

Visiting Guidelines

We know that family support is essential. We have adopted different ways to help you stay connected with your loved one. We can arrange virtual options like FaceTime between patients and their family. Visiting hours are 10 a.m. to 8 p.m. Two visitors at a time are permitted. Exceptions are made as needed for our critically ill patients.

Scents and Fragrances

The hospital is a scent-free environment. Please be kind to all of our patients by not wearing scented personal products (perfume, cologne, lotion, hairspray, etc.) and by avoiding heavily scented flowers. Lilies and Poinsettias are not permitted in the hospital.

Flowers and Latex

We are also latex free because of allergies. If you bring balloons, please make sure they are made of Mylar.

Please refer to the Patient & Family Handbook and Diary in the patient's room for other general hospital information.

Information Sharing & Support

When you visit your loved one in the ICU for the first time, we will orient you to the patient care area and equipment, and the sounds that you see and hear. It can feel overwhelming and emotional.

If you are the substitute decision maker, the nurse can talk with you about the patient's condition. We recommend that the family identify one point of contact for information sharing, ideally the substitute decision maker, if the patient is unable to make their own decisions.

Spiritual Care Services

A Spiritual Care Coordinator is onsite from 9 a.m. until 5 p.m. on Tuesdays at SMMH and Wednesdays at HDMH and can be reached at 705-571-1358. A 24/7 chaplain service from within the community is also available upon request. Call the hospital's main switchboard to ask for an on-call chaplain.

If you are in need of other support, please speak to a member of the care team.



Welcome to the Intensive Care Unit

This brochure includes information for patients and families to help you become familiar with our unit and our routine daily practices.



HDMH ICU

100 Frank Miller Drive
Huntsville, ON P1H 1H7
705-789-2311 ext. 2220 (nursing station)

SMMH ICU

75 Ann Street
Bracebridge, ON P1L 2E4
705-645-4404 ext. 3265 (nursing station)

www.mahc.ca

About our ICUs

The Intensive Care Unit (ICU) is a specialized unit that provides intensive care medicine for acutely ill patients. In Huntsville, the ICU is a six-bed unit, and in Bracebridge the ICU is a five-bed unit.

Meet the ICU Team

A comprehensive team of healthcare professionals and support staff work collaboratively to provide the best possible care. The team consists of:

- ICU Manager
- Internal Medicine Doctors
- Registered Nurses
- Clerical Staff
- Respiratory Therapists
- Dietitians
- Physiotherapists
- Occupational Therapists
- Social Workers
- Spiritual Care

We provide evidence-based specialized care to patients through state-of-the-art monitoring systems, critical care technology and professional expertise.

The ICU Routine

Physician Rounding

Daily rounding involves the primary nurse, the physician, and the respiratory therapist (as applicable). Rounding is an overall review of the patient. A treatment plan is developed and is shared openly with the patient and substitute decision maker. Family is encouraged to ask questions about the care plan or any aspect of the patient's care. Families are an important part of the team, and input and involvement are valued.

Comfort Measures

Bathing, skin care, repositioning and rest are all strategies to help patients be more comfortable. Family can help provide support by holding the patient's hand. Often, stimulation can cause stress. Talking in a comforting voice provides familiarity and reduces anxiety for your loved one. Rest periods are an important part of the recovery process for a critical care patient. Sometimes a patient can confuse days and nights. We make every effort to reduce nighttime stimulation.

Help Us Know Our Patients

Every critical care patient is unique. Many patients are admitted to the ICU with the same diagnosis, yet each patient has a different overall response and experience. Age, prior state of health and other medical conditions will influence a patient's progress. At admission, we will ask the patient about their past medical history, any allergies they may have, and what current medications they are taking.

Family members can help the team to know how the patient copes with stress. Your loved one (the patient) may need extra help during their recovery, such as strategies to manage symptoms of anxiety or depression. A patient that regularly uses recreational drugs, alcohol or tobacco may experience withdrawal symptoms that we need to manage. If you have information that may help us to care for your family member, please let the nurse know.