

The Epworth Richmond Intensive Care Unit (ICU) provides specialist care to patients after a complex surgical procedure or when someone is significantly unwell.

Our aim is to provide highly-skilled and compassionate care to our patients and to support families through what can be a difficult time.

We value the input of family and loved ones in caring for our patients. This brochure outlines how care is delivered as well as how to access information about, and support for, your loved one.

Support

Support staff involved in the ICU include the receptionist, physiotherapist, social worker, dietician, pharmacist and pastoral care, to name a few.

The pastoral care team and social work department are available to support family members - please ask nursing staff to arrange a meeting for you.

We can also help with arranging accommodation or weekly car park passes if required.

Once transferred from ICU to the ward, the ICU Liaison Nurse Service will visit most patients to assist with the transition and will continue to be involved for as long as they deem necessary.

This service is on-site 24 hours a day and they are able to be contacted on 03 9506 3140.

Contact us

Epworth Richmond
Intensive Care Unit
Level G, Lee Wing
89 Bridge Road,
Richmond VIC 3121

Phone: 03 9506 3100



Epworth Richmond

Intensive Care Unit





Visiting a patient

You are welcome to visit at any time, however we encourage a **quiet time between 3pm to 5pm** to allow patients to get some all important rest.

There could be other times throughout the day where you might need to wait before visiting and we ask for your understanding and patience should this occur when visiting your loved one.

This will include on arrival to ICU, as we need time to transfer patients to the unit, examine patients and sometimes do important diagnostic tests before anyone is able to visit.

The hours between 8.30am and 11.30am are also a particularly busy time for the unit when ward rounds are conducted with the medical team. There might also be other times when visiting may not be immediately possible such as when we are washing or turning patients or conducting tests.

Please keep visitors to two people at a time as there is limited space in each room and the extra noise can be stressful for the patient.

The clinical team

The medical team is led by the ICU consultant who works together with the referring specialist or surgeon as well as the ICU registrar doctors.

There is a formal ward round twice a day and ICU medical staff are present 24 hours a day; constantly checking on patients and responding to changes in their condition.

The nursing staff in ICU are qualified critical care nurses or else are undergoing their specialist training.

Our nurses care for patients in a ratio of one nurse to one patient, or one nurse to two patients depending on the needs of the patient.

The environment

The Epworth Richmond ICU moved to Lee Wing in February 2016. The new space provides the latest equipment and environment to ensure the very best care to our patients.

There are machines that have alarms to attract attention and staff are very familiar with the urgency in which to respond to these alarms.

For more information about the equipment please talk to nursing staff at the bedside who will be more than happy to explain anything to you.

Receiving updates about patients

Our nurses can provide an update on the condition of the patient and can arrange for you to meet with medical staff.

Our nurses can also provide a telephone update by calling the number provided by the family.

Please nominate a family member to make all enquiries and relay the information on, as many phone calls takes the nurse away from caring for your loved one.

If a patient is critically ill, visiting is restricted to immediate family only unless otherwise arranged with staff by the family.

When visiting someone in ICU:

- > Please use the antimicrobial hand rub supplied at the entrance before entering
- > Flowers are discouraged due to infection control and space restrictions. Send flowers to the ward after discharge from ICU
- > Please do not use your mobile phone in ICU due to the risk of interference with machines and to reduce noise in the environment.

Amentities

The waiting room is available for your use with tea and coffee making facilities, a television and information about the services available at Epworth HealthCare. We also have a family room with ensuite should you need to freshen up at any time.

Food and drinks can be purchased from the hospital bistro, located on level 2 near main reception. The bistro is open 6.45am to 7pm weekdays and 8.30am to 6.30pm weekends.

Hudsons Café is located on level G near the Bridge Road entrance and is open 7am to 8pm weekdays and 8am to 8pm weekends.

A courtyard is also located on level G of the Cato Wing which provides a tranquil outdoor setting to sit, eat and take time out.