



## CRITICAL CARE VISITOR'S GUIDE

We specialize in the care of critically ill patients and our primary goal is to help your loved one heal. We understand this is a challenging time and we are here to meet patients' needs and work with families and care partners. We ask that you partner with us to help maintain a safe and supportive environment for healing.

### About Critical Care

Bayhealth has a team of experienced healthcare professionals committed to providing the highest quality and safest care for your loved ones. Our critical care units include the Medical Intensive Care Unit (ICU), Cardiovascular Surgery Intensive Care Unit (CVSICU) and Neurosurgical ICU at Bayhealth Hospital, Kent Campus, and the Critical Care Unit at Bayhealth Hospital, Sussex Campus.

### Visitation

- General visiting hours are 8 a.m. to 8 p.m. daily with a maximum of two visitors in the room at a time. Visitors may switch in and out.
- One designated care partner may have 24/7 access to visit, but for everyone's safety, sleeping overnight in a patient's room is not permitted.

These limits ensure our care team members have easy access to the patient and all medical equipment. This also allows a healthy balance of visitor support and proper rest and recovery for a patient. Our visitation policy may change at any time, and visitation may be restricted for the health and safety of a patient. Visit [Bayhealth.org/Visitation](https://www.bayhealth.org/Visitation) for more information.

### HIPAA Privacy Rule

The U.S. Health Insurance Portability and Accountability Act (HIPAA) Privacy Rule establishes national standards for protecting sensitive patient health information and ensuring it stays confidential. We are only allowed to give updates to contacts specifically listed in the patient's chart. Visit [Bayhealth.org/Privacy](https://www.bayhealth.org/Privacy) for more information.

## When Can I Get Updates?

- Please choose one family spokesperson to get updates from care team members.
- Critical care doctors, specialists and other care team members may round at different times throughout the day.
- Nurses are typically available to give updates after 10 a.m., after having time to exchange reports and do patient assessments. For specific updates, please ask nurses when they are in the room.
- When assistance is needed, use the red button on the patient's remote control and a care team member will come to the room. For patient information privacy reasons, please do not leave the room to get assistance or to speak with a care team member.

## What is ICU Delirium?

A common and serious complication of a critical illness and ICU stay, ICU delirium is a sudden change of consciousness and mental ability. This is often accompanied by changes in attention, perception and behavior.

To help prevent or minimize ICU delirium, the following may be helpful to your loved one:

- Having natural light during the day
- Avoiding sleep interruptions at night
- Using glasses, hearing aids or other adaptive equipment
- Having familiar sights and sounds from home

## How May I Help Promote Healing?

Do's	Don'ts
Maintain a calm and quiet environment.	Do not touch medical equipment, monitors, IV pumps, etc.
Be mindful of smells, loud sounds and private conversations. Keep conversations about patients to their room or conference room.	Do not take photos or videos in the hospital. This is against Bayhealth policy.
Ask about the patient's diet while in the hospital before bringing food for the patient.	Minimize eating/drinking in the patient's room.

Thank you for your understanding in following these guidelines and partnering with us as we make patient care and safety our highest priority.

## Want to Thank a Team Member?



Scan or visit [Bayhealth.org/Recognize-A-Team-Member](https://www.bayhealth.org/Recognize-A-Team-Member) to learn about opportunities to acknowledge exceptional care among our team.