

University Hospital, Clinical Neurological Sciences  
Neurological Observation Unit: A7-204  
519-685-8500 ext. 36847

# Patient and Care Partner Information

## Welcome to the Neurological Observation Unit

The Neurological Observation Unit is a six bed Level 2 Care Unit. This Unit provides specialized care and constant observation for critically ill and post-operative neurosurgical and neurological patients.

### Your loved one could be admitted here because they:

- Have had a neurosurgical procedure.
- Have had a neurologic procedure.
- Have been transferred from the Intensive Care Unit (ICU) and need special care.
- Need to be monitored more closely.

To help patients recover, the Neurological Observation Unit is a quiet area. There are no televisions or phones in our room. Please be respectful of fellow patients recovering and limit cell phone use. Respect other patients right to privacy when video chatting, this includes NEVER recording other patients on video. The staff have the obligation to provide a safe environment for patients to heal and staff to work. Thank you.



## During Your Stay

Check with the patient's nurse before bringing in food or drink for the patient because their swallowing may have been affected. The hospital is scent free, please no flowers in the Observation Unit. Flowers can be kept at the front desk.

Please take all valuables home as soon as possible. We have no room to store large items. Helpful items to bring:

- Unscented toiletries (hair comb, lip balm, deodorant, razor [electric if possible], feminine hygiene products).
- Footwear that is easy to put on, flat, non-slip, and has a closed toe and heel (running shoes, for example).



## Visiting Guidelines

### Visiting Hours:

- Visiting is welcome between the hours of 10:00 a.m. and 6:00 p.m. Exceptions are made for patients arriving after 6:00 p.m.

### Number of Visitors:

- Only two visitors can be with the patient at a time. This is to reduce stimulation for recovering patients. Children may visit at the discretion of the nurse.

### Short Visits:

- Keep visits to 20 minutes per hour during visiting hours. This helps patients rest and allows for health care professionals to provide care.

### Be Ready to Pause Your Visit:

- Sometimes, in the event of an emergency, we may need to pause your visit to meet the immediate care needs of a patient in the unit, and you may be asked to step out.

### Please do not visit if you are feeling unwell.

*Please note, with limited care space, additional chairs will not be provided for visiting purposes.*



## Entering the Unit

- Please knock and use the hand sanitizer provided in the wall pump.
- Wait for nurse.
- If no response, return to 7th floor main desk and ask for directions.



## Patient Updates

- Please appoint one individual as a spokesperson to call the health team for information regarding the patient. The spokesperson's role is to share this information with the patient's loved ones.
- Please avoid calling the unit between 6:00–10:00 a.m. and 6:00–9:00 p.m. as nursing handover is taking place between shifts and it's important to avoid interruptions.
- Please confirm with the clerk that your contact information is current.



## Waiting Areas

Please do not gather in the unit hallways, as this area must remain clear for patient transport. Options for waiting include **main floor lobby** (1st floor), **cafeteria** (3rd floor) or **lounge beside elevators** (7th floor).