



HÔPITAL UNIVERSITAIRE  
DE BRUXELLES  
ACADEMISCH ZIEKENHUIS  
BRUSSEL



INSTITUT  
JULES BORDET  
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Hôpital Erasme  
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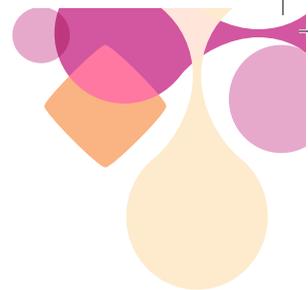
Intensive care unit

# Your stay in intensive care

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2 ◆ Your stay in intensive care





## Intensive care unit B16

The intensive care unit provides acute care and continuous monitoring for patients likely to present one or more organ failures that could be life threatening.

At the unit you will meet the care team and the various doctors who work together in pursuit of the same aim.

**Head doctor:**  
**Dr Fabio Taccone**

**Head nurse:**  
**Mme Vanessa Pinto**

**1<sup>st</sup> floor (access by H lifts)**

**Route 2150**

**T +32 (0)2 541 33 61**

**+32 (0)2 541 33 62**

## The unit's functioning

During hospitalisation you will meet a number of doctors who are under the responsibility of the head doctor.

A meeting is held every morning to assess the situation over the past 24 hours and to jointly take the day's medical decisions. If you want information about how a loved one is progressing we advise you to call the unit in the late morning or early afternoon or make an appointment the day before with the medical team.

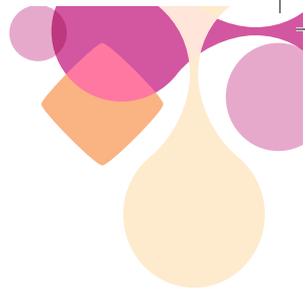
Most treatment is administered in the morning. Nevertheless, depending on the patient's progress and the organisation of the day's activities, some treatment and/or examinations can take place in the afternoon. In this case it is possible that you will be asked to leave the patient's room and wait in the family waiting room. We will then come to see you when the examination is finished or to update you on the situation.



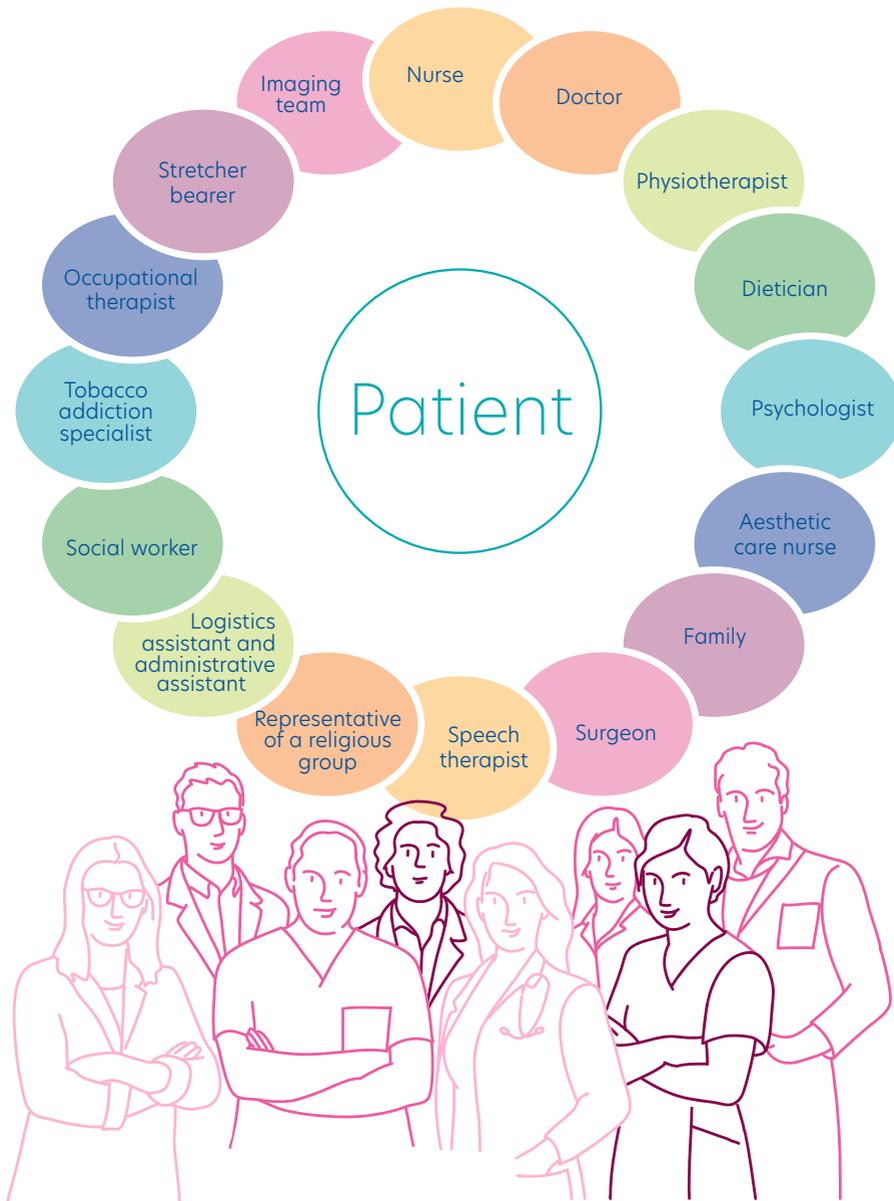
## In the patient's room

- ◆ All patients are connected to a monitoring device in their room that emits alarms. This is connected directly to our nurses office. As a result, even when no member of staff is present in the patient's room we remain attentive to the slightest change in the patient's parameters.
- ◆ Depending on his or her individual needs, the patient is also connected to a number of other specific devices necessary to monitor their parameters or treatment.
- ◆ Any patient who is in a confused state or on a respirator may have their hands attached in the interests of their own safety.





## Our multidisciplinary team





## Personal effects

- Toothbrush + toothpaste
- Dentures
- Comb / hairbrush
- Cocoa butter
- Deodorant
- Shower gel
- Shaving kit
- Moisturizing cream
- Slippers
- A few photos
- A familiar object
- Mobile phone + charger
- Glasses
- A tablette
- Material to pass the time (books, magazines, music)
- A drinking canteen for the physiotherapy exercises

For practical reasons, we ask you not to bring too many belongings with you and to avoid any objects of value, such as jewellery, watches, keys, wallet, cash. Also, you do not necessarily have to bring all the objects indicated on our list.

You will find a display board in the room on which you can write a few words or attach photos, drawings and pictures, etc. These can be very valuable in encouraging and supporting your loved one during these difficult moments.

Also let us know about any music or activities that your hospitalised loved one is fond of.

## For your assistance

### Social service:

The hospital has a social service that is at your disposal. Simply submit a request to a nurse to make an appointment.

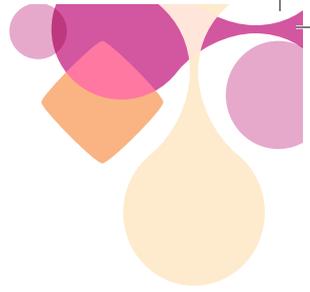
**T +32 (0)2 541 72 17**

### Mediation service:

If you have any problem with the nursing team, if needed you can contact a service that specialises in conflict management to find a solution to the problem.

**T +32 (0)2 541 35 11**





### **Spiritual support:**

If you wish, we can contact a representative of your faith. Don't hesitate to tell us.

### **The Psycho-Oncology Clinic :**

To enable you to better face any psychological difficulties that may be caused by the illness and hospitalisation, the Psycho-Oncological Clinic is available to assist and support you.

During your stay at the intensive care unit we can offer:

- ◆ Psychological interventions specific to problems relating to the hospitalisation in intensive care of yourself or a loved one:
  - ◆ Psychological support
  - ◆ Support using relaxation techniques, sophrology, hypnosis
  - ◆ Support for loved ones
- ◆ The activities of Bordet'nFamily to help better manage the impact of the illness on the family:
  - ◆ Creative workshops that encourage people to talk about illness. These workshops are held every Wednesday afternoon between 2 pm and 6 pm except on public holidays. Access is free of charge and open to all parents, whether or not accompanied by their children.
  - ◆ Individual interviews with the child or adolescent depending on their needs.
  - ◆ Individual interviews for parents and loved ones who can ask questions about how to support their children and adolescents with cancer.

In connection with hospitalisation in the intensive care unit, if you or a member of your family want to meet a member of staff at the Psycho-Oncological Clinic, simply put your request to the duty nurse(s) or doctor.

**Psycho-Oncological Clinic Secretariat: +32 (0)2 541 33 04**



## Visits

### TIMES

Visits are authorised every day between 12 noon and 8 pm. We reserve the right, in the patient's interests, to change these times if the patient's condition so requires or if your attitude prevents the care team from working in good conditions.

Please ring to indicate your presence before entering the unit and wait for us to give the all clear before going to the patient's room. We will come and fetch you in the waiting room at the time of your first visit or after treatment has been administered.

### NUMBER OF VISITORS

Hygiene regulations and patients' need for rest mean that no more than two persons may be in a patient's room at any one time. If there are more than two of you, please alternate your presence in the room. You can then wait your turn in one of the two family rooms.



You will not be allowed to wait in the corridor. If you leave the patient's room you must go to the family room.

## Please note

We firmly believe that your presence is vital for the patient, irrespective of their condition and progress.

While requesting you to respect the rules set out below we also count on you to ensure, together with us, the well-being of your hospitalised loved one.

A stay in intensive care is certainly a difficult time for all involved. Nevertheless, your presence, together with photos, objects and music that we suggest you bring, are already an initial form of cooperation with our team.

If the medical condition of your loved one permits it and in agreement with the care team, we suggest that you may want to participate in certain care actions that ensure their comfort.

It is also important to look after yourself. Your presence at the patient's bedside is necessary but for it to be most beneficial you must not neglect





your own needs. So be sure to eat, sleep and relax by continuing to participate in activities you enjoy. We seek to look after the patient's family as well as the patient. If you have any questions please do not hesitate to put them to the multidisciplinary team so that you can better understand the situation and have a clearer picture. We are ready to listen to what you have to say and to provide the necessary assistance.

To improve cooperation between the care team and families, **a reference person** will be chosen in agreement with the patient. This person **alone** will receive all the medical information and in turn pass this on to other family members.

## Visits and hygiene

To protect the patient and their environment, all visitors must wash their hands and/or rub them with a hydro-alcoholic solution when entering and leaving the patient's room. Bottles of hydro-alcoholic solutions are available at the entrance to all rooms. A member of staff can show you how to proceed.

### RUBBING WITH HYDRO-ALCOHOLIC SOLUTION

Rub your hands using hydro-alcoholic solution for effective hand hygiene! Wash your hands with soap and water when they are very dirty. Duration of procedure: 20-30 seconds.



Fill the palm of one hand with the hydro-alcoholic solution. Cover all the surfaces of the hands and rub.



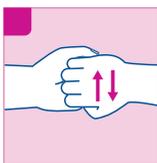
Palm against palm with a rotating movement.



The back of the left hand with a back and forth motion of the right palm and vice versa.



The spaces between the fingers palm against palm with the fingers intertwined and a back and forth motion.



The backs of the fingers by gripping them in the palm of the opposite hand and making a lateral back and forth motion.



The thumb of the right hand by rotating it in the closed palm of the left hand and vice versa.

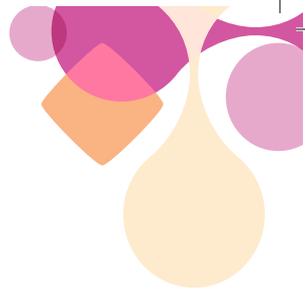


The fingertips of the right hand by rotating them against the palm of the left hand and vice versa.



When dry the hands are ready for care.





### We ask you not to:

- ◆ Be accompanied by children aged under 12 unless you have received authorisation in advance from the team
- ◆ Visit a patient if you are ill
- ◆ Sit on or lie down on the bed
- ◆ Bring flowers or plants

In some circumstances staff will ask you to put on a hospital gown to protect the patient and yourself. This will be provided by a member of the care staff. Wearing a **mask** is **advised** in all situations.

### The use of mobile phones:

To maintain peace and quiet for patients and staff you are asked not to use your mobile phones in a patient's room and to keep them on "silence" throughout your visit. If you want to make a phone call we ask you to leave the unit to do so



## For any questions

- ◆ During your visit the nursing team will give you information on how the patient's day is organised: examinations, special care, change of duty staff, etc.
- ◆ As stated above, medical information (diagnosis, prognosis or progress) will be given to the **reference person** by the doctors.
- ◆ For reasons of medical secrecy and confidentiality, medical information cannot be given over the telephone. Only brief information can be given to the reference person.

## Your opinion

To best meet your expectations and out of a desire for continuous improvement, we would like to have your evaluation of the hospitalisation of yourself or a loved one in our unit. A satisfaction questionnaire is available in paper format in the family waiting room. You can hand this in to a member of the care staff or place it directly in the letterbox in the family waiting room.





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