

2. Information for relatives

Dear relatives

Welcome to our intensive care unit (ICU).

Concerning your family member's stay, and to optimize your visits, we would like to inform you about the following:

Visiting hours at our ICU are from **11am to 8 pm.**

Please also note:

- The most convenient practice would be to arrange an appointment with the nurse in charge (this reduces your waiting time)
- Please use the phone at the entrance to announce your arrival
- Mainly close relatives (2 persons max.) should visit. Children are welcome. However, we recommend to limit the duration of their visits, depending on circumstances.
- Certain therapy times (physiotherapy / occupational therapy) have to be respected. These therapies are essential components of an effective rehabilitation process.
- Video camera surveillance in the Intensive Care Unit: visual camera monitoring of the patient is essential for patient safety. Patient privacy is guaranteed. Images from video surveillance are not saved. If you have any questions, please speak to the responsible nursing staff.
- For medical reports we ask you to contact the doctor in charge. Appointments can also be organized through the nursing staff. If you wish, we can phone you at regular intervals, please arrange these appointments with the nursing staff.
- Our meal times are:

| | |
|-------------|------------|
| - Breakfast | 08:00 am |
| - Lunch | 12:00 noon |
| - Dinner | 06:00 pm |
- Medical rounds

| | |
|---------------|------------------|
| daily between | 09:00 - 11:00 am |
| | 04:15 - 05:00 pm |
- Please determine a contact person within the family, who should receive reports.
- You may always phone our direct number 041/939 55 12 if you have any queries. (Please avoid calls at 7 am, 2 pm or 10 pm, as our shifts change at these times)
- Flowers are permitted on our ICU, but no potted plants are allowed.

We look forward to a mutual co-operation and a good working relationship while your relative is patient in our ICU.

Yours sincerely,
ICU Team