

Medical Intensive Care Unit

4 MICU



Ronald Reagan UCLA Medical Center

757 Westwood Plaza
Los Angeles, CA 90095

West Main Phone: (310) 267-7440

East Main Phone: (310) 267-7441

Fax: (310) 267-3785



About our unit

Thank you for trusting us with your loved one's healthcare. The Medical Intensive Care Unit (MICU) is committed to providing excellent patient-centered care with teamwork and compassion.

To ensure the patient's health, privacy, comfort and safety, we have some important information to share with you regarding his/her hospital stay.

Important Information

Patient's Room: _____

Privacy Code: _____



Quick Reference Guide

Unit Director / Manager

Xueqing (Sherry) Xu, MSN, RN, CCRN
(310) 267-9529

Clinical Nurse Specialist

Yuhan Kao, MSN, RN, CCRN
(310) 267-7465

Assistant Managers

Lucy Jung, MPH, RN, BSN, CCRN
Natalie Wray, RN, MSN, CCRN
(310) 267-7485

Clinical Case Manager

West Side (4411-4433):
Jacqueline Grier
(310) 267-9761

East Side (4435-4457):
Cora Bruce
(310) 267-9740

Clinical Social Worker

Laura Ackerman
(310) 267-9741

Charge Nurse On-Duty

West Side (4411-4433):
(310) 267-7480

East Side (4435-4457):
(310) 267-7481

Patient Affairs

(310) 267-9113

Respiratory Educator

Oscar Marquez, RCP, RRT
(310) 267-8921

Visitation guidelines

To enter the MICU, please use the intercom located at the East or West entrance. **If there is not a timely response, please use the telephone and dial extensions 77440 or 77441.** The unit secretary will check with the nurse prior to opening the doors. We appreciate your patience.



- For your convenience, waiting rooms are located outside of both the East and West entrances.
- Visitation is available 24 hours in each room at the discretion of the nurse and may be limited according to the patient's condition and privacy needs, as well as due to space constraints in order to provide safe patient care.
- Pastoral visits are allowed anytime and are only limited if special procedures are taking place.
- Visiting by young children may need to be arranged in advance. Children must be free of illness and have updated vaccinations.
- The ICU room is designed for patient care. Visitors should limit bringing personal items as these must fit into the space provided for personal belongings. You are also urged to take home any valuables or things not needed while in the hospital.
- Requests to change timing of medical procedures or tests cannot be accommodated. The timing is determined by medical necessity for the patient.

Safety guidelines

- Our patients may be connected to various medical devices. For your loved one's safety, these medical devices are only to be operated by MICU staff. If you have questions or concerns about the operation of any medical equipment, please ask your nurse. Please maintain sufficient space for our team to access the equipment at all times.
- If you feel like you are coming down with a cold, flu or any other potentially contagious conditions, please do not visit.
- Visitors must follow all isolation and hand-hygiene instructions given by MICU staff whether in the form of verbal instructions or door signs. You are expected to sanitize your hands immediately upon entering the patient's room as well as just prior to exiting the patient room. Please help to safeguard the health of our patients as well as your own.
- Fresh flowers, fresh fruits, latex balloons, pets (with the exception of guide dogs and therapy dogs) are prohibited in the MICU. If you have an exceptional circumstance, please check with your nurse prior to bringing anything on this list.
- For infection control purposes, food and beverages cannot be left in the room. Visitors of patients in isolation may not have beverages or food for consumption in the room. For patients not in isolation, visitors may bring limited beverages and small food items for immediate consumption inside the room. Storage of food and beverages in the patient's room are strictly prohibited. Please check with the assigned nurse for any food or beverage related questions.

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- In the event of an emergency, you may be asked to stay inside the patient's room or to leave the unit. Please follow staff instructions promptly.
 - To ensure high-quality patient care and to promote a culture of safety, Ronald Reagan UCLA Medical Center has zero tolerance for disruptive behaviors affecting patient care.

Privacy and security

- Please designate a family member or trusted friend as your or your loved one's spokesperson. That person will be provided with a four-digit privacy code to use when calling in for updates. The role of this person will be to disseminate the information to the rest of the family and friends. The privacy of our patient's health information is our highest concern.
- Please respect other patients' privacy in the unit by staying inside the patient's room during your visit.
- You may use your cell phone inside the patient's room or outside the unit. Please avoid making or taking cell phone calls while in the hallways of the MICU.
- Due to patient privacy rules, all photography without prior consent is prohibited.

What to expect in the intensive care unit

Your care team

Ronald Reagan UCLA Medical Center is an academic medical center. Your MICU team is led by an attending ICU physician. Your team also includes trainees such as fellows (post-residency physicians who are training for a subspecialty), residents and medical students. Additionally, you will be cared for by critical-care nurses, respiratory therapists, dietitians, physical therapists, clinical pharmacists, social workers, case managers and any of their respective trainees. There may also be consulting subspecialty teams staffed similarly to the MICU team.



Participating in research

In addition to being recognized for its outstanding clinical care, UCLA Health also houses a premier research institution, so you may be asked to participate in one or several studies. These studies are only allowed if the Institutional Review Board, the Office of the Human Research Protection Program and the National Institute of Health (if federally funded) believe the benefits outweigh the risks. These studies have many safeguards and require best-care practices. Please feel free to ask if you or your loved one might qualify. These studies are voluntary, but could be beneficial as study participants are closely monitored by another team of healthcare professionals including other physicians and nurses.

Family members and loved ones

Seeing a loved one in the intensive care unit can trigger feelings of helplessness or distress. These feelings are normal. Do not be afraid to ask for help and identify people in your life who can be your support systems. Make time to rest, eat a proper meal and tend to your personal needs. Lack of self-care, especially through prolonged periods of stress, can hinder your ability to process the important medical information being shared with you.

It is also important to prepare yourself for potential setbacks as a patient's condition in the ICU can rapidly change — often described as an “emotional rollercoaster” by friends and family. While the patient may appear better some days, other days may be more difficult. Speak to your healthcare team about support groups and other family and caregiver resources at UCLA.

Making difficult decisions

Families and healthcare providers in the ICU will sometimes need to make very difficult decisions. If a patient has a treatable or curable condition, the ICU team may use life support — different methods to support failing bodily functions — to help your loved one heal and recover. However, when the patient's condition cannot be treated or cured, the use of life support may only extend the patient's suffering. In these cases, you and your healthcare team will need to discuss the benefits of life support and make difficult decisions on prolonging or discontinuing its use.

It is important to remember to put the patient's interests first, and sometimes this can mean stopping life support to focus more on comfort measures. In the case that the patient is not recovering, members of your ICU team can help transition your loved one from life-saving treatment to comfort care, palliative services or hospice-based services.

Regardless of the prognosis, your healthcare team will make every effort to ensure that your loved one is as comfortable as possible. We are committed to providing the best possible care to patients in our intensive care unit. It is a privilege to be taking care of your loved one.



Physician-nurse rounding

Every day, the healthcare team meets to discuss the plan of care and daily goals for your loved one. This will occur early in the morning but the time may vary throughout the day depending on the team's clinical duties.

We encourage you to write down any questions or concerns you may have so that you are prepared to discuss them with the healthcare team. A notepad can be found in the patient resource folder.

Resources available to you and your loved one

Spiritual support: An interfaith Meditation Room/Chapel is available for private prayer and meditation 24 hours a day. It is located on the first floor of the hospital, just inside the front entrance. Interfaith chaplains are available from 8:30 am to

5 pm daily. Call the Spiritual Care Office at (310) 825-7484 to request a visit. After hours, ask your nurse to page the on-call chaplain. The interfaith chaplains can also contact a religious leader of a particular faith tradition at your request.



UCLA Chase Child Life Program: Chase Child Life Program seeks to ease the fear associated with hospitalization by familiarizing young children, adolescents and their families with the hospital experience. A Child Life Specialist is available to consult with children to help them cope with illness and hospitalization. They provide accurate and age-appropriate information to the patient and parents, identify potential sources of stress and plan and practice coping strategies.

Urban Zen therapy: A therapeutic approach to help alleviate pain, anxiety, nausea and insomnia, and promote a general feeling of relaxation and wellness.

People-Animal Connection: A comprehensive animal-assisted therapy and activity program to enhance physical healing and emotional well-being through the canines' instinctive bond with patients of all ages.

Hair-cutting service: Haircuts are provided by UCLA Health volunteer cosmetologists licensed in California. Hair services include trimming or cutting hair, lightly blow-drying hair or any combination. Patients must be able to sit in a chair at the bedside. Contact the volunteer office for more details: (310) 267-8180.

Massage: Massage therapy for relaxation and stress reduction is available for patients and families by UCLA therapists. For details, contact (310) 206-3055.

Advance directives: You have a right to make decisions about your medical treatment and healthcare decisions. With an advance directive, you can document and plan what should be done in terms of healthcare decisions if you cannot speak for yourself.

Additional information



- Restrooms are available for your use and are located near the elevators right outside the entrances to the MICU on both East and West sides. Please refer to the map at the bottom of this page or ask a staff member to direct you.
- If you need ice, water and/or drinks from our nourishment room, please ask our nursing staff to assist you in obtaining them.
- To reach your nurse, care partners and other care providers during your visit, please use the red nurse call button on your call light (this will ensure a timely response to your needs).

Floor guide

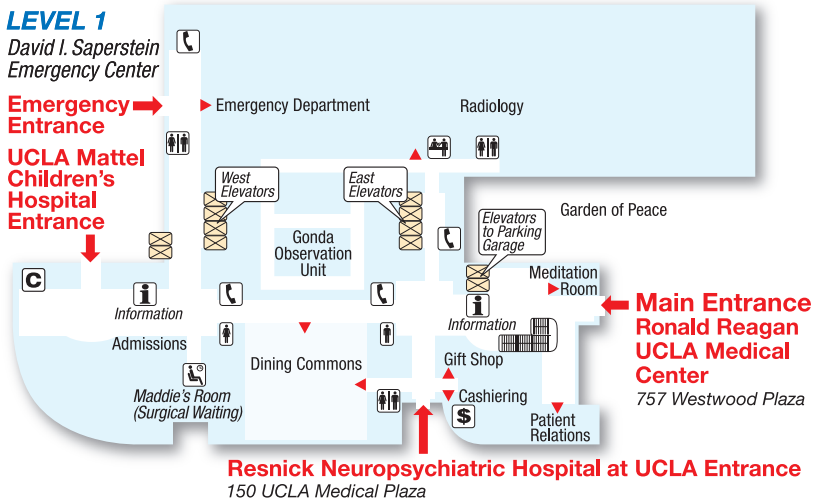
LEVEL 1

David I. Saperstein
Emergency Center

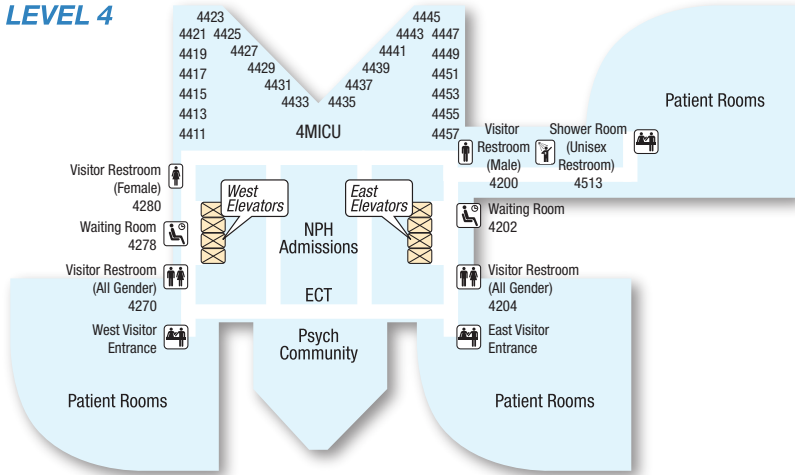
Emergency Entrance

UCLA Mattel Children's Hospital Entrance

**Main Entrance
Ronald Reagan
UCLA Medical
Center**



LEVEL 4



Information	Public Elevators	<p>ICU 400 500 North 600 West 300 200 East 100</p> <p>Room Numbers Level 4-8</p>
ATM	Stairs	
Telephone	Waiting Area	
Restrooms	Reception Desk	
Conference/Library	Vending	