



# **Welcome to the Transplant Intensive Care Unit (TICU)**

16 North East



**THE OHIO STATE UNIVERSITY**  
WEXNER MEDICAL CENTER



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For a digital copy of this book, visit [go.osu.edu/pted5721](https://go.osu.edu/pted5721).

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This resource is for informational purposes only. Talk to your healthcare provider if you have any questions about your care. For more education, contact the Library for Health Information at 614-293-3707 or [health-info@osu.edu](mailto:health-info@osu.edu).

# Caring for You and Your Family

We understand that this is a difficult time for you and your family. We hope this information helps you during your visit.

**Patient is staying in the TICU:**

**Room** \_\_\_\_\_

## Family contact person (1 person)

We ask each family to choose one main contact person, called the designated family contact. This person will:

- Get the updates about important changes in the patient's condition.
- Share that information with other family members.
- Often be the main legal decision maker, if the patient cannot speak for themselves.

Having one contact person helps keep communication clear and consistent and supports making safe decisions.

**How we communicate with you:**

- The ICU (intensive care unit) care team communicates with the **family contact** to make sure that the primary decision maker gets important information.
- The family contact may be asked to provide a **privacy code** to help protect the patient's confidentiality.
- Other family members may take part in bedside discussions or meetings when needed, but the **family contact should always be involved** and aware of the patient's condition.

**Family Contact:** \_\_\_\_\_

**Privacy code:** \_\_\_\_\_

## Key information

Transplant Intensive  
Care Unit  
16NE  
(floor 16 on northeast side)

University Hospital  
520 W. 10th Ave.  
Columbus, OH 43210

## Patient Experience

614-293-8944

## Unit Clerk

380-283-2416

## Security

614-293-8500

## Social Work

614-293-8427

## Patient and visitor information

For more information about the hospital, driving, parking, and area information, please read the Patient Guide provided or visit:



[go.osu.edu/visitorinformation](http://go.osu.edu/visitorinformation)

## About the TICU

We care for patients affected by organ failure and/or receive organ transplantation. Your loved one is in excellent hands. Care in the TICU is provided by a team of experts who work together throughout the hospital stay. The number of people involved may feel overwhelming at times, but each team member plays an important role in your loved one's care and recovery. The TICU care team includes nurses, doctors, advanced practice providers, pharmacists, dietitians, respiratory therapists, physical therapists, chaplains, family support coordinators, patient care assistants, and unit clerical assistants.

Specialized doctors guide the patients' care and will keep you informed about their condition. While in the intensive care unit, the doctors guiding care are called the attending physicians comprised of a member of the surgical team and our intensive care attending who is either a surgeon or anesthesiologist and a trained expert in caring for critically ill patients.

### Learn more about your care team members

To learn more about the doctors providing your care or your loved one's care, please visit [wexnermedical.osu.edu/find-a-doctor](http://wexnermedical.osu.edu/find-a-doctor).

Most questions can be answered by the patient's nurse, who is often the best place to start.

## Tobacco-free campus

The Ohio State University Wexner Medical Center is tobacco-free at all locations. This allows us to provide a safe space for our patients, especially those getting oxygen therapy.

Please do not use tobacco products, including cigarettes, electronic cigarettes, cigars, pipes, and chewing tobacco while you are here.

## General questions, concerns, or feedback

If you have non-medical questions or concerns, or would like to share feedback about your loved one's stay, please contact **Patient Experience at 614-293-8944**.

## Safety is our priority

Our goal is to provide you with an exceptional health care experience. We will do our part, and we need you to do your part. Please show respect to our staff.

### Entering the Hospital

For your safety, we have enhanced your arrival experience with new scanning technology to prevent dangerous items from entering our hospitals. What you will see at our public entrances is like what is used at many public arenas and events. You simply walk through without taking out your keys or personal items.

Leave at home any pocket knives or other weapon-like items including firearms, blades, and pepper spray, which are not allowed. Some items can signal an alert and will need to be looked at, such as a laptop, tablet, umbrella, or metal mug.

## **Threatening Behavior or Violence is Not Tolerated**

Violent behavior toward a health care worker or hospital security is considered a crime under Ohio law (ORC 2903.13).

This is a place of safety and healing, where everyone is treated with respect. We will not allow:

- Having any weapons
- Physical or sexual assault
- Threats or harassment
- Cursing or verbal abuse
- Property damage

If you violate these guidelines, you could be removed from the hospital, not allowed to visit, asked to leave by a member of the staff, or face criminal charges.

If you have any concerns about safety issues, please call **Security at 614-293-8500**.

# Visiting the TICU

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## Check in

All visitors are required to obtain and wear a visitor badge at all times while in the hospital. Once you arrive on the unit, please use the Intercom system. After selecting the desired unit, your call will be sent to the appropriate communication station.

A unit staff member will confirm that all visitors have a visitor badge. Once confirmed, a staff member will come out to escort you to the patient's room.

## Hours

To support your loved one's rest and care, visiting is limited based on the time of day.

### General Visiting Hours

- 6 a.m. to 1 p.m.            2 visitors at a time during these hours.
- 3 p.m. to 8 p.m.            2 visitors at a time during these hours.
- 8 p.m. to 6 a.m.            1 overnight visitor (may not be rotated with other visitors).

### Quiet Time

- 1 p.m. to 3 p.m.            Unit is closed to visitors for quiet time.

This break allows your loved one time to rest and heal. Visitors will be asked to leave the unit while lights are dimmed and less care activities are happening.

This is a good time to visit the BistrOH! Terrace Café, Gift Shop, Sanctuary, Conservatory, or the Art Gallery, located throughout the hospital.



## Required for our visitors

We ask that our visitors:

- Do not bring food or drinks into the patient's room.
- Use public restrooms. Please **do not** use the bathroom in the patient's room.
- Stay in the patient's room or waiting area. Please do not stand in hallways or doorways.
- Are 12 years of age or older.

Visiting privileges may be adjusted at any time based on the patient condition, unit activity, or safety needs.

## Wash your hands to protect our patients

Wash your hands with soap and water in the waiting area sinks or clean your hands with alcohol-based hand sanitizer before and after every visit. Clean hands help to prevent infections.

# What to Expect in the TICU

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## Rounds and treatment plans

Each morning, the care team visits all patients to review their condition and develop treatment plans for the day. To make sure that every patient under our care has an updated plan, our time to discuss things during morning rounds may be limited.

The care team will circle back later in the day to give updates and answer questions as needed. This helps prevent delays in care and allows the team to meet the needs of all patients.

## Isolation

Your loved one may be in isolation, which means keeping them separate from others to prevent the spread of germs.

**If your loved one is in isolation**, please see the nurse before going into the room. Based on the type of isolation safety rules needed to care for them, you may need to wear protective gear, such as a gown, gloves, and a mask.

When you are ready to leave the patient's room, you must remove this protective gear before you go out in the hallway. If you stay overnight in the patient's room, you must wear the protective gear at all times.

## Personal belongings

For safety and security reasons, we ask that you do not bring personal and valuable items to the hospital. We also ask that you take your loved one's belongings home.

## Transfer or discharge

Much of the healing and recovery will happen after a patient leaves the TICU. A patient in the TICU can be discharged or transferred when they are medically stable, which means their condition is steady and safe to be moved. Transfer means they will be moved to another hospital unit. Discharge means that they will be leaving the hospital.

Discharge planning often begins early and is different for each person. Our goal is not only to make sure that everything is in place to meet the needs of your loved one when they leave the hospital, but also to help them maintain as much independence as possible.

## Family meetings

The care team may request formal meetings with the patient's family to discuss issues related to care. These meetings are often organized by the social worker, doctor, or nurse, and will happen in the family conference rooms in the unit.

## Advance directives

Advance directives are legal documents that give direction to medical personnel, family, and friends concerning care when the patient cannot. This may happen if someone becomes unconscious, is terminally ill, or confused and cannot make informed decisions.

A lawyer is not required to complete advance directives.

In the state of Ohio, there are three forms of advance directives:

- **A Durable Power of Attorney for Health Care** lets the patient choose someone as their agent to make all healthcare decisions when they are not able to do so.
- **A Living Will** lets the patient give written directions about their care when they are terminally ill or in a permanently unconscious state and not able to do so.
- **A Do Not Resuscitate (DNR) Order** says the patient does not want to have CPR (cardiopulmonary resuscitation) done if their heart should stop beating.

If you want more information or the forms needed for advance directives, please call the Social Work team at 614-293-8427, Monday through Friday from 8 a.m. to 5 p.m.

## Alarms and equipment

Visiting a family member or friend in a critical care unit can be hard. The room is filled with lifesaving equipment that keeps track of the patient's breathing, heart rate and rhythm, blood pressure, and oxygen levels.

The equipment will make different sounds (alarms and beeps) and have lights that flash. Your loved one may have several monitors attached to different parts of their body and may look different than they normally do.

The equipment in the room constantly checks the patient and alerts the healthcare team when there are changes or problems. Do not touch or try to silence the alarms or adjust any of the medical equipment.

If you have any questions, please talk to the nurse.

## Equipment you may see

Each piece of equipment has a specific purpose to support a patient's health and recovery. Please do not hesitate to ask questions about any equipment you want to know more about.

### Breathing Machine (Ventilator)

A ventilator helps a patient breathe by giving oxygen through a tube. It can give full or partial support and extra oxygen if needed. The goal is to remove the ventilator as soon as the patient can breathe on their own.

### Breathing Tube (Endotracheal Tube)

This tube keeps the airway open and prevents fluid from getting into the lungs. It may be used with a ventilator. It is not painful but may cause anxiety if the patient is awake.

Medicines can help keep the patient calm. For long-term breathing support, a tube may be placed in the neck, called a tracheostomy.

### Special IV Lines (Central or Arterial Lines)

- **Central Line:** This is a tube placed in a large vein in the chest, neck, or upper leg. It allows the team to give medications, take blood samples, or monitor fluid levels in the body.
- **Arterial Line:** This tube is placed in an artery, usually in the wrist or upper leg. It is used to continuously monitor blood pressure and check oxygen levels in the blood.

### Brain Wave Monitor (Continuous EEG)

Wires called electrodes are placed on the head to monitor the brain's activity. This helps the care team detect seizures, assess the effects of medicines, and understand the overall health and function of the brain.

### Feeding Tube (NG, Dobhoff, or PEG Tube)

Some patients cannot eat safely. Feeding tubes give nutrition directly to the stomach.

- **Nasogastric Tube (NG):** Through the nose or mouth for short-term feeding.
- **Dobhoff Tube:** A thinner, softer tube through the nose into the stomach or small intestine. More comfortable for short- to medium-term use.
- **PEG Tube:** A tube placed into the stomach through the belly for long-term feeding. These tubes help patients get nutrition safely and prevent choking.

# Support for You

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Having a loved one in the ICU can be very stressful, overwhelming, and tiring. Our healthcare team will do all we can to support you. If there is anything more we can do for you, please let us know.

When a loved one is in the ICU, taking care of yourself is important so you have the strength to cope and be there for them.

## Taking care of yourself

Taking steps to take care of yourself can help you manage stress. Some ideas include:

- **Eat a healthy diet to keep your energy up.** Try to eat small, regular meals with balanced foods, drink plenty of water, limit sugars, and keep caffeine intake down.
- **Get enough sleep.** Most adults need about 7 to 9 hours of sleep each night. If that feels hard right now, even short naps or a few extra hours of rest can help.
- **Get regular exercise.** Even a 10-minute walk can relieve stress.
- **Take a break.** It's important to take breaks when you can. When you are home, spend some time doing things you enjoy or on things in your own life that need attention.
- **Take a breath.** Try stress reduction techniques like deep breathing and meditation. Breathing exercises involve focusing on taking slow, deep, even breaths.
- **Relax your muscles.** Progressive muscle relaxation is a way to decrease tension in your muscles. This is done by alternating the tensing and relaxing of different muscle groups throughout the body.
- **Listen to music or calming sounds:** Look for new music that is soothing to you and helps you to feel calm and relaxed, such as classical music or nature sounds.

Visit Ohio State's Integrative Health for free recordings and resources:

[wexnermedical.osu.edu/integrative-health/resources](http://wexnermedical.osu.edu/integrative-health/resources)



# Notes



A series of horizontal dashed lines providing a template for handwritten notes.



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