## Contact Persons

The head doctor on duty (changes daily) is your main contact person for medical questions.

Our nursing staff members are always happy to help and try to answer any questions you may have at the patient's bedside, but will refer you to our physicians should you have any medical questions.

**Medical Director:**
Adj. Prof. Dr. Benedikt Treml, MBA

**Deputy Medical Director:**
Adj. Prof. Dr. Christopher Rugg

**Senior Physicians:** Assoc.-Prof. Adj. Prof. Dr. Janett Kreutziger, Dr. Benjamin Treichl, DDr. Petra Hillinger

**Charge Nurse:** Michaela Mair, DGKP

**Deputy Charge Nurse:**
Florian Baumgartner, BSc, DGKP

## Accommodation for relatives

Should you require accommodation for relatives in the immediate vicinity of the hospital, the following accommodation is available:

**Marienheim Foundation – House VITA – Accommodation for relatives of patients**
6020 Innsbruck · Peter-Mayr-Straße 1b
Telephone +43 512 520 30
Email office@marienheim.at
Website www.marienheim.at

## Contact information

**Telephone ACI-Nursing staff**
+43 50 504-831 06

**Telephone ACI-Secretary**
+43 50 504-227 48

**E-Mail** lki.an.aci@tirol-kliniken.at

## Information over the phone

The contact person, as designated by the family, can contact us by telephone for information daily between

**2.30 and 3.00 pm**

on

**+43 50 504-224 42.**

## Visiting hours

Our visiting hours are daily from

**3.00 pm to 4.00 pm and from 7.30 pm to 8.00 pm.**

In special circumstances, exceptions to these hours may be made, providing safety is not compromised.

*We thank you for your understanding and will make every effort to ensure good cooperation in the interest of your relative who is currently in our care.*

*The team of the General and Surgical Intensive Care Unit*

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tirol kliniken
universitätskliniken innsbruck

MEDIZINISCHE UNIVERSITÄT INNSBRUCK

**Universitätsklinik für Anästhesie und Intensivmedizin**
6020 Innsbruck · Anichstraße 35

# Information for Relatives of Patients in the ACI Unit

## General and Surgical Intensive Care Unit

# ACI

## Dear Visitors,

Welcome to the General and Surgical Intensive Care Unit (ACI) of Innsbruck University Hospital's Department of Anaesthesia and Intensive Care Medicine.

Your loved one is currently being treated and cared for as a patient in our intensive care unit. A stay in an intensive care unit is always a critical time in the life of someone who is seriously ill. Our entire team is making every effort to stabilise the acutely impaired vital bodily functions so that your relative can be transferred back to a normal ward. It lies, however, in the very nature of intensive care units that this is not always possible.

In this exceptional situation, contact and communication between you and the entire team treating your relative is especially important. We will do our best to keep you fully informed at all times and, in addition, we want to create a foundation of trust.

Usually, we have to ask you a few questions, e.g. about previous illnesses, medication and organisational matters.

## What can you do?

During this time in the intensive care unit, in particular, we believe it is important that you, as a visitor, maintain contact with your relative. Your care and attention will aid their recovery and ease their symptoms.

Relatives often ask whether the patients actually realise they are there.

Unfortunately, we can't always be sure if the patients can hear us and feel our touch, but we do believe that they sense our presence. Feel free to talk to them in a calm voice. Tell them about home and familiar things. Touching or stroking them reassures them that you are there.

Please adhere to the current visiting regulations at Innsbruck University Hospital and kindly note that no more than two visitors are permitted at the patient's bedside. Upon arrival in the visitors' entrance room, contact us using the telephone on the wall. We'll attend to you as soon as we can.

If you're visiting for the first time, a member of staff will explain all the hygiene regulations (plastic apron and hand disinfection) to you. We kindly request that you leave your handbag and mobile telephone in the lockers provided throughout the duration of your visit.

Our visiting times are daily from 3.00 pm to 4.00 pm and 7.30 pm to 8.00 pm.

In special circumstances (relatives who have to travel a long distance, critical condition of the patient, young children etc.), we try to make exceptions as far as circumstances allow (intensive medical care, patients' safety and well-being). Please remember that the safety aspect of our regulations is for the benefit of your loved one.

## What do we do?

We do our best to help and support your loved one in the most attentive and caring manner during this critical period of their illness.

State-of-the-art technology helps us to ensure your relative receives the best possible treatment and care round the clock. When you enter the ward, you'll notice that your relative is attached to a large number of machines and devices with alarm sounds, cables and tubes. During some phases of intensive care treatment, artificial respiration with the help of a ventilator machine may be necessary. When this is the case, the patient is unable to speak. During the hardest phases of an illness, it may be necessary to put the patient into a medication-induced coma.

## The ward team

Your relative will be cared for round the clock by a team of nursing staff and medical professionals. You will, therefore, meet numerous doctors and nurses.

## Information over the telephone

### about the state of health of your relative during their stay

To protect the privacy of our patients, we adhere to the data protection directives.

Therefore, we only provide information over the telephone to one designated contact person. Each family should name **ONE person** who will receive detailed information about your relative's current state of health and who will pass this information on to the other family members. This contact person will be kept up to date on a daily basis with detailed information.

We kindly request that colleagues, friends and other acquaintances contact the family members to enquire about the patient's state of health.

The designated contact person can call us for information daily between

**2.30 and 3.00 pm**

on

**+43 50 504-224 42.**

Similar to the visiting hours regulations, exceptions to these times can be arranged under special circumstances.