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# Taichung Veterans General Hospital

## PICU Visiting Guide

### Dear parents and legal guardians:

Because of the critical illness, your child needs to stay at our PICU for intensive care. Our team will do our best to provide a safe environment and good medical treatments for your child. Please review the following *Visiting Policy* for protecting your child and your family. Thank you for your understanding and cooperation.

Your child's attending physician is Dr. \_\_\_\_\_.

Our PICU locates at the 4<sup>th</sup> floor of the 2<sup>nd</sup> Medical building, and the telephone number is 04-23592525 ext. 8046 or 8048. Please do not hesitate to contact us to see what we can do for you.

### 1. Visiting Hours

(1) 10:30 am - 11 am      (2) 7 pm - 7:30 pm

If emergency or special procedures are needed, the visiting hour may be delayed or suspended once. We do apology to you, if this happens.

### 2. Contact Information

- (1) Because we may call at any time to talk to you about your child's care or condition such as emergency problems, need to receive special procedures or transfer to a general ward, please provide us your contact information.
- (2) In order to protect the patient's privacy, the intensive care unit does not accept the telephone to ask about the conditions, thanks for your cooperation and consideration.

To deliver intelligent and holistic medicine and to provide the best health care  
Compassion Quality Innovation Accountability

All information above has been reviewed by PICU specialists  
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Taichung Veterans General Hospital

### **3. Protection Policy**

Because children under the age of 12 often are around germs, they are not allowed to visit their friends or siblings. To maintain the healthiest environment possible and to avoid infection of patients, no one should visit who is ill or has been exposed to a contagious disease such as measles or chicken pox. This will protect our patients from becoming more ill.

- (1) Visitors may not bring electrical appliances into the PICU. Please turn them off in PICU. However, they may be used on each patient floor, as well as in the main areas of the hospital.
- (2) Wash your hands with soap and water or use alcohol-based hand sanitizer before and after visiting patients. Do not touch your eyes, nose and mouth to prevent spreading germs.
- (3) Visitors who having long hair need to plait your hair.
- (4) Wear a face mask.
- (5) Wear a gown: Gowns are put in the numbered drawer which is the same number with the patient. Don't take others.
- (6) Don't touch other patients and their accessories to prevent cross-infection.
- (7) Always wash your hands before leaving the ward to reduce the chance of re-infection.

### **4. Other Visiting Policy**

- (1) Two parents, legal guardians or other adult caregivers are allowed to be in the PICU at visiting hour unless there is a special concern.
- (2) Don't feed the patient without permission because the patient needs to obey the physician's order according to his/her condition.
- (3) Please leave all valuables at home, including expensive clothing, electronic equipment, large sums of money and valuable jewelry.
- (4) Be quiet, your child need to rest. To promote good health and maintain a healthy environment, our hospital is smoke-free and without betel nuts.

### **5. Accommodation Information**

When your child is in the hospital, deciding where you and your family are going to sleep can be a very important decision. For parents or guardians who want to remain close by, there is a space, *ICU Family Room*

for ICU families only, to sleep in the hospital. It locates at the first basement of *Multipurpose Building*. The cost is NT300/person/day. If you need it, please call 04-23592525 ext. 8712.

## **6. Other Medical Services**

- (1) Our hospital provides a holistic approach to patient care. However, if parents or guardians request an extra consultation of nutritionist, physiatrist, social worker or traditional Chinese medicine for your child, you can tell us.
- (2) We hold the *Family Communication Meeting* periodically, and encourage all the families to participate.
- (3) The PICU located on the fourth floors at the second medical building (Maternal and children), and contact us please call 04-23592525 ext 8046 or 8048.

## **7. Suggestions and Complaints**

You have the right to make suggestions or file complaints and be informed of the hospital's response. Contact the hospital by using one of the following options:

- (1) You can write down about children's special care needs and suggestions on the top of the beside white board.
- (2) You also can put your suggestion card in the box at the PICU front gate.
- (3) TEL: 04-23741259 (Department of Pediatrics), or by  
E-mail:email@vghc.gov.tw(Hospital) or ped@vghc.gov.tw  
(Department of Pediatrics)
- (4) Vote for the Goodwill Registered Nurse will encourage all the members' performance of the department of nursing. Please vote enthusiastically.

## 8. Daily Necessities

**You will prepare these necessities for your child below.**

- |   |                                       |   |   |
|---|---------------------------------------|---|---|
| <input type="checkbox"/> Diaper   | <input type="checkbox"/> paper tissue | <input type="checkbox"/> lip balm /<br>vaseline | <input type="checkbox"/> toothbrush 、<br>toothpaste 、 cup |
| <input type="checkbox"/> <u>shower gel</u><br><u>for baby or bath</u><br><u>towel</u> | <input type="checkbox"/> body lotion  | <input type="checkbox"/> sensitive<br>skin tape |   |
| <input type="checkbox"/> socks  | <input type="checkbox"/> wet napkin   | <input type="checkbox"/> baby<br>formula        | <input type="checkbox"/> others                           |

### **Signature:**

Nurse :

Parents or Guardians :

*If you have any questions or advice, please tell us. Thanks for your cooperation.*

*Wish your child get well soon!*

**Let's proceed with the quiz to confirm that you have a full understanding.**

**1. Visiting hours may be suspended due to emergencies or special procedures.**

Yes    No    Not sure

**2. Visitors must wear masks, wear protective gowns, and wash their hands before leaving the ward.**

Yes    No    Not sure

**3. Visiting hours are from 9 a.m. to 10 a.m. and from 2 p.m. to 3 p.m.**

Yes    No    Not sure

**4. The hospital provides not free accommodation services to family members.**

Yes    No    Not sure

**5. Family members can provide food to the patient with prior permission.**

Yes    No    Not sure