



WELCOME BOOKLET


MEDICAL-SURGICAL INTENSIVE CARE UNIT

Reception of the patient and his relatives



**Réanimation
polyvalente**





Your relative has just been admitted to the medical-surgical intensive care unit of Limoges University Hospital Center. The entire medical and paramedical care team are doing all that they can so that he/she will get better. This welcome booklet has been created to explain the organisation of our unit and to help you to understand more about the environment in which your relative is being cared for. You will find in it more information that may be useful throughout his hospitalisation.

The intensive care unit team

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THE INTENSIVE CARE UNIT TEAM

■ The medical team

Head of the department : Pr Philippe Vignon

■ Doctors:

- | | |
|--|--|
| <input type="checkbox"/> Dr Thomas Daix | <input type="checkbox"/> Dr Bruno François |
| <input type="checkbox"/> Dr Clémence Laidet | <input type="checkbox"/> Dr Marine Goudelin |
| <input type="checkbox"/> Dr Bruno Evrard | <input type="checkbox"/> Dr Anne-Sophie Rivoalen |
| <input type="checkbox"/> Dr Anne-Laure Fédou | <input type="checkbox"/> Dr Julien Vaidie |
| | <input type="checkbox"/> Dr Olivier Plateker |

■ The management team :

- the executive head nurse : Véronique Dumont-Duchiron
- the headnurse : Amandine Dupont

■ The paramedical team :

It is made up of nurses and health care assistants who work on the relay to patients as well as physiotherapists and hospital workers.

CARE UNIT A1 - (bed 1 to 4) : 05 55 05 62 72

CARE UNIT A2 - (bed 5 to 10) : 05 55 05 62 73

CARE UNIT B1 - (bed 11 to 14) : 05 55 05 62 76

CARE UNIT B2 - (bed 15 to 22) : 05 55 08 75 03 ▶ 3rd floor

CARE UNIT C1 - (bed 23 to 26) : 05 55 05 62 28

CARE UNIT C2 - (bed 27 to 30) : 05 55 05 62 46

■ Medical secretarial services

For any administrative information or request for certificate, our secretaries can be reached from 08:30 to 17:30 at the following number: 05 55 05 62 40 or by e-mail (secrea@chu-limoges.fr).

■ Social services :

- Social worker : Alice NAUDET
- Social secretarial services : 05 55 05 60 11





HOW THE DEPARTMENT WORKS

This department takes care of patients with one or more organ spears such as during a serious infection, an accident, a coma or even post-operative after major surgery. Patients benefit from continuous monitoring of vital functions such as ventilation, blood pressure or kidney function. This department includes 30 beds divided in single or double rooms on 3 care units (A, B and C). Access to those care units come under regulations. To enter the care unit, introduce yourself to the intercom in the lobby. As soon as possible, the health-care team will open the door for you. In order to avoid the risk of transmission of infections, we recommend that you respect the following instructions :

- Wash your hands before and after the visit ;
- Wear a lab coat that will be provided to you at the entrance ;
- Avoid visits if you are sick ;
- Do not bring flowers or plants.

In order to preserve the calm within the unit, you are asked not to use your mobile phone.



PATIENT'S COMFORT AND SAFETY

Thanks to various devices, the health care team constantly monitors patients. Alarms are transmitted outside the room but not all of them reflect a serious event. For safety reasons, rails are installed at the edge of the bed. We may also be required to hold patient's arms with links to avoid accidental actions. These measures are taken based on a medical prescription and their necessity is constantly being re-evaluated.

Caregivers, including in patients unconscious to relieve them whether by a better installation or an appropriate treatment, regularly assess the pain. The health care team is trying to respond to requests from your relatives to give them points of reference (day/night, the department, the date...).

In order to facilitate patient's cares who are on artificial respirators, your relative's beard and moustache may need to be shaved.

PATIENT'S PERSONAL ITEMS

When your relative is admitted in this intensive care unit, an inventory of personal items is carried out. Clothes, jewellery and valuables will be given to you or deposited in the hospital safe if applicable. You will be asked to provide only basic toileteries (shower gel, glasses, toothbrush...). Do not forget to bring dental and hearing aids as well as your relative's glasses. If you wish, in order to customize the environment, you will be able to bring photographs, posters, magazines...



VISITS

Given the frequency of cares and the fragility of patients, the visiting times are possible during two daily periods :

- **From 16:00 to 17:00**
- **From 18:30 to 19:30**

These visits are limited to the family or close friends. Only two persons are allowed to enter the room at the same period of visit. Without exception, minor children are not allowed to visit their relatives. During some cares, the health care team may ask you to leave the room temporarily and wait in the waiting room at the entrance.

For families who are far away or who are unable to travel regularly to their relatives, tablets are available in each care unit. Thanks to the free downloading app called «JITSI MEET» via your mobile phone, you will be able to see in video conference your relative, his environment and communicate with him. You also have the option to request an appointment with your relative's doctor or resident.

Download JITSI MEET app



- Open the app
- Enter a room name: reanimationlimogesX
- For example :
- For a patient admitted in the room number 1, enter : reanimationlimoges1.
- For a patient admitted in the room number 6, enter : reanimationlimoges 6.



MEDICAL INFORMATION

The doctor in charge of your relative will regularly inform you of his/her state of health, most often at the time of visits. The nurse will also be able to inform you about the evolution of his/her state of health. You can get news day and night by calling the care unit directly.

At any time, the general practitioner may contact us for medical information. He will systematically receive a complete hospitalisation report at the end of his hospital stay.

Medical confidentiality and respect of patient oblige us to limit information delivered by phone. For consistency of information and to avoid abundance calls, it is advisable to designate a referent person who receives medical news in order to relay information to other members of the family.

EARLY REHABILITATION

During the hospital stay, management of early motor and breathing rehabilitation is put in place to compensate the deleterious effects of a prolonged stay in intensive care.

A close collaboration is then set up between the patient and the multidisciplinary team composed of:

- 2 physiotherapists
- 1 physiotherapist assistant
- 1 speech therapist
- All paramedical (health care assistants, nurses) and medical teams

RELIGIOUS SERVICES

If you wish, you can call on the representative of the cult of your choice. All you have to do is request it from the health executive, nurses or health care assistants.





MEDICAL RESEARCH

The intensive care unit organises or participates in several clinical research studies with the aim of constantly improving the care provided to patients. The objective is to evaluate new drugs, medical devices or diagnostic tools (interventional study). Sometimes it is only a matter of collecting information about the patient and/or the disease without trying a new treatment (observational study). Whatever the study, the data is collected anonymously.

During his hospital stay, the doctor may propose to your relative to participate in a clinical research study. If the patient is unable to give his consent, the doctor may ask you to inform you of this process and ask you your consent to participate.

HOSPITAL COORDINATION OF ORGANS AND TISSUES SAMPLES (CHPOT)



Transplanting is only possible thanks to organ and tissue donations. In close collaboration with the paramedical and medical teams, the coordinating nurses take care of donor patients and accompany their families throughout this donation process. The hospital coordination team remains available for any additional information at : 05.55.05.66.08 or by email (coordination-de-prelevement@chu-limoges.fr) or at the first floor : elevator C of Dupuytren 1.



MEALS AND ACCOMODATION FOR VISITORS

A shop and cafeteria is installed in the reception hall (level 0).

Beverage dispensers are also available in the waiting room of the emergency department (level -1) as well as on the ground floor opposite elevators B and D.

Relatives of hospitalised patients have the opportunity to be welcomed at the Home du Buisson.

Located in front of the establishment, you will have the opportunity to be accommodated in a furnished room. In addition, you have an access to a dining area.



■ Home du Buisson

4 rue du Buisson - 87170-ISLE

Phone number : 05 55 01 54 85

Mail : homedubuisson@mutualitelimousine.fr

Parents of children hospitalised in our unit care can also be welcomed at the Maison des Sourires located next to the Mother, the woman and the child Hospital (Hôpital de la femme, de la mère et de l'enfant).



■ Maison des Sourires

42, Avenue Dominique Larrey

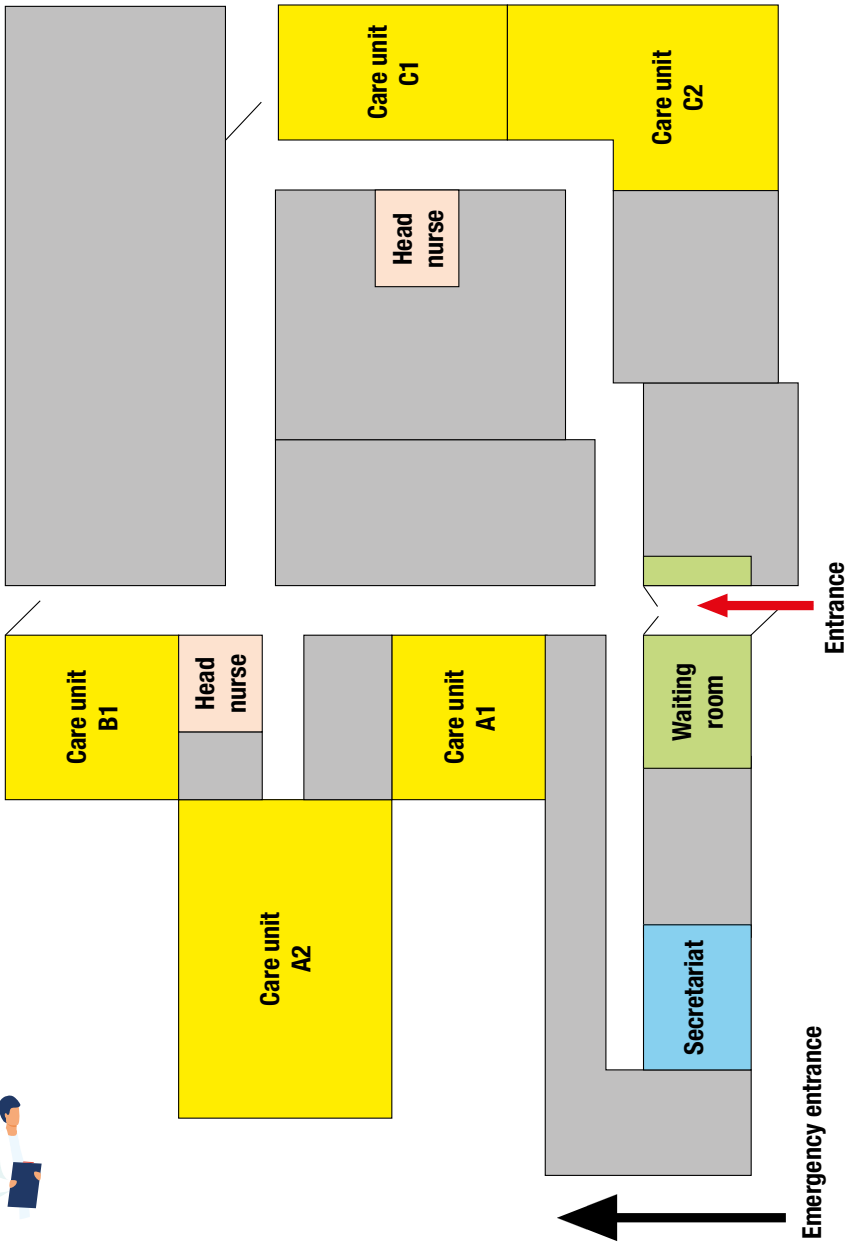
87000-LIMOGES

Phone number : 05 55 43 69 10

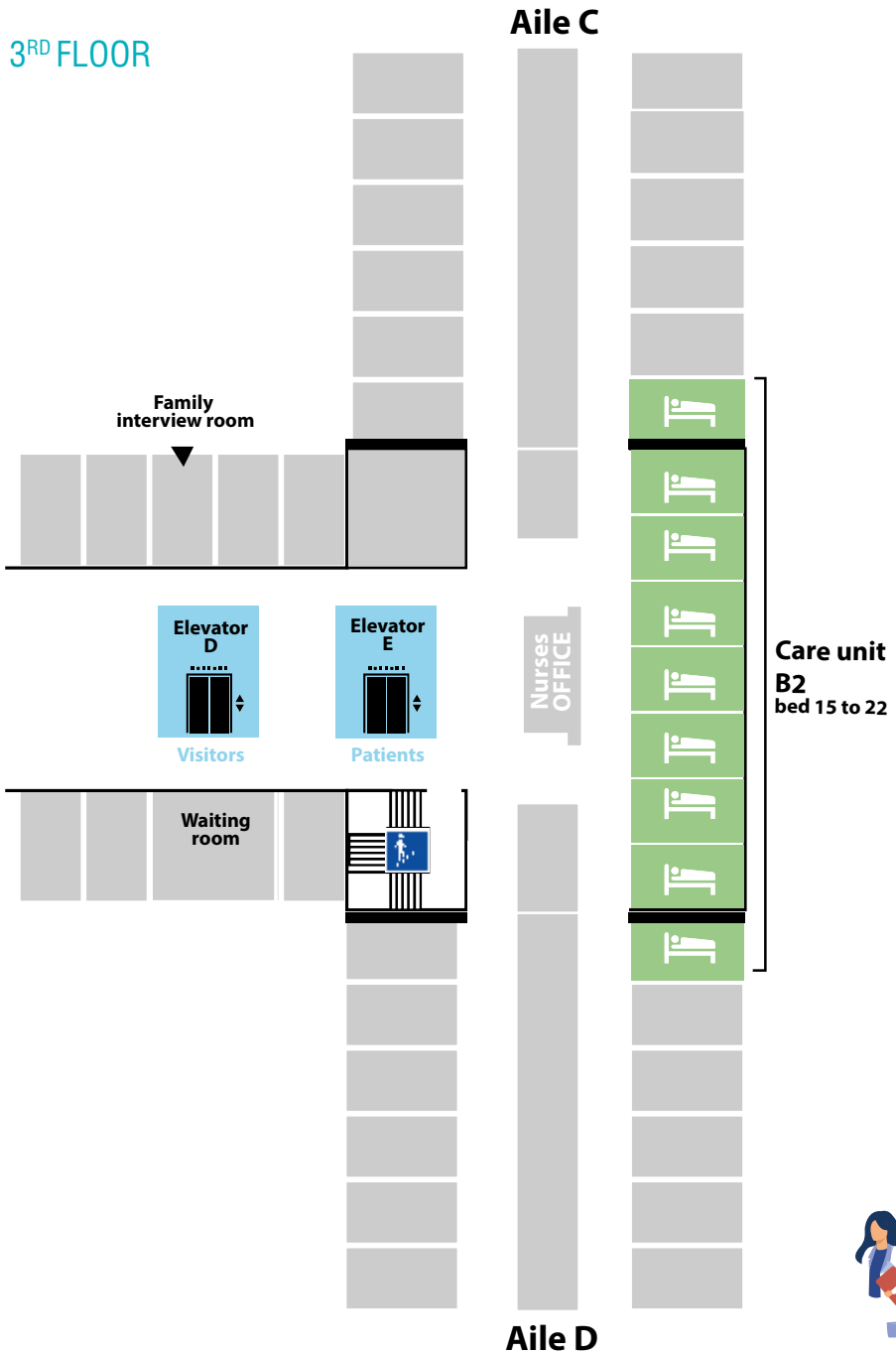
Mail : maison-des-sourires@orange.fr



MAP OF THE DEPARTEMENT



3RD FLOOR





COM-DS-102 E

Centre hospitalier universitaire de Limoges

2, avenue Martin Luther King - 87042 Limoges cedex

T é l . : 0 5 5 5 0 5 5 5

www.chu-limoges.fr