

FAMILY ONBOARDING

What to Expect

We are committed to making each patient's transition as smooth and comfortable as possible. We understand that every care setting is different, so we want to share helpful information with you in advance to ensure you feel informed, supported, and confident in the care you receive. Please see below for details on what to expect.

Staff-to-Patient Ratios

Depending on the level of care, patients may experience the following:

- ICU: 1 nurse to 3 patients
- Telemetry: 1 nurse to 4 patients
- Medical-Surgical: 1 nurse to 5 patients

Therapy Services

Patients will receive an initial evaluation by the therapy team. Speech, occupational, and physical therapy services will be provided based on individual needs and care plans, as appropriate and is expected within the first 72 hours.

Visitor Guidelines

Visiting hours are 9:00 a.m. to 8:00 p.m. If you need to visit outside of these hours, we are happy to accommodate when possible. Please speak with a member of our staff, and we will be glad to assist you.

Dining Services

Breakfast and lunch are available for purchase in the cafeteria. Vending machines are available 24 hours a day. Please note that visitor meals are not delivered to patient rooms.

Communication with Care Teams

Families are welcome to call for updates, and we encourage staying connected. To help ensure timely responses, we recommend avoiding calls during shift changes from 7:00 to 8:00 a.m. and 7:00 to 8:00 p.m. If your nurse is unavailable, a nursing supervisor is available 24 hours a day and can assist you.