

# The Intensive Care Unit (ICU)



The Department of Intensive Care Medicine at the Ng Teng Fong General Hospital is the first combined and integrated Intensive Care Unit (ICU) and High Dependency Unit to unify care paths and ensure one standard of care to patients through better allocation of resources.

Designed for seamless and integrated care for the critically-ill, the ICU combines and integrates different conventional sub-specialty ICUs (medical, surgical, cardiac and neurosurgical) and their High Dependency Units (HDU) into one multi-disciplinary ICU.

A professional team comprising the following healthcare staff takes care of patients round the clock:

- Consultant Intensivists
- Critical Care Nurses
- Dietitians
- Medical Social Workers
- Respiratory Therapists
- Pharmacists
- Physiotherapists

We aim to provide the best care to our patients and help their family through this difficult time.



## Medical procedures and noises

The care in ICU is complex and frequently involves specialised treatment and procedures. Your loved ones may be connected to multiple equipment such as machines, tubes and lines which may look complicated. These interventions include life support machines, invasive monitors and dialysis machines, and are utilised to preserve life. The beeps and other electronic noises you hear are the alerts from these machines when something needs our attention.



## Consent for treatment

Most basic procedures and treatment in ICU are vital to the well-being of our patients, and are an essential part of the overall ICU care plan. Due to the urgency of these procedures and treatment, waiver of formal consent is exercised. This includes inserting a breathing tube into the windpipe to help a patient breathe, setting up central venous lines for resuscitation, dialysis catheter for dialysis, intra-arterial lines for blood pressure monitoring, feeding tubes and urine catheter, as well as blood transfusion. The list may not be exhaustive.

However, for non-vital procedures, the doctor-on-duty will explain the risks and benefits of the treatment to the patient and patient's family, and offer alternatives, if any.

## Keeping you informed

You will be asked to nominate a family spokesperson as the point of contact for our ICU team. This is to ensure that information about the patient is given only to immediate family members and any enquiries directed through this spokesperson.

To maintain patient confidentiality, our staff will not disclose medical information over the telephone. The medical doctor may contact the spokesperson to update on significant changes and progress of the patient. Alternatively, you may initiate conversation with our doctors and inform the nurse caring for your loved one that you wish to speak to a medical doctor. Privacy is always maintained at the ICU regarding patient care.

# Visitors

We recognise that our patients need their loved ones by their side to heal and recover. Adequate rest and treatment are also important to others for a speedy recovery.

Please observe the following visitor guidelines (subject to change) when you visit your loved one:

## **VISITING HOURS**

### **Monday to Friday**

12.00pm to 2.00pm

5.00pm to 8.30pm

### **Saturday, Sunday and Public Holidays**

12.00pm to 8.30pm

## **NUMBER OF VISITORS**

Please limit to 2 visitors at any one time.

## **CHILD VISITOR**

Children under 12 are not allowed into the ICU/High Dependency due to their relatively lower immunity. Please do not bring children in without consulting a nurse.

## **INFECTION CONTROL**

If you are feeling unwell, please refrain from entering the ICU.

Exercise good hand hygiene by using hand sanitiser or washing your hands before and after you enter the ICU.

No mobile phones, photo/video-taking devices are allowed.

Blinds and curtains are drawn to protect the privacy of our patients.

Kindly seek permission before entering.

At times, you may be asked to leave the ICU temporarily when our doctors or nurses are making their rounds. Kindly wait at the Visitors Lounge as we check on your loved one. We seek your kind understanding.

**Notes:**

## For more information

### Ng Teng Fong General Hospital and Jurong Community Hospital

1 Jurong East St 21, Singapore 609606

[www.ntfgh.com.sg](http://www.ntfgh.com.sg) | [www.jch.com.sg](http://www.jch.com.sg)

### Clinic opening hours

Monday – Friday: 8.30am – 5.30pm

Saturday: 8.30am – 12.30pm (Selected clinics only\*)

Dental Clinic: Monday – Thursday: 8.00am – 5.30pm, Friday: 8.00am – 5.00pm

*\*Please refer to our websites for more details.*

### General enquiries & appointments

General enquiries line: 6908 2222 (24-hr)

Fax: 6716 5500 | Email: [contactus@nuhs.edu.sg](mailto:contactus@nuhs.edu.sg)

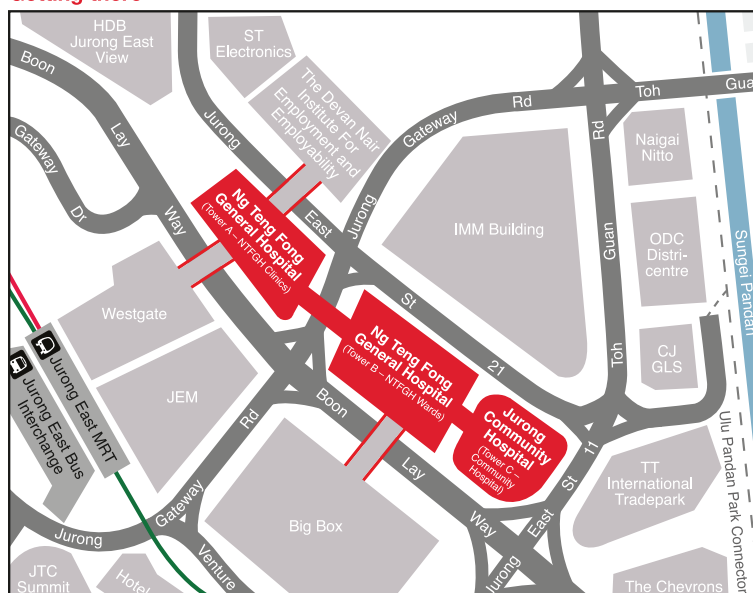
Appointment line: 6908 2222 (Monday – Friday: 8.00am – 5.30pm, Saturday: 8.00am – 12.30pm)

Fax: 6716 2200 | Email: [appointment@nuhs.edu.sg](mailto:appointment@nuhs.edu.sg)

Dental appointment line: 6716 2233 (Monday – Friday: 8.00am – 5.30pm)

Fax: 6716 2200 | Email: [JHCampus\\_Dental@nuhs.edu.sg](mailto:JHCampus_Dental@nuhs.edu.sg)

## Getting there



### By train

Alight at Jurong East MRT Station

### By bus

#### Jurong East Bus Interchange

41, 49, 51, 52, 66, 66B, 78, 78A, 79, 79A, 97, 97E, 98, 98M, 105, 143, 143M, 160, 160A, 160M, 183, 183B, 197, 333, 334, 335, 506

#### Along Boon Lay Way

49, 99, 333, Private bus service 625, 990

### Disclaimer:

The information in this brochure is meant for educational purposes and should not be used as a substitute for medical diagnosis or treatment. Please seek your doctor's advice before starting any treatment or if you have any questions related to your health, physical fitness or medical condition. Information is accurate at the time of printing.