

Having a loved one in the ICU can be very stressful, particularly when there is uncertainty about their recovery. There are several ways we aim to keep close family members up to date with a patient's progress. Generally, we will only share a patient's medical information with their closest relatives.

If your loved one is awake and well enough to communicate with staff, information about their medical condition will primarily be discussed directly with them. They can choose to have family members present during these discussions either in person or over the phone.

When you visit, the nurse looking after your family member will be able to give you updates on their condition. Medical staff will often also be available to update you at the bedside.

If your loved one is not able to communicate due to their illness, the medical and nursing staff will communicate directly with key family members. You should expect to receive an update from medical staff on the day that your loved one is admitted to the ICU, and every day or two thereafter. Once your loved one is in a more stable condition, these updates may happen less frequently.

If there are any major changes in the medical condition of your loved one, you will be contacted and updated.

You can also call and speak to the nurse who is looking after your loved one for a general update. You are welcome to call any time during the day on (03) 9508 1600. You will then be transferred through to the nurse caring for your loved one.

If you have a large family, it is optimal if one family member is appointed the spokesperson. The spokesperson can then share the daily update with the rest of the family. If preferred, we can organise for the nurse to call the family at a set time each day to give you a general update. Please let the nurses know if this is your preference.

If your family member is having an operation and will be transferred to the ICU after 6 pm, the ICU unit receptionist will call you to inform you. They will also organise for the nurse caring for your loved one to telephone you once they have settled your family member into the ICU.

---