

Coronary Care Unit

Advice to the family and friends of patients with a suspected heart attack

Information on your arrival at the
Oxford Heart Centre Cardiac
Angiography Suite



Important information for family and friends

You have arrived at the Cardiac Angiography Suite in the Oxford Heart Centre with your relative or friend. We suspect your relative or friend is having a heart attack. As you know, heart attacks are dangerous and pose a risk to a person's life and we need to act quickly to treat the suspected heart attack.

Because you came in the ambulance with your relative or friend you have been admitted to an area that is not staffed overnight. All the clinical staff are now occupied in managing your relative or friend's suspected heart attack. For this reason they do not have time to explain everything. This leaflet briefly describes where you have been seated and what will happen next.

You are in the waiting area of the Cardiac Day Care Ward. Once inside the waiting area you will be unable to go out into the corridor but you can exit via the glass doors. However, please be advised that you will be unable to re-enter the building once you have walked outside. We therefore request that you wait in this area. This is for your own safety; the cardiac angiography suite (where your relative or friend is being treated) is a highly specialised area where you would require personal protective equipment and specialised training to enter. It is not an area for the general public and therefore unsafe for you to wander around in.

Within the room you are sitting in there is a toilet and a vending machine to use at your convenience. There is also a phone should you need to contact anyone. Useful contact numbers are as follows:

- Dial zero to speak to our switchboard, explain your situation and they should be able to give you an outside line.
- Dial 20629 or 21304 to speak to a Coronary Care Nurse. They may be able to collect you and escort you to the Coronary Care Unit (CCU) where your relative or friend will be transferred to after their treatment.

- There is a silver button by the side of the glass doors, on the inside. If another relative or friend arrives at the Day Care Ward doors, you can press this button to allow them to enter.
- Once treatment had been completed for your relative or friend's heart attack and they are ready to be transferred to CCU, one of the nurses will come to collect you.
- If you need to direct any other relatives or friends to the hospital please ask them to use car park 2 if possible. They should enter via the main entrance and follow signs to Coronary Care Unit on Level 1. Depending on your time of arrival the car park will cost you £1 for up to 2 hours. When your relatives or friends arrive at the Coronary Care Unit, please ask them to speak to one of the nurses. They will be expecting them.

We will do everything we can to help your relative or friend recover from this event. We will also do our best to support you and give you all the information you need during the course of their hospital stay and recovery.

Remember:

- Please do not leave the Day Care Ward reception area as you will not be able to re-enter the building.
- Contact CCU and they may be able to take you to the ward area (**20629**)

Coronary Care Unit

Level 1

John Radcliffe Hospital

Headington

OxfordOX3 9DU

Telephone: **01865 220629**

If you need an interpreter or need a document in another language, large print, Braille or audio version, please call **01865 221473** or email **PALSJR@orh.nhs.uk**

C White, Sister, Coronary Care Unit
Version 2, December 2010
Review December 2013
Oxford Radcliffe Hospitals NHS Trust
Oxford OX3 9DU
www.oxfordradcliffe.nhs.uk/patientinformation