

VISITOR INFORMATION

Visiting Policy

Visitors must go to the Waiting Room and call the unit (x4207) before entering the ACU. After entering the unit, all visitors must sign in at the nursing station and wear a pink VISITOR sticker. This helps us identify and reduce unauthorized visitors on the unit.

Visiting Hours

Patient visiting is welcomed at all times. However, during certain procedures and from 3pm-5pm when we give patients a rest period, we may ask visitors to step out of the room and wait in the Waiting Room. *No more than 2 visitors are allowed per patient at any time.* Visitors are NOT permitted to stay OVERNIGHT in patient rooms.

Visitor Health

We all have a role to play in helping to protect all patients from serious infections that can be spread in the hospital. Visitors who are feeling sick or unwell should not come to the hospital.

Hand Washing

Visitors must wash their hands when entering and leaving a patient room to prevent the spread of harmful infections. Signs will be posted on the patient's door if special precautions are needed (i.e. gloves, gown, mask, goggles).

Washrooms

Visitors are not permitted to use patient washrooms. Public washrooms are located in the hallway next to the waiting room.

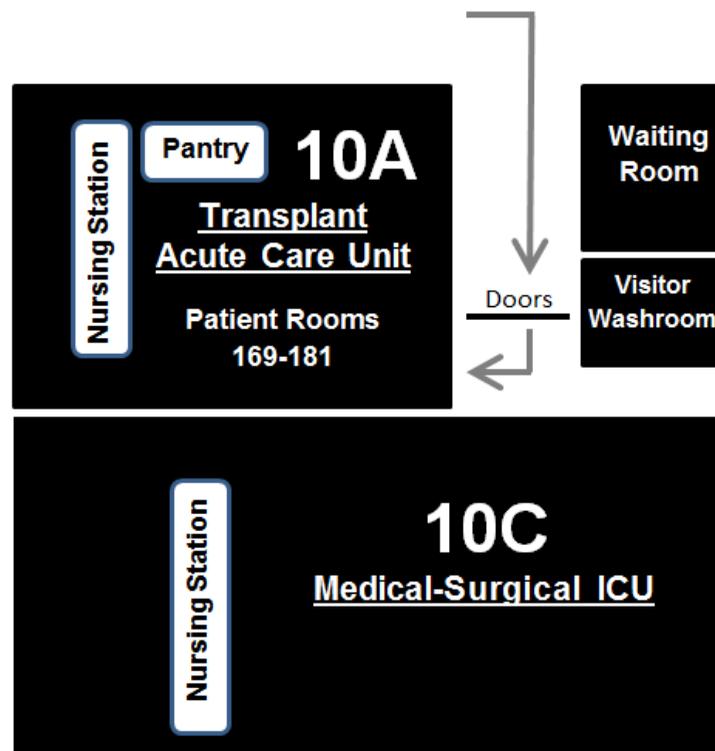
COMMON AREAS

Waiting Room

Visitors are welcome to use the waiting room to rest or when other visitors are with the patient. The waiting room is located between the Munk elevators and the unit.

Pantry

A refrigerator, microwave, kettle, and ice/water machine are available in the pantry located on 10A. **► Please remember to wash your hands in common areas.**



Multi-Organ Transplant

Multi-Organ Transplant Acute Care Unit 10A Munk

Toronto General Hospital

University Health Network

416 340 4207

The Transplant Acute Care Unit (or Step-Down Unit) provides care for patients who require complex nursing care and continuous monitoring.

Time spent in the ACU can be a very stressful period particularly for families. This leaflet will provide you and your loved ones with some information that may be useful during your stay in the ACU.

GENERAL UNIT INFORMATION

What to Expect

After your surgery you may spend anywhere from 24 hours to several days in the Acute Care Unit.

All of the patients in this unit are connected to a heart monitor. Remote screens allow the nurses to monitor patients from many places within the unit. Nurses check these monitors frequently. Alarms are not always a cause of concern.

You may also be connected to a number of tubes and drains. The nurse can explain any unfamiliar lines.

What to Bring

Personal toiletries such as electric razors, slippers, a robe and a toothbrush greatly enhance patient comfort. Books, magazines, and personal audiovisual devices are often a welcome distraction. Free WIFI (“UHN Guest”) is available at the hospital.

What NOT to Bring

The following items are not permitted on our unit



Latex Balloons Flowers Plants Valuable Items

The hospital is not responsible for lost/stolen items.

DO Not Put Tape on Walls

We try our very best to keep the unit clean and presentable. Please do NOT tape anything to the walls. Speak to your nurse if you would like to post pictures in your room.

UNIT ROUTINE

Nurses

The nurses work 12 hour shifts from 7:15 to 7:15. Nurses are available 24 hours a day but are generally busy from 7:00 to 8:00 during the change of shift. At the change of shift, you will be asked to participate in bedside shift report, where one nurse is handing over your care to another nurse.

Each nurse in the ACU is assigned 2 patients each. At break times another nearby nurse will cover and may have up to 4 patients for a period of time.

Telephone Updates to Family/Friends

Each patient should choose a spokesperson that should be the primary contact for updates. We ask that your designated spokesperson avoids calling from 7:00 to 9:30 in the morning or evening as this is a very busy time for the patients and nurses.

Exercise

It is very important to develop and maintain your independence by slowly increasing activity after surgery. Sitting up in the chair, performing self-care, and walking in the hallway are excellent ways to improve your strength and stamina. We also encourage your family to participate in your recovery.



FOOD



Meal trays are delivered each day at the approximate times:

8:00 am Breakfast

12:00 pm Lunch

5:00 pm Dinner

Food Court

The Food Court is located on the Ground Floor and is open until 9pm. Tim Hortons is located on the 1st floor (take the designated elevators that go to “1R”) and Starbucks is located in the Lobby area of the Munk Building.

Food from Home

Family and friends can bring you food while in hospital. Please check with your nurse to ensure that you are permitted to eat and not on a restricted diet.

Food can be stored in the patient fridge located in the pantry on 10A (see map at back). All food items left in the fridge should be labeled with your name and the date. The ward clerk can provide you with labels upon request.