



Welcome to the Special Care Unit (SCU)

The staff of the SCU would like to take this opportunity to welcome you to our Unit. We are an 8-bed inpatient ward that cares for patients who require some form of round the clock monitoring. Our population ranges in age from infants to senior adults and includes active duty military members, eligible family members, retirees, and other SOFA status personnel. The staff is a mixture of military and civilian nurses and Hospital Corpsman. We are committed to providing you with the highest standard of medical care. If you have any questions or concerns during your stay, please feel free to ask one of our staff members for assistance.

MISSION STATEMENT

Warrior & Family Care

NURSING STATION

PHONE NUMBER:

643-7530

Please visit us on the web at:

www.oki.med.navy.mil

The following guidelines have been established to help us provide care to everyone in a safe and secure environment. We ask that all patients and visitors observe these guidelines:

Video Monitoring: For the safety and security of all patients and staff the SCU has 24/7 video monitoring. If you require short periods of privacy i.e. for changing clothes or breastfeeding please inform your nurse so the video screen can be briefly turned off.

Visiting Hours: The hospital has open visiting hours. We encourage patients and family members to be active partners in the care we provide. Open communication between staff, patients, and your family is an essential part in providing the best care possible.

We do request that all visitors use the doorbell located next to the entrance of the SCU. A staff member will open the SCU door for you. Quiet hours are 2200 to 0700. To respect the privacy of all our patients overnight guests are prohibited. We do make an exception for pediatric patients. One (1) parent/guardian is encouraged to spend the night with their child. This will help allay fears and provide comfort to your child. The only reason we would not be able to accommodate this would be if the stay interfered with your child's medical treatment. Parents are not to sleep in the bed with their child. However, parents may request a reclining chair for your comfort.

Telephones: Phones are available for patients to make and receive calls. Cellular phones may be used on the Unit.

Hospital Beds: Hospital beds are for patient use only. No family members or friends should be in a hospital bed. Please do not sit on or use another bed in the patient care area. The only exception to this rule is for the parent/guardian of our pediatric patients.

Visitors: To protect our patients from potentially infectious organisms and guard the privacy of all patients we reserve the right to limit the number of visitors at any time. We ask that no more than two (2) visitors are at the bedside at a time. The patient bathroom is not for visitors use. The visitors bathroom is located in the SCU waiting room located outside the entrance of the unit.

Children Visitors: We do not recommend bringing children under the age of 12 to the unit. This is out of concern for safety and the possible exposure or spread of infectious disease. If a child is brought on the unit, they must remain under the direct supervision of a responsible adult at all times.



Tobacco/Alcohol use: Naval Hospital Okinawa is a tobacco free facility. There is one (1) designated smoking area outside of the facility near the Emergency Room. Your physician must write orders for you to leave the ward to use tobacco. (see Hospital Privileges section). Alcoholic beverages of any kind are strictly prohibited.

Valuables: Valuables not needed during your hospital stay should be sent home with family or friends. If this is not possible, we can arrange to inventory and secure your valuables in the hospital safe. Please notify the nurse if you require items to be secured.

Personal Medications: Personal medications should not be brought from home. However on rare occasions your physician may specifically write an order allowing you to use your home medication. If you are allowed to use your home medication please give the medicine to the nursing staff. The nurses will administer the medication as ordered per the physician. Your medication will be returned to you when discharged.



Hospital Privileges: A Doctor's Order is required for any patient to leave the SCU for any reason. Please do not leave the unit unless you have notified the nursing staff and we have verified the physician's order.

Food/Snacks: Your physician and the nutrition department work together to tailor your diet according to your specific medical condition. Please ask the staff before eating or drinking food items bought to you by visitors to ensure it does not interfere with your medical treatment. Food trays cannot be ordered for visitors. However visitors may eat in the hospital galley. A small "Shoppette" is located on the 2nd floor near the Laboratory. A Subway sandwich shop is in the Shoppette. Other food and drinks are available for purchase in the Shoppette. The hours of operation are Mon-Fri from 0700-1700.

Rapid Response Team (RRT): If at ANYTIME during your hospitalization a family member/visitor feels the patient's condition is worsening please ask the nurse to activate the RRT.

Warning signs of a worsening condition include:

- Change in heart or breathing rate
- Drop in blood pressure
- Confusion or changes in mental status
- When something just does not look or seem right with the patient

Discharge Instructions: All Patients will receive discharge instructions before going home. These instruction will outline how to care for yourself at home and when you are to follow-up with your physician. Do not leave the unit until your nurse has reviewed your discharge instructions with you, given you a medication reconciliation form, and answered all your questions to your satisfaction.



ICE Survey: The SCU staff would appreciate your feedback. Please complete an ICE (Interactive Customer Evaluation). A survey should have been given to you upon admission however if you did not receive one please inform the nursing staff and one will be given to you.

You may also complete an ICE survey via the internet:

www.oki.med.navy.mil

Should you need further assistance, contact the Customer Service Representative at: 643-7209