

AGH Medical Intensive Care Unit

Revised September, 2015

Visitor Information

On behalf of our team of dedicated healthcare professionals, we welcome you and your family to the Medical ICU at Allegheny General Hospital. Our visitor guidelines are designed to meet your loved one's need for rest, safety, and privacy. A calm, quiet environment is an essential part of the healing process. These guidelines protect the privacy and preserve the dignity of our patients. Please partner with us in providing your loved one with a healing environment by respecting these guidelines.

Visiting Hours

To help your loved one heal by getting sleep at night and rest during the day, we recommend the following visiting hours:

10:00am – 1:00pm

3:00pm – 6:00pm

9:00pm – 11:00pm

These hours will be adjusted according to a patient's condition.

Quiet Time 1:00pm – 3:00pm – This time allows for our patient to get rest in the afternoon.

Lights will be turned down and there will be an effort to keep the unit quiet.

Visiting Guidelines

- Please **wash your hands** or use sanitizer foam before entering and upon exiting the patient's room.
- Please follow the isolation guidelines posted on the doors. We recommend the families **wear gowns and gloves when necessary** to avoid spread of infection.
- To maintain a restful environment, please limit visitors to **2 people at a time** and only use your cell phones in the waiting room.
- **Children 12 and over** are welcome with adult supervision.
- Please **no food or beverages** in the unit.
- **Do not leave valuables left unattended** in patient's rooms or waiting rooms.
- **No latex balloons or fresh plants** are permitted in patient's room.
- We may need to interrupt visits for patient care.
- Please be patient while we tend to your loved one upon admission or after a procedure.

Access

The MICU is a secure unit. Please **use the phones outside the unit** to call a team member for approval to enter the unit. Once given approval, the doors will be opened for you. **Do NOT pull on doors. It breaks them.**

Patient Privacy

During your visit, please stay in your loved one's room and avoid congregating in the halls of the unit. We are discussing patients at the nurse's station, and we would like to maintain confidentiality. To obtain information about your loved one, a PIN number will be provided to the Power of Attorney or anyone the patient requests to have it. Information will not be given to anyone without the PIN. Please designate one spokesperson to call in to obtain information and inform the rest of the family. This allows nurses to spend less time on the phone and more time caring for your loved one. From 7:00am/pm – 8:30am/pm nurses are changing shift and assessing their patients. In order for nurse's to provide you with up to date information, it is better to call after they have seen the patient, usually 8:30am/pm.

For the Visitor

Please remember to take care of yourself. The cafeteria is located on the second floor for some nutritious options to maintain your strength. Restrooms are located outside of the waiting room. This is a stressful time, and we recommend you go home to rest. For safety reasons, we do not permit visitors to sleep in patient's rooms, and the waiting room can be uncomfortable at times. If home is a far drive, there are some local hotels that have discounts for families of hospital patients. Family House Neville is the preferred lodging provider of AGH. They provide comfortable rooms at low rates, a community kitchen, and a shuttle to and from the hospital. Call 412-647-7777 for more information or to make reservations. Financial assistance may be available to those who qualify.