

Welcome to the Intensive Care Unit

The Intensive Care Unit is on level two of the Bendigo Health hospital campus.

The unit is a specialised area designed to care for patients who are seriously ill, have undergone major surgery or those with serious cardiac problems.

Our Staff

Our specially trained nursing staff are always available. You may call them using the patient call bell attached to your bed. Specialist intensive care medical staff are also available around the clock.

You and your family are encouraged to discuss your needs with the nursing and/or medical staff.

The nurse unit manager of the Intensive Care Unit is Penny Spencer. Penny is available to discuss any questions you may have also. You can also email Penny on:

PLSpencer@bendigohealth.org.au

Other staff visiting the unit include other medical specialists, physiotherapy, occupational therapy, speech pathology, social work, food services and cleaning staff.

All staff can be identified by their identification badges.

Other Hospital Services

- Social Worker
- Patient Advocate
- Pastoral Care
- Interpreters
- Aboriginal Liaison Officer

Please ask the staff if you require any of these services.

Research

The Intensive Care Unit is actively involved in research. You or your relatives may be asked to participate in appropriate programs.

All research projects have been approved by the Bendigo Health Ethics Committee.

Discharge and transfer

ICU Outreach nursing staff review all patients following discharge from the Intensive Care Unit.

Visiting hours

Visiting hours are between 2pm-7pm for up to one hour total visiting time. Only two visitors per day, and maximum two visitors at the same time.

Visiting hours may change due to COVID restrictions, please call the Intensive Care Unit on **5454 7950** to check current visiting hours. Alternatively, please check the DHHS website with the current visiting hours guidelines. <https://www.dhhs.vic.gov.au/victorias-restriction-levels-covid-19>

Due to COVID precautions, visitors are required to adhere to PPE requirements whilst visiting.

If unable to attend the hospital, staff can arrange video calls by the bedside.

In exceptional circumstances, visitors may be permitted outside of the stated times.

Occasionally, ICU procedures may need to take place during visiting hours which may disrupt visiting time. Visitors may be asked to sit in the waiting room whilst these procedures are performed. A complete explanation of the procedure will be provided at the time.



Visitor refreshments

Cafes are located in the atrium. Opening times may change due to COVID restrictions.

Kurmala Cafe: Mon-Fri 7am—8pm, Sat-Sun 7am-7pm.

Coffee Box: Mon-Fri 6am-5pm.

Healthy Fillings: Mon-Fri 7am-8pm, Sat-Sun 8am-4pm.

Larder Gift Shop: Mon-Fri 7am-8pm, Sat-Sun 8am-7pm.

Location and car parking

Please enter via Mercy street to access the underground car park. First 30 minutes is free, \$2 per hour thereafter to maximum of \$8 for the day. There is also signed street parking. Our multi-storey car park is also available to visitors/public. This car park can be accessed via Arnold Street or Barnard Street.

Every visitor is required to attend the atrium desk to sign in and complete a COVID screening questionnaire.

A Bendigo Health hospital map can be obtained from the enquiries counter at the main entrance.

Smoke Free

In the interests of health and safety, smoking is not permitted on the hospital campus. Please smoke outside the grounds.

Things that may be needed

- Slippers
- Toiletries
- Walking frames/aids, reading glasses, contact lenses, hearing aids etc.
- Medication list
- Your local doctors name

To avoid damage or loss, personal valuables should not be brought into the hospital.

Due to COVID restrictions, visitors may occasionally be restricted from entering to deliver items. We recommend calling **5454 7950** to discuss alternate arrangements with the nurse in charge.

Flowers

Hospital policy does not permit flowers in the Intensive Care Unit due to infection control reasons.

Enquiries

Telephone enquiries can be made direct to the unit on: (03) 5454 7950

To assist ICU staff, please nominate one family spokesperson to streamline communication from the treating team.

Please make routine enquiries after 9.30 am.

If you or your family have any concerns or experience any problems during your stay, please do not hesitate to ask the staff for assistance.



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