

Critical Care Unit

Oshawa

We are here for you.



Take Care of Yourself

If you feel ill, please stay home and rest. Taking care of yourself and staying healthy will help your loved one. If you need support, a social worker is available as well as our Spiritual Care Team.

Visiting Hours

Critical Care supports Family Presence/Partners in Care during all hours as you are an important member of your loved ones care team. To understand your role as a Family Member/Partner in Care, ask your nurse for the "Your Role as a Family Member/Partner in Care" pamphlet.

Food Services

There is a 24-hour Tim Horton's in the main lobby and a Coffee Kiosk at the South Entrance. After hours, there are vending machines located in the Critical Care waiting room and main lobby.



To contact us:

Critical Care Unit

Lakeridge Health Oshawa
1 Hospital Court
Oshawa Ontario L1G 2B9
905-576-8711

The Critical Care Unit is located on the second floor of the North Wing.

For Patient Relations, please call 905-576-8711 ext. 4402 or email patientrelations@lakeridgehealth.on.ca.

Parking passes are available at the parking office located at the Hospital Court Parking Garage.

For parking information, please call 905-576-8711 ext. 3707 or 4105.

We know this is a challenging time for you and your loved one. Please do not hesitate to ask questions to members of the health care team. We are here to help in any way we can.

905-576-8711
1-866-338-1778

Station #1 x.3353
Station #2 x.3356
Station #3 x.3746



**Lakeridge
Health**

The Critical Care Team includes doctors called Intensivists, Nurses, Respiratory Therapists, Physiotherapists, Dietitians, Social Workers, Pharmacists, and Ethicists. Medical trainees called residents, student nurses and other health students provide care under supervision, all working together for your loved one.

What to bring

Storage is limited in the Critical Care Unit. Any personal belongings should be taken home so they are not lost. Any valuables not sent home will be sent to the security department. Patients who are able may want to have their own toothpaste, hair brush and other toiletries.

Please do not bring flowers into the Critical Care Unit. Standing water is not allowed in the unit.

Family Meetings

The health care team may request family meetings to discuss the progress of your loved one. If you would like to request this, just ask your loved one's nurse.

Quiet family rooms are available if you need some private time. However, you may be asked to vacate in case of emergency.

What you need to know about Critical Care

Before entering the Critical Care Unit, call us using the phone in the main visitor waiting room. This ensures we won't be in the middle of treatment or intervention when you arrive to see your loved one.

We will try our best not to keep you waiting.

If bringing children under 12 to visit, please check this with your attending nurse first.

To safeguard yourself and your loved one, always wash your hands with soap and water or use the hand rub sanitizer before entering the Critical Care Unit, before entering the patient's room and upon exiting the room. Depending on the situation, you may have to perform extra precautions—the nurse will let you know.

Nurse Bedside Shift Report

Nurse bedside shift report occurs every day between 6:45—7:15 **AM** and 6:45—7:15 **PM**. It is important that we respect your loved one's privacy and adhere to confidentiality requirements. Therefore the Power of Attorney for Personal Care or the Substitute Decision Maker are the only members present during this time.

Please be in the room before Nursing Report starts in order to ensure a safe and complete handover occurs. No one will be allowed to participate after handover has begun. You will be invited to wait in the waiting room until handover is complete.

