



Banner Health

North Colorado Medical Center®

Western States Burn Center Guest Information

Important Contact Numbers

- For Emergent Patient Transport:
1-866-806-6262
- For Outpatient Appointments:
(970) 350-6071

Map and Directions

For maps and directions please visit our website at www.BannerHealth.com keyword, NCMC.

Waiting Areas and Guest Services

A waiting area is available for family and friends of the burn patient, located next to the elevators on the third floor.

Restrooms are located near the waiting room. Banner Bistro is located near the main entrance in addition to the cafeteria on the ground level.

Valet parking is available at the main entrance at no charge.

Visiting Information

The family is a very important part of the multi-disciplinary team. They contribute to the patient's morale and give the team insight into how to better assist the patient. Sometimes they are the voice of the patient if he/she is on a ventilator or otherwise unable to make important decisions on his/her own.

Visiting Guidelines

The Burn Center is closed to visitors until 12:30 p.m. and from 7 to 8:30 p.m. Visiting hours are the second half of every hour starting at 12:30 p.m. (example 12:30 to 1 p.m. and 1:30 to 2 p.m. etc.). This provides an atmosphere of rest to promote healing while meeting the multi-disciplinary needs of our patients.

Visiting hours are enforced to allow you time to visit but also allow the team time to work with the patient. This is why visitors are limited to immediate family members or those designated by the family.

- No visitors under the age of 12 in the

Burn Unit.

- Visiting privileges are to be consistent with patient's care needs and with concern for the needs of the family. The number of visitors should not exceed two at a time.
- Visitors are required to secure permission to visit from the nurse.
- Visitors are required to wear a gown, cap, mask and gloves while visiting.
- Visitors are required to wash their hands with disinfectant soap prior to entering and after leaving the patient's room.
- Plants, flowers, and plush toys are not permitted in the burn unit.
- A quiet atmosphere should be maintained to promote healing.

patients may become hypothermic (development of a low body temperature) and develop complications.

Occasionally, due to hospital-wide bed shortages, the burn center may, as a courtesy, care for non-burned patients. Due to the danger of infection and/or complications to our burned patients, we must follow the same guidelines for our non-burned patients as we do for our burned patients. We apologize, but we cannot lower the heat or change visitation times for non-burned patients who are being cared for in the burn center.

Patient Care

It is important that one person be assigned as the family spokesperson. The physician will discuss all the issues with this person, and he/she will then relay that information to the rest of the family. To enable the spokesperson to get patient information over the phone, he/she will give the nurses a password. This helps protect patient confidentiality so non-family members cannot call and obtain personal information about your family. We ask that only one person call the nurses about the patient's progress as this takes valuable time away from the patient's care. That person can then relay the information to other family members.

The burn unit is an isolation unit. Burn patients have lost the first barrier against infection, the skin. One of the first things a visitor will notice is that the temperature of the patient's room is warmer than any other area in the hospital. This is because burn patients often lose the ability to regulate and retain their own body heat. While this may seem unduly hot for the visitor it must be kept in mind that without the additional heat, burn