Unit.
- Be aware at times you may be asked to wait or leave to enable staff to complete cares.
- Due to the Privacy Act, limited information can be given over the telephone. One member of the family is to be nominated to act as the liaison between the staff and family. The rest of the family/whanau can contact this nominated member for more information and updates.
- Please ensure with the nurse that the contact details have been updated so you can easily be reached.

■ ■ Medications

On admission, any patient medication needs to be given to the nursing staff to be reviewed. These can be taken home afterwards by family/whanau. **The patient IS NOT to take their own medication when in hospital as the nurse will administer this.**

■ ■ Valuables

We recommend that all valuables be sent home. Taranaki DHB accept no responsibility for loss of or damage to personal property.

■ ■ Accommodation

Whaiora Unit - This is an open unit with sleeping, shower, tea and simple cooking facilities. Please ask staff for further information.

Overnight Units - These are located in the hospital grounds (small cost involved). Further enquiries/ brochure from nursing staff or reception.

■ ■ Cellphones

Cellphones can be used in the hospital, but need to be two metres away from clinical equipment. Please encourage family and friends to use their cellphones to contact you.

■ ■ Smoking

We have a smoke free policy at Taranaki Base Hospital. Smoking cessation assistance is available to you if required. Please ask your nurse.

■ ■ Media/Communications

An on-site media manager for the DHB is available to help you and your family/whanau with any media enquiries

All enquiries come through the media manager who will then talk with you about any information you wish to be disclosed.