

How can you help?

- Before entering the ICU, please silence or turn off your mobile phone. If you need to use it while accompanying your relative, do so quietly and avoid disturbing other patients and visitors.
- In accordance with data protection laws, taking photos or recording videos of any kind is strictly prohibited within the unit.
- Inform staff if your relative uses glasses, hearing aids, dental prostheses, or home respiratory therapy devices.
- Upon entering and exiting, perform proper hand hygiene. Alcohol-based hand sanitizer is available in the unit.
- Some patients may be under isolation; if this is the case for your relative, you will be instructed to use a gown, shoe covers, gloves, and a cap.
- To preserve patient privacy, remain in your relative's BOX and avoid walking around the ICU. If you need assistance, notify the healthcare staff.
- After admission, family members will receive the patient's personal belongings to prevent loss, signing a receipt for this purpose.

ICU discharge

The length of stay will vary depending on the illness, surgical procedure, and recovery progress. The patient will be transferred to a regular ward when, based on medical criteria, the required care can be provided outside the ICU.

To ensure compliance with the Organic Law on Personal Data Protection, no patient information will be provided over the phone.

Discharges typically occur in the morning, depending on bed availability.



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Informative Welcome for Families of ICU Patients



Admission to the ICU

Your relative has just been admitted to our Intensive Care Unit (ICU). All professionals providing care here are fully aware of your concern and are committed to offering all the support and understanding you may need during this time.

This care involves the use of monitors and other devices to closely track the patient's condition.

The patient is attended by specialists in intensive care medicine, as well as expert nursing and healthcare assistant staff (TCAE), ensuring continuous care 24 hours a day.

Due to the specific needs of critically ill patients, the ICU operates under different rules than other hospital units.

Please feel free to contact the unit staff with any suggestions regarding the care received or to help make your stay more comfortable.



Visiting hours

Visits are allowed during the following hours:

from **13:30 to 20:00**

During this time, the patient may be accompanied by up to two people. It is recommended to minimize the number of companion changes.

This schedule and its conditions may be modified depending on the care needs of admitted patients.

Before entering the ICU, family members should go to the Surgery waiting room, where they will be called in.

If you are unable to visit your relative during the established hours, please consult the staff for possible alternatives.

Information for families

Medical information about the patient's clinical status and progress will be provided at the time of admission and daily during the midday visit or at the end of it.

If there is a significant change in the patient's clinical status, transfers or other unexpected events, ICU staff will contact the family. Therefore, please ensure a working phone number is provided at the time of admission.

We kindly ask that all information provided by the physician to the primary family contact be shared with the rest of the family members.

