

## Take care of your personal items

We encourage you to bring personal toiletry items such as a toothbrush, toothpaste, brush or comb.

Please label all items and clothing with your first name, last name, and phone number. We often move people from one location to another. Items can go missing.

The hospital is a public place with many people coming and going. Please send all valuable jewelry, personal identification, and money home. You might want to keep your cell phone. Remember to bring your charger too.

Please leave your personal medications at home. We provide all your medicines while you are in the hospital.

### Safety Alert

For the health and safety of everyone, we are smoke-free and scent-free.

- Please do not bring in or use any scented products such as soap, deodorant, haircare products, perfumes, aftershaves, or colognes.
- We do not allow smoking, vaping, or use of e-cigarettes within the hospital or on our surrounding property. Talk to your doctor or nurse about options.

## Prepare to go home

Our goal is for you to go home as soon as possible. The plan for going home begins as soon as you are admitted to hospital. You might also hear us refer to this as 'discharge planning'.

We work with you and your family to make sure you have everything you need to go home, including:

- prescriptions
- information about care at home
- follow up appointments

If you have any questions or concerns about going home, speak with your nurse.

[www.fraserhealth.ca](http://www.fraserhealth.ca)

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

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For more copies: [patienteduc@fraserhealth.ca](mailto:patienteduc@fraserhealth.ca)

# Welcome to the Cardiac Care Unit

Surrey Memorial Hospital

Information for patients,  
essential care partners,  
families, and visitors

**Critical Care Tower (CCT) Level 7  
Cardiac Care Unit**

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Surrey, BC  
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## The Cardiac Care Unit

The cardiac care unit is a critical care unit. You may hear it called the 'CCU' or 'telemetry' unit.

We specialize in caring for adults who:

- have acute illness related to their heart
- need heart monitoring
- need heart medicines adjusted

We provide patient-focused, family centred care. This means we pay specific attention to who you are, what you prefer, what you can do for yourself, and what you need us to do for you.

## Know your healthcare team

Your care team is a group of health care professional skilled in heart conditions and treating them. Your care team includes nurses, doctors, social workers, pharmacists, physiotherapists, occupational therapists, dietitians, care coordinators, and others.

We work with you and your family to:

- Identify your health concerns.
- Develop a plan for your care.
- Help you care for yourself and achieve your healthcare goals.
- Get you ready to return home.

## Involve your family and friends

We know it is important for your family and friends to hear how you are doing. Please give us the name and phone number(s) of one or two people who will act as 'contact person' for your family and friends.

Your contact person:

- Talks with the doctor and nurse regularly about your health and medical condition.
- Gives the details of your condition to other family and friends.
- Collects and gives you well wishes from family and friends.

## Ask questions

We encourage you, your family, and friends to ask questions.

We may not be able to answer your questions or your telephone calls during shift change times.

Shift change times:           6:45 to 7:15 a.m.  
  6:45 to 7:15 p.m.

## Learn more about your health

We have information about heart health, your heart condition, and many other topics. Ask your nurse how you can view videos or read about heart health information.

## Support spiritual health

Spiritual health is a part of healing the whole person. If you wish to see your own spiritual leader, please contact them directly. You can also ask your nurse to contact them on your behalf.

## Welcome essential care partners and visitors

They can usually come at any time. Because of limited space in patient rooms, we ask you to keep to only 2 at one time. Children must be with an adult at all times.

If you are able, we encourage you to use our patient lounge for visits. Please keep the area tidy so that others can enjoy it as well.

Sometimes we need to restrict visiting, such as when patients need rest and quiet, or when a patient has an infection and we want to keep germs from spreading.

### Attention essential care partners and visitors

We are scent-free.

- Please do not wear or use any scented products, such as perfumes, aftershaves, or colognes.
- Bring only unscented flowers.

Please do not leave children in the care of the patient or alone in the patient lounge.