

# ICU Wailuku Tower Admission FAQ

## Can we come visit?

Unfortunately, your loved one is being cared for on an isolation unit that isn't allowing visitors at this time. We have iPads on the unit and we can set up times for live chat calls.

## What can we bring in for them?

We ask that you only bring in a personal phone or iPad with appropriate charger. This way you can reach your loved one at your leisure and they can do the same without having to wait for staff to set up the unit iPad. Please leave all valuables, including money, at home.

## How often does the doctor see my loved one?

While on the isolation unit your loved one will be cared for by our very competent and compassionate staff. An infectious disease MD will round on your family member once a day. An attending MD will round on your loved one once a day or more if the need arises. If your loved one is requiring ICU level of care, an ICU intensivist MD will round on your loved one twice a day and more if needed. Along with physicians rounding on your loved one, our highly trained RNs will be at the bedside providing care 24/7.

## What is my loved one eating and when?

We provide diet-specific meals three times a day, along with diet-specific snacks throughout the day. Nutrition is important to healing, so we provide your loved ones with meals that are prepared to suit their individual dietary needs.

## What do I need to do now that my loved one is positive for Covid-19? Should I get tested too?

If you have had prolonged exposure to your positive loved one, we recommend you reach out to your primary care physician to arrange for testing, even if you don't have any symptoms. You should also be receiving a call from the Department of Health (DOH) with further testing/quarantine guidance. You can also call the Maui District Health Office at 808-984-8213 for more information about the potential exposure.

## How long will my family member need to be in the hospital?

This depends on your loved one's recovery. If your loved one does not have any complications, they can be discharged to finish out quarantine at home or at another designated quarantine site. Our case management and social work teams will assist with placement if needed.

## What happens when my family member gets discharged?

We will send them home with discharge instructions. They will be discharged home or to a quarantine facility, depending on where they are in their quarantine period. Hospital case managers and the DOH will advise prior to discharge if further quarantine is needed.

## How will I know how my loved one is doing?

You will be updated by physicians daily, and the nursing staff at least once per day. If your loved one's condition changes, we will provide more frequent updates. You may also call the unit to get updates from nursing staff but we ask you to please designate one family member call for all updates and share those updates with the rest of the family. We know these updates are very important to your entire family but we ask for your assistance to help consolidate calls as much as possible so we can continue to focus on providing care to our patients.

## Why is my loved one in the ICU? Are they that sick? No one told us that.

The Wailuku Tower ICU is where the isolation unit is located for all isolated patients. Not everyone roomed here is needing ICU level of care.