

Welcome to the Neuroscience Units

Welcome to the neuroscience unit. We support a patient and family-centered approach to care. This means that you can help us plan your care. You may have two types of people be with you during your stay, primary support persons and visitors. We will ask you to tell us who you would like as your primary support person(s).

Who are primary support persons?

These are people who provide you with the physical, psychological and emotional support that you need. Your support persons may include:

- Relatives
- Best friends
- A partner

Who are visitors?

They are guests of you or your family. They may only visit at certain times during the day.

How do I choose who my primary support persons are?

Your primary nurse will go over the guidelines with you.

At any time during your hospital stay, you may tell us who your primary support people are. Most often, this will be a small number of people.

You are free to change your primary support persons at any time.

We will make sure you have quiet time for rest and privacy. We will help you balance your need for support and your need for rest.

When are visiting hours?

Primary Supports

- **Most often can come at any time based on the wishes of patients.**
- Must be older than 18 years old.
- Due to space limits, in most cases only one support person can spend the night in a patient's room.

Visitors

- **8 am to 9 pm, except in special cases.**
- No age limit. Visitors under the age of 18 come with an adult.
- Anyone who visits after 9 pm must wear a badge and be approved by the unit staff.

How can visitors get an overnight pass?

We want to keep our patients safe. One way to do this is to give after hour badges to those who are allowed to stay after 9 pm. Primary support persons and visitors must have an ID badge to stay after hours.

Primary Support

- To get an ID badge, primary support persons must receive a card from the unit staff. They then take the card to the Security Office near the main entrance of the hospital. They must do this before 9 pm.
- The badge will be valid for one week. It may be used until the date printed on the badge.

Visitors

- Visitors who are allowed to visit after hours must also go to the Security Office near the main entrance of the hospital for a badge. They must do this before 9 pm.
- These badges are valid only for one night.

Visitor Restrictions

Tell your nurse if:

- You decide that you do not want people to visit at a certain time.
- You no longer wish a certain person to visit.

Who should not visit?

People should not visit if they have been exposed to:

- Active tuberculosis
- Chickenpox
- Shingles
- Measles
- Mumps
- Acute respiratory illness
- Colds
- Pertussis (whooping cough)
- Flu
- Fever
- Diarrhea
- Certain skin infections

People who have been exposed to these illnesses should check with their doctor to see if they can get or spread the illness. If so, they should not come to visit for three weeks from the time they were exposed. They should check with their doctor or your nurse to find out if it is safe to visit.

Other Guidelines

Do not bring valuables. Only bring items that you need like glasses or hearing aids. The hospital is not liable for lost or misplaced items.

If the people who come to see you need a hotel, they can call the housing desk at **608-263-0315** for help.

Neurosciences Intensive Care Unit (B4/4)

- Unit phone number is:
(608) 265-1978
- The patient's nurse and the white board in the room will have the patient room phone number.

Neurosciences General Care (D6/4)

- Unit phone number is:
(608) 263-8380
- The patient's nurse and the white board in the room will have the patient room phone number.

Supports may call either of these numbers at any time and ask to speak with the patient or nurse. It is very helpful if you have one or two people who are the main contacts. The contact person(s) can let the rest of the family know about your progress and plan. This assures your privacy. This will mean fewer calls that may take the nurse away from the patient's bedside.

Your health care team may have given you this information as part of your care. If so, please use it and call if you have any questions. If this information was not given to you as part of your care, please check with your doctor. This is not medical advice. This is not to be used for diagnosis or treatment of any medical condition. Because each person's health needs are different, you should talk with your doctor or others on your health care team when using this information. If you have an emergency, please call 911. Copyright © 10/2019 University of Wisconsin Hospital and Clinics Authority. All rights reserved. Produced by the Department of Nursing. HF#7410