

General Policies

Scent Free: We have a scent free or fragrance free policy. We ask that you do not bring in flowers or wear scented products. Some patients and staff might have allergies to fragrance.

Flowers: You are welcome to bring in small bouquets of silk flowers. Real flowers are not allowed in the unit for 2 reasons: our no scent policy and because of limits on space.

Latex Free: Again because of possible allergies, we do not allow latex balloons. Mylar balloons are okay to bring in.

Food and Drinks: We ask that you leave food and drinks outside the unit. If the patient asks you to bring in food, please check with the nurse first to make sure it is okay to do so.

Cell Phones: To keep the noise down,

- Put your phone on vibrate or turn it off before entering the unit.
- Leave the unit to make calls.

Photos: Personal photos can only be taken of the patient after the patient or a substitute decision maker has signed a release form.

Food Services in the Hospital

- **The Cafeteria**
Located in the basement level of the Health Care Centre
Open 7:00AM to 5:00PM (Monday to Friday), 7:30AM to 2:00PM (weekends)
Closed on statutory holidays
- **Tim Horton's**
Located on the basement level of the Health Care Centre
Open 6:30AM to 9:30PM daily
- A variety of restaurants are located across from the hospital on Columbia Street. Save-on-Foods has a deli with prepared sandwiches, salads, and entrees.

We welcome your feedback

Your feedback is important to us. We want to know what we are doing well and what we can improve on.

Please fill out a 'family satisfaction survey' and put the filled in survey in the box at the front of the nursing station. Immediate concerns can be addressed by the nurse-in-charge. If your concerns are not addressed to your satisfaction, ask to speak with the unit manager.

Our mission

Excellence in the care of critically ill patients through the delivery of ethical, evidence-based practice, and active participation in research and education.

Royal Columbian Hospital
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New Westminster
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www.fraserhealth.ca

This information does not replace the advice given to you by your healthcare provider.

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To order: patienteduc@fraserhealth.ca

High Acuity Unit Visitor Information

Royal Columbian Hospital



**Located on the 2nd floor
of the Health Care Centre
(Green Zone)**

604 520-4751
(direct line)



The High Acuity Unit (or H.A.U.) provides 24-hour care to those who have medical conditions that need to be closely monitored by doctors, nurses, and respiratory therapists. Electronic equipment is a routine part of the medical care in the unit and helps with both observation and treatment.

It is common in Critical Care areas for us to wear special gowns and gloves while giving care. There are different reasons why we might do this and we are happy to explain them to you.

Visiting

Our visiting hours are 24 hours a day, seven days a week. However, there might be times when we ask you to wait, such as during shift change, for safety reasons, or for patient privacy.

Some of our patients and their families prefer to have only immediate family visit while others want to see extended family and/or friends. Each person is different. Our goal is to have visiting that best suits each patient.

To enter the unit

Please use the intercom outside the H.A.U. doors to get into the unit each time you visit.

We place some of our patients in the Cardiac Surgery Intensive Care Unit. If the patient is in this unit, use the intercom to the left of the main H.A.U. to get in.

Our waiting area includes the row of chairs just outside the doors of the High Acuity and Cardiac Surgery Intensive Care Units.

If you have questions or concerns about visiting, please talk with your family member's nurse. Our social worker can also help you with this.

Preventing infection

To help prevent the spread of germs, we ask you to clean your hands before coming into the unit and again before leaving the unit. To clean your hands, either wash your hands with soap and water or use alcohol-based hand rub located throughout the unit.

Please do not visit if you are sick.

Patient Belongings

Please bring in the following items as soon as possible:

- Hair brush, comb, shaving supplies, deodorant
- Hearing aids (with spare batteries) glasses, dentures
- Non-slip slippers are needed if the patient is getting up in a chair or walking.
- Photos, cards and notes to put up at the bedside

Communicating with us

The care team is happy to discuss the patient's condition with immediate family members and/or significant others. To help streamline communication, we ask that you pick 1 person to be the main contact for the family. We ask that the family contact pass on any relevant information to other family and friends.

Please give us:

- the name and phone number of the family contact
- a list of other family and friends who are welcome to visit

Calling for updates

For those who choose to call, it is best to call at least 1 hour or more after the nurses change shift (after 8:00AM or 8:00PM). This gives the nurse time to get an update from the previous nurse and complete a check of the patient.

Taking care of yourself

When someone you know is very ill, you might feel any number of things – shock, anxiety, sadness, anger, restlessness, trouble concentrating – to name just a few. These are all expected and 'normal'.

One of the most important things for you at this difficult time is to take care of yourself. Your health and wellness is important to your loved one and to us.

Tips for taking care of yourself:

- Eat regularly.
- Take time to sleep.
- Go for a walk or stretch.
- Allow yourself to ask for help.

If you need support or need help with accommodations or finances/legal matters related to the patient in hospital, our social workers are available 9:00AM to 6:00PM, 7 days a week.

Should you wish for spiritual support, we can ask for one of our spiritual health professionals to visit.