



**Aurora St. Luke's  
Medical Center**<sup>®</sup>  
of Aurora Health Care Metro, Inc.

**Surgical Intensive Care Unit**  
Aurora St. Luke's Medical Center  
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**[AuroraHealthCare.org](http://AuroraHealthCare.org)**

## *Welcome* to the **Surgical Intensive Care Unit at Aurora St. Luke's**

*The Surgical ICU team has extensive training and experience in the area of critical care medicine.*

**This Surgical Intensive Care Unit** is one of five intensive care units at Aurora St. Luke's Medical Center. This ICU specializes in providing close monitoring and treatment of surgical patients, as well as meeting the needs of other patients.

**All patient rooms** are private and equipped with state-of-the-art monitoring systems and electronic medical records.

**The Surgical ICU** has a nurse-to-patient ratio of one nurse for every two patients. Our family-centered care supports around-the-clock visitation. And, interpreter services and nearby waiting areas are available, if needed.

**Aurora St. Luke's multidisciplinary, experienced Surgical ICU team** cares for patients with many different surgery-related needs and medical conditions. Care from critical care medicine physicians, pulmonologists, neurologists and other specialists, along with the constant monitoring and support of Aurora eICU<sup>®</sup> Care, allows us to act immediately to adjust and improve a patient's care. We provide ongoing bedside care aimed at meeting patients' physical, environmental, educational and rehab needs in the hospital and at home.

# Surgical Intensive Care Unit



*We provide health care  
excellence, treat others as  
they wish to be treated, and  
continuously evaluate and  
improve our performance.*



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## Family spokesperson

We understand many different people may be concerned about a patient's condition and would like to have access to current, accurate information. To do this, we ask that patients and families elect **one or two family members** to be a spokesperson. The spokesperson then keeps family and friends informed by relaying information from the doctors and nurses. Having a designated spokesperson allows the health care team to spend more time with the patient. *A patient's spokesperson may call the unit for updates anytime. In case of a change in a patient's condition or status, only the designated spokesperson will be notified.*

**Family and friends who wish to speak to the designated spokesperson are asked to do so by calling that person's personal phone.**

### Surgical ICU phone number

(for use by spokesperson only)

**414-649-5895**

*This number is not for personal calls. Please do not direct people to call this number to reach visiting family members and friends.*

## Visitation

To meet each patient's personal healing needs, the Surgical ICU does not have set visiting hours (guests may visit 24 hours a day, seven days a week). However, visitation may be adjusted based on a patient's condition and medical needs:

- Come often, but keep bedside visits brief.
- Limit visitors to only two or three at a time.
- Visitors may be asked to wait in the Family Waiting Area during certain procedures and while some care is being provided. Please wait there until told it's OK to enter the room..
- **Do not enter a room when the curtain is closed.** Check in with the receptionist at the front desk and then please wait in the Family Waiting Area until told it's OK to enter the room.
- Please observe hospital quiet hours – between 8 p.m. and 7 a.m. daily.

## Waiting areas

We offer two waiting areas for family and friends of Surgical ICU patients. *Groups of five or more are asked to please use the ICU Family Center.*

### Surgical ICU Family Waiting Area

The Surgical ICU Family Waiting Area is located just outside the unit. This waiting area has a TV, magazines, children's area, coffee machine and phones. *(To place a phone call, dial 9 and then 1, followed by the area code and phone number.)* The restroom is located around the corner to the left.

### ICU Family Center

The ICU Family Center is located on the third floor, of Aurora St. Luke's Medical Center's Patient Tower. It is open to all visitors with a loved one in any of the hospital's five intensive care units. This area is a calm environment and includes comfortable seating, a kitchen area, TV, coffee machine, vending machines, phones and lockers for personal belongings.

The ICU Family Center is staffed Monday through Friday from 6 a.m. to 8 p.m. The ICU Family Center phone number is 800-376-3232.

For visitors staying overnight, private family rooms are available in this area. Rooms sleeping accommodations and a shower. After hours, the center is locked for security, but may be opened to you and your family once you have registered for a key with the ICU Family Center receptionist.

