



About the Patient's Spokesperson

A PIN number will be given to the individual designated as the Patient's spokesperson. The spokesperson will be the person responsible for updating concerned loved ones on the patient's status. The spokesperson may be given updates on the patient's status and plan of care.

For the safety and privacy of all CCU patients, information will not be given to anyone on the telephone unless the PIN number is referenced.

Additional Support Services

McLaren Café

Located on the first floor near the central elevators.

Monday – Friday	6:45 a.m. - 10:30 a.m.
	11:00 a.m. – 7:00 p.m.
	Midnight to 3:30 a.m.
Saturday – Sunday	9:00 a.m. – 5:00 p.m.
	Midnight to 3:30 a.m.

Closed holidays; the employee cafeteria may be open please ask for times.

Special Things Gift Shop

Located by the main lobby. The gift shop carries an array of products including jewelry and pick-me-ups.

McLaren Chapel

Located in the hallway behind the main lobby. The Chapel is always open for your use. The Chaplain's office is located next door. Service times are posted outside the Chapel.

Parking

Valet parking is available at the main entrance of the hospital. Please see posted times at the valet counter. If your loved one is in the ICU more than 10 days please stop at Security to enquire about free parking in the visitor ramp. Free parking is always available in the lot directly across from the hospital.

Organ Donation

Organ donation is a way for a loved one to live on. Federal law requires that in the event of death, Gift of Life of Michigan must inquire about organ and tissue donation. For more information, please request a Gift of Life brochure from your CCU Care Team Member.



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(810) 342 2000

mclaren.org

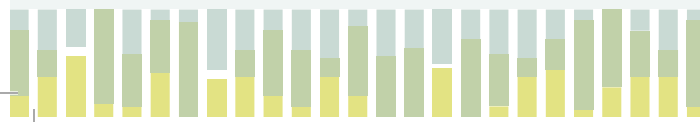
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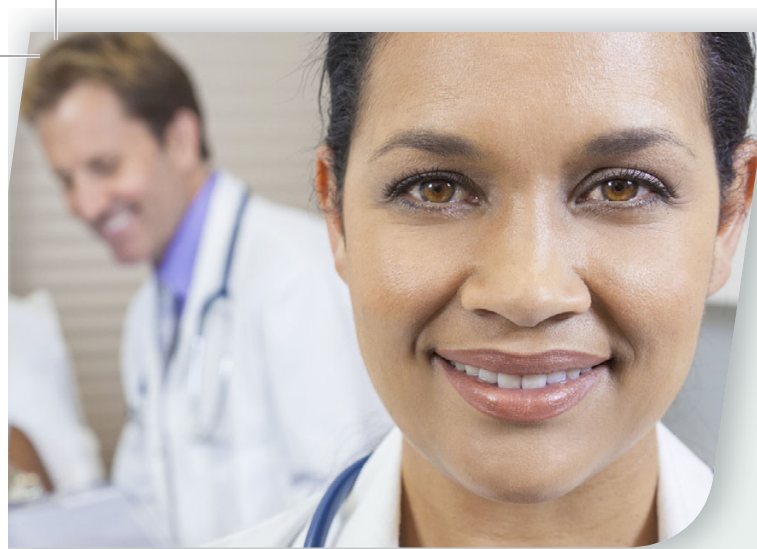
A guide to the Critical Care Unit (CCU)

*To help answer your questions,
while we care for your loved one.*



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Welcome to The CCU

Patients in the Coronary Care Unit receive the close observation and constant care they need from a specially trained team of professionals equipped with state-of-the-art technology.

Nurses in the CCU typically have two patients. They need to balance the care needs of both patients throughout their shift. Patient conditions often change rapidly. The nurse will need to focus, without interruption, during times of emergency and medication administration. Your cooperation is greatly appreciated.

CCU Care Team Members

- › Physicians
- › Unit Clerks
- › Respiratory Therapists
- › Social Workers
- › Pastoral Care
- › Registered Nurses
- › Nurse Technicians
- › Physical Therapists
- › Case Management

The CCU team is here for you and your loved one. If we can provide assistance to you and your family please let your nurse know.

Please feel free to ask each person you come in contact with to identify themselves and explain their role within the CCU care team.

Visiting Hours

Open: 8:30 a.m. - 7:00 p.m.
Closed: 7:00 a.m. - 8:30 a.m.
7:00 p.m. - 8:30 p.m.

We are closed to all visitors during the times indicated to allow for patient privacy during shift report and patient assessment. The CCU staff reserves the right to ask visitors to leave the room at any time.

If your family member is here for any cardiac surgical procedure please be aware an exception to the visiting policy is necessary.

The CCU Care Team Commitment

The Critical Care Unit (CCU) staff is committed to delivering competent, supportive care to patients and their families. This is achieved by maximizing communication, safety and education, while respecting the dignity of every individual.

If you have any questions or concerns your registered nurse cannot answer, please feel free to call the CCU Nurse Manager at (810) 342 5103.

We consider you an important part of the team caring for your loved one. We know it is everyone's wish to do what is best for the patient. Occasionally your loved ones need for reduced stimulation and rest overrides your need to be at the bedside. Because the CCU staff is committed to providing the best care for our patients, patient care will take precedence over visiting time by family and friends. The CCU Care Team reserves the right to ask visitors to leave at any time. We understand how hard that is for you and will only ask if absolutely necessary.

Open Heart Patient Visiting Policy

Visiting for open heart patients must be limited to only two visitors, for five minutes, at the top of every hour.

CCU Guidelines

When visiting in the CCU, please remember the following guidelines:

- › No more than two visitors at the bedside at a time.
- › Children under the age of 12 are not allowed in the CCU; under the age of 18 in flu season.
- › Children must be supervised by an adult family member in the waiting room.
- › Fresh flowers, plants and latex balloons are not allowed in the CCU.
- › Please refrain from wearing heavy perfumes, colognes and lotions.
- › Please place cell phones on vibrate. No loud conversations. Please end your call if the staff needs to speak to you.
- › Please do not photograph in the CCU.
- › Food and drink are allowed in the CCU except in cases where the patient is in isolation. However, many patients cannot eat or drink. Always check with the nurse before providing patients with any food or drink as they may be on a special diet. Visitors are not encouraged to eat full meals in the patient room as it may make your loved one feel uncomfortable. Please visit the waiting room, café or cafeteria to eat meals. Food storage is not allowed in any patient room.