

This pamphlet aims to give you information and guidelines about visiting your friend/relative while they are in our department.

*The aim of the Department of Critical Care Medicine (DCCM) is to provide the best medical and nursing observation and treatment 24 hours a day for patients who are critically ill or who require specialised care.*

**THE CARE & THE TREATMENT OF THE PATIENT IS OUR PRIORITY**

DCCM cares for patients whose conditions may be life threatening and need constant close monitoring. Patients may require support from equipment and/or medication to keep normal body functions going. Patients are admitted either as a planned admission after major surgery or as an emergency during an acute illness or following injury.

Patients in the DCCM may be Intensive Care Unit (ICU) or High Dependency Unit (HDU) patients. As critically ill patients improve & require less support they may be cared for in the HDU before being transferred to a ward. Both areas operate under the same medical management and utilise the same visiting policies. HDU patients may have one nurse looking after 2 patients.

**Entry:** Between 8:00 am and 7.30 pm please report to the receptionist at the department's entrance. Outside of these hours or if the desk is unattended please follow the instructions located on the wall to the right of the reception desk on how to use the intercom.

*Waiting rooms for visitors are located in the gallery on Level 8. This area is shared with other services. Please treat this area and others using this area with respect. Tell staff about any problems you encounter in the waiting area.*

**Public toilets are available at the west end of Level 8 waiting gallery opposite the entry corridor to ward 82. In the evening if the doors are locked you will need to use the intercom to gain access.**

There may be times within the visiting hours that you will be asked to wait outside. This is to allow treatment, maintain patient's privacy, and allow nurses to hand over. Our patients are nursed in a relatively unscreened environment; therefore patients' privacy & dignity must be respected.

Medical staff will endeavour to meet with whanau/families, but all staff are willing to answer any questions you may have.

Having a critically ill friend/relative can be an extremely stressful time so it is important that you take care of yourself by getting enough rest and eating well.

Many of the noises from the equipment that may cause you anxiety are simply signals to the nurse. If you are concerned, you are welcome to ask the nurse about them.

**When visiting we ask that you adhere to the following:**

Only 2 visitors at a time	There is a lot of equipment that is required in critical care and space is limited. Sometimes it is important that the patient is not over stimulated.
Appoint a spokesperson	Who will be responsible for passing information to others. Large numbers of enquiries can take up valuable nursing time. The amount of information that can be given over the phone is limited by privacy legislation.
Use the intercom or ask at reception before entering the department	This is to ensure the environment is safe for you to be visiting and to maintain the privacy of <b>ALL</b> patients.
Do not visit if you are unwell	Patients in Critical Care have weakened immunity and are at risk from infection
Use the antiseptic gel before and after visiting	This can help reduce the spread of infections.
Do not bring in any flowers	They can harbour harmful bacteria.
Children to be supervised	To ensure their safety and the safety of patients.
<b>Do NOT take any photos without consent</b>	To ensure compliance with the privacy rights of every patient and staff.
<b>Please think carefully before posting information &amp; photos on social media platforms</b>	Patients, visitors and staff have a right to privacy. They should give consent before information or photos are posted about them online.
Wear shoes at all times	To protect you from standing on sharp objects.

**ADHB is a smoke free environment - Smoking is prohibited.**

<b>Other services: Ask nursing Staff for more information</b>	
Interpreter	Available for people who have English as a second language or sign interpreters for hearing Impaired.
Social Worker	Available for counselling, provide information and practical support for patients & their support people.
Kai Atawhai	Is primarily available to support Maori & their whanau.
Chaplaincy	Enables patients, whanau/families to deal with pastoral and spiritual issues. Chaplains are available to talk with people regardless of their beliefs.
Chapel/Quiet Room	For Karakia/Family prayer.
Pacific Family support unit	Assist Pacific patients and families to receive the best care possible.

### Other facilities:

**Level 5 Galleria:** there are some shops - open 7am to 6pm. These include a pharmacy, florist, food outlets, bookshop and an ATM.

**Level 6:** Chapel / quiet room available.

**Vending Machines:** Coin operated food and drink dispensers are available in the level 8 gallery or on level 5.

**Internet access:** Hospital wifi is available – one hour free each day.

**Accommodation:** There are no facilities for relatives to stay in DCCM overnight. Te Whare Awhina (ext 25830) has limited accommodation which is prioritised for out of town patients.

**Off-site accommodation:** The Domain Lodge on the corner of Grafton Road and Park Road is the closest available commercial accommodation.

**Relatives' Information:** In the waiting gallery there is a photo showing a typical bedspace. This is to assist relatives when they visit their family member for the first time.

**Pamphlets:** these are available at the department entry.

**DCCM Patient Follow-up service:** Some DCCM patients will be followed up several months after transferring from DCCM. One of our staff nurses will phone the patient or immediate next-of-kin to see how the patient is doing after their critical illness and gain insight to their experience.

### **Donations to the Department of Critical Care Medicine:**

*Occasionally people wish to make donations to the Department. These are always gratefully received and funds are used to improve the quality of service provided. If you wish to make a donation please contact the DCCM Charge Nurse. Cheques should be made payable to Critical Care General Purposes – Trauma. Please post to DCCM Private Bag 92024, Auckland.*

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Department of  
**Critical Care  
Medicine**

## VISITORS INFORMATION

### VISITING HOURS

Open for Visiting: 11:00 am - 10:00 pm  
(2 people at a time)

**Outside these hours visiting is by  
arrangement only**

You may be asked to leave during ward rounds  
between 4 pm – 5 pm & between 9 pm – 10 pm

### CONTACT NUMBERS

**DCCM:** (09) 3074949 Ext. 24800

**Email:** [dccminfo@adhb.govt.nz](mailto:dccminfo@adhb.govt.nz)

**Website:** [www.adhb.health.nz/health-professionals/departments/dccm](http://www.adhb.health.nz/health-professionals/departments/dccm)