

Information brochure for relatives





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Dear Reader

Someone very close to you is staying in the Department of Intensive Care Medicine due to an operation, illness or accident. Such a situation constitutes an emergency situation for you as a relative and may give rise to such emotions as insecurity, stress, fear and helplessness.

This brochure provides you with important information about the Department of Intensive Care Medicine at Inselspital and aims to support you in dealing with this special situation.

Naturally, we are available at all times to answer your questions and provide you with further information personally.

Your team at Department of Intensive Care Medicine



The Department of Intensive Care Medicine

The Department of Intensive Care Medicine offers the entire spectrum of modern interdisciplinary intensive care medicine. We have a total of 60 beds.

Intensive Care Unit (ICU)

In the Intensive Care Unit, we look after critically ill patients who require intensive medical treatment and nursing care, as well as close and continuous monitoring of vital bodily functions.

Interdisciplinary Intermediate Care Unit (IIMCU, monitoring ward)

In the Interdisciplinary Intermediate Care Unit we look after patients who depend on increased medical and nursing care. These are patients who are not yet able to be cared for on a standard ward. The patients are monitored around the clock.



Intensive care

Patients in the Intensive Care Unit or in the Interdisciplinary Intermediate Care Unit are looked after and treated comprehensively by a team of specialists specifically trained in medicine, nursing, physiotherapy and other fields. The wards are equipped with various technical aids and devices. Depending on the situation, it can be hectic and loud at times. This need not worry you.

Devices such as monitors, ventilators and infusion pumps ensure continuous monitoring and treatment. Sometimes alarms sound, which are generally non-threatening. They remind the nursing staff, for instance, that a medicine needs to be changed. If you would like to know more about the devices or alarms, please contact us.

We initiate rehabilitation programmes as soon as possible so that patients can maintain or regain their physical, mental and social abilities.

We strive to offer the highest level of care and to provide individual support for our patients and you in dealing with the current situation.



Information via telephone

As a relative of the patient, you can reach us by telephone at any time. Call the telephone switchboard at Inselspital, give the name of the patient and have them connect you:

› Tel. +41 31 632 21 11

Telephone calls for a relative

Do you have questions? Are you unsure about something or would you like to be regularly informed about the patient's medical condition? We offer you a daily telephone call.

- Designate a family member or a key person within your circle of friends.
- We will arrange a time for a daily telephone call with this person.
- The attending nurse will call you, as the designated person, at the agreed time.
- You will receive information about the patient's current medical condition and any upcoming examinations.
- As the designated person, you pass on the information received to family members, friends and acquaintances.



Medical consultation

Would you like a consultation with one of the attending physicians? Please contact the attending nurse and request to have an appointment arranged for you. We recommend that you write down your questions and concerns in advance and take these notes with you to the consultation.

Visits

Visiting hours

Visiting hours are daily between 1 pm – 7 pm. If you wish to visit the patient outside these hours, this is generally possible. Please arrange this in advance with the nurse in charge.

What should I keep in mind during my visit?

Due to the space available and the privacy of fellow patients, a maximum of two visitors are permitted at the patient's bedside at any one time.

New admissions of patients, examinations and emergency situations can take place at any time. This can lead to changes of appointments at short notice and waiting times. We apologise and ask for your understanding.



Your arrival

There is a bell on the unit door. Please ring the bell and wait until someone comes for you.

Hygiene measures

Please disinfect your hands before approaching the patient's bed. Disinfectant dispensers are located in front of the ward doors. Please wear a mask if you have a cold. This is available for you in our clinic. If you are unsure or have any questions, we would be happy to help you.

Privacy

Protection of our patients' privacy is important to us. For this reason, we clarify with you, as a relative, which persons may visit. In order to protect the privacy of other patients, we may ask you to go to the waiting area in certain situations.

For the protection of our patients, the use of mobile phones, taking photographs or making video recordings is not permitted in the patient area. Please switch off your phone before entering the patient area.

Quiet rooms

Contact the nursing staff if the waiting area is too restless for you or if you would like to find a place of respite. A nurse will show you which rooms are available for some quiet time.

A



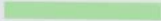
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Gelb 1–10



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Grün 1–3



Practical information

Wireless internet access (WiFi)

The wireless internet access in the waiting area is available to you free of charge. You will find instructions for use in our clinic brochure racks.

Charging mobile phones

You can recharge your mobile phone for free in lockable charging boxes in the waiting area. The charging stations are located at the entrance of the intensive care unit «blue».

Insel-Parking

Insel-Parking is located 800 metres from the «Bern-Forsthaus/Inselspital» motorway exit. The Inselspital premises can be reached via the pedestrian underpass with a lift. Inexpensive multi-day tickets are available. Rates for the car park can be found at www.insel.ch/parking.



How can I support the patient?

Patients in the Intensive Care Unit and in the Interdisciplinary Intermediate Care Unit often receive sleeping pills and pain relievers. It is therefore possible that the patient does not speak to you or is fast asleep. Nevertheless, she or he may perceive a familiar voice or touch, which communicates a sense of security and orientation.

- Address the patient by name or nickname, as you normally do.
- Say who you are.
- Hold the patient's hand.
- Say how you feel and what is on your mind.
- Read aloud from a newspaper or favourite book.
- Allow the patient a rest from time to time.
- If you would like to participate in the patient's personal hygiene, feel free to ask us.
- Do you have any ideas or suggestions as to how you can do good for the patient? Discuss the possibilities with the nurse in charge.



What can I bring for the patient?

Bring the patient's personal effects:

- eyeglasses
- hearing aid
- dental prosthesis
- slippers
- advance healthcare directive (if available)

Patients in the Intensive Care Unit and in the Interdisciplinary Intermediate Care Unit do not need their own clothes.

If the patient has to stay longer in the Department of Intensive Care Medicine:

- favourite T-shirt, a plush toy or a good luck charm
- photos of people and things that are important for the patient
- children's drawings, newspaper clippings, etc.
- music (CD or USB stick)
- toiletries (new and unopened)

Do you have further suggestions? The nurse in charge would be happy to advise you on the possibilities.



Visits with children and youth

Children and youth are naturally curious and want to know why someone from their immediate environment is in hospital. The nursing staff would be happy to assist you in preparing for their visits.

- Before the visit: inform children and youth about what to expect.
- After the visit: speak openly about what has been experienced. Openness and honesty help them to understand the situation better and bring it into line with their own perception.

It is helpful for children and youth to maintain their daily routine (school, hobbies, etc.). They often want to do something for the patient: i. e., bring along drawings or photos. You can support children and young people by informing teachers and other caregivers about the current situation.



Patient diary

It is not uncommon for patients to forget details about their stay in the Department of Intensive Care Medicine and they may suffer from this loss of memory for a prolonged period of time thereafter.

As a relative, you can document the hospital stay together with the treatment team: for example, in the form of reports on the progress of treatment, with photos, drawings, poems or other items. In this way you support the patient in processing the experiences later on.

If a longer stay in the Department of Intensive Care Medicine is foreseeable, we will discuss the possibilities for the patient diary in more detail with you.



What can I do for myself?

As a person close to the patient, you play an important role. We recommend observing the following points:

- Consciously take time for yourself and pace your energy. The patient is well cared for with us during this time.
- Try to eat, drink and sleep regularly.
- Accept support from family and friends.
- People close to you are also affected and may contact you. This can be taxing. A form of relief for you can be designating a person you trust to share the information or inform them periodically in writing.
- Keep a diary for yourself or write your thoughts in the patient diary. Writing down what is on your mind can be helpful.

Support services

Our patients and you, as their relative, have access to support services free of charge. Please contact the attending nurse, who would be happy to arrange an appointment for you.

Care team/pastoral care

Stressful events often require special attention. A team of psychologically and theologically trained specialists supports both patients and relatives of all religious and ideological convictions.

Social and discharge counselling

Do you have any questions on matters such as law, finance, social security, childcare, rehabilitation or Spitex? The social and discharge counselling team would be happy to assist you.

Interpreter

If required and in consultation with the treatment team, we can organise an interpreter free of charge for foreign-language patients and their relatives.

Ombudsman's office

If, despite our best efforts, something does not meet your wishes and expectations, Inselspital's ombudsman's office is at your disposal.



Offers after the stay in the Department of Intensive Care Medicine

Outpatient consultation hours

We offer outpatient consultations to patients who have been hospitalised with us for more than seven days. This is a consultation with an attending specialist from the intensive care unit and an expert in intensive care nursing. We discuss the course of recovery since the patient has left the clinic and record the current state of well-being. Based on the patient's feedback, we look for suitable measure to improve the quality of life.

Visiting the Department of Intensive Care Medicine

Would you like to visit the Department of Intensive Care Medicine? This offer is available to former patients and their relatives after a hospital stay.

Please contact us to make an appointment:

› Tel. +41 31 62 75 34



Research at the Department of Intensive Care Medicine

The Department of Intensive Care Medicine invests in medical and nursing research. The aim of the research projects is to optimise treatment processes.

Participation in research projects is only possible after informed written consent has been obtained from the patients or their relatives.

Important telephone numbers

Department of Intensive Care Medicine via telephone switchboard at Insepspital	+41 31 632 21 11
Making an appointment after your stay in the Department of Intensive Care Medicine	+41 31 632 75 34
Care team/pastoral care	+41 31 632 21 11
Social and discharge counselling	+41 31 632 91 71
Ombudsman's office Insepspital	+41 31 632 85 85

Inselspital

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