

Mobile phones

Mobile phones are not permitted in the ICU as they may interfere with sensitive medical equipment. Please switch them off before entering the Unit.

Car parking

There is ample metered parking in the streets surrounding the hospital. Please note however, that strict time restrictions do apply. Alternatively, there is an underground car park located in the Freemasons Medical Centre on Victoria parade.

Accommodation

If you require assistance with accommodation whilst in Melbourne, please speak with one of the ICU staff.

Support services

If admitted to the ICU you are assessed by a dietician and physiotherapist daily. A social worker is on-call as required. Pastoral Care staff are available to offer emotional and spiritual support to you and your family. Please do not hesitate to ask if you would like to meet with Pastoral Care staff, a Chaplain or Priest.

Flowers

Flowers are not permitted in the ICU due to risk of infection and limited space at the bedside. We ask that flowers be sent to the ward once you are transferred. Cards and photographs of your family members and friends can be comforting and are accepted.

Personal belongings

You are asked to keep toiletries, such as soap, comb, toothbrush and toothpaste with you. Your dentures and glasses may also come with you. All other belongings should be kept at home until transfer to the ward. Staff may lock up some belongings on the ward. Please do not bring any valuables to the ICU.

Food

You may require a special diet for cultural or medical reasons. All food at Epworth Freemasons is prepared under the current food legislation and requirements. To comply with these requirements please do not bring in your own food.

Refreshments

Tea, coffee and water are available for visitors in the waiting room. The hospital cafeteria is located in the main reception area and both hot and cold meals are available.

Enquiries

To enquire further about the services of the Epworth Freemasons Intensive Care Unit, please call (03) 9483 3300.



Epworth Freemasons
Excellence. Everywhere. Everyday.

Intensive Care Unit (ICU)



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Excellence. Everywhere. Everyday.

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Welcome

About the Intensive Care Unit

The Intensive Care Unit at Epworth Freemasons is a state of the art, 8 bed combined Intensive Care and Coronary Care Unit. Our specialised team strives to provide you with the best medical and nursing care in both the ICU and in response to emergencies throughout the hospital. The Unit receives patients from operating theatres, wards, the Epworth Richmond Emergency Department and from other private and public hospitals.

Specialist Intensive Care nurses are dedicated to your care and a ICU Medical Fellow (doctor) is present 24 hours a day to oversee your medical treatment. Additionally, an intensive care specialist conducts a ward round twice daily when they review your care and are available to answer questions about your condition and treatment.

All our staff are particularly sensitive to you and the needs of your relatives and friends. They recognise that extensive emotional support may be required at this time, in addition to more detailed information, delivered courteously and patiently.

Expenses/Costs

You are advised to check with your health fund or doctor prior to elective admission for any out-of-pocket expenses that may be incurred. A fund check will be performed if you are admitted in an emergency situation and you are privately insured. Any out-of-pocket expenses will be explained to you or your next of kin as soon as possible.

If you do not have private health insurance you are advised to check costs with your Doctor or the admissions department prior to admission. If you are a public patient admitted to ICU from another public hospital you will have your expenses covered as though you were still in the public system.

Visiting

If you are seriously ill, visiting is restricted to immediate family only. We recommend no more than two visitors to be at the bedside at any one time, so as not to hinder your care and recovery. Children under 14 years of age must be accompanied by an adult and approval is required from nursing staff.

Visiting is possible at any time, however we discourage visits between 7am – 9am and 7pm – 9pm as patient handover and Doctors' rounds occur at this time. At other times, you may be asked to leave the Unit for a short period to allow specific procedures to be performed.

We ask that your visitors use the entrance to the Unit at the end of the Ground East corridor. An intercom system is located to the left of the door. Please use the intercom and wait to be admitted into the waiting room. We ask for your patience as staff are often busy caring for patients, and may be unable to immediately answer your call.

Prior to visiting your relative, and again on leaving, please wash your hands. This is imperative to reduce the risk of cross infections. There is 'Microshield' hand gel at the entrance to the unit for this purpose.

We welcome discussion with your immediate family on any aspect of your condition, therapy, and progress. For a more detailed medical discussion, please ask to speak to the Medical Fellow or a member of the medical staff.

Please leave a contact number to enable an ICU staff member to contact your family/friend if your condition changes. We ask that only two people be nominated as spokespersons for the receipt of information. We will relay all information regarding your care through those nominated. This reduces the number of phone calls received by staff and allows more time to care for you.



Phone calls

To contact a patient in the ICU, please phone the department on 9483 3300, your call will then be transferred to the patient's bedside.

Please note due to the Privacy Amendment (Private sector) Act 2000 (Commonwealth), only limited information can be given by staff over the telephone. Information about surgery can only be given by the surgeon. We appreciate your understanding of this legal requirement. Any request to view patient records must be done in accordance with the Freedom of Information Act, via application to Health Information Services. Please ask a member of staff if you would like more information.

Welcome to the Epworth Freemason's Intensive Care Unit (ICU). It is our aim to provide the best of medical and nursing care to you when you require special support in more difficult and complex health care situations.

We are also here to support your family and friends during this difficult time. Tubes and mechanical devices which are quite normal and routine in this environment can appear very frightening and overwhelming. Additionally, there may be concerns about pain, lack of sleep and adequate nutrition. Our staff are always available to discuss any concerns with either you or your family.