

Welcome to the Northwest Medical Center Oro Valley Intensive Care Unit

As your loved one requires specialized care at this time, please be assured that your loved one's care is our first priority. Our nurses are highly qualified to treat patients who require the unique services of the ICU.

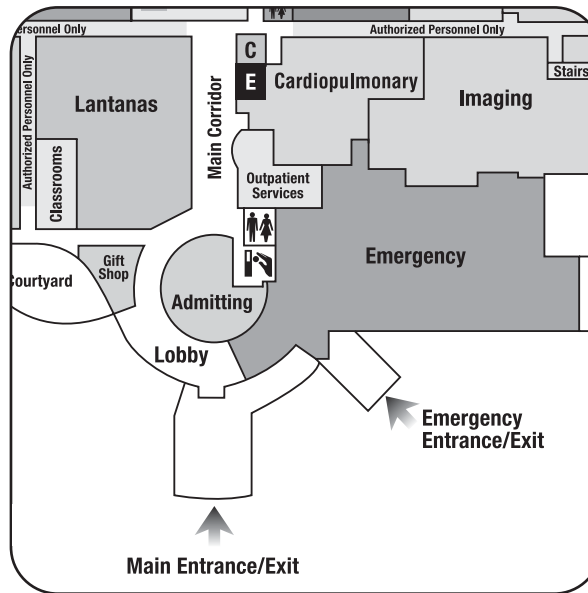
We hope the following information about the ICU will help you during this stressful time.



Hospital Mission

To provide compassionate, customer focused care.

Helpful Maps



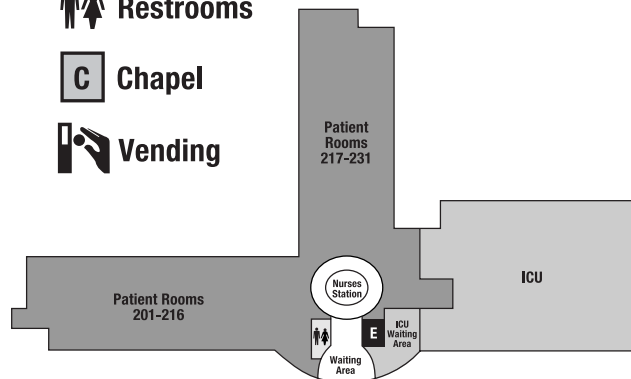
First Floor Close-up

E Elevators

Restrooms

C Chapel

Vending



Second Floor

Intensive Care Unit



Northwest Medical Center
Oro Valley

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Oro Valley, Arizona 85737 • 520-901-3500
nmcorovalley.com

Northwest Medical Center Oro Valley Intensive Care

Cell Phones

The use of cellular phones within the Intensive Care Unit interferes with monitoring equipment. Please use cell phones only in the lobby and turn off your cell phone before entering the unit.

Visitation

Family and friends are very important to the healing process and visits will be allowed based on the patient's condition and prescribed treatment. Those hours may vary from shift to shift or from day to day.

● Visitation and phone calls are restricted from 6 a.m.-8 a.m. and from 6 p.m.-8 p.m. to allow staff at shift changes to exchange accurate and detailed information regarding your loved one's condition and treatment.

● ICU patients are susceptible to infection so visitation by children under 12 is restricted. Children under 12 may be allowed to visit parents or grandparents in the ICU if approved by the nurse in advance. Children must be accompanied by a parent or other responsible adult. Children younger than 12 will wait in the first floor lobby with an adult when they are not in a patient's room.

Minimizing the Risk of Infection

To minimize our patient's risk of infection:

● Thoroughly wash your hands before entering and exiting the patient's room.

● Do not send flowers, fruit, and stuffed animals which are not permitted in the ICU. This helps control the spread of infection and decrease irritation to the respiratory system.

● Cards and photos are encouraged and a pin up board is available in each room for display. Please take all gifts, valuables and belongings home for safe keeping.

● Refrain from wearing perfume or other fragrant products. Many ICU patients experience breathing problems; some are on ventilators. These products can irritate the patients' airways and make it more difficult for them to breathe and delay their recovery.

ICU Main Desk: 901-3610

Direct room # _____

Privacy

We protect our patient's confidentiality and right to privacy. You can assist us with this by:

● Identifying a spokesperson for your family. Staff will only discuss patient-specific information with the spokesperson. All other family and friends will be directed to contact the spokesperson for updates on patient status.

● Using a code word. If the spokesperson will be calling in for updates on the patient's condition, please give your nurse a code word. This enables us to know we are releasing information to the correct person.

Thank you

Thank you for assisting us. We value the opportunity to take care of your loved one during this important time.

Lantanas (our dining room) and the Chapel are on the first floor. Chaplain services are available; please ask and we will assist you. Vending machines are also on the first floor in the main lobby area. Please see the back of this brochure for a map.