HÔTEL-DIEU
DE FRANCE
University Medical Center

CARDIOVASCULAR AND THORACIC INTENSIVE CARE UNIT WELCOME BOOKLET

In this booklet, you will find useful information to help you better understand the environment in which your loved one is receiving care, in addition to the information that will be regularly provided to you by all members of the medical and nursing teams.
The Intensive Care Unit is a specialized care department requiring the implementation of specific techniques and the use of specialized medical equipment.

The Intensive Care team remains at your disposal for any further information and hopes that your loved one's stay will proceed under the best possible conditions and provide you with complete satisfaction.

The Intensive Care Team

MISSION

The mission of the Cardiovascular and Thoracic Intensive Care Unit (CVT ICU) is to admit and provide 24-hour care for patients who have undergone cardiac, thoracic, or vascular surgery requiring close and rigorous monitoring, as well as specialized equipment and advanced medical care.

Our team is committed to:

- Providing excellent medical care.
- Acting promptly and responding efficiently to the patient's needs.
- Ensuring the patient's comfort and listening attentively to their concerns.
- Respecting the patient's privacy and dignity.
- Being available for regular discussions with you.
- Providing clear explanations regarding the patient's health status and any necessary medical procedures or tests.
- Informing you about the hygiene measures that must be respected.
- Respecting, whenever possible, the wishes of the patient and their family, as well as their religious beliefs and practices.
- Offering flexible visiting hours to allow you to spend more time with your loved one when necessary.

LOCATION

The CVT ICU is located on the first floor of the Madet Building and includes 6 beds (1060–1065).

Telephone number: **01/604000** **Extensions:** 8567- 8569

TEAM

MEDICAL

The Head of Department meets with families by appointment.

The physicians/intensivists are dedicated to ensuring high-quality patient care and follow-up. You may contact them during visiting hours or by calling the unit extension number.

Residents/interns are physicians undergoing specialized training. They are involved in the daily care of your loved one under the supervision of the attending physicians.

NURSING TEAM

Patient care is provided by a specialized nursing team present 24 hours a day, with two teams rotating every 12 hours.

The Senior Nurse Manager is responsible for the management and operation of the unit. You may contact them for any information (extension: 2520).

The Nurse Supervisor organizes, coordinates, and oversees all unit activities. They are always available to respond to your needs (extension: 8560).

Critical care nurses provide nursing care and continuous monitoring of the patient. They welcome you and explain the functioning of the unit throughout your loved one's stay.

Nursing assistants participate in personal hygiene care and comfort measures, assist with meals, maintain the patient's environment, handle errands and patient transport, and help welcome families during visiting hours.

MEDICAL-TECHNICAL AND ALLIED HEALTH STAFF

The physiotherapist, dietitian, secretary, chaplain, radiology technicians, meal distribution staff, housekeeping personnel, and security staff all work in close collaboration with our team. Each contributes within their respective field to ensuring the highest quality of care for your loved one.

You can be reassured that your loved one's health remains our highest priority.

ORGANIZATION OF CARE

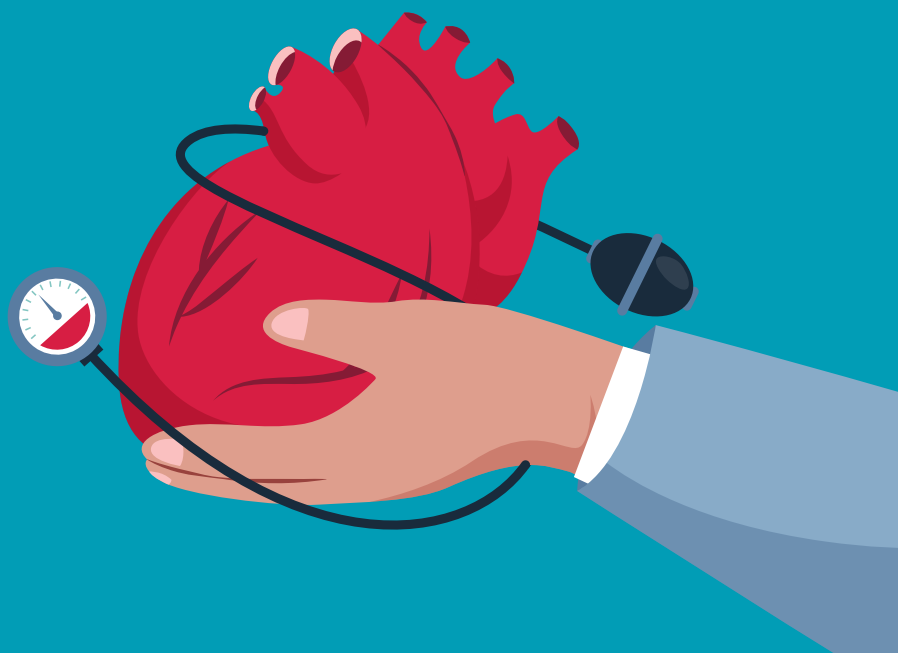
Upon arrival in the Unit, your loved one is immediately taken in charge by a specialized team (physicians, nurses, nursing assistants), who will settle them into their bed and perform the necessary initial assessments and care. This stage may take some time; you will therefore be asked to wait in the waiting area.

The nurse in charge of your loved one will record the contact details of the designated person to be contacted and/or informed if necessary, including their relationship to the patient and phone number.

- An interview will be conducted between you and the care team to complete all essential information required for your loved one's care and follow-up.
- The medical and nursing teams will explain your loved one's condition, care plan, and provide all necessary information, as well as answer your questions.
- An identification wristband is placed on the patient's wrist to ensure safe and secure care.
- Your loved one has access to a call bell. If an alarm is triggered, it is immediately assessed by the nursing staff, who take appropriate action.
- On the day of surgery, your loved one cannot be contacted by phone; however, messages may be passed on through staff. From the second day onwards, if the clinical condition allows access to a mobile phone or tablet with headphones may be permitted.
- The care team is attentive to the prevention, detection, and treatment of any physical and/or psychological pain experienced by the patient.
- Healthcare staff ensure that your loved ones' privacy and dignity are respected at all times.

• The environment of an intensive care unit is a source of stress; in addition, mechanical ventilation and multiple monitoring devices may prevent the patient from moving and/or speaking. This state of stress and discomfort may lead to various reactions such as agitation, withdrawal, anxiety, or disorientation.
• During visiting hours, your support is very important to the patient. You may approach them, speak to them, hold their hand, touch them, and provide reassurance and comfort.
• Psychological support may be provided by a psychiatrist or psychologist if the patient's condition requires it.
• To ensure the patient's safety, it may sometimes be necessary to use bedside rails and/or gently restrain their hands, in order to prevent accidental removal of tubes or essential medical devices.

Do not be concerned; please trust the care team. They are here to help you. Do not hesitate to ask them for any information and/or clarification.



VISITING POLICY

Visiting hours are displayed at the entrance of the Unit. Visits are generally limited in duration and number.

RCVT visiting schedule:
12:30 - 13:00: 3 visitors per patient, on a rotating basis
17:00 - 18:00: 4 visitors per patient, on a rotating basis

For patients who have undergone cardiac surgery, visits are not permitted on the day of the operation.

During your visit, you are kindly requested to comply with the following hygiene and safety rules:

- Refrain from smoking within the hospital premises.
- Maintain a calm environment and keep the premises clean.
- Wear the appropriate protective attire before entering the patient's room.
- Perform hand hygiene using alcohol-based hand rub upon entering and leaving the room.
- Do not bring clothing, food, beverages, flowers, or plants.
- In the case of a prolonged stay in the ICU, it may be possible to personalize the patient's room with personal belongings (e.g., drawings or cards in protective sleeves, music, laptop, mobile phone, if desired).
- Request, if needed, the presence of a religious representative, regardless of faith.
- Visits by children under 15 years of age are discouraged.
- Photography of the patient is not permitted, out of ethical considerations and respect for privacy.

TELEPHONE CALLS

Telephone calls are preferably allowed after 9:00 a.m. in order to avoid interruption of care.

However, in recognition of your understandable concern, brief updates may be provided to a designated family member or to a trusted person appointed by the patient. These updates are less detailed than those provided during face-to-face discussions with the medical and nursing teams. The rest of the family or entourage should contact this designated person for information.

Medical information by telephone is not permitted, in order to preserve patient confidentiality.

All hospital staff are bound by professional secrecy.

YOUR LOVED ONE'S ENVIRONMENT

The intensive care room includes:

A monitoring system ("scope") connected to the patient via cables and electrodes placed on the chest. This device continuously monitors your loved one's vital parameters (heart rate, respiratory rate, blood pressure, and blood oxygen saturation) and alerts the staff in case of any abnormalities.

A ventilator provides, when necessary, artificial ventilation through an endotracheal tube inserted via the mouth, or a mask, which temporarily prevents the patient from speaking. In certain situations, the tube may be placed in the trachea through an opening made at the base of the neck; this is called a tracheostomy. It is often more comfortable and may facilitate weaning from mechanical ventilation.

Electric syringe pumps and infusion devices are used to continuously administer medications according to medical prescriptions, through catheters inserted into the veins.

A bed with an anti-pressure sore mattress complements preventive care measures (hygiene, repositioning) aimed at preserving skin integrity.

A television is available for entertainment when the patient is awake.

Depending on the patient's needs, additional specific equipment may be used:

Nutritional system: a feeding tube inserted through the nose or mouth into the stomach allows, depending on the situation, gastric drainage or the administration of liquid nutrition and medications.

Dialysis machine: this filters the patient's blood intermittently when the kidneys are no longer able to perform this function.

Drainage system: drains may be necessary to remove air, blood, or other abnormal fluids from certain body cavities.

DISCHARGE FROM THE INTENSIVE CARE UNIT

The discharge of your loved one from the Intensive Care Unit will be decided by the intensivist in charge of the unit, in collaboration with the attending physician.

The transfer is generally organized to another hospital ward.

There is no fixed time for transfer; however, you will be informed by the nurse responsible at the appropriate time so that you may be present to accompany your loved one at discharge. The transfer is carried out on a stretcher or wheelchair, with or without oxygen support, and the patient is accompanied by a nursing assistant.

OUR QUALITY POLICY

In accordance with the quality policy of Hôtel-Dieu de France, the Cardiovascular and Thoracic Intensive Care Unit is engaged in a continuous quality improvement and risk management approach, structured around a central objective shared by all healthcare professionals:

To provide high-quality care to our patients.

YOUR FEEDBACK

Any comments, ideas, or suggestions submitted via the suggestion box or by email to the address indicated at the bottom of the page will be directly forwarded to the Quality Department. They will be carefully reviewed as part of the institutional follow-up process and taken into account within the continuous improvement of patient care.
Please feel free to leave your phone number or email address if you wish to be informed about the follow-up.

We remain at your service and hope to continue earning your trust.

Email: quality@usj.edu.lb

QR code for the satisfaction survey