

Dear Sir or Madam,

Your child has been admitted to the Department of Intensive Care. It means that the child's health condition was described as life-threatening and your child requires intensive treatment provided 24 hours a day, monitoring of vital functions and a care by the team of medical doctors and nurses.

We understand your anxiety and the fact that you want to find out as much as possible about your child's health condition and wish to stay with him/her.

We will do our best to answer all your questions, provide you with comprehensive information and enable you to contact your child. Nevertheless, our prime responsibility is to provide the patient with treatment and care.

Complaints or requests: Department Head – with a prior appointment at the reception desk or on each Tuesday between 1:00 and 2:00 pm.

Below you will find some basic information. We believe it will help us start a friendly cooperation with you.

1. You can visit your children every day from 1:00 to 3:00 pm and from 4:00 to 6:00 pm

2. Considering the comfort of our patients and easy access to them, please note that maximum persons can stay with the child in the room during the visit.

3. Persons suffering from acute diseases, persons under the influence of alcohol and children under the age of 14 must not visit our patients under any circumstances.

4. Before entering the room please:

- ∞ leave your outerwear and any unnecessary items in the main changing room (a free changing room located at the ground floor). You must not leave your coat on the chair in the sluice room
- ∞ put on the shoe covers or use alternative shoes
- ∞ wash your hands thoroughly (you need to wash your hands also after leaving the patient room)

5. Please don't use mobile phones while visiting the patient.

6. You must not take photos or film the patients or the hospital when staying in the Department of Intensive Care.

7. The department is equipped with all necessary medicines and medical equipment required to treat the patients.

8. We only ask you to provide us with such care products as nappies, baby oil, cream, soap, etc.

The Department of Intensive Care is a special place in the hospital. We look after our patients 24 hours a day, and admission to the department as well as all the necessary procedures are performed regardless of the time of day or night. You may be asked to leave the patient room and to go to the waiting room, if the situation so requires (admission of a new patient, performance of a medical procedure or a particularly serious health condition of another child). The nurse will let you know once you can enter the room again.

Your understanding is of great importance to us ... and it provides the basis for a mutual cooperation. Our primary responsibility is to stay with the patient and it may happen that we will not be able to pick up the phone. As a rule we do not provide information by phone because of the provisions of the Data Protection Act.

DEPARTMENT HEAD:

Head of the Department of Intensive Care Ludwik Stołtny, M.D., Ph.D
Medical doctor in charge of the Department of Intensive Care: Michał Daab, M.D., Ph.D

CURRENT INFORMATION

Information is provided from 1:00 to 2:00 pm
From Monday to Friday – medical doctor in charge of the Department
Saturday and Sunday – medical doctor on duty
Outside the above hours - we only provide information about the newly admitted patients.

ADMINISTRATIVE MATTERS

Certificates are issued and missing administrative information is completed by the Medical Secretariat, room no 6, from Monday to Friday (1:00 – 2:00 pm).

INFORMATION OVER THE PHONE

The only information you can obtain over the phone is whether a particular patient is staying in hospital and whether the patient's health condition has not changed substantially since obtaining the last information / the last visit. Detailed information can only be provided during a personal contact.