

## **A Guide to 4-Southeast** *For families and visitors*

*This handout will help you get to know our unit and other resources in the hospital. Please ask questions and let us know how we can best help you.*

### **About 4-Southeast**

The 4-Southeast unit at UWMC - Montlake provides care for people who need kidney dialysis, heart monitoring, or renal, vascular, plastic, or transplant surgery.

You are an important part of helping your loved one feel better during their hospital stay. You can help by providing support and learning how to care for them when they leave the hospital.

### **For Patient Safety**

Many of our patients are at a high risk of infection. Please follow these guidelines to help keep all patients safe:

- Use soap and water or hand gel to wash your hands before and after entering the patient's room.
- We encourage you to ask staff if they used hand gel or washed their hands before they entered the patient's room.
- You may visit any time, day or night. If you will be staying overnight, please check with the nursing staff.
- If you come to visit between 9:30 p.m. and 5:30 a.m., enter the hospital at the main entrance on the 3rd floor. You must have a visitor pass, which you can get at the Information Desk inside the main entrance.



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- During their hospital stay, patients may have many tests. We may ask you to step out of the room for procedures, privacy for personal care, or while the patient is resting.
- Please do not visit the hospital if you have a cold, flu, or other virus. For other ways to stay in touch with the patient, ask for our handout, “How to Stay Connected.”
- Check with the nurse to see if it is OK for young children to visit. Children age 12 or under may not visit patients who have just had a transplant.
- Live plants or cut flowers can carry bugs or diseases that can harm some of our patients. Please check with the nursing staff to see if you can bring these into the patient’s room.
- Some patients may have specific safety measures in place to limit the spread of infection. Please follow any warning signs posted outside the door to the patient’s room.

## A Team Effort

UWMC - Montlake is a teaching facility. Here are some of the team members you may meet:

- **Attending doctors** manage the medical care of patients and plan the medical treatment.
- **Fellows** are doctors who specialize in a specific health field. They direct the residents in the daily medical care.
- **Residents** are doctors who have completed medical school. They provide 24-hour medical care and are supervised by fellows and attending doctors.
- **Pharmacists** help manage the drug treatment of each patient. They have knowledge in allergies and drug interactions.
- **Charge nurses** help oversee the care and flow of patients on our unit. Please ask to talk with the charge nurse if you have any concerns about the nursing care on the unit.
- **Dialysis nurses** are trained in the procedure of dialysis, which helps patients whose kidneys are not working well. They may work with the patient in addition to an assigned staff nurse.
- **Registered nurses (RNs)** provide nursing care and monitor our patients.

- **Patient care technicians (PCTs)** help the nursing staff with patient care.
- **Occupational** and **physical therapists** work with patients to improve their mobility and strength. They also help patients do activities of daily living, such as bathing.
- **Dietitians** manage the diet needs of our patients.
- **Social workers** help patients and families with financial concerns, resources, and discharge planning.
- **Consulting services members** are medical specialists who can help the primary medical team with treatment plans.
- **Patient service specialists (PSSs)** are staff at the front desk of the unit. They answer questions, validate parking, and help with the flow of patients in and out of our unit.
- **Spiritual Care providers** are on staff to help provide spiritual care for patients and family members. Ask your nurse if you would like to speak with someone in Spiritual Care.

## Medical Equipment

You may see some or all of these devices in the patient's room:

- **Intravenous (IV) pumps and lines:** There are many types of IV lines. They are tubes placed in blood vessels to help deliver medicine, fluids, and nutrition.
- **Urine catheter:** Some patients may have a tube placed in their bladder to drain urine. This allows us to watch their urine output.
- **Drains:** There are many types of body fluid drains. They differ in how they look and where they are placed into the body.
- **Patient controlled analgesia (PCA) machines:** Patients may have a button they can press to give themselves pain medicine after surgery. **Only the patient should press this button.**
- **Dialysis machine:** When a patient's kidney is not working well, a procedure called dialysis may be needed. A specially trained nurse will run the machine.
- **Heart monitor:** Some patients have their heart rhythm monitored at all times. An alarm will sound when something needs to be checked.

- **Oxygen:** Many patients need a small tube placed under their nose or a facemask to give them extra oxygen.
- **Sequential compression devices (SCDs):** These plastic leg pumps squeeze the legs from time to time to help blood flow. This helps prevent blood clots and swelling in the lower leg.
- **Computers:** Each patient room has a computer for staff only. If you have a personal laptop and want to access the internet, please ask for our handout “Wi-Fi Connection for Patients and Visitors.”  
  
You can find computers for public use in the Health Information Resource Center (HIRC) in the main lobby on the 3rd floor of the hospital. HIRC hours are weekdays from 10 a.m. to 4 p.m. Just outside the HIRC is a computer with internet access that you may use 24 hours a day, every day.

## Calling the Unit

Due to patient privacy laws, we cannot give out information about a patient’s condition without their permission.

- To talk with your loved one’s nurse: Our unit phone number is 206.598.4400. When calling, please give the patient’s name and ask to talk with their nurse. If you have a large family, please choose 1 person to call for information and updates.
- To talk with the patient: Each room has its own phone number. Ask your nurse for your loved one’s room and phone numbers. Write the numbers in the “Questions” box on the last page of this handout.
- Please try to avoid calling during staff shift changes. These occur between:
  - 7 and 7:30 a.m.
  - 3 and 3:30 p.m.
  - 7 and 7:30 p.m.
  - 11 and 11:30 p.m.

## Places of Interest

While visiting UWMC, here are some places you may need to find:

- The **Plaza Café** is the main hospital cafeteria. It is on the 1st floor and is open from 6:30 a.m. to 7 p.m. every day.

- **Vending machines** are on the 1st floor near the Pacific elevators.
- A **food cart** travels between units when the cafeteria is closed. Ask the patient's nurse what time the cart will be on 4-Southeast.
- The **Gift Shop** is on the 3rd floor near the Cascade elevators. It is open weekdays 6:30 a.m. to 9 p.m. and weekends 8:30 a.m. to 5 p.m.
- An **espresso stand** is on the 3rd floor next to the Cascade elevators. It is open weekdays 6:30 a.m. to 9 p.m. and weekends 8 a.m. to 4:30 p.m.

There are 2 other espresso stands in the hospital. One is at the rear of the Plaza Café sitting area on the 1st floor. It is open weekdays only, from 6:30 a.m. to 5 p.m. The other is in the Surgery Pavilion on the 1st floor. It is open weekdays only, from 7 a.m. to 2 p.m.

The **Health Information Resource Center** (HIRC) is next to the Gift Shop on the 3rd floor. The center provides computer access and health education materials for patients and families. The HIRC is open weekdays from 10 a.m. to 3 p.m.

- The **Outpatient Pharmacy** is on the 3rd floor by the Cascade Elevators. It is open weekdays from 8 a.m. to 10 p.m., Saturday from 8 a.m. to 8 p.m., and Sunday from 8 a.m. to 8 p.m.

## Taking Care of Yourself

This can be a stressful time for you and your family. Take care of yourself so you can provide good support to the patient.

- Get enough sleep. When you are tired, nap or rest.
- If the patient is sleeping, take a break yourself. Go for a walk, visit a friend, or take a nap.
- Eat regular meals and healthy foods, such as fruits and vegetables.
- Arrange for family and friends to visit in shifts.
- If you have concerns, talk with your nurse.

### Questions?

Your questions are important. Call your doctor or healthcare provider if you have questions or concerns.

4-Southeast Main Phone:  
206.598.4400

4-Southeast Management  
Team: 206-598-4402

Patient Information:

Room #: \_\_\_\_\_

Phone: 206.598. \_\_\_\_\_