Welcome to
Cardiac Surgical
Intensive Care Units

CSICU:
604-875-4277

Vancouver General Hospital
Jim Pattison Pavilion,
Ground Floor North
899 West 12th Avenue
Vancouver BC V5Z 1M9
Tel: 604-875-4111
Welcome to the Cardiac Surgical Intensive Care Units (CSICU)

CSICU: is the intensive care unit for patients who have undergone a cardiac surgical procedure. A team of health care professionals are on the unit to care for patients. They are:

- Anaesthesia: runs unit on a daily basis and makes all treatment decisions
- Critical care nurses
- Respiratory therapist
- Cardiac Surgeon
- Social Worker
- Physiotherapist/Occupational therapist
- Hospital chaplain
- Perfusionist

Telephone Calls

- Choose **ONE** person who speaks English to be the contact person for the patient. Only under special conditions can exceptions be made.
- If the patient has an emergency crisis, the staff will **ONLY** call the contact person.
- It is up to the contact person to receive and pass on information between the health care professionals and the rest of the patient’s family.
- **ONLY** the contact person should call CSICU to receive information on the patient.
- The telephone number for CSICU is: **604-875-4277**

Visiting Policies

- **ALL VISITORS MUST CALL** from the **WAITING ROOM BEFORE** entering CSICU to visit a family member.
- Children under 8 years old **MUST** have permission from the nurses before visiting.
- **ONLY TWO** visitors at a time may visit the patient’s room. Only immediate family are permitted to visit.
- Patients require a quiet environment for resting therefore, visitors are encouraged to limit their stay.
- If the patient is becoming tired nurses may ask visitors to leave to allow the patient to rest.
- Visitors may also be asked to leave the room during nursing care, medical rounds and/or special procedures.
- No visiting between: 7:30-8:30 am and 7:30-8:30 pm
Flowers

- Visitors are requested **NOT** to bring flowers or plants for the patients for two main reasons:
  - Flowers and plants crowd the patients' bed area and interfere with the care of the patient.
  - Patients can be very sensitive to smell while they are in the hospital.

**NOTE:** Hospitals are **scent free** (no perfumes, scented items such as flowers)

Well Wishes

- Well Wishes is a free service that allows friends and families to stay in touch with patients via email.
  
  WellWishesVA@vch.ca

- The program is designed for well wishes only. Other messages (e.g., personal business, questionable content or solicitations) will not be delivered. VCH cannot send outgoing replies, confirm that a message was received, or confirm that someone is a VCH patient. If a patient has been discharged, the message is not forwarded. All messages are received and handled confidentially.

- Well Wishes email boxes are checked every morning and messages are printed and delivered to patients every afternoon, Monday to Friday. Please ensure the patient’s name and hospital are entered in the subject line.

CIBC Centre for Patients and Families

- The CIBC Centre for Patients and Families has information, education materials, and tools to help patients and their families participate in their own health care. Computers for Internet access and email, fax, and a photocopier are also available for your convenience.

- Your health care team tells you about your diagnosis, care, and treatment plan. However, if you have more questions related to health, the health care system or community resources, visit the centre. Staff and volunteers will provide support and help you find the information you need.

- The centre is on the 1st floor of the Jim Pattison Pavilion, behind the information desk. Visit the centre Monday to Friday.
Community and Other Resources

Cardiac Education

♦ St. Paul’s Hospital Heart to Heart Program
  www.healthyheart.org
  (also follow links to BC & Yukon section for local programs) 604- 806-8591

♦ Diagnostic Tests, Procedures, Surgery and other Treatments for Heart Disease
  www.americanheart.org

♦ Heartsite.com - www.heartsite.com
  Contains information, especially animations describing circulation, different tests and cardiac procedures.

♦ Heart and Stroke Foundation of Canada
  www.heartandstroke.ca
  1-888-473-4636

♦ Intellihealth - www.intellihealth.com
  Wide-ranging information on many health topics. There is a great section for caregivers.

Cardiac Exercise Programs

♦ VGH Cardiac Rehabilitation Program
  604-875-5389

  Programs offer different types of exercises. It is best to call the program directly to find out which program is suitable for you and whether or not you need a doctor’s referral.

  Call 1-800-663-2010 for a program near you

Nutrition for a Healthy Heart

♦ Becel Canada - www.becelcanada.com
  1-800-563-5574
  Meal planning to eat heart healthy and risk factors of heart disease.

♦ Canada’s Food Guide
  www.hc-sc.gc.ca/hpfb-dgpsa/onpp-bppn/food_guide_rainbow_e.html
  Find out how many servings of the various food groups you need during a day.

♦ Delicious Decisions - www.deliciousdecisions.org
  Information on how to have meals that are both nutritious and delicious. Recipes provided.

♦ Dial-a-Dietitian - www.dialadietitian.org
  604-732-9191
  1-800-667-3438
  Information on nutrition and nutritional resources.

♦ Dietitians of Canada - www.dietitians.ca
  Source of information on food and nutrition for Canadians.

♦ Healthcheck - www.healthcheck.org
  This is a program that will help you make wise food choices while grocery shopping (based on Canada’s Food Guide to Health Eating).
Stop Smoking
♦ www.quitnow.ca (BC Lung Association Website for smoking cessation
B.C. Lung Association: Freedom from Smoking
www.bc.lung.ca
1-800-665-5864 or 604-731-5864
♦ Canadian Cancer Society: Fresh Start
www.cancer.ca
1-888-939-3333
♦ Health Canada: Go Smoke Free
www.gosmokefree.com
1-866-318-1116
The facts about health effects, second hand smoke, toxic emissions, quitting and the tobacco industry.
♦ Vancouver Coastal Health Authority
www.vch.ca/living/smoking

Stress Management
♦ Canadian Mental Health Association
www.cmha-rmd.com
604-276-8834

Other Important Links
♦ Canadian Diabetes Association - www.diabetes.ca
♦ Canadian Lung Association - www.lung.ca
♦ Caregiver Network Inc. - www.caregiver.on.ca
A resource centre created to help make caregivers’ lives easier.
♦ Guidelines for Determining Medical Fitness to Drive a Motor Vehicle - www.drivesafe.com
♦ Lifeline Program - www.bclifeline.com
A personal response system which link you to 24 hour assistance at the push of a button.
♦ Medic Alert - www.medicalert.ca
1-800-668-1507
Identification worn to alert health care professionals of any medical problems that should be known in an emergency.