

Spiritual Care

The chapel is dedicated to our patients, families, staff, volunteers and physicians of all faiths as a peaceful place for personal reflection and meditation.

A chaplain is available Monday to Friday from 8 a.m. to 4 p.m. or call the Spiritual Care department at **858.613.4848** between 4 to 10 p.m.



Our staff will be happy to assist you with any patient needs.

Patient Information

Please choose one family member to act as the main contact person for communication, updates and to provide updates to other family members. **When calling the ICU for updates** you will be required to provide staff with the last 4 digits of the patient medical record: _____ and state your password: _____

If you have any questions or concerns during your loved one's stay, feel free to ask the nurse at any time.

Tell Us About Your Experience

At Palomar Health it is our goal to exceed our patient's expectations. In the event that you have any questions, concerns or we are not meeting your expectations, please contact the Charge Nurse or House Supervisor directly.

ICU Charge Nurse: **858.613.4641**

House Supervisor: **760.658.1114**

Review Us Online!



facebook



Contact Us

Intensive Care Unit (2nd Floor)

Palomar Medical Center Poway
15615 Pomerado Rd.
Poway, CA 92064



858.613.5973



PalomarHealth.org

**PALOMAR
HEALTH**

FOLLOW US ON:



Welcome

TO

Palomar Medical Center Poway

INTENSIVE CARE UNIT



Information for our Visitors

The mission of Palomar Health is to heal, comfort and promote health in the communities we serve.

**PALOMAR
HEALTH**

A California Public Healthcare District



**MAYO CLINIC
CARE NETWORK**
Member

Welcome to the ICU

We're glad you're here.

Please use the doorbell to the left of the door to request entry. The staff will be happy to assist you.

Healthcare Team

Our patients are cared for by a multidisciplinary team of medical professionals trained to provide compassionate care. It is important to us that you take an active role as a member of your healthcare team. You are welcome to join the daily rounding, Monday through Friday, to learn more about your care team and decide on the best plan of care. This partnership contributes to the best patient outcomes.

Communication

Communication boards in each patient room are used to provide important patient information. Please feel free to write your contact information on these boards, along with any patient goals, needs or special preferences.

Valuables and Belongings

We understand that personal items may provide additional comfort during a hospitalization, however, we strongly encourage to send your belongings home with your family members or limit valuables that are kept with you.

- Palomar Health is not liable for lost, stolen or damaged personal items.
- An inventory of all patient valuables and belongings will take place upon arrival to the ICU unit. In the event that the patient is incoherent, two staff members will perform the valuables inventory and sign the belongings form.



Send home valuables and personal items if possible.

Visiting and Quiet Hours

We understand it is important for you to spend time with your loved one and help them heal. We encourage you to speak to the nurse about the balance between providing support to the patient and allowing the patient sufficient rest and privacy.

To further help our patients please remember these visitor guidelines:

- Anyone with signs/symptoms of nausea, vomiting, diarrhea, a cold or who have been exposed to communicable diseases (such as flu, chicken pox, measles, mumps) please refrain from visiting.
- All visitors and staff **must wash your hands** before and after contact with a patient.
- Nurses change shifts between 6:45 a.m. and 7:45 a.m. every morning and evening. We ask that visitors, other than the primary caregiver, refrain from arriving or calling the unit during these times.
- Quiet Time begins at 10 p.m. and is an 8 hour period. We ask that visitation be limited to allow the patient restful sleep and enhance the healing process.
- Visitors may be limited or restricted when visitation would interfere with patient care.
- Visitors may be asked to leave the premises if they become disruptive or interfere with the general comfort and care of the patients, other visitors or staff.
- Any child under the age of 14 must be accompanied by an adult family member or visitor other than the patient. All children must supervised by an adult within the facility.
- Additional visitors are not permitted to wait in unit hallways. Waiting areas are available for visitors when they are not in the patient room.
- With the exception of service animals and pets through the RxPets Program, no pets are permitted in the hospital or lobby areas and may be restricted in the ICU. Specific approval is required for visitation.
- **Please refrain from bringing flowers, plants and latex balloons into the ICU.**

Visit the cafeteria on the 3rd floor.



Visitor Amenities

For your comfort, various amenities are located at Palomar Medical Center Poway.

- **Restrooms:** Visitor restrooms are located at the entrance of each ICU unit near the double doors. Please refrain from using restrooms in patient rooms.
- **Waiting Room:** Located on the 4th floor near the elevators.
- **Meditation Room:** Located on the 2nd floor across the hall from the ICU.
- **Vending Machines:** Located in the Emergency Room lobby.
- **Cafeteria:** Located on the 3rd floor. Open from 6 a.m. – 3 p.m. and 5 – 7 p.m. daily.
- **Subway:** Located in the main lobby.
Hours: Monday – Friday: 7 a.m. – 11 p.m.
Saturday: 10 a.m. – 10 p.m.
Sunday: 10 a.m. - 8 p.m.
- **Gift Shop:** Located on the 1st floor. Open weekdays from 9 a.m. – 4 p.m.

A meditation room is located across the hall from the ICU.

