Rest assured that your loved one is in good hands. Our specially educated trauma-neuro, medical and surgical intensive care teams will do everything possible to provide the best care to your loved one and your family. Our critical care units have won numerous national awards for quality and safety.

We understand that this is a very stressful time for you and will do what we can to ease your burden. The guidelines outlined here are designed to allow us to care for your loved one in the best way possible. If you have questions or are unsure about anything, please call the Center for Critical Care at 610-402-8967. Our nursing directors are available to speak with you if you have any questions that cannot be answered by the nurse caring for your loved one.

Our critical care teams are made up of experienced intensive care medical professionals that include physicians, nurses, respiratory therapists, case managers, nutritionists, physical and occupational therapists and pastoral care providers.

You are also an essential member of the team. The support you provide your loved one is part of the healing process and is appreciated by the patient and staff. In order to be an effective caregiver, you also must take care of yourself. Short visitation periods, adequate rest and proper nutrition are just as important for you as for your loved one.

The nature of critical care is unpredictable. We appreciate your understanding if your visits are unexpectedly delayed or interrupted. We have the best interests of our patients in mind at all times.

Welcome to the Center for Critical Care

The Center for Critical Care • 610-402-8967

FAMILY HOURS
Please check in with the receptionist when you arrive at the Center for Critical Care to be sure your loved one is ready to receive visitors. If the receptionist is not available, please call the unit using the waiting room phone. Scheduled family hours are as follows. Talk to your care team if you would like to arrange special visiting times.

11 a.m. - 2 p.m.
3 p.m. - 6:30 p.m.
8:30 p.m. - 9:30 p.m.

The Center for Critical Care • 610-402-8967

ROOM NUMBER: ____________________

DIRECTIONS
FROM THE N.E. EXTENSION OF THE PA TURNPIKE
Route 22 East to Route 309 South (I-78 East). Follow 309 South (I-78 East) to Cedar Crest Blvd. ext. Turn right from exit. Turn right at the traffic light onto the main entrance road to the hospital. Follow signs for visitor parking.

FROM POINTS EAST OF THE N.E. EXTENSION OF THE PA TURNPIKE
Take Route 309 South (merges with I-78 East) to Cedar Crest Blvd. ext. Then turn right from exit. Turn right at traffic light onto the main entrance road to the hospital. Follow signs for visitor parking.

FROM ROUTE 309 (I-78)
Take Cedar Crest Blvd. ext. If traveling north on Route 309 (I-78 West), turn left from exit. If traveling south on Route 309, turn right. Turn right at traffic light onto the main entrance road to the hospital. Follow signs for visitor parking.

FROM ROUTE 22
If coming from points west of the N.E. Extension of the PA Turnpike, take I-78 East (merges with Route 309 South) to Cedar Crest Blvd. ext. Then turn right from exit. Turn right at traffic light onto the main entrance road to the hospital. Follow signs for visitor parking.

For more information call 610-402-CARE
Please limit visitors to two people at one time.

In order to protect the privacy of other patients in the unit, we ask that you remain in your loved one’s room while you are visiting.

Please keep visits short to encourage your loved one to rest.

We may ask you to return to the waiting room if we need to provide care to your loved one.

Please turn cell phones off while in the waiting room or the intensive care unit. They may interfere with sensitive monitoring equipment.

Visits from close family members can do wonders for your loved one’s spirits and healing. Talk to your care team about special visiting needs and the best way to arrange visits from children under 12 and close friends.

Our staff works hard to protect your loved one’s safety, privacy and confidentiality. The following guidelines will help us provide the best possible care:

- Please use the phones in the waiting room or near the elevators in the main hall. We need to keep the telephones in the intensive care unit available for physicians and unit staff.
- Please do not bring food or beverages into the patient’s room.
- Your loved one will appreciate cards of encouragement and pictures of family, friends or pets. Please do not send flowers.
- Please do not visit if you are sick, have an infection or have been vaccinated recently. Our patients have weakened immune systems, and we need to provide a healthy environment to speed their recovery.
- We have several services designed to make your time here more comfortable. Visit our gift shops, cafeteria, coffee cart, snack shop, barber shop or pharmacy. We encourage you to take a walk on one of our scenic outdoor walking paths or schedule an appointment for massage therapy. It is important to give yourself a break periodically and give your loved one time to rest.
- Smoking is not permitted anywhere in the hospital.

Guidelines for Visiting

Communicating With the Team

Our Commitment to You

The Critical Care Team recognizes clear and consistent communication with you and your loved one is an important part of helping you understand what happens in an intensive care unit. As part of our commitment to our patients and their families, you can expect regular updates on your loved one’s condition, treatment plan and possible outcomes. We remain sensitive to the fact that patients and their family members are unique and deserve our respect, patience, understanding and compassion during the time spent in the Center for Critical Care.

Family Spokesperson

In order to provide clear and accurate information about what’s happening with your loved one, we ask that you designate one person to be the family spokesperson. This may be a spouse, parent or legal next-of-kin. We will give updated health care information to the spokesperson, and refer any other family members or friends requesting information to that person.