

## Guidelines and Communication while in Isolation

For everyone's safety, you will not be able to leave the Isolation room or go to other areas during your stay.

## Communication with Staff

Nursing and medical staff will wear protective suits that can affect hearing, so using your mobile communication device can help in some situations.

The nursing staff will monitor you via video surveillance for your safety and care (no recording is made), enabling them to respond quickly if you need help.

## Restrictions on Visits and Movements

Due to strict isolation requirements in person visits are not allowed. However, virtual visits can be arranged. Your family may contact you through mobile communication devices.

For personal comfort and security, please refrain from bringing unnecessary items into the isolation room.

**Interpreter Services:** If needed, interpreters can be provided to help you communicate effectively with the staff. Please inform us if you need this service.



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## Key Points to Remember

1. **Stay Calm and Informed:** Understanding the procedure can ease anxiety. Staff will be there to support you.
2. **Communicate Your Needs:** Let the team know if you experience discomfort, need adjustments, or have questions.
3. **Follow Guidelines:** Adhering to protocols will help ensure your safety and the safety of others.

# THE NATIONAL ISOLATION UNIT (NIU)



## PATIENT INFORMATION GUIDE

*Ensuring secure and compassionate care for  
patients with  
high-risk infectious diseases*



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## What is the NIU?

The **NIU** is an isolation facility designed to provide specialised care for patients with **High-Consequence Infectious Diseases (HCID)**. These diseases can spread easily and may cause severe illness, so specialised environments are essential for containment and treatment.

## What are the Key Features of the NIU?

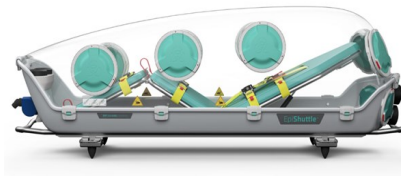
- **Negative Pressure Rooms:** The NIU rooms use negative air pressure to prevent infectious agents from leaving the space. All air passes through filters.
- **PPE for Staff:** The nursing and medical Staff will wear advanced protective suits and breathing apparatuses to safeguard themselves and others while providing your care.
- **Strict Isolation Protocols:** Movement in and out of the unit is restricted. The unit staff use stringent infection control measures at all times.
- **Your Safety and Comfort:** Every aspect of your stay is designed to minimize the risk of infection spread while ensuring you receive high-quality care and support.



## Your Journey in the EpiShuttle - Safety in Transit

### What is an EpiShuttle?

The **EpiShuttle** is a high-level medical isolation transport unit with transparent walls for visibility, an advanced ventilation system for clean air and a fully sealed environment for safe containment.



It enables safe and comfortable patient transport, preventing the spread of infectious agents and maintaining patient care during transit.



## Preparing for Transport

- **Medical Assessment:** Before transport, the medical team will evaluate your health status to ensure you're stable. They may provide certain assistive devices for your comfort.
- **Personal Belongings:** Only essential items, such as your phone, may accompany you for ease and safety. Non-essential items are discouraged.
- **Explanation of Process:** The nursing and medical staff will explain the entire journey, including expected travel time, what to expect inside the EpiShuttle, and how to communicate with them during transit.

## What to Expect During Transport

- The EpiShuttle features a cushioned, adjustable bed for your comfort.
- **Airflow and Temperature Control:** The ventilation system ensures a continuous supply of fresh air. You may inform the staff if adjustments are needed for your comfort.
- Transparent walls allow visual contact, and you can speak normally with your team, though sounds may be slightly muted.

- These ports allow medical staff to administer treatments without breaking the sealed environment. For example, they can use gloves attached to the ports to assist you without opening the unit.



## Arrival and Disembarking

When you reach your destination, trained professionals will carefully help you exit the EpiShuttle.

You will be transferred to an isolation room in the NIU or if necessary, to a specialised unit abroad, where further care will be provided.

