

Welcome to the ICU

Our goal is to partner with patients and their families to provide the best care possible.



Daytime Visitors

8 am - 10 pm

- Obtain a visitor's pass from the ICU front desk.
- Limit daytime visitors to two at a time for safety reasons and patient rest. The two visitors can rotate throughout the day. Children 16 and older are welcome to visit when accompanied by an adult.
- Attend bedside reports, which occur from 6:45 - 7:15 am and 6:45 - 7:15 pm. To help maintain team members' schedules, we ask for questions to be held until the end of the report.
- Join us for the ICU team's multidisciplinary rounds. We welcome any comments or questions you may have once the team has finished. The rounds typically occur between 8 am - 12 pm.



Overnight Visitors

10 pm - 8 am

- Obtain a visitor's pass from the Security Office at night before you enter the ICU. The office is located on the first floor of the hospital down the hall from Radiology.
- Limit overnight visitors to one per patient. This care partner should stay throughout the night (no rotating with other care partners), and be able to perform their own activities of daily living (toileting, ambulation, meals, etc.)
- Observe quiet time, which begins at 10 pm each night.
- If you're staying after 10 pm and are asked to step out of the patient's room, the two public areas where you can wait are the main lobby or the cafeteria (located on the first floor of Boling Pavilion by the Gift Shop).



All Visitors

- Take the following steps to prevent the spread of infections:
 - Cleanse your hands before and after each visit.
 - Stay home if you are sick
 - Follow transmission-based precautions. If this applies to your loved one, there will be a sign located on the door - talk to the nurse to find out what steps you must take.
- Treat team members with dignity and respect.
- Speak with team members before attempting to move equipment.
- Reserve recliners for patient use.
- Do not stand in hallways to ensure patient privacy and allow our team to respond to emergencies quickly.
- Always keep your valuables with you.
- Do not eat or drink in the ICU.
- When team members arrive from housekeeping, please leave the room and take all your belongings with you to allow them to clean all surfaces.
- Use the visitor bathrooms located just outside of the ICU. If you're unsure where to go, a team member can direct you.

Frequently Asked Questions

How long until I can see my loved one?

It takes about one hour for the team to settle your loved one in their room. We know that you want to see your loved one, and we will get you to their room as soon as possible

Can we bring flowers, plants, or balloons for our loved one while they are in the ICU?

Live plants and balloons are discouraged in the unit.

Can anyone visit the ICU?

For the safety of patients and children, those under 16 years old may not visit.

Are there sleeping accommodations for those from out of the area?

The University of Tennessee Medical Center has arranged discounted rates at various hotels throughout the Knoxville metro area. For information on local hotels, please contact Healthcare Coordination at 865-305-6970 or toll-free at 877-882-2737 or visit UTMedicalCenter.org/plan-your-visit. Under Hotels for Family and Friends, you will find a link to view discounted hotels. These rates and agreements are subject to change without notice.

Is there a place to shower?

The medical center does not have shower facilities for care partners.

Do we have to pay for parking every day?

Patients and visitors may park in Garage 1, 4 or 5. However, Garage 4 does not have a parking pass option. Visitors and patients who park in Garage 1 or Garage 5 may obtain a special parking pass at a reduced weekly or monthly rate for long-term hospital stays. Weekly or monthly passes may be purchased at the parking garage booths as you exit Garage 1 or Garage 5.



Scan the QR Code to download the UTMC Way app to help you find your way around campus and the hospital.