



## What is quiet time?

Quiet Time is present on every unit at St. Catherine of Siena Medical Center. It is a two hour period of time every shift where we ask for special attention to be paid to diminishing noise as much as possible on the units. Evidence Based Research shows that a quiet environment is a healing environment.

In CCU and ICU Quiet Times are from 2pm-4pm and 8pm-10pm.

After 10 pm we ask that you spend most of the time in the Waiting Room with periodic checks on your loved one. If you wish to stay or are needed to stay at the bedside a conversation with the nursing staff will determine the necessity.

Thank you for your understanding and patience as we work as partners to provide the best care to your loved one.

## ST. CATHERINE OF SIENA MEDICAL CENTER *Frequently Called Numbers*

Admitting  
(631) 862-3771

Ambulatory Surgery  
(631) 862-3033

Bariatrics  
(631) 862-3801

Cardiac Catheterization  
(631) 862-3215

Cardiopulmonary  
(631) 862-3170

Care Management  
(631) 862-3510

CCU Family Line  
(631) 862-3588

Colon and Rectal Program  
(631) 862-3600

Diabetic & Wound Healing Center  
(631) 784-7200

Dialysis  
(631) 862-3707

Endoscopy Suite  
(631) 862-3636

Emergency Department  
(631) 862-3111

Front Desk  
(631) 862-3122

General Information  
(631) 870-3444

Human Resources  
(631) 862-3025

ICU Family Line  
(631) 862-3577

Laboratory  
(631) 862-3050

Medical Records  
(631) 862-3080

MRI  
(631) 862-3899

Nursing Home  
(631) 862-3900

Parkinson's Program  
(631) 862-3560

Palliative Care  
(631) 862-3646

Pastoral Care  
(631) 862-3104

Patient Information  
(631) 862-3122

Physician Referral  
(631) 870-3444

Physical Therapy  
(631) 862-3530

Pre-Surgical Testing  
(631) 862-3509

Radiology  
(631) 862-3222

Sienna Village  
(631) 360-6000

Sleep Disorders Center  
(631) 862-3850

Social Services  
(631) 862-3510

Volunteers  
(631) 862-3015

Women's Health & Outpatient Diagnostic Pavilion  
(631) 862-3545



**St. Catherine of Siena  
Medical Center**  
Catholic Health Services  
At the heart of health

## Critical Care: ICU and CCU



## Open Visiting Hours Frequently Asked Questions

50 Route 25A, Smithtown, NY 11787  
stcatherines.chsli.org  
(631) 870-3444



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# FAQ: Open Visiting Hours in Critical Care Units

This brochure was designed to answer frequently asked questions about the visiting hours in the Critical Care Units at St. Catherine of Siena Medical Center. The information will better help you understand the routine and any preconceived expectations that you may have. It should assist you in navigating through this difficult and stressful time.

## **WHAT ARE OPEN VISITING HOURS?**

Open visiting hours were implemented to help patients feel as comfortable as possible in the critical care setting. We believe that “family is the best medicine” and patients receive reassurance when a loved one is present. By having open visiting hours it allows for busy family members to come see their loved one without the restrictions of set times. We also recognize that communication is the key to patient and family comfort and satisfaction. Open visiting facilitates communication with the medical and nursing staff. We understand that people have busy schedules and need to be able to visit at an opportune time, but there may be times that you will be asked to leave the bedside when medically indicated.

## **WHEN MIGHT I BE ASKED TO LEAVE THE BEDSIDE?**

Patients may have procedures or testing scheduled to be done at the bedside. When a patient requires personal care such as a bath or for toileting; visitors should leave the unit and wait in the designated Critical Care Family Waiting Room. A staff member will come and let you know when it is permissible to return to the bedside.

Critically ill patients need a great deal of rest to recuperate. We ask that you limit conversation with your loved one when medically necessary and allow them to sleep undisturbed. Visitors who are sleeping will be asked to do so in the Waiting Room. Space is limited and nurses need to be able to access all areas of the patient’s room quickly and effectively.

During life-saving emergencies in the unit you may be asked to step out and wait in the Waiting Room. This is important to insure the dignity of all the patients in the unit.

## **IS THERE A LIMIT TO THE NUMBER OF VISITORS?**

Visiting is limited to two visitors at the bedside any one time. Family and friends should “take turns” visiting and wait in the designated family waiting room outside the Critical Care Units.

## **WHAT IS CHANGE OF SHIFT REPORT?**

Change of Shift is when the staff rotates from one work period to the next. The Registered Nurses change shifts at 7:00 am and 7:00 pm. You are asked not to disturb the nurses while in report. Questions should be reserved for later when the nurses have ample time to answer. Visitors should not hover at the Nurse’s Station at this time as protected health information is being transmitted. Some patients do not want their health related information shared with every visitor because they want to maintain their own privacy. We ask for your understanding.

## **CAN I BRING FOOD TO THE BEDSIDE?**

Family members are not permitted to eat or drink at the bedside. Coffee and tea are provided occasionally by the Hospitality Hostess in the Critical Care Waiting Room. The hospital cafeteria is on the lower level of the hospital. If you wish to bring food for the patient please ask the nursing staff or dietician. Many patients are on special diets or may be NPO (Nothing by Mouth) for medical reasons.