



SYDNEY  
ADVENTIST  
HOSPITAL



SUPPORTING YOUR LIFE

# Intensive Care & Coronary Care Units

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# Intensive Care and Coronary Care

## WELCOME TO CORONARY & INTENSIVE CARE...

A stay in Intensive Care or Coronary Care can be tiring and sometimes distressing for family and friends as well as the patient.

Here at Sydney Adventist Hospital the health and wellbeing of the patient is our top priority but we also consider it equally important to support you through this challenging time.

This brochure aims to assist with answers to some common questions. The ICU / CCU Receptionist will be able to answer other queries or refer you to our skilled nursing or medical team members.

## WHAT ARE CCU AND ICU?

Intensive Care Unit (ICU) & Coronary Care Unit (CCU) are specialised units of the hospital where:

- \* Complex treatments and up to date equipment are used to assist the body's life sustaining systems to function.
- \* Patients can be monitored closely during a life-threatening illness or after major surgery.

Common machines you will see in the ICU / CCU include ventilators to assist breathing, devices to deliver fluids and blood pressure / heart monitors to support patient care.

## WHO PROVIDES CARE IN CCU AND ICU?

Care is provided by all members of the Critical Care team. A Cardiologist or Intensive Care Specialist is in charge of all patient treatments and works with the critical care team to maximise each patient's care.

The critical care team includes many different medical specialists such as staff doctors, nurses, physiotherapists, radiographers, technicians, pharmacists, case managers and dieticians. Medical treatment is provided ethically and according to Australian medical and legal guidelines.

## WHEN CAN PATIENTS IN CCU AND ICU BE VISITED?

To facilitate patient care, visiting hours are between 10 a.m.–1 p.m. and 3 p.m.–8 p.m. **If ICU / CCU reception on level 5 is unattended, please use the phone provided to call extension 9691 for ICU or extension 9676 for CCU before entering.**

We recommend patients in ICU / CCU are visited by only 2 close family members or friends at any one time. Length of visits will be determined by medical and nursing needs.

Please be aware that flowers are not recommended in ICU but are welcome in CCU.



## WHAT OTHER SERVICES ARE AVAILABLE?

### **For your pastoral needs:**

Spiritual guidance & support is available from the Sydney Adventist Hospital Chaplains on level 4.

The ICU / CCU receptionist can make an appointment on your behalf or queries can be directed to the Chaplain's Office on extension 9289. We also invite you to make use of the peaceful San Chapel located in the front foyer on level 4.

## For your wellbeing:

It is important to look after your own health and wellbeing during the time a loved one is here. Please take time to relax and watch television, read or chat in the ICU / CCU waiting room on level 5 or stroll our extensive hospital grounds. For medical and family discussions feel free to use either of the two family consultation rooms located outside the ICU / CCU waiting room.

## EFFECTIVE COMMUNICATION

We suggest you appoint one or two people as your family contact. Establishing this role will help staff to identify and communicate with the key person/s and will also supply relatives and friends with an accessible contact that is up to date on the latest patient information. When you appoint a family contact please inform ICU / CCU staff and ensure that all close family and friends know who the family contact is and how to contact them (not the hospital) to obtain patient updates.

In addition, to ensure we can contact next of kin at all times, relevant phone numbers should be provided to ICU / CCU staff.

## PHONES

We ask that mobile phones are turned off as a courtesy, to ensure there is no interference with essential medical equipment.

Public phones are on level 4 to the rear of the lifts.

Telstra smart cards can be purchased from Pharmacy.

## HOW TO CONTACT US

**Calls from outside the hospital should be made to**

**SAH Coronary Care Unit (02) 9487 9676**

**SAH Intensive Care Unit (02) 9487 9691**

### **For your personal needs:**

Rest rooms and a shower are available for your use on level 5 near the ICU / CCU Waiting Room. The receptionist or nursing staff will provide towels on your request.

Food and beverages are available from a variety of sources including: **San Café** at the rear of the lifts on level 4 offering a comprehensive range of hot and cold foods; **San Snax** next to the level 4 front foyer lifts; **Relish** in the ground floor foyer of the San Clinic Building offering gourmet breakfast and lunch Monday to Friday; Food vending machines in the ICU / CCU waiting room or outside the **San Café**.

Pharmacy / Florist and gift items are available on level 4.

### **For your accommodation:**

The Hospital's Jacaranda Residential Lodge provides a home away from home for patients, carers and relatives at highly subsidised rates. A brochure is available in the ICU / CCU waiting room or call extension 9066.

### **Convenient transport**

Regular bus services run to Sydney Adventist Hospital from Turrumurra, Hornsby (North Shore Line) and Thornleigh stations (Northern Line). For transport information, contact the Transport Infoline on 131 500. Taxis arrive and depart from the front of the hospital. A taxi phone is located near the mailbox in front of the lifts in the hospital front foyer.

### **Convenient Carpark**

The San hospital public carpark is a fee for use service. Long term patients may be eligible for discounts; please enquire at Reception in ICU / CCU.

Please do not park in staff, reserved or medical parking spaces.

### **HOW IS TREATMENT IN ICU/CCU PAID FOR?**

The Hospital account includes charges for accommodation, theatre fees, surgical supplies, prostheses, x-rays, blood tests and other diagnostic services as well as pharmacy associated with your stay in ICU / CCU and other ward areas in the Hospital.

Accounts from a Surgeon, Assistant Surgeon, Perfusionist, Anaesthetist, Cardiologists or Intensive Care Specialists are not fully covered by health funds or Medicare.

Intensive Care Specialists issue individual accounts for their services in ICU. If the patient has health fund insurance with 'no gap' cover there will be no out of pocket expenses. The health fund will pay all expenses directly to the Specialist. If patients do not have health insurance or 'gap cover' then the Intensive Care Specialist will issue an itemised account directly to the patient. Any queries can be directed to the Specialist involved.

### KEY ICU/CCU CRITICAL CARE PERSONNEL ...

Dr Heather Low, Director Intensive Care Unit

Dr Peter Illes, Director Coronary Care Unit

Mr Christopher Waite, Nursing Unit Manager (ICU / CCU)

Ms Nerelle Roy, Secretary and Receptionist (ICU / CCU)

### TO MAKE A DONATION

Families often ask how to assist the ICU and CCU in their work or with their equipment needs. Donation queries can be directed to 9487 9405 or [foundation@sah.org.au](mailto:foundation@sah.org.au).

Additional information is available in the SAH Patient Information book.

On behalf of Sydney Adventist Hospital staff we wish you a happy and healthy future. Please remember we consider it our mission to take care of you. If you need additional information, need to have anything explained, want to suggest something or simply need to talk, please feel free to ask.

