

## Fact Sheet

# Visiting your newborn in the Neonatal Intensive Care Unit (NICU)

womensnewbornhealth.com.au

At **Westmead Hospital NICU** we aim to provide a safe and secure environment for patients, parents, family and staff. To ensure that we can look after all our newborn patients as well as possible, please observe the rules when visiting the NICU.

### What are the visiting hours?

- For parents and siblings (brothers and sisters of the newborn), visiting is *not* restricted (24 hours a day).
- For all other visitors, the visiting hours are 10am – 12noon and 2:30pm - 8pm daily.

### Who can visit?

- To minimise overcrowding, reduce infection, and protect our babies from undue noise and stress, we ask you to nominate 4 support people who may visit
- All visitors must be accompanied by one of the baby's parents
- Only two people are permitted at the bedside at any one time (one of which must be a parent)



You will be asked to complete the Westmead NICU Contact and Visiting Detail form and return this to the ward clerk at the front desk.

Under exceptional circumstances, we will relax the conditions of visiting. These situations include:

- Religious or naming services
- Critically ill babies

After 4 weeks of hospitalisation, 2 additional people will be allowed to visit on Saturday and Sunday between 2:30 and 4:30pm.

### Preventing infection

To keep all the babies safe, it is very important to avoid the spread of infection in the NICU, so please make sure you follow the steps below every time you visit:

- Use the alcohol rub (pink fluid) available at the entrance to the unit
- Place jackets, jumpers and coats on hooks provided as you enter
- Long sleeves must be rolled up until you leave the nursery
- Remove jewellery (watches and all rings, except wedding bands)
- Once in the nursery, your hands and arms must be washed up to the elbows using soap and then dried with paper towel
- Wash your hands after each nappy change and when leaving the nursery

**It is crucially important that people who are unwell/sick do not enter the nursery. There are NO EXCEPTIONS to this rule.**

This applies to people suffering from any of the following:

- Influenza (cold or flu like symptoms)
- High temperature
- Cough
- Herpes simplex (cold sores)
- Chicken pox or shingles
- Whooping cough
- Vomiting or diarrhoea (gastro-enteritis)
- Impetigo A (infected skin sores)
- Foot and mouth sores
- Crusty skin rashes

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### How can you contact the NICU?

You can phone into each nursery and speak directly with the nurse caring for your baby. The specific phone number will be given to you. Please be mindful that the nurse may be providing direct patient care when you ring and so cannot always attend to your call immediately. We ask you to be patient when you call.

We must always respect our patients' confidentiality and thus will only provide information about babies to the parents.

**Please note that siblings must be supervised at all times. We also request that you provide proof of immunisation for all siblings below the age of 12 (Personal Health Record Book-blue book) before they can visit. Please show this to the nurse caring for your baby.**

### Parent Lounge Area

In the NICU there is a parent lounge area where you are welcome to rest and relax during visiting.

This is strictly for parents and their other children, no additional visitors.

Tea and coffee are available.

We thank you for your cooperation.

**We welcome further feedback on this brochure as a way of continually improving our service.**

**Send your feedback to:**

[WSLHD-Get\\_Involved@health.nsw.gov.au](mailto:WSLHD-Get_Involved@health.nsw.gov.au)