

Welcome to the Intensive Care Unit (ICU)

Your family member or relative has just been admitted to ICU.

Our ICU serves as a high care unit, as well as an intensive care unit for patients

- ~ with a serious disease
- ~ who have suffered a serious accident
- ~ or who are recovering from major surgery.

In ICU we constantly monitor their condition and give immediate, appropriate and compassionate care.

The ICU Team

Our number one priority is to provide patients with current evidence-based medicine. We involve a multi-disciplinary team according to the patient's individual needs and our patients are treated with dignity, empathy and respect.

Be aware that the ICU staff work under severe circumstances with seriously ill patients. Please be sensitive to the situation of nursing input and also give them the opportunity to care for your loved one in the best possible way.

Family in the ICU

Visitors are most welcome during visiting hours. We consider family members and relatives as partners in the care of their loved ones.

Communication is important to us. We are here to work with you and support you in this difficult time.

If there is a need for more intense support for the family, psychology consultation can be arranged upon your request.

Is your loved one confused? - Understanding Delirium

Delirium is a change in mental status that may begin rapidly or come on gradually.

2 out of 3 patients in ICU will develop delirium.



Patients with delirium:

- ~ cannot think clearly
- ~ have trouble paying attention
- ~ have a hard time understanding what is going on around them
- ~ may see/hear things that are not there
- ~ may be withdrawn or agitated

Delirium can last for days to weeks and could be caused by:

- ~ pre-existing illness
- ~ current illness
- ~ unfamiliar surroundings
- ~ some medications

When delirium is present what can you do

If you notice any unusual behaviour of your loved one, please report it to the attending nurse.

Remind your loved one of the day, date and situation. Bring glasses and hearing aids.

Decorate room with calendars, personal items and family photos. Talk about family, friends & familiar topics.



How can you help your loved one

We value frequent and transparent communication. The ICU environment can be overwhelming. We want to reduce anxiety through clear, ongoing communication.

We invite you to **give us the contact number of a designated first and second contact or spokesperson for the family.** Please supply your contact numbers to the attending ICU sister.

Infection Control

Patients in the ICU are more likely to get infections. Therefore, it is of utmost importance that you disinfect your hands before and after visiting your family member or relative. If you are ill or suffering from a cold please talk to the attending nurse before visiting your loved one. Don't bring flowers and plants to the ICU.

When a patient's immunity is very poor, we might ask you to wear protective clothes to protect your loved one. Other times we might ask you to wear a mask or gloves and an apron for your own protection.

We will appreciate your co-operation in these special cases.

Inside the ICU

Your loved one may be asleep, not responsive or unconscious. Surgery or illness may make the skin pale, flushed or ashen (grayish). The person may look puffy and swollen, especially the face, hands and feet.

He or she may feel cold and clammy. This is the body's normal reaction to stress, low blood pressure, certain medications and some diseases.

More Information

Information about visiting times etc, are available at the Sister in Charge at the ICU. It would help us a lot if you could bring a list of the patient's chronic medication or the home tablets to the ICU, if available.

Contact us

We have an open door policy. You can make an appointment with us via our secretary.

Kind regards, drs. Bester & Bosch

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