

### On Intensive Care Units

- Our priority goal in the ICU is to stabilize the patient. We will involve family as soon as possible.
- Patient conditions may change rapidly. We will explain what is happening and support the whole family. Our focus is on the patient's needs.
- Space in patient rooms is very limited. Staff must get to all sides of the bed at all times.
- Staff may ask you to leave the room or unit when they provide complex care or perform special procedures, or if there is an emergency on the unit.

### On Acute Care Units

- Registered Nurses and the health care team will work with you so you can be as involved as you wish. This may include teaching you patient care skills.
- In semi-private rooms the Nurse will work with both patients to meet their needs for privacy, rest and involvement of their loved ones. Staff must be able to get to the patient at all times.
- We will work to make you as comfortable as possible in the room.

### Notes

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### Contact Information

Nursing unit \_\_\_\_\_

Nursing unit manager \_\_\_\_\_

Unit Telephone number \_\_\_\_\_

Patient room number \_\_\_\_\_

Patient room phone number \_\_\_\_\_

Patient security code \_\_\_\_\_

*(To protect patient privacy, please do not share the code)*

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### University Hospital

1215 Lee Street

Charlottesville, VA 22903

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## UVA Care Partners Program



## Inpatient Introduction

At the University of Virginia Health System we value your safety, satisfaction and involvement. It is our hope that when patients and their families actively participate in care planning, treatments, and decisions, they will feel better and have better outcomes during their stay in the hospital.

When patients are admitted to UVA Hospital they are given the opportunity to name 1 or 2 Care Partners. Care Partners are adults identified by the patient or the patient's legal surrogate to be an active part of their health care team.

A Care Partner may visit or stay with the patient around the clock. The Care Partners receive an identifying armband to wear at all times, and a security code to get information when they call the unit. The security code allows the Care Partner to receive information directly from the health care team and to manage information to friends and family.

Please ask your nurse if you have any questions or concerns. Another resource for answers about hospital or community services is the *Patient Handbook* or *Friends & Family Guide*.

## Care Partners

Thank you for being a Care Partner.

### What Should I Know?

- Please wear the **orange ID armband** you are given. Hospital staff will easily see you are an important member of the team.
- The **security code** you are given will make it possible to get information on the phone. Please do not share the code. We count on you to share information about the patient with other family and friends.
- You may **be with the patient** as often as you wish. After 9 p.m., enter the hospital through the Emergency Department. You must show your ID band and sign the log book.
- UVA is a smoke-free facility. Let us know if you have questions or need support.

### What Can I Do to Help?

- Ask questions, write down the answers and share any concerns or fears about the patient's health. **Tell us right away** if you feel that the patient looks sick or is having any problems.
- Please ask us if you want to learn how to **help with any daily care tasks**.
- Be sure there are only two people at the bedside at a time so the **patient can rest**. We can help you find a place for additional visitors to wait.

- Keep germs from spreading — **wash your hands** before and after spending time with the patient. If you are sick, please do not come to the hospital.
- **Take care of yourself.** Plan breaks into your day. If you need any medicines or supplies, please ask your doctor or family.
- Please let us know if you **need any special help or have any concerns** while at the hospital.

### At the Bedside

- **Restrooms:** Only patients may use the bathroom in the patient room. Everyone else must use the public restrooms near the elevators.
- **Showers:** You may shower at our Hospitality House from 10 a.m. -2 p.m. They have towels and supplies for your use. Please ask a member of our staff to arrange a visit and a shuttle ride.
- **Calls & Visitors:** Your help with managing calls from family and friends about the patient, and informing visitors about visiting guidelines helps us to protect the patient's privacy and to ensure adequate rest for the patient.
- **Medical Decisions:** State law prescribes who can make decisions for the patient if her or she is unable.
- **After 9 p.m.:** Only one person may be at the bedside during the night.