

VISITING GUIDELINES

Family support plays an essential role in the healing process of a patient. However, having adequate rest and treatment is also important for a speedy recovery. Please observe the following visiting guidelines for the well-being of our patients.



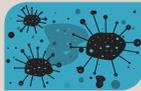
VISITING HOURS

12 noon - 2 pm and 5 pm - 8 pm daily. Please keep your visit short (approximately 10 minutes).



NUMBER OF VISITORS

As your loved one requires ample rest, only two visitors are allowed at any one time.



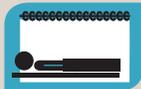
INFECTION

If you are feeling unwell (e.g. symptoms of flu, cough or fever), please refrain from entering the ICU / ICA. Do wash your hands or use the hand rubs before and after visitation. Do ask our staff how to clean your hands if you are not familiar with the procedure.



CHILD VISITORS

Children under 12 years old are not allowed in the ICU / ICA due to their relatively lower immunity to infections and diseases.



PRIVACY

Blinds are drawn to protect the privacy of patients. Therefore, please seek nurses' permission before entering.



MEDICAL CARE

When doctors and nurses are doing their rounds or any emergency procedures, you may be asked to proceed to the waiting area temporarily.

For enquiries, please feel free to approach our staff

OTHER SERVICES

You may approach our staff if you require assistance in:

- **Financial counselling**
For financial information on patient's hospitalisation bill, please proceed to Level 9, Business Office
- **Spiritual needs**
For direction to the meditation room. If you need help in finding a religious counsellor in Singapore, please approach our staff



A Guide to the Intensive Care Unit and Intermediate Care Area



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The Intensive Care Unit (ICU) and Intermediate Care Area (ICA) are for critically ill patients who require closer monitoring and nursing care. This brochure aims to help you better understand the care provided to your loved one.

TEAM-BASED CARE

Our team of specialised healthcare professionals such as doctors, nurses, physiotherapists, pharmacists, radiographers, and other support staff, work hand-in-hand to care for your loved one.

CONSENT FOR TREATMENT

Most basic procedures and treatments are planned with the overall care and management of patients in mind, hence a presumed consent will be exercised when the need arises.

However, a family member is required to provide consent for certain procedures if a patient is sedated or unconscious (as with most ICU / ICA patients). Under such circumstances, our medical staff will explain the risks and benefits of the treatment and offer alternatives if any.

COMMUNICATION

Please nominate a family member as the liaison person and point of contact between the ICU / ICA team and the patient's family members. To maintain patient confidentiality, our staff will not disclose medical information over the telephone. The liaison person will be updated on a regular basis.

Your loved one may be connected to several medical devices so that the team can monitor his / her condition. Here are some types of commonly used equipment:



CARDIAC MONITOR

This monitors a patient's cardiac activity such as the heart rate, rhythm, blood pressure and oxygen level.



VENTILATOR AND TUBING

These help a patient breathe through the nose or mouth. The patient will not be able to speak while on the ventilator.



INTRAVENOUS (IV) OR INVASIVE LINES AND MEDICATIONS

These provide fluids, medications and nutrition to a patient. In addition, they can also monitor one's blood pressure.



OXYGEN THERAPY

This is provided through a face mask or nasal cannula.



INFUSION PUMPS

These may be used if a patient requires intermittent or continuous administration of medications via the IV lines.



DRAINS

These help to drain body fluids from the patient.