

Enquiries

Telephone enquiries are possible via a direct line to the Critical Care Unit on:

(03) 5722 0250 or

(03) 5722 0272

It is requested that families nominate one representative to make enquiries to the Unit to maintain continuity of information and minimise monopoly of staff time.



PO Box 386, Wangaratta Vic 3676
Green Street, Wangaratta Vic 3677
Telephone: (03) 5722 0111
Facsimile: (03) 5722 0109
Internet: www.nhw.hume.org.au
Email: enquiries@nhw.hume.org.au

Northeast Health Wangaratta Incorporating:

- Wangaratta District Base Hospital
- WJ Smith Linen Service
- Wangaratta & District Nursing Home
- Psychiatric Services – Kerferd Inpatient Unit
- Medical Imaging

07/06



EXCELLENCE IN
RURAL HEALTH

Critical Care Unit



Visitor Information

INFORMATION FOR VISITORS TO CCU

The Critical Care Unit (CCU) is an area designed, equipped and staffed to care for patients who are seriously ill, have undergone major surgery or require close monitoring. The unit is equipped with cardiac monitors, mechanical breathing machines, intravenous drip pumps and other specialised equipment. These may appear frightening at first sight, but are all vital to the patient's treatment.

The nurse caring for your relative will explain the equipment being used and answer any questions or concerns about your relative's condition. We hope that the following information may also be useful in making your visit a little easier.

Visiting Hours

Visiting hours are unrestricted within the Unit. The timing of visits and numbers of visitors shall be at the discretion of the Registered Nurse in charge of the shift. All visitors are required to ring the bell at the front door of the Unit and wait to be attended.

Visitors may be required to leave during procedures, examinations or significant events relating to the patient they are visiting or other patients within the Unit. Children are allowed at the discretion of the parents and must be supervised.

Nursing staff can restrict visitors upon request from patients or relatives.

Doctors' Rounds

Doctors' rounds are at no fixed times within the Unit. If you require to speak with a doctor, please notify the staff who can arrange an appointment at a mutually acceptable time.

Conveniences

A relatives' room is available outside the unit with facilities to make hot drinks and the like, you may be asked to wait here should there be a delay in visiting your relative.

A Coffee Shop is available to members of the public for light refreshments. It is situated on the ground floor and is open 9.30am-7.00pm weekdays and 11.00am-7.00pm weekends.

Public toilets are also situated along the corridor from the relative's room.

Accommodation

For relatives from out of town, accommodation information and maps of Wangaratta are available from staff. Staff may also be able to help with accommodation requirements in Melbourne if required.

Advisory Services

The staff are available 24 hours a day to provide advice or counselling, or they can help you contact a friend, relative, social worker or member of the clergy with whom you may like to discuss any problems.

A chapel, quiet room and kitchenette are situated in the Spiritual Sanctuary, accessible from the ground floor. These facilities are available 24 hours a day for family, friends and relatives who would like quiet moment.

Please do not hesitate to ask the staff to assist with any difficulties you may be experiencing.

We hope your stay here is a brief and positive one.