

# UPMC Passavant



## Cardiothoracic Intensive Care Unit (CTICU)

Your Care. Our Commitment.

# Welcome

Having a loved one in the Intensive Care Unit (ICU) can be overwhelming. Our goal is to provide you with expert patient care in a comfortable and family-centered environment.

The Cardiothoracic Intensive Care Unit (CTICU) is a 16-bed unit with critical care doctors, surgeons, nurses, therapists, and social workers working together to provide world-class care. As the unit director of the CTICU, I assure you that we will do everything possible to treat your loved one as if he or she were a member of our family.

Sincerely,

Chrissy Wall, BSN, RN, BC

Unit Director

**412-748-6830**

Maggie Lattanzio, MSN, RN, CCRN

Programmatic Nurse Specialist

**412-748-3863**

Jason Putulowski, BSN, RN, CCRN

Clinician

**412-748-6373**

## Important Information

Our nursing staff use mobile phones to communicate with other members of the health care team and your family members. While your loved one is on the CTICU unit, you can call to receive an update about his or her condition. Information about a patient's condition is given only to those individuals whose names are listed by the patient on the HIPAA form, designated by the patient. If your name is not on the form, we cannot give you any information.

Patient's Room: \_\_\_\_\_

CTICU Phone: **412-748-6780**

## Visiting Hours and Rules

Please talk to the nursing staff about visiting hours. We want to work with you to meet the needs of both you and the patient.

Please recognize that rest and minimizing stimulation are also part of the healing and recovery process. Because of this, we ask that visiting hours are limited overnight from 9 p.m. to 9 a.m. to allow our patients time to sleep and heal.

- We complete the change of shift report at the bedside. The nurse will ask your loved one who can be in the room while this report is given.
- All visitors (except those identified by the patient) will be asked to leave the unit during the bedside report.

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- You may not stand and wait in the hallways on the unit. If the nurse asks you to step out of the room for patient care, please exit the unit. The nurse will let you know when you are allowed to return.
- Only 2 or 3 visitors at a time are allowed in your loved one's room.
- If your loved one requires "isolation precautions," all visitors are required to comply with these standards (which may include wearing gloves, gowns, or masks). If you do not comply, you may be restricted from visiting.
- You may not visit if you have any signs or symptoms of active illness, such as coughing, sneezing, runny nose, or fever.
- Please do not bring live plants or flowers into the CTICU.
- Please do not eat in the patient rooms. Drinks in closed containers are allowed in non-isolation rooms only.
- Children may visit but must be supervised by an adult (who is not the patient) at all times. If a child is disrupting the patient or the care environment, you will be asked to take him or her from the unit.
- Both children and adults need to follow infection control practices, which include thorough hand washing.
- Please keep noise to a minimum. Place cell phones and mobile devices on silent.
- You are not permitted to stay overnight in a patient's room. Please ask about nearby overnight accommodations.

## When to Call Us

- We provide you with a direct phone number to the CTICU: **412-748-6780**. We ask that one family member act as the contact person between the nursing staff and family and friends.
- Please try not to call between the hours of 7 and 8 a.m., and 7 and 8 p.m. This is when the staff is changing shifts, and these are extremely busy times in the intensive care unit.
- Information about a patient's condition is given only to those individuals whose names are listed by the patient on the HIPAA form, designated by the patient. If your name is not on the form, we cannot give you any information.

## Hospital Information

### Parking

Lots are available 24 hours a day, 7 days a week, at no charge.

### Cafeteria

Serves breakfast, lunch, and dinner. Features specials, sandwiches, soup, salad bar, and healthy meal options. Located in the pavilion on the ground floor.

Monday through Friday: 6 a.m. to 7 p.m.

Weekends and holidays: 11:30 a.m. to 7 p.m.

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## **Coffee Shoppe**

Serves breakfast and lunch. Features Starbucks® coffee, grilled sandwiches, and soup. Located in the main lobby of the hospital on the first floor.

Monday through Friday: 6 a.m. to 4:30 p.m.  
Saturday and Sunday: 6:30 a.m. to 1:30 p.m.  
Holiday hours vary.

## **Gift Shop**

Offers a variety of personal amenities, gifts, balloons, candy, fresh flowers, cards, and magazines. Located in the main lobby on the first floor.

Monday through Friday: 9 a.m. to 8 p.m.  
Saturday and Sunday: 11 a.m. to 4 p.m.  
Closed on holidays.

## **Chapel**

Available 24 hours a day, every day of the week. Located on the first floor of the main building near Medical Building S.

## **Wireless Service**

To access free wireless service, open Network Connections on your device and connect to UPMC Guest.

## **ATMs**

Located in the pavilion lobby on the first floor, across from the registration desk.

## Frequently Asked Questions

### **Are my loved one's valuables safe in his or her room?**

- Your loved one will leave his or her room for testing, and his or her valuables will be left unattended. Valuables should be sent home with a family member or friend, or sent to security. Belongings can be returned on request. UPMC is not responsible for any lost or stolen patient belongings.

### **Why did the nurse ask me to leave my loved one's room?**

- There may be times when you are asked to leave the room so we can provide patient care or perform a procedure. The nurse will let you know when you can return. There are also times when we need to share information with the care team. In order to respect the privacy of all of our patients, we will restrict visiting hours at those times.

### **Who is part of my loved one's care team?**

- Your care team will include doctors, nurses, a pharmacist, therapists, a social worker, and a care manager, depending on your plan of care.

### **Where are the public restrooms?**

- We ask that visitors use the public restrooms available directly outside of the CTICU family waiting areas.

## What is “isolation” or “special precautions”?

Infection can be spread through the air and by contact with hands, personal items, or health care equipment. To stop the spread of some infections, we need to use special practices, such as:

- Protective clothing worn by health care staff and visitors, including gloves, gowns, or masks.
- Special equipment that stays in your loved one’s room.
- Limited movement in and out of your loved one’s room.

## Hand Washing

As a visitor, you should wash your hands every time you:

- Enter or exit your loved one’s room
- Touch any blood or body fluids
- Touch bedpans, dressings, or other soiled items
- Use the bathroom
- Eat a meal



If you are coughing, sneezing, or blowing your nose, wash your hands often.

Your loved one's caregivers should wash their hands during these 5 moments:

- Before touching a patient
- After touching a patient
- Before a clean, or aseptic, procedure
- After a body fluid risk
- After touching a patient's surroundings

Feel free to ask your loved one's caregivers if they've washed their hands.

## Delirium

Being a patient with a critical illness is not only a physical challenge but may present both emotional and psychological concerns as well. ICU delirium is fairly common. Survivors of critical illness may experience changes in their memory, judgment, or behavior.

The doctors and nurses in the critical care units at UPMC Passavant-McCandless are very aware of these potential issues and will be working hard to prevent them. We encourage you to discuss your questions and concerns with your loved one's health care team.

## Family Meetings

Our goals in the ICU are to provide the best possible care for your loved one and to make you, as the family/loved one, feel informed and supported along the way. We are always available to answer any questions you have. Our practice is to arrange a family meeting after 5 days in the ICU or as needed with you, your doctor, your nurse, and others involved in your loved one's care. The family meeting serves as an additional time for you to be able to ask questions and receive information about the overall plan of care for your loved one.

## Thank You

We understand that this is a very difficult time for you and your loved one. Your questions and concerns are very important to us. Please let us know if there is anything else we can do to meet your needs during your loved one's stay.

For more information about UPMC Passavant-McCandless, please read the patient handbook your loved one received when he or she arrived at the hospital.





**UPMC Passavant-McCandless**

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