

Intensive Care Unit E6 in Fossvogur

Information for next of kin



Landspítali's Intensive Care Unit E6 in Fossvogur is for patients requiring specialized long or short term intensive care treatment and continuous monitoring as a result of serious illness and accidents. The unit serves all of Iceland, both adults and children.

Facilities in the unit are in a large hall with six beds and three single-patient rooms. The rooms vary in size and are unique in their own way.

Visits

There are no set visiting hours in the unit. Visits are unrestricted and depend on the wishes and needs of patients and their next of kin, in consultation with nursing staff. Children are welcome, but consultation with nursing staff is recommended before young children visit the unit. They may require special preparation.

The intensive care unit is locked, and guests are asked to announce their arrival using the door phone in front of the unit and wait for an invitation to enter.

Next of kin will occasionally be asked to go the family room while patients being tended to, whether it is their own family member or other patients in the unit. The unit is very busy between 08:00 and 11:15 in the morning, and next of kin may have to wait outside while patients are attended to.

The number of visitors allowed depends on circumstances at each time. Out of consideration for other patients, it is recommended that no more than two visit a patient at a time. Visitors are advised to put their phones on silent during their visit.

Hygiene

Everyone must sanitize their hands thoroughly before entering the unit. Bottles of hand sanitizer are located by the entrance, in various places throughout the unit, and in the family room. Hand washing is important for reducing the spread of infectious diseases such as the common cold, influenza, and stomach viruses. If next of kin themselves have symptoms of these diseases, visits to the unit may have to be postponed, as intensive care patients are highly sensitive to such illnesses and less equipped than others to handle infections. Please consult with the unit's nurses if this is the case and if you have any questions.

Family Room

In front of the intensive care unit is a family room for the next of kin of patients in the unit. The room has facilities for resting, watching television, and eating. There is also a computer that is connected to the internet. Personal items can be stored in lockers. Patients' next of kin are responsible for their personal items in the room.

The family room is well equipped, thanks to the support of VON, an organisation that support patients in the intensive care unit in Fossvogur. Please be tidy when you use the facilities.

The family room is also used for family meetings about patients. Meanwhile, other next of kin can make use of the facilities in the sitting room in front of the unit. There you will find sofas, tables, and chairs that everyone is free to use. There is also a café in front of the canteen on the first floor.

Next of kin of patients in the E6 intensive care unit are encouraged to consider their own health carefully during their stay. It is important to eat properly and go home regularly to rest. Short walks or other exercise may also reduce stress and improve well-being.

Food for Purchase

There is a canteen on the first floor of Landspítali in Fossvogur, where both hospital staff and next of kin of patients can buy food and drink. The canteen offers breakfast, lunch, coffee, and dinner. A café is also located on the first floor. The second floor has a shop run by the Red Cross Women's Association, as well as vending machines.

Confidentiality

Healthcare professionals are required to maintain confidentiality to patients and their next of kin and to protect their privacy and personal data to the extent possible. It is important that next of kin and other visitors do not discuss what they witness in the unit concerning other patients and their families. You must keep everything you see and hear in the unit to yourself.

Photographs and Use of Social Media

In recent years, next of kin have increasingly used social media to communicate information about patients' condition. This even includes photographs of patients. Although no laws prohibit this, it is important to respect the privacy of patients and protect their personal data. Very ill intensive care patients cannot consent to having their pictures taken or published, so you must consider carefully how photographs and videos of patients, taken by their next of kin, are used. This applies to both adults and children. As for photographs of staff, the consent of each staff member must be obtained before photographs are taken.

Keep in mind that photographs and information on the internet become public information and can never be completely removed from the internet.

Specialised Environment in the ICU

The ICU environment is very technologically advanced. It has many devices to assist with monitoring and treating patients. Most patients are connected to monitors to observe their vital signs. The unit also has fluid and medicine pumps, respirators, hemodialysis machines, and other specialised devices. The devices in use vary at any given time, depending on the medical condition of each patient.

When a patient requires a ventilator, a soft tube (tracheal tube) is inserted into the respiratory tract and used to blow air to the lungs. The tracheal tube passes between the vocal cords so the patient cannot speak or make any sounds. Next of kin are encouraged to talk to the patient and communicate their presence, even if the patient appears to be asleep, because they are always expected to hear those who talk to them.

To ensure patient safety, devices are configured to give a warning sound when certain changes are made. Warning sounds can often be heard for little reason and without there being any danger, for instance when a patient moves. Vital signs are monitored in many places throughout the unit and response is always swift if anything happens.

There can sometimes be considerable distraction in the intensive care unit from sounds from devices or other things in the environment. Noise-reducing headphones are available for patients, and they can also be used to listen to music. This can be a good way to reduce disturbance from such noises.

Intensive Care Unit Staff

The intensive care unit employs people from many different professions, including intensive care nurses, anaesthesiologist and intensive care doctors, specialised doctors, paramedics, secretaries, and specialised workers. The unit is also served by other hospital departments, including the physiotherapy, pharmacy, and IT departments. A hospital chaplain also visits the unit every day. Many medical, nursing and auxiliary nursing students visit the unit each year. The patients in the unit fall under the care of different medical specialists and specialist doctors visit the unit daily, as appropriate.

Contact

The unit's phone number is 543-7653. The unit is accessible by phone 24 hours a day for enquiries about the well-being of a patient. Please note that there is a shift change at the following hours, and it may be difficult to contact staff at these hours.

07:30 - 08:00 AM

3:00 - 3:30 PM

10:45 - 11:15 PM

It is recommended that next of kin appoint one or two to serve as contacts with the unit to reduce strain on staff.

Information and material in languages other than Icelandic

You can access information in foreign languages about stays in the intensive care unit, inpatient ward, and recovery at home on the website: <https://icusteps.org/information/translations>.

The Ten Patient Tips

Be an active participant in your treatment

1 ASK

Ask if you're unsure or worried about something. Ask again if you don't understand.

2 TELL

Tell your doctor if you are allergic to medicines, food or anything else, about any medicines, vitamins, herbal medicines you use or special diets you follow, or if you are pregnant. The medical staff must have accurate information, which may have to be repeated as a precaution.

3 TELL SOMEONE IF YOUR ARE IN PAIN

Report any unusual feelings or symptoms, even though the connection to the illness may seem unclear.

4 MAKE SURE THAT YOUR NAME AND ID NUMBER ARE CORRECT

Make sure that the staff has your correct name and ID number before any tests, treatment, or medicine is administered.

5 BE INFORMED ABOUT THE TREATMENT

Talk to the medical staff about the treatment and tests to understand their purpose as well as you can.

6 BRING SOMEONE WHO IS CLOSE TO YOU WITH YOU TO INTERVIEWS

It is good to have someone close to you with you in interviews as this can reduce the risk of misunderstanding and be useful in remembering what was said.

7 APPOINT SOMEONE CLOSE TO YOU WHO MAY RECEIVE INFORMATION

Healthcare professionals are required to observe confidentiality, but give someone you or your guardian appoints information about your status or treatment.

8 ASK ABOUT THE CONTINUATION OF TREATMENT

Be informed of the continuation of treatment prior to discharge or at the conclusion of a visit to an outpatient ward; where treatment will be provided, by whom, and what you need to do about it.

9 KNOW YOUR MEDICINE

It is important to know how medicines work, how long you should take them, about changes in your drug regimen, and the effects of food and drink. Go over your medication card with the doctor who discharges you.

10 WRITE NOTES

Record your experiences, feelings, and main points about your treatment in a diary. Prepare for interviews and write down any questions you want answered.



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PERSONS RESPONSIBLE: HEAD OF UNIT AND SENIOR PHYSICIAN AT THE E6 INTENSIVE
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