

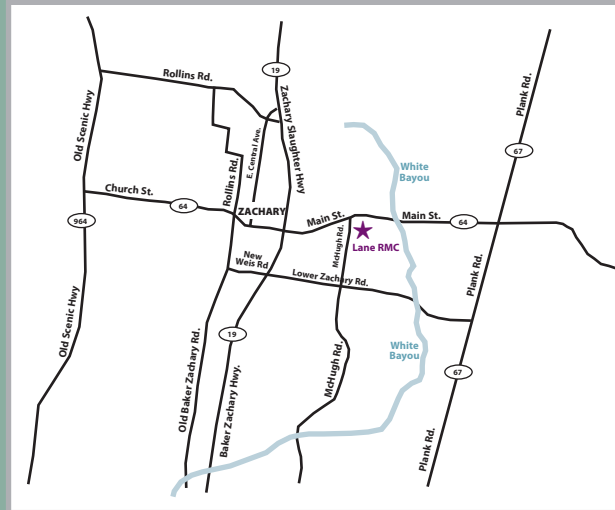
## Mobile Virtual Critical Care

Since most hospitals do not have 24/7 critical care physician specialists on staff, the Mobile Virtual Critical Care (MVCC) program at Lane Regional Medical Center delivers critical care physicians to a patient's bedside in only a matter of seconds.

MVCC intensivists use a wireless connection and specialized portable audio and video monitoring equipment to remotely consult with on-site staff, review the patient's medical records, virtually examine and talk directly to patients, and give orders and further instructions to on-site care givers.

Using telemedicine allows MVCC intensivists to proactively monitor a patient's progress in real time and work very closely with Lane's around-the-clock bedside nurses and physicians to quickly identify and respond to every patient's critical care needs.

The admitting physician will still be in charge of the patient's overall care. The MVCC team simply monitors the patient while in the ICU and quickly notifies the admitting physician should there be a change in condition.



 **Lane Regional  
Medical Center**

*Care You Can Count On*

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WELCOME to Lane Regional Medical Center's Intensive Care Unit. As a close friend or family member you have an important role in the care of our patient. YOU ARE A VALUED MEMBER OF OUR ICU TEAM AND WE'RE GLAD YOU'RE HERE.

## What Should We Bring from Home?

We will provide everything necessary to care for the patient. Electric razors, cosmetics and other personal grooming items may be permitted, but must be inspected by hospital personnel prior to use.

Please note: flowers and plants are not permitted in the ICU patient rooms because these items harbor germs that may be harmful to the patient's recovery.

## When is the Best Time to See the Doctor?

Each doctor has a different schedule. Find out your physician's schedule and be available when they make rounds. Prepare for the meeting by making a list of questions or concerns. Keep a pen and pad for taking notes. The ICU staff can be of assistance in providing customary times for most of our physicians, but the best source is the physician.



## When Can We Visit?

The sound of a voice, the touch of a hand and the smile of a familiar face promotes the patient's recovery as much as any medication. Our staff will make every effort to accommodate your family's special needs related to visiting, however the need for care, rest and privacy are our first concern.

To maintain a restful care setting, patients are allowed 1 adult support person at the bedside at all times. Only 2 guests (12 or older) are allowed to visit during these scheduled times:

9:00 a.m. to 10:00 a.m.  
12:00 p.m. to 12:30 p.m.  
4:30 p.m. to 5:30 p.m.  
8:30 p.m. to 9:30 p.m.

These hours may change to meet specific patient needs or in the event of an emergency. Children must be 12 or older and accompanied by an adult unless special arrangements are made.

If we can be of any help or answer any questions, please call: Director of ICU, 225-658-4259.

## How Can I Help?

### 1. SELECT ONE FAMILY MEMBER TO BE THE FAMILY SPOKESPERSON OR ADVOCATE.

Have that person communicate with everyone else concerned. For updates, ask your family members to call the designated spokesperson. (NOTE: due to laws governing patient confidentiality, the ICU staff cannot release information over the telephone.)

### 2. DON'T BE AFRAID TO ASK QUESTIONS.

Our staff will provide you with updated information on the patient's condition. If you are unfamiliar with any terms or have any questions about treatment plans, equipment or medication, please ask. We want you to be informed.

### 3. SHARE AS MUCH INFORMATION ABOUT THE PATIENT AS YOU CAN, ESPECIALLY IF THE PATIENT CANNOT COMMUNICATE.

It is important for you to provide our medical team with honest information about the patient's psychological, physical, social status as well as the patient's wishes if he/she is unconscious. Any information shared in the hospital is strictly confidential.

### 4. MAKE SURE THE STAFF CAN GET IN TOUCH WITH YOU WHEN YOU LEAVE THE HOSPITAL.

Please be sure the hospital's staff can reach you in an emergency or for a critical decision. Be assured, we will call you if needed.