Coming to Lakeview from intensive care

Before the move to Waterford, ask the ICU team what care your loved one still needs and who will call you when they arrive. Keep those answers with your directions to Lakeview.

01

Before your loved one leaves

Confirm the destination with the sending team. Ask what breathing support or other care your loved one needs on the way and who will let you know they have arrived.

02

What to bring

Pack what your loved one uses to see, hear or communicate. Leave valuables at home. Call the unit before bringing food or equipment.

03

On arrival

Ask the nurse to show you the call button. Tell staff how your loved one usually communicates and one activity they hope to get back to.

If the timing changes

Keep the sending team's contact and the receiving unit's number together. If plans change, ask who will give you the updated transfer time.

Your first family meeting

Choose the two questions that would help you most today. Ask someone to write down the answers so you can share them with the people your loved one chooses.

01

What is the main medical concern?

Ask the team to point out the equipment and explain what it does for your loved one. What would tell them the treatment is helping?

02

How can we participate?

Find out how your loved one signals pain or chooses between options. Ask staff to show you one activity you can safely do together.

03

When will we talk again?

Write down the next check-in and the role to contact between meetings. Ask what change would prompt an earlier conversation.

Before the meeting ends

Try saying the plan back: 'This week we're working on ____. If I notice ____, I'll tell ____.' Let the team clarify anything you missed.

Lakeview · Long-term acute care **Admissions (262) 534-8509**