

***Intensive Care Unit:  
Information leaflet for relatives***



## **Environment**

The Intensive Care Unit welcomes patients suffering from various pathologies and requiring close monitoring. The nursing team is committed to providing high-quality care, and is also keen to welcome and support families from the outset.

A stay in intensive care can raise a lot of questions. We do everything we can to answer them and be available for you. You will see many machines around your loved one (respirator, cardio-respiratory monitoring, dialysis, infusion pumps, etc.).

These different types of equipment emit different alarms. Rest assured we recognise the different sounds and their level of seriousness.

## **Visiting hours**

Visits are authorised **from 12pm to 10pm** without interruption.

In the event of medical necessity, visits may be limited.

To ensure that these visits take place under the best possible conditions for everyone, we ask you to **respect these few rules:**

- Maximum 3 people at a time in the patient's room. Waiting rooms are available at the entrance to the department.
- The length of your visits should be adapted to your loved one's state of tiredness. Patients in intensive care are fragile and need rest.
- The corridor is neither a place to wait nor a place to telephone. We ask you either to be in the patient's room, or to stay in one of the waiting rooms available. Please respect the privacy of other patients and families.
- Treatments and examinations may take place throughout the day. In these cases, we may ask you to leave the room. We will return to collect you from the waiting room as soon as possible.
- We ask you not to come looking for us in other patients' rooms. Please be assured that we are attentive to the various alarms and doorbells, and will respond to them as quickly as possible.
- It is essential to disinfect your hands on entering and leaving the room to avoid transmitting infections. In certain cases, additional preventive measures must be applied: these will be explained to you by the nursing staff.
- You can bring photos, drawings, music or toiletries (toothbrush, soap, deodorant, etc.). Please note that clothes and towels are not necessary. Flowers are not permitted in the room. If you wish to bring food with you, please ask the nursing staff first.

### **Bringing children with you**

The presence of children in intensive care is not prohibited and there are no fixed age rules. This is the responsibility of the parents. You should be aware, however, that patients can carry various germs and that the environment is impressive. If you wish to bring a child with you, please inform the nursing staff in advance so that we can prepare for the visit. We can arrange for a psychologist to be present if necessary.

### **Information**

We ask you to nominate, amongst yourselves, a person who will be the main contact with the care team (by telephone or during visits).

This will enable us to devote more time to your loved one and provide them with the care they need.

### **Telephone:**

You can contact us by telephone 24 hours a day, 7 days a week, but please avoid the following times:

- 7am - 8am
- 12.30pm - 2pm
- 7pm - 9pm

In order to respect medical confidentiality, we limit the information given over the telephone and only inform close family members.

- ICU 1 (Rooms 1 to 9): 02/434 89 83
- ICU 2 (Rooms 10 to 19): 02/434 89 93
- Our secretary: 02/434 89 75

### **During the visit:**

During visiting hours, the nursing team will be happy to give you more detailed information. However, we would ask you to respect our reporting times: 12.30 - 2pm and 7.30 - 8pm.

### **Making an appointment:**

You can make an appointment with one of the department's doctors for a one-to-one consultation.

### **Team**

In the intensive care unit, a multidisciplinary team takes care of your loved one. This team is permanently composed of

- Intensivists: they work in collaboration with the hospital's other specialists,
- trainee doctors and assistants
- Nurses
- Care assistants
- Physiotherapists
- Trainee nurses and physiotherapists.

In some cases, we call on:

- a dietician,
- a psychologist
- a social worker
- a religious representative

### **A few tips**

- Your loved one needs rest, but also contact with his or her family. The fact of being there, available for the other person, is in itself an important help.
- Communication is very important, but often difficult for a variety of reasons. Use short, simple sentences and questions.
- Do not hesitate to talk to your loved one, even if they are asleep and do not seem to react to the sound of your voice.
- Physical contact is also important. Let yourself go and give your loved one your hand.
- If you have any questions about equipment, don't hesitate to ask us.
- Patients appreciate the presence of familiar objects. It creates a warm, more personal atmosphere.
- Hospitalisation can be long and exhausting for those around you. Take care of yourself. Maintain a balance between your desire to stay at the patient's bedside and the necessities of daily life. Maintain a healthy lifestyle (regular rhythm, meals, sleep, etc.).

We are here for the patient and for you.  
Thank you for your understanding  
The intensive care team

# OUR HOSPITAL SITES

## ONE-DAY CLINICS AND MEDICAL CENTRES

### NOS SITES HOSPITALIERS BRUXELLES



Site DELTA  
Boulevard du Triomphe, 201  
1160 Bruxelles



Site STE-ANNE ST-REMI  
Boulevard Jules Graindor, 66  
1070 Bruxelles

### BRABANT WALLON



Site  
BRAINE-LALLEUD - WATERLOO  
Rue Wayez, 35  
1420 Braine-l'Alleud

### NOS SITES HOSPITALIERS DE JOUR BRUXELLES



Clinique de la BASILIQUE  
Rue Pangaert, 37 - 47  
1083 Bruxelles



Centre Médical EDITH CAVELL  
Rue Général Lotz, 37  
1180 Bruxelles

### NOS CENTRES MÉDICAUX BRUXELLES



Centre Médical  
EUROPE - LAMBERMONT  
Rue des Pensées, 1-5  
1030 Bruxelles

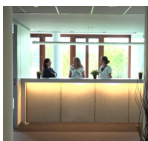


CITYCLINIC CHIREC Louise  
Avenue Louise, 235B  
1050 Bruxelles



Centre Médical PARC LÉOPOLD  
Rue du Trône, 100  
1050 Bruxelles

### BRABANT WALLON



CENTRE MÉDICAL  
JEAN MONNET  
Avenue Jean Monnet, 12  
1400 Nivelles



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