

Important Information

Hospital

(402) 346-8800 or
Toll Free: 1 (800) 451-5796

Step Down Unit

(402) 995-5151

VA Police

(402) 995-3202

Canteen (Cafeteria)

3rd Floor
7 am- 6 pm Monday-Friday

Retail Store/Gift Shop

3rd Floor
8 am-4 pm Monday-Friday

Vending Machines

3rd Floor and ICU Waiting Room

Starbuck's Coffee Shop

Main Lobby
6:30 am-5:30 pm Monday-Friday
7 am-2:30 pm Saturday, Sunday
and Holidays

Chapel

First Floor-Always Open

Overnight Visiting

Check With Your Nurse

Smoking Room

First Floor by Orange Clinic

The direct phone number to the ICU:

(402) 995-5151

Your loved one is in room:

24_____

The direct phone number to your loved ones room is:

(402) 995-57_____



VA Nebraska-Western Iowa Health Care System

4101 Woolworth Avenue

Omaha, NE 68105

(402) 346-8800

Toll Free: 1 (800) 451-5796

<http://www.nebraska.va.gov>

Media/Pt Care/ICU Step Down Information Brochure 6-10

ICU Intensive Care Unit

Step Down Unit Information

for Families and Visitors



VA Nebraska-Western Iowa Health Care System

Omaha, Nebraska

What is a Step Down Unit?

The Step Down Unit is designed to provide care for patients who need less monitoring than those in the critical care or intensive care units, but require more monitoring than on a medical or surgical unit.

It is a transitional level of nursing care that helps the patient move from dependence to increasing independence as they progress toward recovery. The nurse to patient ratio is 1 to 3.

Visiting Hours

We have open visiting hours in the unit, but we ask that you respect all patients need for extended periods of adequate rest which is already limited in this type of unit. There is no age restriction, but we encourage serious consideration of what young children might be exposed to by visiting the unit.

The main lobby entrance is open from 4 am until 8 pm. For security reasons you may only enter through the Emergency Department entrance on the west side of the hospital after 8 pm. Should you need to spend the night in the unit, ask the nurse for more information on the policy for overnight guests.

Physician Rounding

The physicians usually round between 9 and 11 am for the medical teams, and between 6 and 8 am for the surgical team, Monday through Friday. These times are variable. Weekend rounds are usually in the morning, but are variable. Patients and immediate family members are encouraged to be involved during this multi-disciplinary planning of care.

Expectations

The patient should inform the nursing staff of any chest pain, difficulty with breathing, or any other concern or change in condition.

The patient is asked to cooperate with the hospital staff when following physician orders in a safe and timely manner. This includes calling for help to get out of bed, or to walk due to monitoring and medical equipment and to prevent injury or disruption of therapy.

Patients are not allowed to leave the unit to smoke while on cardiac monitors.



General Unit Information

We ask that you designate ONE family member to be the point-of-contact with the physicians. This person would get updates from the physicians and nurses and then relay this information to other family members.

Patient information cannot be discussed over the phone. The Health Insurance Portability and Accountability Act (HIPAA) prohibits disclosure of patient information without explicit permission from the patient. Be understanding when calling for patient health information.

Due to other patients needs, the nurse may not always be readily available to answer your phone calls, but will do their best to return your phone calls and answer the patient call lights as soon as possible.

At times, visitors may be asked to leave the patient's room so staff can provide direct patient care, or during procedures or emergencies. This is to ensure privacy for all patients and sometimes for visitors safety. We appreciate your understanding and cooperation if asked to leave.