

OUTPATIENT SURGERY OR PROCEDURE

Information / Education Guide

(What to Expect During Your Stay at Lakewood Regional Medical Center)

Patient Name

Date and Time of Procedure

Welcome and thank you for choosing Lakewood Regional Medical Center. We strive to provide high quality healthcare in an atmosphere of warmth and caring and to do everything we can to make your experience as comfortable and positive as possible.

We would like to assist you and your family to be well prepared for your upcoming hospital experience in order to reduce any apprehension you may have while undergoing a healthcare procedure. **If possible, print this guide and bring it with you after you have checked off the completed items.**

Should you have any questions, big or small, before your visit, please don't hesitate to contact our Pre-Admissions Testing Nurse at (562) 602-6868, Monday through Friday from 8 a.m. to 4:30 p.m.

PRE-SURGERY / PROCEDURE REGISTRATION ITEMS

Your doctor will send orders for your care in advance to our Admitting department.

Our Admitting department staff will contact you by phone for "pre-registration" information prior to your scheduled procedure date and will ask you for information regarding address, phone numbers, and insurance provider. You may be asked to discuss financial responsibilities during this call.

You can pre-register on our website: www.lakewoodregional.com and print this guide and other important forms you will need.

Please have the following items available for pre-registration and with you on your day of surgery or procedure: *(Your personal information is secure and protected at all times).*

- Driver's license or I.D. card
- Social Security number
- Medical insurance card
- Name, address and phone number of your employer
- Name and phone number of Nearest Relative and/or your delegated Emergency Contact Person.
- Date and time of your surgery
- Where and when your tests were done, e.g., blood tests, X-rays, EKG
- Primary care physician: name and phone number

PRE-ADMISSIONS TESTING NURSE VISIT OR CALL:

Our Pre-Admissions Testing Nurse will call you at home within a few days before your surgery for instructions about when to arrive, what to bring, and where to report. Please call to make an appointment with our nurse for at least two days prior to your procedure, if possible, to assist you to fill out forms, sign consents, complete tests, and answer questions you may have. The nurse will review what to expect before, during, and after your stay, and provide a special bath product with instructions. There is no additional charge for this visit except for any tests performed as ordered by your doctor. This visit will help us to have all test results ready for your doctor.

Pre-Admissions Testing Nurse: (562) 602-6868, Monday – Friday: 8 a.m. to 4:30 p.m.

You will be asked to fill out an "**Anesthesia Questionnaire**" form which will tell us about your medical/surgical history in order to plan your care with your Anesthesiologist.

If you are unable to visit the Pre-op Nurse, the form is provided on this website so that you can print it, fill it out, and bring it with you on your procedure date to help avoid delay.

Please have the following items available and with you for your pre-op visit and on the day of your surgery or procedure:

- List of all prior surgeries and approximate year
- List of allergies to medications **and** foods or items.
- List of medications and herbs (dosage and when last taken)
- Any forms, x-rays, or scans given to you by your doctor to bring.
- Conservator or Guardian name and contact information:
 - Name and phone number. Legal papers showing who your medical decision maker is.
- Medical Equipment (if instructed by your doctor)
- Advanced Directive, Durable Power of Attorney for HealthCare decisions (please bring a copy if you have one)

FOR YOUR FAMILY, SPOUSE, AND SIGNIFICANT OTHERS:

Your procedure is planned to take ***approximately three*** hours from arrival to discharge. Please contact the Pre-Admit nurse if you need a time estimate. Inform your driver and family members that **you will need to report to the lobby at least two hours in advance** of your procedure. (See "Day of Procedure" instructions below). **Directions and a map can also be found on our website:** www.lakewoodregional.com

Please inform your loved ones, driver, or one designated person to plan to wait in the lobby or cafeteria the entire time. The lobby staff will assist them with getting

information after the expected time has passed. There may be unanticipated delays or changes in our schedule as necessary to care for patients with emergencies, but we will keep you informed. Please check with lobby staff for updates *after* the expected time has passed.

FOR YOUR SAFETY: We WILL NOT permit you to leave after anesthesia/sedation without a responsible adult

A cafeteria, gift shop, restrooms, and phones are conveniently located adjacent to the lobby waiting area. A limited number of persons (one adult, and both parents of under-aged patients) are allowed beyond the lobby to accompany each patient. Children are not permitted in any outpatient care area.

INSTRUCTIONS FOR THE DAYS/WEEK BEFORE YOUR PROCEDURE:

Please make arrangements for someone to stay with you for at least the first 24 hours after your procedure, and to be available for the first week after you return home. You will likely need assistance with your usual activities during this time.

Your driver must be with you at the time of checking in, and be available afterwards either in-person, or by cell phone. We will not permit you to take public transportation or to walk home for your own safety. A responsible driver must be available after you have received anesthesia or sedation.

Follow your doctor's instructions regarding food, drink and medication the day of surgery. The

Follow these guidelines if you have not been given specific instructions by your doctor or the Pre-Op Nurse. Eating or drinking can cause a delay or cancellation of your surgery because your stomach must be empty.

Do not eat or drink after midnight the night before surgery

Do not eat or drink within 6 hours before the time of your surgery.

Do not drink alcoholic beverages within 24 hours prior to your surgery.

Do not use tobacco or herbal medications at least 24 hours before your surgery, longer if possible.

Take your blood pressure medication, heart medication, and seizure medication in the morning, on the day of your surgery with a small sip of water unless your doctor tells you otherwise.

Use your inhaler and eye drops the morning of your surgery unless your doctor tells you otherwise.

Ask your doctor about taking your diabetic medication, and blood thinners such as Coumadin, Plavix, Aspirin, and other anti-inflammatory medications such as Motrin, Aleve, and Naprosyn, and for instructions regarding other medications and herbal medicines or supplements you take routinely if this was not discussed with you during your last visit.

Take any prescriptions given to you for post-procedural pain or other medication to your pharmacy to be filled in advance so that you will be able to go directly home after your procedure.

Notify your surgeon or physician immediately if you come down with cold or flu-like symptoms just before your scheduled day.

WHAT TO BRING WITH YOU TO THE HOSPITAL

- Glasses with a hard case (your name inside).
- Dentures or partial dental appliances (A labeled container will be provided).
- Hearing aids (A labeled container will be provided).
- Wheelchair, Walker, Cane etc. if you use these items daily. (Label with your name)
- Flat comfortable shoes with a non-slip sole that are easy to put on or take off. Cotton socks.
- Comfortable clothing items such as sweat-pants/top or easy to wear trousers and shirt. Bring one sweater or light zip-up jacket during cooler months and for mornings or late evenings.
- Items from the registration list above (driver's license, SSN, medication list, anesthesia form etc.)
- Any items such as forms, x-ray's, scans, test results given to you by your doctor to bring.
- Co-payment or deductible (if instructed by admitting staff) check, credit card, or cash.
- Reading materials or a paperback book, crossword puzzles etc.

WHAT NOT TO BRING WITH YOU

- Excessive cash (more than \$20.00) or extra credit cards not needed. Leave wallets and purses at home if possible, or give to your driver or a family member. The hospital has a safe for unavoidable storage of valuables.
- Jewelry including wedding rings and body piercings will be required to be removed for your safety. The hospital is not responsible for lost or stolen items not secured. Please let us know in advance if you have an item which can not be removed. Electronic devices and cell phones should be left at home as well.
- Food items from home. A light meal (soup and sandwich) with a beverage will be offered in most cases before you will be discharged.
- Too many family members and children can take attention away from our patients and may cause you additional unnecessary stress. Appoint the minimum number of responsible persons to be the family contact person(s) for the rest.
- Medications taken at home unless instructed to by your doctor.

PATIENT RIGHTS

You have rights as a patient to privacy of your personal information, and to have all information available to you in order to make your healthcare decisions. Your doctor is responsible to explain the risks, benefits, and alternatives (informed consent) of your surgery or procedure with an opportunity for you to ask questions. You or your legal decision maker will be required to sign a consent form to permit your surgeon or doctor and anesthesiologist to perform the procedure he or she discussed with you. It is always in your best interest to ask all and any questions you may have until you are satisfied that you understand your plan of care.

DAY OF SURGERY

Good personal hygiene is important to prevent infection. It is likely that we will give you an I.V. antibiotic within one hour of your procedure start time which is a national "best-practice". Please help us to prevent infection by following these simple steps.

- Shower or bathe with Chlorhexidine liquid soap or with the bath pads provided by the Pre-Op Nurse. (Chlorhexidine can be purchased over the counter in any drug store). Otherwise, a plain soap will do.
- Wash and dry your hair.
- Do not apply ANY HAIR CARE PRODUCTS, body lotion, perfume/cologne, makeup, or hairpins/clips. A simple elastic band or fabric "scrunchy" without metal may be worn to tie back your hair.
- Avoid shaving at or near your surgical or procedural site within one day prior.
- Remove temporary artificial nails (press-on), and clean under nails and acrylic nails well. Remove nail polish.
- Regular mouth care without drinking water or mouthwash.
- Complete any preparations ordered by your doctor (enema, bowel prep, douche etc.).
- Report to the Information Desk which is inside the front entrance of the hospital.
- Your visitors will be issued a visitor wrist band by a security guard.
- After registering with the Admitting Department, an identification armband will be placed on your wrist which will stay in place until you are discharged. This is for your safety.
- The lobby staff coordinates placement of many different types of patients for the entire hospital. Patients are called to procedures at the direction of the doctors and nurses, and not in the order that you arrive or check-in. Do not arrive earlier than instructed hoping to have your procedure earlier; we will follow the case order under most circumstances. Nursing staff will attempt to call you at home should there be any change to your scheduled start time, so make sure your driver is available to you all day. Your wait time in the lobby can vary based on unforeseen delays, longer time needed for procedures, and of course emergencies that take precedence.
- A restaurant style pager will be provided to you (Surgery and Endoscopy patients). Once your pager alerts you, return to the information desk and you and one family member will be escorted to Same Day Surgery.
- You will be asked if you have had anything to eat or drink within the allowed timeframe, then asked to change into an air-warmed or regular hospital gown and offered to use the bathroom.
- Please use the restroom when offered. An intravenous line will be started by the nurse for fluid and ordered medications.
- The nurse will review your history with you and will ask several, if not many, questions which will become your medical record for all care providers to communicate and to use to provide the best care.
- Your operating room registered nurse, team, and anesthesiologist will meet you at the procedure room, introduce the team, and will be with you during the procedure. Your team will be monitoring you continuously for your safety and comfort. Surgical masks and caps are worn for (sterile) operations.
- Your anesthesiologist will interview you, review your medical record, answer your questions, and plan your care with you just before your procedure.
- Your doctor will mark your surgical site with a black marker (if applicable) to ensure your safety.
- Please do not hesitate to ask any questions or voice any concerns that you have at this time.
- The entire team will pause and conduct a "time-out" to be certain that you and your identified procedure are in agreement to all involved. This meets a national requirement known as the "Universal Protocol" to prevent wrong side surgery.

AFTER YOUR SURGERY OR PROCEDURE

You will be transported to the Recovery Room nearby or back to the pre-op area depending on your anesthesia type. You will be monitored closely by a registered nurse as you awaken from the anesthesia medications. You will be attached to an EKG (heart) monitor and have oxygen delivered by mask or nose tubing. A blood pressure cuff will squeeze your upper arm frequently and automatically and a small clip on your finger will measure your oxygen level. Follow the nurse's instructions for deep breathing and coughing to clear your lungs. Special warming gowns and blankets are used to keep your body temperature normal in order to prevent complications. The nurse will ask you about your pain on a scale of 0 to 10 to determine pain medication needs ordered by your doctor. A "10" means the worst pain you've ever experienced. You will stay in the Recovery area for up to 1-2 hours depending on your condition. No visitors are allowed in the Recovery Room due to other patients being present. The only exception is for parents of underage patients and babies. You may see your loved ones in the lobby to discuss the findings and outcome.

DISCHARGE PROCEDURE AND INSTRUCTIONS

You will be returned to the Pre-Operative area room once you are awake and your vital signs are acceptable. One visitor will be called from the lobby to stay with you at this time. The nurses will continue to monitor your vital signs for about one hour depending on your condition. It is important that you are able to walk to the bathroom and/or urinate without difficulty and tolerate eating or drinking something by mouth.

Before you are discharged by wheelchair to your driver's car at the curb, the nurse will review the following instructions with you and your visitor. Make sure that the person who will be helping you at home is available at this time if possible to help you remember. You will be instructed not to drive for at least 24 hours. Written instructions will be provided, and of course, feel free to call the nursing staff or your doctor at any time should you have a question once you are home.

- Medication Side Effects (new medications)
- Help needed at home after discharge
- Pain control
- Wound observations and dressing care
- Symptoms/Signs of potential complications and notification to your doctor.
- Diet and activity
- Appointment for follow up with your doctor

Please let us know, before you leave, if there was anything about your visit or care that you are dissatisfied about. Our nursing and quality leaders are available to speak with you in person about the matter if you let our staff know.

POST-PROCEDURE FOLLOW-UP PHONE CALL

A registered nurse from our team may attempt to call and speak with you within a few days to check on your recovery, to answer questions, and to review your discharge instructions briefly. The nurse is unable to provide medical advice but will direct you to call your physician for any medical concerns you may have.