

Interdisciplinary Intensive Care Unit

Information for Relatives

Information for Relatives and Visitors

Welcome to our Intensive Care Unit. It is both an emotional and extraordinary situation to see a loved-one admitted to the intensive care unit. This information pack is designed to give you some basic pointers and to respond to questions you might have regarding visiting, contacting us, and other communications.



Contact and Visits

Personal contact between patients and their loved ones is a valuable part of the healing process. We want to make it possible for you to visit in a way that is harmonious with the work carried out by nursing and medical staff.



Valuables and Clothing

Please take your relative's valuables and personal effects (e.g. jewellery, money, mobile phone, keys) home with you. Generally personal clothing is not needed when admitted to the intensive care unit (ICU).

We are not able to guarantee secure storage of personal effects. Please do understand that we cannot take responsibility for any lost or damaged items.



Visiting hours

- » Daily from 12:30 until 18:00
- » No visits are allowed during shift changeover from 13:45 to 14:45. The nursing staff have their hand-over at this time - an essential part of our working routine.



Visiting rules

- » Maximum 2 visitors at any one time per patient
- » Maximum 4 visitors per day
- » Please note the permitted visiting hours, and keep the number of visitors to a minimum.
- » We ask for your understanding that only 2 visitors per patient will be permitted entry at any one time.
- » Please organise amongst yourselves so that each visitor can spend sufficient time with your loved one.
- » Duration of visits: up to 90 minutes per day
(cannot be divided across multiple visits)



Please register your visit

Please inform us of your visit on the day prior by calling us by telephone between 11:00 and 15:00. In this way, we can ensure that medical and nursing visits as well as treatments can be kept to a minimum during your visiting slot.



Please call telephone: 02041 15-4333

Please note:

For medical reasons, it is possible that your visit may be interrupted or need to be postponed at any time. We ask for your understanding in this matter.



Visiting with children

Visiting with children is only permitted on prior agreement with the senior doctor on the intensive care unit. This is to help ensure that the health of both your children and our patients is protected.



Hygiene

Please take note of the hygiene rules in place. For example, these rules dictate that no plants are allowed on the intensive care unit. Furthermore, visitors are asked to wash their hands both before and after visiting patients at the bedside. Please ask whether there are any other hygiene measures to be followed.





Information by telephone

Data protection is important to us.

We can only pass medical information on **to one nominated contact person**. This person is chosen as part of the admission consultation.

Please do not call the hospital between 06:00 and 11:00 AM. Information can only be provided over the phone when we make contact with you. The nursing staff is not permitted to give information over the phone.



Discussions with the medical team

For an in-person or telephone discussion with a member of the medical team, please make an appointment.



You can make an appointment through our medical department: 02041 – 15 3333

We know how stressful this time is for you. That is why we make every effort to allow you to be as close as possible to your relative – whilst at the same time ensuring they receive the best possible medical care.

Telephone contact

Nursing staff: 02041 15 - 4333

Medical secretary: 02041 15 - 3333

Contact

Knappschaft Kliniken Bottrop GmbH

Interdisciplinary Intensive Care Unit

Tel.: 02041 15-3333

Osterfelder Str. 157

46242 Bottrop