

The Special Care Unit (SCU) is a team of highly skilled professionals that work together caring for patients with life-threatening illnesses or injuries. The SCU team is committed to quality patient care and includes specialty physicians, registered nurses, respiratory therapists, pharmacists, social workers, case managers, chaplains and others.

Contact Information

Special Care Unit at Scottsdale Healthcare Osborn

Unit	Rooms	Telephone
2EB:	227-231; 244-248	480-882-4280
2EC:	232-235, 237, 238, 240-243	480-882-4290
2ED:	254-257, 280-281	480-882-5230
2EE	258-267	480-882-5240
2EF	268-279	480-882-5250

Visiting Hours:

10 a.m.-1p.m., 4-6 p.m., 8-10 p.m. and at the discretion of the nurse caring for the patient

Your family physician's office phone number is:



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Scottsdale Healthcare Osborn
Special Care Unit

7400 E. Osborn Road, Scottsdale, AZ 85251

shc.org

Special Care Unit at Scottsdale Healthcare Osborn

Important Information For
Patients and Their Families



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Personalizing Health



70393 (4/07)

Important Information for Patients and Their Families

Types of critical illnesses

Critical care is often directed toward treating three important body functions: airway, breathing, and circulation—the ABCs. Patients in the SCU have a variety of health issues that may include heart attack, stroke, pneumonia, post-operative care and trauma injuries.

Interacting with the SCU Team

Because the Special Care Unit's focus is on life-threatening illnesses, it can be a stressful environment. This stress impacts family members. For this reason, we make every attempt to involve the family in the patient's care and to explain the treatments and procedures.

We also recognize that stress frequently makes it difficult to understand and remember unfamiliar information. We encourage you to ask questions and believe there are no "wrong" questions.

Ask the Nurse

Because Special Care nurses are at patients' bedsides for extended periods of time, they often have a unique insight into the patient's care and treatment. Please feel free to ask nurses questions. They may be your best resource regarding the patient's status.

Ask the Doctor

Physicians may make their rounds at various times of day. Often, they may be bound to a stringent schedule. We recommend you write down questions and concerns for the doctors to address during their rounds. This will help you remember them.

Taking Care of Yourself

The SCU team will focus their complete attention on patient care. Often, visitors experience feelings of stress, hopelessness, anger, or even loss of control. Waiting is not easy—especially in the SCU. The most important thing family members can do is this: take care of yourself.

You are an important part of the healthcare team. Family involvement helps us provide a broad, holistic spectrum of care.

We recommend you:

- Eat properly and get enough sleep—this helps you listen more effectively and absorb the information presented.
- Take breaks—don't feel as if you must be at the bedside every moment. The SCU staff monitors patients closely.
- Ask for help—gather support from family members and friends to help ease the pressure. Allow others to help by taking care of day-to-day tasks like getting the mail, caring for pets, and preparing meals. It can, in turn, help family and friends feel they are contributing.

Guidelines for Visiting in the SCU

Prior to visiting, please call before entering. SCU staff asks that visitors be limited to two (2) at a time. Visitors need to be at least 12 years old. Community waiting rooms are provided for visitor's comfort. In addition, consultation rooms are available for meeting with the healthcare team.

Emergency Situations

At times, emergencies arise in the SCU. When this happens, staff members may ask visitors to leave the unit. Emergencies require physicians and nurses to act and think critically, focusing on patient care. It is our mission to give patients the best possible care.

Hospital Resources

Scottsdale Healthcare offers a wide variety of health information that you may access. The Health Information Center's hours are 10 a.m.-3 p.m., Monday through Friday. The Society of Critical Care Medicine's website, www.icu-usa.com, offers reliable and timely information regarding care in the SCU. The Case Management department, which includes social workers and case managers, are also available for assistance.

Hotel Referrals

Nearby hotels often provide discounts to family members of Scottsdale Healthcare patients. If you need this service, please ask, and we will provide a list of local hotels.