



# 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

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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.

## Keeping you informed

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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.

## Consent for treatment

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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.

# Visitors

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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 Sunday  
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.



## Ng Teng Fong General Hospital

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