Welcome to the Intensive Care Unit

Fairview Southdale Hospital

We know how important it is for you to be near your loved one. You are a vital part of the health care team, and you will play a big role in your loved one’s recovery.

We are here to provide the best care possible. Please let us know how we can better care for your loved one.

Your family spokesperson

Please choose one person who will receive updates from staff and share them with the rest of the family. If we speak with one family member, this gives us more time to care for our patients.

Our spokesperson will be:

________________________________

Important information

- Patient room number: _________________
(Please note that there are no direct calls into patient rooms.)

- Intensive Care Unit (ICU): 952-924-5381
  - ICU manager: 952-924-5361
  - Social worker: 952-924-1529
  - Family lounge: 952-924-5398

- Patient Relations: 952-924-5908

Phone calls

Please do not call during change of shift times:

- 7 to 8 a.m.
- 3 to 4 p.m.
- 7 to 8 p.m.
- 11 p.m. to midnight

This ensures the privacy of our patients as we share care team updates. It also gives us a chance to fully assess our patients at the start of each shift.

Children in the ICU

Children are welcome in the ICU. Please follow these guidelines:

- Tell the nurse when you plan to have a child visit.
- Prepare children for what they will see and hear. Tell them how their loved one will look, feel and respond.
- Make sure an adult is with children at all times in the patient’s room and in the lounge.
- Keep children’s visits brief.
- Children should not visit if they have symptoms of any illness that might spread.
ICU visitor guidelines

- Always wash your hands (or use the hand foam at the door) before and after visiting.
- Do not visit if you are ill or not feeling well.
- If the nurse needs to examine or work with your loved one, you may be asked to wait in the family lounge. Please do not wait in the hallways.
- Enter your loved one’s room only if the curtain is open. If it is closed, it means your loved one is either resting or receiving care. Please ask at the desk.
- Check with the nurse before waking your loved one. Sleep is important for healing and recovery.
- Cell phones may not be used in the hallway.

Family lounge guidelines

- The family lounge is open to all visitors. There may be several families in crisis at one time. Please be sensitive to the needs of others.
- A guide to local motels is included in your admission folder.

Health team rounds

Brief status updates with the health care team are held Monday through Friday at 10:30 a.m. You are invited to be present and hear the plan of care for the day.

Hospital information

Crosstown Café hours

Monday through Friday: 6:30 a.m. to 6:45 p.m.
Weekends and holidays: 7 a.m. to 6:30 p.m.

Food, flowers and balloons

- Flowers are not allowed in patient rooms.
- You are welcome to bring Mylar balloons. Latex balloons are not allowed in the hospital.
- This hospital is fragrance-free. Please do not wear perfume, cologne or heavily scented lotion or aftershave in the hospital.

Parking

Parking information is located in your admission packet.

If you are deaf or hard of hearing, please let us know. We provide many free services including sign language interpreters, oral interpreters, TTYs, telephone amplifiers, note takers and written materials.