

SERVICES: We offer an entire team to help you during your loved one's stay at MUSC.

Concierge staff are available in the waiting room to assist with finding a hotel room, dining options, or use of the family shower (*available from 8am - 10pm*).

We offer Chaplain Services, Interpreter Services, and Patient Liaison Services as well.

Our Chapel is located on the 4th floor and is open at all times.

PARKING: We offer a reduced parking rate at the Courtenay Garage for visitors staying overnight. *Day time visitors will be charged the normal hourly rate.*

Directions from MSICU to the Courtenay Drive Parking Garage: Take elevator "C" down to the "1U" level. When you leave the elevator, turn right and walk to the back of the "1U" level (towards the glass wall). Past the information desk, you will see double doors that lead you to the walkway to the parking garage. When you enter the garage, you will be on the 3rd floor.

DINING: The cafeteria is open from 6:30am - 11pm everyday, and offers a variety of options. Starbucks Coffee is located at street level.

PHARMACY: Level "1U", over the counter medications are available. Hours are 8:30am - 5:30pm, Mon-Fri.

GIFT SHOP: Open 9am - 6pm, Mon-Fri, and 9am - 5pm, Sat-Sun.

**Medical University of South Carolina
is committed to:**

- Delivering the highest quality of care
- Delivering compassionate care
- Achieving the best outcomes of healthcare for our patients
- Promoting a culture of excellence in care, education, and research

Nurse Manager

MSICU and PCU

Christina Zensen, RN, BSN, CCRN, CNRN

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25 Courtenay Drive
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MUSC Ashley River Tower

***FAMILY & VISITOR
GUIDE***

**Medical-Surgical
Intensive Care Unit
(MSICU)**

843-876-7730 / 843-876-5986

**Progressive Care Unit
(PCU)**

843-876-5971

MSICU/PCU Family and Visitor Guide

In the MSICU, we are committed to providing the best care possible to your loved one. We also understand the anxiety that an ICU stay may cause, and our goal is to give you access to your loved one in this time of need as much as we possibly can.

One of the first things we will ask you to do is to choose one **family spokesperson**, to be the contact person between the nursing staff, family and friends.

KNOW THE CODE:

The spokesperson will be given a 'code', which is a number. This code is used to protect the privacy of our patients.

YOUR CODE # is _____

Phone numbers:

MSICU: 843-876-7730/876-5986

PCU: 843-876-5971

If you are away from the unit and would like to check on your loved one, please call one of the numbers listed above, and provide your code number. Please do not share the code with anyone outside your family.

It is best if the family spokesperson calls for updates, and shares those with family and friends.

For the safety and care of all our patients, we ask that you please follow these guidelines when visiting:

- We limit visitation during change of shift: **7am-8am and 7pm-8pm**. The nursing staff needs this time to share information with one another that is essential for the care of our patients.
- Before entering the unit or your loved one's room, **please wash your hands or use the hand sanitizer** (located near the front door of the unit).
- To enter the unit, please press the door bell and wait for confirmation.
ICU Rooms: 3054-3069
PCU Rooms: 3039-3040, 3042, 3070-3071, 3073, 3075
- **Wear your visitor's badge at all times** when you are on the unit. You can pick up a visitor's badge at the first floor information desk.
- Children must be accompanied by an adult other than the patient. Visits by children less than 12 years of age need to be coordinated first with the doctor or nurse.
- To ensure patient safety, please no eating or drinking in the patient rooms.
- To ensure patient safety, please no live plants or latex balloons.

- Please limit visitors to two at a time.
- If your loved one is on 'isolation', please follow all precautions as posted. Before leaving the room, please place your gown and gloves in the trash can inside the room, and **wash your hands**.
- Family and visitors with a cold, fever, or other communicable illness should delay visiting until they are well.
- Please no overnight guests in the patient rooms. It may be hard for you to leave, but it is important that you remain healthy and rested too!
- To ensure patient privacy, staff may ask visitors to leave the room when a medical procedure is done.
- To maintain patient privacy, congregating in the hallways is discouraged.
- To promote a healing environment, we try to provide a 'quiet time' each day from 2pm-4pm. Please help us support this.
- There may be times when we need to limit visitation. We ask for your patience during these times, and we will let you visit as soon as possible.