

**Waiting Room  
Phone Numbers  
580-225-2511 ext 329**

**ICU NURSES STATION  
580-225-2511 ext 275**

**Toll Free Hospital Number  
1-866-315-2397**

**GPRMC**

**www.gprmc-ok.com**

**Welcome to  
GREAT PLAINS**

**Critical Care**

## VISITING HOURS

**9am—11am  
2pm-6pm  
8pm-10pm**

**IMMEDIATE FAMILY ONLY FOR 30  
MINUTES.**

**TWO visitors at one time  
(no children under 12)**

Patients in the ICU require rest and sleep to promote effective healing. They don't always recognize these needs. It is also important for family members to meet their own needs at this stressful time. Non-visiting hours allow family members time to meet their nutritional needs, sleep, home care tasks, as well as, time for emotional rest.

## FOR YOUR CONVENIENCE

### CAFETERIA

Breakfast 7:00 am—10:00am  
Lunch 11:00 am—1:30 am  
Dinner 4:00 pm —6:00pm

Weekends: 7:00-3:00pm

### Chapel:

The Chapel at Great Plains is located just west of the ICU waiting room.

### Smoking:

For the health and well-being of patients, visitors, and our staff, Great Plains is a smoke-free campus.

### Home Care:

Some patients need professional healthcare assistance after returning home from the hospital. With a physician's referral, Great Plains Home Health Care provides skilled nursing, occupational therapy, physical therapy, and speech therapy for all patients. These services are JCAHO accredited and Medicare certified. For more information, notify your Case Manager.

### Critical Care Nurse Director:

Debra Morris RN, MSN, CCRN  
580-225-2511 ext 278

*A Great Place for Patients!*



## What can you expect?

We want you to know that first and foremost, you can expect EXCELLENT care for your loved one. The Critical Care staff is committed to providing the best of care. We place the highest priority on our patients and want to exceed your expectations.

Our staff has many years of experience with the care of the critically ill patient. We must complete an extensive orientation program. We must also attend yearly training sessions to ensure that everyone maintains clinical excellence.

Please visit with the Charge Nurse, Case Manager or Nurse Director if you have any suggestions to improve the care we provide.

The Critical Care nursing staff at **GPRMC** supports the inclusion of family members as partners in the care of the critically ill patients. We hope the following tips will enable you to be better informed about the care we are providing to your loved one.

Read the patient information that is provided at admission. It will detail patients' rights and outline the responsibilities of the hospital.



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- ⇒ Designate one family member as the primary point of contact for the nurse. Provide family members of choice with the patients confidential 'password' in order for them to receive information on your loved one.
- ⇒ Make it a point to know who is taking care of your loved one. Navy scrubs are worn by licensed nurses. If a staff member does not have a name badge, ask for their name and what they do.
- ⇒ Ask the nurse what you should expect during your visits. Good information will prepare you for the monitors, equipment and activity level associated with a critical care unit.
- ⇒ Keep the patient's safety and wellness in mind while visiting. *(example: the rails on the bed should be in the raised position when you leave the bedside.) Also, do not visit if you have a potentially contagious illness.*
- ⇒ *Take care of yourself during the patient's recovery process. You will be called on to provide healing support and will need to be ready.*
  1. Follow a proper diet
  2. Get adequate amount of sleep
  3. Take some time away from the hospital
- ⇒ **All visitors must wait in the waiting room. In order to protect all of our patients' privacy, there is no waiting permitted in the hallways outside the critical care patient's room.**

- ⇒ Ask to speak with the Charge Nurse, Case Manager, Nurse Director, or House Supervisor if you have a problem with any member of the healthcare team.
- ⇒ Utilize available support services. This is an overwhelming and stressful time. You may feel confused, helpless, afraid, or even angry. Use these staff members to assist you:
  1. Case Managers
  2. Spiritual care professionals



- ⇒ **Talk with your nurse about who should visit with your loved one. We ask that all children under the age of 12 remain in the waiting room, or at home. All Children are to be supervised by an adult at all times.**

