**LEVEL 2 CRITICAL CARE CENTER**

NMMC has a Level 2 Critical Care Unit, which means we provide the highest level of critical care for all surgical, medical and trauma patients in our region. The Critical Care Team consists of highly skilled physicians, nurses and respiratory therapists along with the support of the hospital’s comprehensive ancillary staff. Outside Tupelo, the nearest Level 2 Critical Care Centers are located in Hattiesburg, Columbus and Greenville.

**CRITICAL CARE UNIT MISSION**

To continuously improve the health of critically ill patients by providing specialized, comprehensive care.

**CRITICAL CARE UNIT VISION**

To be recognized nationally by receiving the Beacon Award for Critical Care Excellence from the American Association of Critical Care Nurses.

**THE VALUES OF NMMC**

**Compassion:** Show sincere care and kindness for those I serve

**Accountability:** Take responsibility for my actions

**Respect:** Treat everyone with dignity

**Excellence:** Achieve excellence through innovation, teamwork and doing my best

**Smile:** Always be friendly

**WAITING AREA PAY PHONES**

To speak with an individual in the CCU waiting room, call one of the four available pay phones:

- (662) 377-6711
- (662) 377-6712
- (662) 377-6713
- (662) 377-6714

**IMPORTANT NUMBERS**

- NMMC Switchboard: (662) 377-3000
- Patient Information: (662) 377-4190
- NMMC Security Desk: (662) 377-3064
- Gift and Floral Shop: (662) 377-4194
- NMMC Chapel: (662) 377-3439
- Care Line: (662) 377-2273
- CCU Nurse Manager: (662) 377-2735
- Service Line Administrator: (662) 377-4383
- Mike Denham

**VISITING HOURS**

- 6 a.m.-6:30 a.m.
- 10 a.m.-10:30 a.m.
- 2 p.m.-2:30 p.m.
- 6 p.m.-6:30 p.m.
- 9 p.m.-9:30 p.m.

**BUSINESS SERVICES**

Please come to the Admissions/Discharge area on the first floor to complete paperwork or call extension 3229 for an Admissions representative to visit you between 8 a.m. and 5 p.m.

Some insurance companies require paperwork to be completed within 24 hours of admission. Please help us meet your insurance needs.

**IT’S A TEAM EFFORT!**

At NMMC’s Critical Care Unit, we believe a team approach is the best way to provide care for your loved one. Remember that you are part of the team!

You know your loved ones better than anyone. Talk to them – a familiar voice can be comforting. Touch them – a touch may be the best thing you can do for them. Be positive and supportive, recognizing you play an important role in relieving anxiety.

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**FIRST FLOOR MAIN HOSPITAL & EAST TOWER**

1. Food Court
2. Admissions/Discharge & Business Office
3. Administration
4. Café Express
5. CCU Family Waiting
6. Critical Care Unit
7. Surgery
8. Heart Cath Labs
9. Short Stay Surgery

**CRITICAL CARE UNIT**

A GUIDE FOR FAMILY & FRIENDS

Your family member/loved one has been admitted to Critical Care Unit:

Room #__________  Section__________
by Dr.______________
_____________________ is the patient representative on duty
at the time of admission

Your admitting nurse is ____________

**SECOND FLOOR MAIN HOSPITAL & EAST TOWER**

1. Food Court
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**WELCOME TO THE NMCC CCU**

At NMCC's Critical Care Unit, our goal is to provide your loved ones with the best possible care during their stay in our department. The Critical Care Team understands that having a loved one in a Critical Care Unit can be a very stressful and emotional experience for family and friends. As members of the Critical Care Team, we want to assure you that experienced and compassionate professionals are caring for your loved one in a state-of-the-art facility. Our number one priority is to serve your loved ones during their journey to wellness. We also care about you. We will share information with you in terms you can understand and answer any questions you may have. Please let us know what we can do to help you through this difficult time.

**COMMUNICATION**

Confidentiality Code. Because of federal privacy laws, we can only provide patient information to authorized persons. Therefore, should all visitors leave the hospital, a confidentiality code will be issued to a designated individual. This should be the same person throughout the patient's stay in CCU. Please have the designated individual ask the Patient Representative for the confidentiality code. We ask that this code not be shared with others.

Consultation Rooms. The Critical Care Unit has four consultation rooms. These rooms are provided so that your loved one's doctors, nurses and other caregivers may consult with you in a private setting.

Asking questions. We encourage and welcome questions pertaining to your loved one's condition and progress. Please use discretion about when and where we discuss a patient's condition. Remember that patients can often hear and understand what is being said around them, even though they may appear to be asleep or sedated.

**VISITATION**

With our shared commitment to do what is best for the patient, the visiting guidelines below are important to follow.

**Visiting Hours.** 6-6:30 a.m., 10-10:30 a.m., 2-2:30 p.m., 6-6:30 p.m., 9-9:30 p.m.

On occasion, and sometimes during normal visiting hours, we may find it necessary to restrict or suspend visitation altogether because of emergent situations. Please be assured that you will be allowed to visit your loved one as soon as the situation is resolved.

**Number of Visitors.** To prevent overflowing patients and to allow the Critical Care Team space to continue to perform patient care, we ask that a total of four visitors be limited to no more than two at a time.

**Children.** Children under age 14 are not permitted in the Critical Care Waiting Area. A specially designated children and adult waiting room is located near the CCU waiting room.

**Technology and Equipment.** Upon entering the Critical Care Unit, you may notice several different types of equipment and hear many frightening noises around your loved one. You may see cardiac monitors, ventilators and many tubes and IV lines that are unfamiliar to you. Our nurses will gladly explain any equipment and the role it plays in the treatment of your loved one.

**Gifts.** Because of the risk of infection or allergic reaction, flowers and balloons are not permitted in the Critical Care Unit.

**Cell phones and pagers.** We ask that you turn off all cell phones and pagers before entering the Critical Care Unit. Cell phones and pagers are permitted in the Critical Care Waiting Area.

**CRITICAL CARE WAITING AREA CONVENIENCES**

**Patient Representatives.** A Patient Representative is stationed at the Critical Care Waiting Area desk 24 hours a day. Patient Representatives assist friends and family in communicating with members of the Critical Care Team. Should you leave the waiting room for an extended time, please sign out with the Patient Representative and leave an emergency contact number.

**Kitchen/Break Area.** The kitchen/break area is located at the front of the Critical Care Waiting Area. Coffee and tea are provided free of charge. Vending machines and microwaves are available for your convenience. Please remember to keep food in the kitchen/break area only. No coolers are allowed.

**Food Court and McAlister's Deli.** The Food Court is located on the first floor of the medical center and is open daily from 6-9:30 a.m., from 11 a.m.-3:30 p.m., and from 4:30 p.m.-midnight. A discount meal ticket for the Food Court is available from the Patient Representative upon request. McAlister's Deli is located on the first floor of the East Tower and is open from 9 a.m.-midnight Monday-Friday, and from 10 a.m.-10 p.m. Saturday and Sunday.

**ATMs.** NMCC has three ATMs located on the first floor of the main hospital.

**Telephones.** For your convenience, four pay phones are located behind the kitchen/break area in the Critical Care Waiting Area. You may receive incoming calls on these pay phones. Please see "Important Numbers" for a list of pay phone numbers. Cell phones are also permitted in the Critical Care Waiting Area.

**Internet Service.** NMCC provides WiFi Hotspots in four areas: Critical Care Waiting Area, Short Stay Surgery Waiting Area, Food Court and Café Express. We also provide computers in the Critical Care Waiting Area for your use. These computers are located behind the kitchen/break area. Please limit your use of these computers so that other visitors may also have access.

**Overnight Visitors.** We make every effort to keep the Critical Care Waiting Area as quiet as possible, but the Critical Care atmosphere does not always allow for uninterrupted sleep. We encourage those who live nearby to rest at home. Because of space limitations, we ask that overnight visitors be limited to two per family and that personal belongings be kept to a maximum of two bags. No pillows, blankets or air mattresses should be brought into the Critical Care Waiting Area. Patient Representatives will distribute one blanket per visitor nightly at 10:30 p.m. These blankets must be returned to the Patient Representative by 6 a.m. We encourage overnight visitors to bring a jacket or warm clothes from home. The Patient Representative can provide information on local hotels to out-of-town visitors.

**Security.** Your safety is important to us. NMCC provides professional security staff 24 hours a day.

**Spiritual Support.** If you or your loved one need spiritual comfort during your time in Critical Care, please ask the Patient Representative to contact a member of our Pastoral Care Team. The NMCC Chapel is located on the third floor and is open daily.

**Your Role in Infection Control**

**Handwashing.** Hand hygiene is the best way to prevent the spread of infection. Please remember to use the foaming antiseptic hand cleaner before and after each visit. These dispensers are located in the Critical Care Waiting Area as well as outside each patient room.

**Preventing Contamination.** Should you have a cough, fever, runny nose or rash, it is safer for your loved one if you do not visit. Masks are available upon request.