

Pastoral Care is available to provide emotional support and spiritual care for the patient, family and friends during the hospital stay. A Pastoral Care staff member will visit ICU daily, Monday to Friday. Religious representatives of all faiths are available to visit patients.

Visiting hours

11:00am – 8:00pm

Patient rest period: 1:00pm – 3:00pm

Visiting outside these hours should be pre-arranged by phone.

Visitors

We encourage only immediate family, close relatives and friends to visit during a patient's stay in ICU. Please consider carefully who your loved one would want to see them while in ICU.

Children are welcome provided they are supervised at all times by a responsible adult.

At times we may ask visitors to wait in the waiting room while we carry out tests and procedures. We will do our best to have you back at the bedside as soon as possible.

How to contact ICU

Phone: 02 4014 3764 or 02 4014 3765

Fax: 02 4014 3757

Please understand that due to privacy laws and regulations, only limited information can be given out over the phone.

Research

Calvary Mater Newcastle is a teaching hospital. We take part in numerous research studies in ICU to enable us to provide the most up-to-date care for our patients.

We may ask you or your family member for consent to take part in an official research study being carried out by our research team. This is always optional.

About Calvary

Founded in 1885 by the Sisters of the Little Company of Mary, Calvary is a charitable, not-for-profit, Catholic health care organisation. We're responsible for over 12,000 staff and volunteers, 15 Public and Private Hospitals, 15 Retirement and Aged Care Facilities and a national network of Community Care Centres.



Calvary

Mater Newcastle

Locked Mail Bag 7
Hunter Region Mail Centre, NSW 2310, Australia
www.calvarymater.org.au

Intensive Care Unit

Information for families and visitors



Calvary

Mater Newcastle

Continuing the Mission of the Sisters of the Little Company of Mary

Calvary Mater Newcastle is a public hospital within the Hunter New England Local Health District network.

What is the Intensive Care Unit?

The Intensive Care Unit (ICU) is a purpose-built unit located on level 3 at Calvary Mater Newcastle.

With six beds, the ICU provides intensive care for a diverse range of critical illnesses including oncology (cancer), haematology (blood cancer) and toxicology (poisons). There are some services that are not available at Calvary Mater Newcastle such as trauma or paediatrics – these are based at the John Hunter Hospital.

The ICU Team

Patients in ICU are cared for by our highly-skilled, experienced medical and nursing team, and are supported by professional allied health and ancillary services. These include pharmacy, physiotherapy, speech therapy, dietetics, social work and pastoral care.

Having a loved one in ICU can be very stressful. If you have any questions or would like us to explain anything, please do not hesitate to ask the bedside nurse.

Preventing Infection

Hand hygiene

When entering and leaving ICU, all visitors and staff are asked to use the hand sanitiser located at the unit entrance and throughout the unit.

Food and drinks

Food and drinks should not be consumed at the bedside. This helps reduce the risk of passing on infection to patients and visitors.

Flowers

You are welcome to bring flowers, unless your loved one has a damaged immune system. Please do not bring pot plants as soil may cause infections.

What to bring for patients

Patients will need their everyday toiletries, such as soap, toothbrush and toothpaste, dentures, deodorant, shampoo, hair ties and shaving items.

Please bring all of the patient's medications including any prescribed and complementary medicines they are taking.

Please bring in hearing aids and spectacles used by the patient. Storage space for patient's belongings is limited, so please bring only essential clothing.

Visitor Amenities

Car parking

Calvary Mater Newcastle has three car parks available for patient and visitor use. All parking areas have a fee, payable on exit. Allocated disabled parks are available in all patient and visitor car parks.

Information about bus services is available from the Information Desk near the Main Entrance.

Toilet facilities

A toilet for visitors, with disabled access, is situated outside the ICU waiting room.

Meals

Meals are available from DeliMarche located just inside the Main Entrance.

Snacks, drinks, flowers, newspapers, magazines, etc, are available from Amigo Shop To Go, located on level 3.

Coffee is also available from coffee carts on levels 2 and 3.

Support services

The Social Work team offers counselling, assessment of patient needs, advocacy for patients and carers, and advice on a range of financial and other issues. Please let us know if interpreter services are required.