



RBWH Foundation WeCU Family Care Program

An RBWH Intensive Care Unit
guide for family and caregivers

Care, Comfort and Support
for ICU Families



RBWH Foundation
WeCU



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Introduction

A message from the RBWH Foundation

The RBWH Foundation has long supported families across the entire Royal Brisbane and Women’s Hospital (RBWH) but nothing to the magnitude and impact of the RBWH Foundation WeCU Family Care Program in the RBWH Intensive Care Unit (ICU).

Families and friends within the ICU environment face overwhelming emotions associated with uncertainty around their critically ill loved one. Those who travel urgently from regional and remote areas have the added psychological and physical burden of navigating and staying in a city far from home.

In consultation with hospital administration, clinicians, nurses, social workers, patients and patient families; the RBWH Foundation has created WeCU to reduce as much of this stress as possible.

Let us provide care, comfort and support to you - the family of our critically ill patients - so that you can provide the very best support to your loved one through this difficult stage of treatment.

The WeCU Family Care Program has been funded as a two-year pilot through the extraordinary generosity of RBWH Foundation donors who understand and value family support and quality time as essential to patient wellbeing. We thank those donors - and new supporters of the program in advance. Without donor and community support the WeCU Program would not be possible.

Kind regards

Simone Garske

CEO, RBWH Foundation



If you would like to support the WeCU Family Care Program, please contact RBWH Foundation

rbwhfoundation.com.au/WeCUFamilyProgram



A message from the Clinical Director of ICU

Welcome to the Intensive Care Unit of the Royal Brisbane and Women’s Hospital. We appreciate that the admission of your loved one to an intensive care unit is potentially a very stressful and anxiety-provoking time. On behalf of our dedicated team of nurses, doctors and allied health professionals, I would like to thank you for the trust that you have placed in our hands.

We understand that the clinical environment can be very confronting and may impose barriers. Out of necessity in caring for critically unwell people, a large team and diverse therapies may be required.

It is never our intent that the professional team or the equipment should become a barrier to you visiting or supporting your loved one at this most vulnerable time.

Rather, we will endeavour to keep you informed and invite you to participate in the shared decision-making and rehabilitation that will lead to your loved one returning to you.

Our commitment is that we will strive to bring the best care humanly possible, in concert with state-of-the-art technology, to look after our patients, their families and friends in unison.

Yours sincerely,



Dr Shane Townsend

Clinical Director of ICU,
RBWH Foundation



WeCU: Your Family Care Program

Having a loved one being cared for in an Intensive Care Unit (ICU) is one of the most challenging and anxious times in the lives of patients, families, and loved ones. The RBWH Foundation WeCU Family Care Program has been designed to alleviate as much of this anxiety as possible.

WeCU is here to care for you, so you can care for your loved one at their time of greatest need.

This ICU guide will provide important information about:

1. The ICU environment and medical equipment
2. Accessing timely information about your loved one
3. Logistical needs:
 - Transport subsidy applications
 - Affordable, nearby accommodation
 - Meal options
 - RBWH retail facilities



Guide to the RBWH ICU environment

Intensive Care refers to specialised treatment for patients who are acutely unwell and require critical care.

Patients will have equipment and monitors attached to them and their medical team will be in attendance around the clock.

The RBWH ICU can accommodate 36 patients. Some require a high level of care after surgery, but most patients require intensive care after a traumatic accident or sudden, serious illness.



The WeCU Concierge Service

The role of the WeCU concierge staff is to support you. Available 7 days a week, from 8.45am to 8.30pm they are similar to a hotel concierge, eager to answer questions, offer advice and assist you in any way they can.

There are limits to their role and their knowledge – they are not medically trained – but they will answer your queries or ensure they are passed on to someone who can help you.

The concierge staff are funded by donations provided to the RBWH Foundation.



The waiting room

The waiting room is the first area of the ICU that you will encounter. You may have to wait for a period to visit your loved one, so we strive to make the waiting room area as peaceful and hospitable as possible.

We provide coffee and tea facilities, phone chargers, and some supplies with the aim of making your stay a little easier.

At the bedside

When you visit your loved one in the ICU, you can expect to see medical staff and some of the equipment pictured on the right.





Your medical team

Doctors

A team of experienced doctors will care for your loved one all day and night, seven days a week. They will be led by Consultant Intensivists, specialists in the field of intensive care who will assess patients daily and manage all aspects of their treatment and care.

Nurses

Specialist ICU nurses are in attendance around the clock. Generally, one nurse will care for a small number of patients, but in acute cases patients will receive one-on-one care.

Social workers

Social workers are allied health professionals who help people who are in crisis and need support. They provide counselling, information and referrals to other services.

RBWH ICU social workers are available seven days a week during business hours to assist patients and their families. The WeCU concierge staff are happy to liaise with the social workers on your behalf and introduce them to you.

Allied health

Depending on your loved one's needs, other allied health staff may be involved in their treatment. These may include physiotherapists, dietitians, speech therapists and occupational therapists. Each has a particular area of expertise and a specific role to play, and how much they are involved will depend on what each patient needs

Ward administrators

Ward administrators are responsible for the administrative documentation of the admission and discharge of your loved one from the ICU.





Communicating with staff

Families of ICU patients tell us clear, timely communication is one of the things they value most. Our doctors and nurses endeavour to keep families advised of our loved one's condition, but the nature of ICU care means updates can be irregular.

The WeCU staff can help with communication concerns and liaise with medical staff and social workers.

Visiting the unit

Visiting hours

ICU has extended visiting hours to enable you to spend time with your loved one.

There are times, however, when we need to restrict visiting for patient confidentiality reasons, such as during staff handovers and ward rounds. Handovers are held at 7.00am and 7.00pm, and usually last for one hour, but may take longer.

You will also be asked to leave during the consultant ward round. The timing of this round varies based on the work they need to do.

You may also be asked to leave for procedures and medical examinations as part of our commitment to respect a patient's right to privacy.

Too many visitors at one time can be tiring for patients. For this reason, we limit visitors to immediate family or special friends, and limit the number of people at the bedside to two.

Visiting at night is allowed but discouraged, as lack of sleep is bad for patients and can result in patient confusion and longer hospital stays.

Sleeping patients, who are medically sedated still need natural sleep patterns.

Please respect the privacy and confidentiality of other patients in the unit.





ICU etiquette

Please switch off mobile phones to avoid interference with ICU medical equipment and for the privacy of other families.

You may continue to use your mobile phones in the waiting room.

Hygiene rules:

- Please use hand sanitiser provided at the entry
- Wash your hands again at the patient's bedside each time you arrive and before you leave
- You may be asked to wear a gown and gloves
- Don't sit on the bed (this applies to children too)
- All visitors, including children, must wear shoes
- Do not bring flowers, plants or large fluffy toys into the unit
- If you are unwell, please ask the nurse for advice before entering ICU.





Common needs of family members

Parking

Visiting and access are priorities for family members of ICU patients, and there are a number of parking options available if public transport does not suit.

WeCU concierge staff can advise you on parking and other transport options which will be especially valuable if your loved one may have an extended stay in hospital.

Concessional parking

Patients or their primary carer may be eligible for discounted parking where commercial car parking fees apply under the following criteria:

Extended Stay

If you are an inpatient requiring a hospital stay of fourteen (14) consecutive days or longer:

- An RBWH Concessional Car Parking Application Form is available at the WeCU concierge service or from a ward administration officer. Instructions on how to complete the form and where to submit will also be provided.

Frequent outpatient

If you attend hospital for two (2) or more appointments per week for two (2) weeks or longer an RBWH Concessional Car Parking Application Form is available from an outpatient clinic administration staff member. Instructions on how to complete the form and where to submit will also be provided.

Financial hardship and special considerations

If you have financial hardship or special considerations and do not fit into one of the above categories, you may be able to apply for special needs. Please speak to the WeCU concierge staff about this.

RBWH Campus Map





Commercial carpark facilities

There are several parking options available at or near to RBWH. There are three multi-storey undercover carparks available on the campus. As they are privately owned, charges will apply at each carpark. These are:

Point Parking:

Location: 20 Butterfield Street, Herston

This is the closest carpark to the main entrance of RBWH. An undercover walkway links this carpark to level 1 of the RBWH Ned Hanlon building.

Vehicle height restrictions: 2.10m

Approximate cost: up to \$42 per day

Contact: (07) 3252 4333

Website: <https://pointparking.com.au/locations/royal-brisbane-and-womens-hospital/>

Cornerstone Parking:

Location: 325 Herston Road, Herston

Located at the junction of Gilchrist Avenue and Herston Road.

Approximate cost: up to \$32 per day

Contact: (07) 3034 0511. For Monthly Parking, please call (07) 3034 0531.

Website: <http://cornerstoneparking.com.au/car-parks/royal-brisbane-hospital/>

Bramston Terrace Point Parking:

Location: Bramston Terrace (off Herston Road), Herston

Approximate cost: up to \$30 per day

Contact: (07) 3257 2778

Website: <https://pointparking.com.au/locations/bramston-terrace-herston/>

Surrounding parking:

The Pavilion Car Park

Location: Brisbane Showgrounds, Gate 5 off O'Connell Terrace, Bowen Hills

Approximate cost: up to \$25 per day

Contact: (07) 3253 3900

Open: 24 hours, Monday – Sunday

Website: <https://www.brisbaneshowgrounds.com.au/information/parking/>





Public transport

Bus station

There is a bus station located next to RBWH. You can find out which buses stop at the hospital through the Translink journey planner:

<https://jp.translink.com.au/plan-your-journey/journey-planner>

Train station

The nearest train stations are Brunswick Street station in Fortitude Valley or Bowen Hills station. Both stations are about a one kilometre walk to Central Drive at RBWH.

For timetable information, call the TransLink Hotline on 131 230 or visit:

<http://translink.com.au/>

Taxis

A taxi rank is located at the main entrance to RBWH. This rank is close to the transit lounge and admission desk for the hospital.

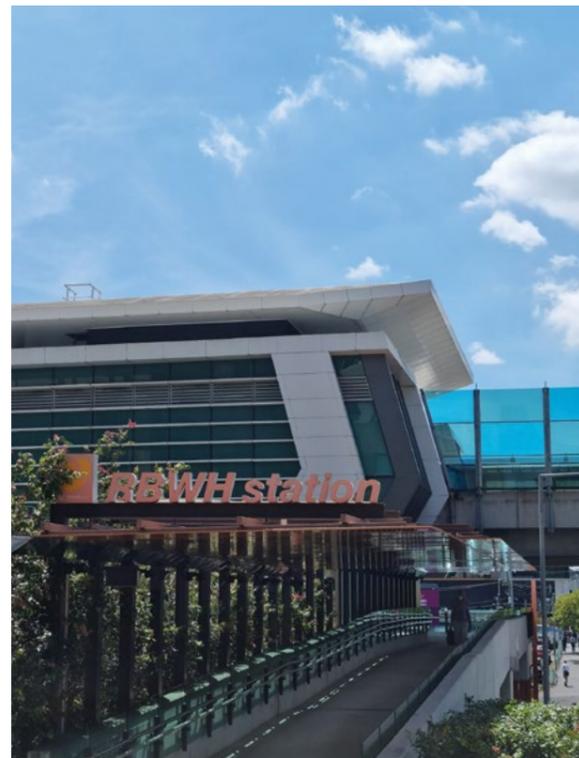
Free taxi phones are available in main reception areas including:

- Ground Floor Ned Hanlon building (Admission Desk)
- Level 4 Joyce Twedell Building (Cancer Care Admissions)
- Ground Floor Dr James Mayne Building (near Emergency).

Cycle Centre

RBWH Cycle Centre provides members and casual visitors with:

- 750 secure bike parking spaces
- Male and female shower facilities
- Secure lockers
- Towel service
- Ironing facilities and hair dryers
- Air-conditioned premises
- Security, including electronic entry for members and CCTV.



Travel and accommodation support

Visiting from out of town - Patient Travel Subsidy Scheme

Please contact the WeCU concierge staff regarding the eligibility and application process for the Queensland Government's Patient Travel Subsidy Scheme (PTSS).

PTSS provides financial assistance for patients who are referred to specialist medical services not available at their local public hospital or health facility. Eligible patients can apply for a subsidy to assist with travel and accommodation costs associated with accessing specialist medical services.

Patients approved for PTSS will receive a subsidy to attend the closest public hospital or health facility where the specialist medical treatment is available. Patients travelling to access private specialist services may be eligible for a subsidy if the service is not available within 50 kilometres of the patient's closest public hospital or health facility.

The Scheme is Queensland Government funded and administered through Queensland Health. It aims to support Queenslanders to access specialist medical treatment wherever they live in the state.

The PTSS is not intended to cover the full costs associated with accessing specialist medical services. Eligible patients can apply for the following subsidies:

- Travel subsidy
- Accommodation subsidy
- Escort subsidy.

Accommodation

The WeCU concierge staff can also help you with a list of places close to the hospital that may have vacancies.

Patients under 21 years old

Accommodation for groups of up to four at Ronald McDonald House may be an option for families of patients aged under 21 who qualify for PTSS or have a Special Consideration letter if home is within 50km of the hospital. WeCU concierge staff can provide more details.



Shops and services

RBWH Food Court

The RBWH Food Court on level one of the Ned Hanlon building provides visitors and staff with a variety of food and coffee outlets including:

Café Royale

Café Royale offers a breakfast, lunch and hot meal selection from a wide range of international cuisines including Mediterranean, sushi and Japanese.

Open: Monday-Friday 7.00am-6.00pm
and weekends 7.00am-4.00pm

Café Lattes

Located outside Café Royale, Café Lattes serves coffee and snacks.

Open: Monday-Friday 7.00am-6.00pm
and weekends 7.00am-4.00pm

Subway

Subway offers a range of subs, paninis, wraps, and salads. Subway also has catering options.

Open: Monday-Friday 7.30am-7.00pm
and weekends 7.30am-4.00pm

Phone: (07) 3636 0821

Coffee Clinic

The Coffee Clinic offers a wide selection of healthy light meals, offers and snacks.

Open: Monday-Friday 6.00am-1.30pm

City Pantry – open all hours

Easy to locate next to the Coffee Clinic, the City Pantry offers fresh fruit and meals that can be served cold or heated in the supplied microwave.

Open: 24 hours a day, 7 days a week

Please note that your coffee voucher is redeemable at Café Royale, Café Lattes, Coffee Clinic, Coffee Cube and Pulse Café during their opening hours.

Additional RBWH outlets

Pulse Café and Elixir Coffee Cart

Pulse offers meal-time staples as well as sweet and savoury goodies.

Open: Monday-Friday 6.30am-2.00pm

Location: Ground floor Centre for Clinical Research Building (next to Education Centre).

Phone: (07) 3646 5802

Coffee Cube

The Coffee Cube offers coffee, light meals and snacks near Maternity.

Open: Monday-Friday 6.30am-1.30pm

Location: Level 6 RBWH Ned Hanlon Building (near Maternity).





RBWH retail outlets

Atrium Pharmacy

Open: Monday-Friday 7.00am-6.00pm
Weekends 9.00am-3.00pm
Closed on public holidays

Location: Level 1, RBWH Ned Hanlon Building.

Phone: (07) 3854 0474

Hairdresser

Samara Hair & Beauty Boutique

Open: Monday-Friday 8.30am-5.00pm,
Saturday 8.00am-2.00pm

Location: Ground floor, Atrium,
RBWH Ned Hanlon Building.

For appointments call:

0458 829 360
(07) 3646 0998

Email: thomassamara8@gmail.com

2C Coffee Cart

2C Coffee Cart is in the RBWH
Joyce Twedell building.

Open: Monday-Friday 7.00am-2.30pm

Location: Level 4, RBWH
Joyce Tweddell Building.

Australia Post Office

Open: Monday-Friday 9.00am-5.00pm
and closed weekends

Location: Level 1, Ned Hanlon, near the
newsagency towards the front of RBWH.

Phone: (07) 3852 1282

Butterfields Gifts Fashion & Fine Food

Open: Monday-Friday 7.00am-6.00pm,
Saturday - Sunday 7.00am-3.00pm,
and public holidays 7.00am-3.00pm

Location: Level 1, Ned Hanlon Building.

Phone: (07) 3252 8175

Order online for Bedside delivery & Care
Packages delivered to patients.

www.butterfieldsrbwh.com.au

Perrotts Florist

Open: Monday-Friday 8.00am-5.30pm,
Saturday 9.30am-1.00pm and closed Sundays.

Location: Ground floor, Atrium, Dr James
Mayne Building (near the main entrance),
RBWH.

Phone: (07) 3252 7877

Email: enquiries@perrotts.com.au

Services

ATM

Location: Level 1, Ned Hanlon Building
near the RBWH Food Court.

Phone chargers

Phone chargers are located at:

- Emergency Department, Ground Floor,
RBWH Dr James Mayne Building.
- Level 1, RBWH Ned Hanlon Building in
front of the Atrium Pharmacy.

Internet and Wi-Fi

Internet kiosks are available 24/7 on
Level 1, RBWH Ned Hanlon Building opposite
the Atrium Pharmacy.

**Free Wi-Fi is available for patients and
visitors.**

RBWH Information Desk

Our volunteer RBWH Foundation Compassion
Crew is on hand to assist you with directions
from 8.00am to 4.00pm weekdays.

Location: At the top of the escalators on
Level 1, RBWH Ned Hanlon Building.

Lost property

Lost property is kept for three months and
then donated to charity. If you lose a personal
item during your stay, please contact:

Trust office (valuables, jewellery, money)

Phone: (07) 3646 1858

Patient Support (umbrellas, jumpers etc.)

Phone: (07) 3646 7224

**Emergency Department
(items left in Emergency)**

Phone: (07) 3647 5965

Justice of the Peace

A Justice of the Peace is available for patients,
visitors and staff. Justice of the Peace services
are available on Ground Floor (near the RBWH
hospital chapel), Ned Hanlon Building, RBWH.
Service times are posted on the desk.

Public phones

Public phones are located throughout RBWH
for patient and visitor use. Please ask staff for
the phone located closest to you.



Frequently asked questions

When can I expect a medical update from the doctors?

The WeCU concierge can help clarify when you might expect to speak with the doctors. Be assured, the medical staff and entire ICU team understand that patient updates are very important and will strive to balance crucial patient care with family communication. The concierge is available to discuss your concerns.

Who are the staff treating my family member?

These will vary according to need. There will be doctors and nurses, and other staff members as required. This can include social workers, physiotherapists, speech therapists, dietitians and occupational therapists.

When can I visit my family member?

Visiting hours in ICU are flexible so that families can see and spend time with their loved ones, although visiting at night or in large numbers can be tiring for patients. There can be some restrictions on visitation that are part of a health directive, and we will let you know if this is the case.

Is there anywhere nearby that we can stay overnight?

Please ask the concierge staff for a full list of accommodation options close to the hospital.

Will we be called at night if anything changes?

You can expect regular updates, especially if there is any significant change in your loved one's condition.

Useful Resources

Chaplaincy services

Chaplains are available for pastoral care. Please ask the concierge for more information.

Local Accommodation

Our concierge team can help you with potential accommodation options.

Patient Travel information

Our concierge team can help you navigate this process and provide you with further information on it.

Intensive Care experiences of families and friends

For further information visit:
<https://healthtalk.org/intensive-care-experiences-family-friends/emotional-impact-on-relatives-friends-in-icu>



RBWH Foundation WeCU

Care and Comfort for ICU Families

WeCU Concierge Service:

Phone: 0499 819 959

rbwhfoundation.com.au/WeCUFamilyProgram

Service hours: 8.45am to 8.30pm, 7 days a week



RBWH Foundation

Phone 1300 363 786

Email info@rbwhfoundation.com.au

f @RBWHFoundation

ig @rbwhf

tw @RBWHFoundation

in [linkedin.com/company/rbwhf](https://www.linkedin.com/company/rbwhf)

rbwhfoundation.com.au

Please contact us if you would like to support, or make a donation towards, the RBWH Foundation WeCU Family Program.