

# Neuro ICU

(Intensive Care Unit)

## Patient and family Information

**Montreal Neurological Institute and Hospital**  
**Room 492**  
**3801 University Street**  
**Montreal, Quebec H3A 2B4**  
**(514) 398-1921**



Institut et hôpital neurologiques de Montréal  
Montreal Neurological Institute and Hospital

Centre universitaire  
de santé McGill



McGill University  
Health Centre

**As a family member** or close friend of a patient admitted to the Neuro ICU, you play an important role in your loved one's well-being and recovery. Your support and caring are essential, and we consider you a valued member of the ICU team.



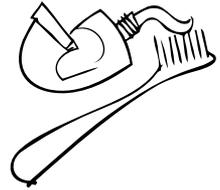
We know that this is a very difficult time for you. You may feel helpless, or feel a loss of control during your loved one's stay in the hospital. We hope that the following information will be helpful to you, and please speak to a member of the ICU team if you need help or information.

## **What can you do to help your loved one's recovery?**

- Do not be afraid to touch and talk to your loved one. This can help his or her recovery.
- Personal grooming items for your loved one are welcomed. Please see the list below for what to bring. All other belongings can be left at home.

## **Please bring the following items to the hospital at your earliest convenience:**

- Soap
- Body lotion
- Toothpaste/toothbrush
- Shampoo
- Hairbrush/Comb
- Shaving items
- Deodorant
- Facial tissues (e.g. Kleenex)
- Pillow



## **The ICU team may ask you to:**

- Leave a telephone number with the nurse where you can be reached.
- Please name one person as the spokesperson. This person will be the one to call, and be called, for information.
- Share as much information as you can about your loved one with the ICU team.
- Leave the bedside temporarily.

## **Some ICU rules and policies:**

- Please wash your hands before entering the ICU and leaving the room.
- Please keep your cellular telephone turned off.
- Please do not bring flowers, food or drink to the bedside.
- Please keep the hallways clear at all times. This will help us manage patient care and privacy. Please stay at the bedside or in the waiting room.
- Please do not enter the patient's room or space in the ICU when the curtain or door is closed as the patient may need privacy at that time. Ask a member of the team for information.



You may not understand all the medical terms and equipment being used. Please feel free to ask the staff to explain.

If your loved one is in isolation, please ask his or her nurse for instructions.

## **What are the visiting hours?**

- The ICU has open visiting hours. This means that you may visit or telephone at any time, **except during the following hours:**

**from 7:00 am – 8:15 am**

**from 3:00 pm – 4:15 pm**

**from 7:00 pm – 8:15 pm**

**from 11:00 pm – 12:15 am**

These are shift change times for the staff and they need to talk about the care of each patient. For the privacy of the patients visitors should not be present.

- Please limit visitors to two (2) people at a time.
- It is the decision of the patient or the family to decide who may visit the patient.

## Who are the medical teams?

Your family member is followed by more than one doctor including:



**The intensivist.** This doctor will take care of your family member overall.

**The neurologist or neurosurgeon.** These doctors and their residents will look after the neurological or neurosurgical care.

Other doctors will be consulted as needed.

The nurses in the ICU are specially trained and can help you understand your loved one's care.

## When can you see the doctor?

The doctors have daily rounds when they visit each patient. They may not be able to see you right after this daily visit but arrangements can be made for you to meet with them and the rest of the ICU medical team.

## **A word of Advice: Take care of yourself.**

Caring for yourself is very important. The ICU is a busy, noisy, and stressful environment. Eat well and get enough sleep.

This will help you maintain your strength so that you may participate in your loved one's recovery.

## **Recovery**

When your family member is well enough to leave the ICU he or she may be moved to the step-down unit. In this area your loved one will still be carefully watched. Some people are able to move from the ICU into a regular hospital room where they will receive care according to their needs. Whether your family member is moved to the step-down unit or to a regular hospital room he or she will continue to be seen by a doctor every day.



**Here are some services in the hospital that may be useful to you.**

**Cafeterias:** There is a small cafeteria on the 3rd floor of the

**Parking passes:** These are for reduced fees by the week or by the month. Please ask the nursing staff for information, or contact the McGill University Parking services directly at: 514-398-4559.

**ATM Machine:** This is located in front of the RVH cafeteria on the 3<sup>rd</sup> floor.

**Family waiting room** is located on the third floor room 346.

## **Visit the Neuro-Patient Resource Centre**

(3<sup>rd</sup> floor, room 354)

[www.infoneuro.mcgill.ca](http://www.infoneuro.mcgill.ca)

telephone: 514-398-5358

- To get information, on medical conditions and community resources.
- To use a computer in the Centre.
- To give you a password for the wireless network in the hospital if you bring your own computer.
- To contact the Patients Committee



## **Where to stay**

There is a low-cost residence for people visiting the hospital two blocks away.

Marie-de-la-Ferre Residence

225 avenue des Pines

(514) 844-1022

For more information on places to stay visit the Resource Centre room 354.

## **Important Telephone and Room Numbers**

<b>Intensive Care Unit (ICU)</b> .....	<b>514-398-1921</b>
Montreal Neurological Hospital main number .....	514-398-6644
Information and long distance assistance .....	514-398-5542
Admissions Office, Room 165C .....	514-398-1900
Café Neuro .....	3 <sup>rd</sup> Floor
Neuro-Patient Resource Centre: Room 354 .....	514-398-5358
Lost and Found, 1 <sup>st</sup> Floor Security Desk .....	514-398-5542
Neuro Foundation Office .....	514-398-1958
Ombudsperson/Complaints Commissioner .....	514-934-8306
Parking Office .....	514-398-4559
Spiritual Care .....	514-934-1934, ext. 34163
Patients' Committee .....	514-398-5358
Security Service: 1 <sup>st</sup> Floor .....	514-398-5542
Social Service Department .....	514-398-1916

