



Welcome to the Coronary Care Unit (CCU) Hamilton General Hospital

Information for patients and visitors.

905-527-4322, ext. 46400

Being a patient in the Coronary Care Unit (CCU) or visiting the unit can be a very stressful. You may have many questions about the CCU.

This booklet will help answer some of your questions. It will also introduce you to the health care team. Any member of the health care team will be pleased to answer your questions at any time.

What is the CCU?

The CCU cares for patients who have:

- chest pain
- heart failure
- heart failure
- heart rhythm problems
- heart attack
- breathing problems as a result of heart problems
- heart infection or fluid around the heart
- had a recent angiography or angioplasty

Patients are in the CCU so that they can be closely watched 24 hours a day.

Who is the health care team?

Members of the health care team have specialized skills and experience to provide care for patients in the CCU.

The health care team includes:

- Doctors including the Cardiologist in charge of the CCU
 - Registered Nurses
 - Pharmacist
 - Registered Dietitian
 - Respiratory Care Practitioner
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- Chaplain
- Social Worker
- Physiotherapist
- Occupational Therapist
- Business Clerk
- Environmental Aide
- Clinical Manager
- Other health professionals
- Students from all health professions

When can I talk to a member of the health care team?

Here are the times you can talk to the members of the health care team:

- the registered nurse and doctors are available 24 hours of each day.
- the cardiologist in charge of the CCU is available in the late morning during rounds. A different cardiologist is in charge each week starting at 5:00 pm every Thursday.
- ask the registered nurse for the times the other doctors and members of the health care team are available.
- you can arrange a family meeting as needed with any of the health care team members.

Please speak to any member of the CCU health care team if you have a special or cultural need.

What personal items will I need in the CCU?

- Bring personal care items such as hairbrush, comb, shampoo, toothbrush, toothpaste, mouthwash, glasses, soap, lotion, deodorant, safety or electric razors, shaving cream, non-skid slippers or shoes, hearing aids, false teeth and mobility devices used at home such as canes or walkers.
- If you use a breathing machine for sleep apnea, please bring it with you. Write your name clearly on it.
- We encourage patients to brush their teeth after meals and at bedtime.
- We encourage families to help their loved ones with personal care and grooming when possible. Please ask the nurse how you can help.
- Other items such as photos, cards, and portable music playing devices may be brought in to comfort and support the patient.
- Please ask the nurse how family members may help with the patient's care.

**Do not leave valuables or money
in the hospital.**

Patients and their families are responsible
for personal items left at the bedside.

Who can visit the CCU?

Family and friends are important in the healing process of a loved one but we must keep the hospital safe by preventing the spread of infectious disease. Please use the hand wash solution located outside of each patient room to clean your hands before and after you visit.

Please do not visit if you are ill.

We ask that only significant family members and friends visit the hospital and that you ask other friends and coworkers not to visit. Please encourage them to show they care in other ways such as sending cards or letters, or delaying the visit until the patient goes home.

The hospital can be a frightening experience for a child, please talk to the CCU nurse about children visiting.

Family spokesperson

We ask each patient have one member of his or her family or support group act as a spokesperson. The spokesperson will contact the CCU for information about the patient and share this information with family.

What are the visiting hours?

There are no specific visiting hours for the Coronary Care Unit at the Hamilton General Hospital, but we ask that you do not visit during shift change. This occurs between 6:45 to 7:30 in the morning and at night.

Also, there may be times that a member of the health care team will ask you to leave the CCU when they need to do assessments, care rounds, tests and treatments. We will always try to keep you informed and involved.

Please help us to take care of your loved one. There may be times when we limit your visiting. This gives the patient time to rest and heal.

Please discuss any special needs you may have regarding visiting with your family member's nurse.

Other information ...

- the Gift Shop is located on Level M (Main)
- the Marketplace Cafeteria is located on Level 1
- vending machines are located outside of the Marketplace Cafeteria on Level 1 and on Level 3
- a coffee shop is located on Level M (Main) across from the main entrance at the front of the hospital
- a Chapel is available to visitors on Level M (Main)
- information desk is located on Level M (Main) close to the main entrance at the front of the hospital
- visitor washrooms are located by the visitor elevators on each level of the hospital
- monthly parking passes are available for purchase at the Parking Office, ext. 44060
- please ask the nurse or business clerk for a list of local hotels if you are from out of town

Meals

Meals are served at approximately 8:30 am, 12:30 pm and 5:30 pm. Please talk with your Nurse if your family wishes to bring in other food items.

Laundry

Bedding will be changed as needed. Please send clothes home for washing.

TV and telephones

To request TV hook-up, fill out a card located by the nurses station. Put the completed card in the drop box.

There are no private patient telephones in the CCU. Payphones are located on the main level.

Cellular phones and wireless communication devices are not allowed in the CCU.

We are smoke-free

Hamilton Health Sciences is smoke-free as of January 1, 2011. This means that smoking is no longer allowed anywhere on the grounds, including parking lots, garages and vehicles.

For support or help to stay smoke-free:

- talk to a member of your health care team at Hamilton Health Sciences
- contact Smokers' Helpline toll free at 1-877-513-5333 or www.smokershelpline.ca

Patient education materials

There are educational materials available for you and your family. Please feel free to pick up any pamphlets on the patient education board or ask your nurse if you would like information about a specific topic.

When it is time for you to leave the hospital ...

Planning for your discharge begins the day you arrive at the hospital.

Patients from all over the Central South Ontario, and other parts of Ontario come to the CCU at the Hamilton General Hospital for treatment. We will transfer you back to your hometown hospital or sending hospital to complete your recovery. In addition, you may be moved to another unit at any time, day or night.

Who may I call if I have compliments or concerns?

- ask the nurse to contact the doctor responsible for your care or your loved one's care
- call the CCU nursing station at 905-527-4322 ext. 46400
- call the CCU Clinical Manager at 905-527-4322 ext. 46403 or have the Site Administrator paged when the manager is unavailable
- call Patient Relations at 905-527-4322 ext. 75240

Internet resources for patients and families

- The Heart and Stroke Foundation of Canada
www.heartandstroke.ca
- Ministry of Health and Long-Term Care www.health.gov.on.ca
- Hamilton Health Sciences website, Patient Education Library:
www.hamiltonhealthsciences.ca