

### Intensivist Program

Intensivists are physicians who specialize in the treatment of our most seriously ill patients. The intensivists perform rounds in the ICU each morning and work closely with our staff members in the CT-ICU, PCU and SCU. They work in collaboration with our patients' attending physicians and specialists to review the patients' care throughout their stay.

Our patients' loved ones are an important part of their care and recovery. At some point during your loved one's care, there may be a need to hold a family and caregiver meeting with his or her physician. The goal of the meeting is to facilitate communication and discuss goals of care. The need for a meeting will be determined by the care team during daily rounds or at the request of the patient's loved ones.

### Point of Contact

While your loved one is receiving care on one of our Critical Care units, he or she is the focus of the care team's undivided attention. For this reason, it is important that each patient's family and friends designate one point of contact for sharing information about their loved one's care. If your loved one has designated a healthcare proxy who is responsible for making decisions if he or she is unable, that person is the ideal point of contact. The person chosen as point of contact is responsible for receiving information from the care team, and relaying that information to other family members and friends. All calls made to the unit about your loved one will be directed to the person chosen as the point of contact.

### Cell Phones and Photography

To protect the privacy of our patients and staff members, no photography or video of any kind is permitted on any of our Critical Care units. Cell phones must be turned off before entering patient rooms. Please conduct any cell phone calls in the waiting area.

### Care Team's Rounding

You can expect a member of your loved one's healthcare team to visit his or her room regularly throughout the day. If you need anything, please ask one of the nurses.

### Critical Care Units

Unit:

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Campus:

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Nurses' Station Phone:

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### Intensive Care Unit (ICU)

St. Luke's Campus - Second Floor  
315-624-6473

St. Elizabeth Campus - Third Floor  
315-801-8224

### Cardiothoracic Intensive Care Unit (CT-ICU)

St. Elizabeth Campus - Fourth Floor  
315-801-3499

### Progressive Care Unit (PCU)

St. Luke's Campus - First Floor  
315-624-6113

St. Elizabeth Campus - Fourth Floor  
315-801-8464

### Special Care Unit (SCU)

St. Luke's Campus - Allen Calder Wing, Second Floor  
315-624-6141

St. Elizabeth Campus - Fourth Floor  
315-801-8242

# Critical Care Services





## Critical Care Services at the Mohawk Valley Health System (MVHS)

is where advanced technology and medical expertise come together to provide care for our most seriously ill patients. Activity on the units includes patient assessments, treatments, medications, lab tests, X-rays and other procedures at all hours of the day and night. Critical Care Services encompass several different nursing units where patients are cared for based on the type of care that they require.

### Intensive Care Unit (ICU)

Patients admitted to the ICU may be recovering from major surgery, heart or respiratory failure, strokes, sepsis or other serious conditions including accidents. ICU patients require maximum medical attention and highly specialized nursing care.

### Cardiothoracic Intensive Care Unit (CT-ICU)

Patients admitted to the CT-ICU are recovering from open heart, cardio-thoracic or vascular surgery and cardiac procedures. CT-ICU patients require maximum medical attention and highly specialized cardiac nursing care.

### Progressive Care Unit (PCU) and Special Care Unit (SCU)

Patients in the PCU and SCU are less acutely ill than ICU patients, but still require advanced resources, close monitoring and specialized nursing care.

### Visitor Information

- We recognize that the support of loved ones is very important for our patients. For our most seriously ill patients in the ICU and CT-ICU, we recommend that you visit during the following times:  
**11 a.m. to 2 p.m.**  
**4 p.m. to 6 p.m.**  
**7 p.m. to 8 p.m.**
- Your loved one's care team may evaluate and adjust these times to best support your loved one's needs and will work with your family to determine what is appropriate.
- Quiet Time is between 2 p.m. and 4 p.m. every day to promote rest and healing. During this time, lights are dimmed and TV volumes are lowered. We ask that you help us to promote healing by lowering your voice during this time so that patients can rest.
- Please limit the number of visitors to two people at a time.

- We recommend that visitors be 16 years of age and older; this helps reduce the risk of infection to the patient.
- On locked units, please use the phone on the wall outside the unit to be connected to the nurses' station. Please identify yourself and the patient you are visiting.
- Please do not bring fresh flowers or plants to the ICU or CT-ICU. Fresh flowers may be brought to patients on the PCU and SCU.
- Please ask a staff member to assist you when obtaining items from the patient kitchen or when warming up a meal. We are more than happy to assist you.
- During nurses' shift-change reporting period and during emergencies, we ask that all visitors either stay in their loved one's room or in the waiting area – not the hallway – to protect our patients' privacy and minimize distractions for our caregivers.
- There may be times when you are asked to step out of your loved one's room for safety and privacy reasons. During these times, please wait in the waiting area, not in the hallway.
- Please do not plan to spend the night in your loved one's room. It is important that our patients have ample time and space to rest, and that family members and friends have time to rest, eat and take care of their emotional well-being.
- Your loved one's care team may evaluate and adjust some of these guidelines on a case-by-case basis. Please speak with your loved one's care team if you have questions or concerns.