Welcome to the Intensive Care Unit (ICU) and High Dependency Area (HDA) at Royal Perth Hospital. This booklet is aimed at helping the Next of Kin of patients in the ICU and HDA understand daily routines and know who to ask for information or to have their questions answered.

For extra information please refer to the Royal Perth Hospital Patient information booklet.

Where is ICU?
The Intensive Care Unit and High Dependency Area is located on Level 4 R Block (between Wellington Street and Moore Street). Take the yellow or green coloured lift located in R Block to Level 4 and follow the signage.

Access to ICU and High Dependency Unit during the day is via:
› Moore Street Car Park on level 3 (where undercover parking is available)
› Victoria Square entrance, on level 3, A Block
› Wellington Street entrance (Level 2, R Block).

How do I get in?
The reception area (waiting room) is located in the corridor outside ICU/HDA.

Monday to Friday, 9am – 5pm (excluding public holidays)
A receptionist will greet and assist you, and will advise when you can enter.

Other times
Press the intercom button on the wall in the reception area. This operates on a closed circuit television for the staff to see and speak to you.
What are the visiting hours in ICU?

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RPH visiting hours are from 8am to 8pm each day, and this includes the ICU and HDA.

Due to the critical nature of patients in ICU and HDA, we allow extended visiting when required and requested.

We encourage families to go home at night and come back in the morning.

All ICU and HDA patients will have a rest period in the afternoon to encourage rest and recovery. You may be asked to leave for the benefit of your loved one’s care needs.

After-hours access

For the security and the safety of patients and staff the hospital is locked at night.

Entrance to the hospital after hours is through the Emergency Department (ED) (level 2, Q Block, opposite St Mary’s Cathedral).

If you need to come in at night, you should be escorted to ICU/HDU by a staff member from ED.

There are two areas in ICU:

- ICU General
- ICU Surgical

If you are unsure which button to press, the person answering your intercom call can tell you once you give them the patient’s name.

Please note: during busy times it may take some time for your call to be answered. If there is no response, please wait five minutes and press again.

To access ICU General
Follow the black line on the corridor floor.

To access ICU Surgical
Follow the red line for ICU Surgical.

When you reach the main entrance to ICU the door will open automatically.

Please ensure you use the antibacterial hand gel at the entrance when you arrive and leave the unit.

Who can visit?

Visiting is restricted to next of kin and only two people can visit at any one time.

There are restrictions around bringing children or babies into ICU. Please discuss this with the Nursing shift coordinator before bringing them into the hospital with you.
Who can telephone?
We understand family and friends are concerned when a loved one is in ICU, and we will ensure the Next of Kin is kept informed so they can keep other family and friends informed.

Due to ICU receiving a lot of telephone calls, and the fact that we can only give information to a nominated Next of Kin, we would ask that you provide us with the name and contact details of one nominated person who can:
   1. Contact us for information and condition updates
   2. Pass this information on to family.

Please note: during the hours of 7am and 8pm a ward clerk attends to the telephones and the intercom system. However, outside of these hours there are no clerical staff on duty and delays in answering the telephones or intercom may occur. We apologise if this happens.

Who do I speak to for information?
   ✔ A bedside nurse will introduce themselves to you and inform you of any changes or progress in your relative’s condition.
   ✔ If you wish to speak to a doctor, medical staff will be happy to make themselves available and answer your questions.

Who will be the doctor taking care of my relative?
   ✔ A patient is admitted to RPH under a medical specialty (e.g. Surgical, Medical, Trauma).
   ✔ Once they are in ICU or HDA, the ICU consultants together with senior and junior medical staff will take over the medical management of the patient.
   ✔ There is ongoing consultation with the admitting medical speciality team throughout their stay in ICU/HDA to ensure the highest standard of care is provided.

Daily consultation with ICU doctors
ICU doctors encourage communication with the nominated family spokesperson as soon as possible after admission, and at least daily (face-to-face or by telephone).

Who will be the nurse taking care of my relative?
   ✔ Generally, one nurse is allocated to one patient, and this is done at the beginning of each shift.
   ✔ Where a patient’s condition is not critical or they are waiting to be transferred to a ward bed, a nurse may be allocated to care for two patients.
   ✔ Nurses in ICU work either an eight or 12 hour shift.
The ICU team

There are many health care professionals involved in the day-to-day care of an ICU patient, and collectively they make up the multidisciplinary ICU team.

This may include:

- nurses
- doctors
- respiratory technicians
- physiotherapists
- pharmacists
- patient care assistants
- dieticians
- occupational therapists
- social workers
- ward clerks, and
- orderlies.

‘Handover’ of patient

The process of transferring important information from one shift to another is called ‘clinical handover.’ The clinical handover includes all the important information that the new nurses and doctors need to know about your loved one’s care needs.

There may be times when the staff might ask you to temporarily leave the patient bed area. This might include when nurses and doctors are:

- performing clinical handover
- doing patient rounds
- examining the patient
- attending to treatments, nursing care and procedures.

Distressed relative’s room

Most ICU patients have a short ICU stay, however with patients who are critically ill or dying, relatives may want to stay at the bedside as much as possible, or even stay overnight. We will do all we can to meet the individual needs and requests of the Next of Kin and relatives. We have an overnight room available at no cost, where relatives can sleep, should they need to be close at hand.

This room is offered during crisis situations and is for short term use only. Occupancy is assessed on a daily basis.

Please ask the Nursing Shift Coordinator in charge if you have need of this facility.

Patient property/valuables

The only patient property required to be provided is toiletries which we would appreciate you providing your relative or loved one with at your earliest convenience.

As ICU is busy with people coming and going all the time, we strongly recommend all patient property and valuables be taken home by relatives.

In the event this is not possible, all patient property will be booked into the hospital’s Patient Trust Office for temporary storage. RPH does not accept responsibility for valuables that are not booked into the Patient Trust Office.
Taking care of yourself

It is an extremely stressful time for relatives when a loved one is admitted to ICU/HDA. To ensure you look after your own health and wellbeing, we would encourage you to:

› get plenty of rest and sleep
› eat regularly and maintain an adequate fluid intake
› take breaks from sitting at your relative or loved ones bedside and go for a walk for some fresh air.

We have a dedicated team of social workers and pastoral care staff here to support you. Should you wish to speak to a staff member from these teams please ask the bedside nurse to organise.

About us

RPH ICU receives referrals from all over the State of WA.
Patients from rural hospitals are transferred via Royal Flying Doctor Service and Emergency Rescue Helicopter Service.
The ICU/HDA facility at RPH is of a world class standard. It consists of 22 beds and is staffed by a dedicated multidisciplinary team of expert clinicians who provide around-the-clock intensive patient care.

RPH is the only State Adult Major Trauma Centre. The RPH ICU admits all major trauma patients requiring intensive or high dependency treatment and care.