

# Day of Surgery



# WELCOME

Memorial's mission is to provide you, the patient, with the highest quality healthcare possible. The specially trained, highly skilled team of healthcare professionals on staff makes your care their top priority.

By thoroughly reading this material, you will have taken an important step in guiding your surgical experience.

If after reviewing this information you have questions about any of the topics included, please contact your surgeon's office or Memorial's Admission & Testing Center (ATC). If you have any additional questions or concerns, please call the ATC at (618) 257-5460.

Our entire healthcare team—including physicians, nurses, technicians, therapists, volunteers, and administration—thank you for choosing Memorial Hospital for your care.



*Mark J. Turner*

**Mark J. Turner**  
**President**

# Preparing for Your Surgery

An entire team of professionals will be involved in preparing you for your surgery; this includes physicians, nurses, patient care technicians, and office staff. Yet, the most important team member is you.

Prior to your procedure, be sure to discuss any concerns about your surgery with your physician. Your physician can help you understand the risks and benefits involved with your particular procedure.

A great deal of information will be required when preparing for your procedure. Providing the most accurate and complete information possible will assist your caregivers in providing safe care.

Perhaps the **most important information** you will share is your **personal health information**:

- Your medical history, including all other surgeries
- Allergies to medicines, foods, and latex
- General health information
- Recent illness including fever, cold, or rash
- Current prescriptions and over-the-counter medications, herbals, and vitamins
- The use of tobacco, alcohol, or other drugs
- Pregnancy
- Any chronic medical problems including diabetes or high blood pressure

**Remember**, it is very important that **you** take an active role in your healthcare.

## Informed Consent

Before having your surgery, you will be asked to indicate that you understand the nature of the surgical procedure to be performed and that you give your permission for the surgery. Most surgical procedures are not emergencies, so it is very important that you fully understand the process. This may appear to be a formality, but, in fact, this should be taken very seriously. Before your surgery, frankly discuss with your surgeon any questions or concerns that you have, such as:

- **What** are the indications for your surgery? **Why** is this surgery necessary?
- **Are there any alternative treatments** available?
- **What will be the likely results** if you do not have the surgery?
- **What are the basic procedures** involved in the surgery?
- **Will any other surgeons be assisting** your surgeon during your procedure, and what tasks will they perform?
- **What are the risks?**
- **How is the surgery expected to improve** your health or quality of life?
- **What can be expected** during your recovery period?
- **When can you expect to resume** normal activities?

This surgery is being performed for you, and you should seek information necessary to improve your understanding. Do not hesitate to ask questions. No doctor can guarantee outcomes, because each surgery is different depending upon your health status, existing disease, and the response of each patient.

**You should feel that your questions have been answered before giving permission to do the surgery.**

# Patient Rights

## Every patient has the right to:

- Care and comfort that is considerate, dignified, and respectful regardless of race, religion, creed, sex, age, handicap, ethnicity, marital status, citizenship status, military service, pregnancy, or sexual orientation.
- Participate in the development and implementation of his or her plan of care.
- Or his or her representative (as allowed under state law) has the right to make informed decisions regarding his or her care. The patient's rights include being informed of his or her health status, being involved in care planning and treatment, and being able to request or refuse treatment or services deemed medically unnecessary or inappropriate.
- Formulate advance directives and to have hospital staff and practitioners who provide care in the hospital comply with these directives.
- Have a family member or representative of his or her choice and his or her own physician notified promptly of his or her admission to the hospital.
- Personal privacy.
- Receive care in a safe setting.
- Be free from all forms of abuse or harassment.
- The confidentiality of his or her clinical records.
- Access information contained in his or her clinical records within a reasonable timeframe. The hospital must not frustrate the legitimate efforts of individuals to gain access to their own medical records and must actively seek to meet these requests as quickly as its recordkeeping system permits.
- Be free from restraints of any form that are not medically necessary or are used as a means of coercion, discipline, convenience, or retaliation by staff.
  - Be free from physical or mental abuse and corporal punishment.**
  - Be free from restraint or seclusion, of any form, imposed as a means of coercion, discipline, convenience, or retaliation by staff.**
  - Restraint or seclusion may only be imposed to ensure the immediate physical safety of the patient, a staff member, or others and must be discontinued at the earliest possible time.**
- Be fully informed of and to consent or refuse to participate in any unusual, experimental, or research project without compromising his/her access to services.
- Know the professional status of any person providing his/her care/services.
- Know the reasons for any proposed change in the Professional Staff responsible for his/her care.
- Know the reasons for his/her transfer either within or outside the hospital.
- The relationship(s) of the hospital to other persons or organizations participating in the provision of his/her care.
- Access to the cost, itemized when possible, of services rendered within a reasonable period of time.
- Be informed of the source of the hospital's reimbursement for his/her services, and of any limitations that may be placed upon his/her care.
- Informed of the right to have pain treated as effectively as possible.
- Be informed of the hospital's policies and procedures regarding visitation rights of patients, including those setting forth any clinically necessary or reasonable restriction or limitation that the hospital may need to place on such rights and the reason for the clinical restriction or limitation. A hospital must meet the following requirements:
  - Inform each patient (or support person, where appropriate) of his or her visitation rights, including**

any clinical restriction or limitation on such rights, when he or she is informed of his or her other rights under this section.

Inform each patient (or support person, where appropriate) of the right, subject to his or her consent, to receive the visitors whom he or she designates, including, but not limited to, a spouse, a domestic partner (including a same-sex domestic partner), another family member, or a friend, and his or her right to withdraw or deny such consent at any time. Not restrict, limit, or otherwise deny visitation

privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation, or disability.

Ensure that all visitors enjoy full and equal visitation privileges consistent with patient preferences.

- The patient's family has the right of informed consent for donation of organs and tissues.
- Consultation with the Ethics Committee for assistance in decision-making support of ethical concerns. Caregivers may initiate an Ethics Consult upon request.
- Voice a complaint and/or grievance related to care or billing practices by contacting the Caregiver, Department Manager, Financial Counselor, or Patient Advocate. A written submission of complaint may be mailed to Memorial. The patient or his/her representative may contact the Illinois Department of Public Health at 1-800-252-4343 or 1-800-547-0466 if hearing impaired.

## Your Procedure Day

Before arriving at Memorial on the day of your procedure, there are certain things you should do to prepare:

- Shower or bathe with antiseptic solution as instructed or with antibacterial soap.
- Do not eat or drink (as instructed by the anesthesiologist).
- Take your medications as instructed by the ATC staff.
- Wear loose, comfortable clothing.
- Remove all makeup, including lipstick, mascara, and nail polish.
- Remove all jewelry and contact lenses.
- Bring your glasses, dentures, hearing aids, and C-Pap machine (if you use one at night) on the procedure day.
- Bring all your medications in properly labeled containers.
- Do not bring any valuables (money, wallet, purse, jewelry).

Be sure to arrive at Memorial at the time indicated by the ATC nurse or as directed by your physician.

## Remember to bring:

- A parent or legal guardian if patient is under 18 years of age.
- Someone to accompany you, so they can drive you home.
- A copy of your Advanced Directive or Living Will, if you have one, to be placed in your permanent medical record.
- Your insurance card and driver's license (if you have not been pre-registered).

**Family and/or friends** may wait with you in your room until your procedure. Please limit the number of family and friends to two or three.

**While you are having your procedure,** your family and friends may wait in the Outpatient Surgery Visitor's Lounge. If your family and friends leave this area, it is important to inform the staff at the desk.

**Wireless Internet** is available in the Outpatient Surgery Visitor's Lounge.

## Complimentary Parking Lot Shuttle

For the convenience of patients and visitors, **a complimentary parking lot shuttle is available Monday through Friday from 6:30 a.m. to 8:30 p.m.**

The shuttle runs a continuous route through the north parking lots — making six stops — at the designated shelters.

## Check In Prior to Procedure

Enter Building at Entrance A

**Before your procedure, you need to check in at the Outpatient Surgery Visitor's Lounge.**

The easiest way to get there is to park in the A entrance parking lot, enter the hospital through entrance A, and follow the signs to the Outpatient Surgery Visitor's Lounge.

Shuttle drop-off/pick-up locations include:

**The Orthopedic and Neurosciences Center**

**Entrance B**  
(Serving Medical Office Center Two and The Breast Health Center of Excellence)

**Entrance D**  
(Serving the South and Center Towers, Surgical Waiting Lobby, and Sleep Disorders Center)

**Entrance A**  
(Serving Medical Office Center One, Outpatient Surgery Center, Cardiac Cath Lab, and GI Endoscopy Center)

**Memorial Care Center**  
**Main Entrance**



Memorial uses the *Relationship Based Care* model for the foundation of all of our practice. This means that we are committed to discovering what matters most to you and exceeding your needs at every point of care. Being in the hospital can be a stressful event and we believe through strong human connection you will feel safe and cared for by our staff.

All Memorial employees are seen as caregivers. We recognize that everyone on our team is vital in order to provide you exceptional care and compassionate service—whether they are at the bedside or supporting those at the bedside.

# Your Surgery

## Outpatient Surgery

Go to the Outpatient Surgery Visitor's Lounge (see map), and check in with the receptionist. You will receive an ID bracelet to wear until you go home.

Most surgical patients will begin and end their surgical experience in the Outpatient Surgery Center. All rooms are private and include a television.

Here you will be asked to change into a hospital gown. Personal belongings will be locked in a locker until you go home. An intravenous (IV) line may be started in an arm or hand vein before surgery by a registered nurse.

Surgery times are approximate and may be earlier or later depending on the entire surgery schedule.

**THANK YOU** for allowing us to partner with you during this journey of healing. We will care for you with respect and an open heart.



## Anesthesia

At Memorial, your anesthesia is provided by a board-certified anesthesiologist and certified registered nurse anesthetists (CRNAs) from Anesthesia Associates of Belleville. These physicians are independent practitioners and are not Memorial's employees or agents.

Prior to surgery, you will meet with your anesthesiologist to discuss which type of anesthesia is best suited to your individual needs. Your anesthesia plan will be discussed with you. You should be informed of the benefits and any risk associated with anesthesia. Be sure to clarify any questions you may have. There are several different types of anesthesia:

- **General anesthesia**—The patient is completely asleep and unaware of the surroundings.
- **Regional anesthesia**—Medication that numbs a specific region of the body is administered. One may receive additional medications for relaxation/sedation in addition to regional anesthesia.
- **Local anesthesia**—Provides numbness at the specific surgical site.

## Surgical Suites

Memorial's surgical suites are equipped with the latest surgical technology. Everything has been carefully selected for the ability to accommodate surgery that is as safe as possible.

Your surgical team will include highly skilled, specialty-trained individuals. Your surgeon will lead team members, including registered nurses, certified surgical technologists, an anesthesiologist, and possibly an RN surgical assistant or physician assistant, during your procedure.\*

The temperature in the operating room may feel cool. Warm blankets will be provided to keep you comfortable. Prior to your procedure, the nurse will begin to put equipment on you in order to monitor your vital signs, heart, and lungs.

\* Occasionally, nursing students, allied health professionals in training, or manufacturer's representatives may be present. If you prefer that they not be present, you may indicate that on your Informed Surgery Consent Form, which you will complete the day of surgery.

# Post-Operative Care

Immediately after your surgery, you may be taken to the recovery room, also called the Post-Anesthesia Care Unit or PACU. You will be there for approximately one to two hours. After recovery you will be assigned a room in the Outpatient Surgery Center or to a hospital inpatient bed, should you need an extended recovery stay.

## Pain Relief

### You have the right to:

- Facts and answers to your questions about pain and pain relief.
- A sense your report of pain is believed by your doctor or nurse.
- A feeling the staff cares about your pain.
- A quick response from your nurse or doctor when you report pain.
- The best pain relief treatments on hand.

### Ways you can help:

- Ask your doctor or nurse what to expect.
- Talk about pain relief choices with your doctor or nurse.
- Work with your doctor or nurse to make a pain relief plan.
- Ask for pain relief as soon as the pain begins.
- Help doctors and nurses measure your pain.
- Tell your doctor or nurse about any pain that will not go away.

## Talking About Pain Relief

- Tell your doctor or nurse that you are in pain.
- Keep a diary with notes about when and where your pain happens.

### Here are some questions that you might try to answer when you talk to your doctor or nurse about pain:

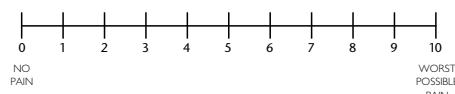
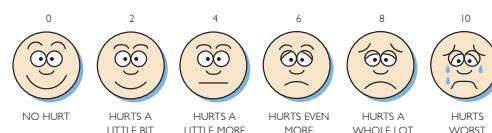
- Where is the pain located? Chest, shoulder, neck, back, arm, leg, foot, hand, head, or other.
- How would you describe the pain? Sharp, dull, aching, throbbing, pins and needles, or other.
- Does the pain come and go, or is it there all the time?
- What makes the pain better? Is it better when I lay down, stand up, walk, sit in a chair, sleep, eat, read, move in a certain way?

- What makes the pain worse? Is it worse when I lay down, stand up, walk, sit in a chair, read, sleep, eat, get dressed, move in a certain way?
- Does the pain stop you when you lie down, stand up, walk, sit in a chair, read, sleep, eat, bathe, get dressed, move in a certain way?

### How to measure pain:

One way to measure pain is to use a "pain scale." One type of pain scale asks you to pick a number from 0 to 10 to measure how strong the pain is. Another scale uses faces, from happy to sad, that match how the pain feels. Nurses and doctors may also ask you to describe your pain. No matter which scale you use, give the best answer, so the treatment can help.

### Below are two pain scales:



## Measures to Relieve Pain

- Medicines
- A change in your position
- Balms
- Massages, back rubs
- Heat or cold packs
- A soothing bath
- Music to help you relax
- Meditation
- Something to distract you, such as a game, puzzles, TV program, reading

Talk with your nurse or doctor about other ways to relieve pain.

## To the Parents of Pediatric Patients

### Rights to pain relief:

Your child has the same right to pain relief as grownups. As a parent, you can play a big part in helping your child.

### How to talk about pain:

Tell the nurse if you think your child is in pain. A hint may be if your child acts differently than usual. Also, tell the nurse about any words your child might say or other ways they might express pain. This will be helpful to your child's nurse and doctor.

Your child's nurse will watch for changes that might be a clue that they are in pain. If your child is old enough, the nurse may ask him/her to look at a group of faces that measure pain.

### Pain relief:

- Medicines: Infants and children are given almost the same medicines for pain as adults, just in different dosages.
- Being held or rocked
- A favorite blanket
- Teddy bears or other soft toys to cuddle
- Pacifiers
- Mobiles
- Music, lullabies
- Toys, TV, games, or other things that might distract your child
- Sucrose liquid

## Recovery

The instructions you are given by your surgeon and care team have been carefully calculated to aid in your recovery. You can assist in the speed of recovery by doing certain breathing and moving exercises in the recovery room.

You will be asked to breathe deeply and cough to help clear your lungs, aid circulation, and help prevent pneumonia.

It is important that your circulation and body functions return to normal after your surgery. You can help these processes by moving around, sitting up in a chair, and even walking, as indicated by your surgeon and healthcare team.

### Sources for Pain Section

*The patients' bill of rights for pain management*, 2000. Purdue Pharma L P, Norwalk, CT 06850-3590. Portions reproduced by permission.

*Peak Development for Nursing Assistants*® — Acute and Chronic Pain. Peak Development Resource, LLC. Sept. 2003; 3: No. 9.

McCaffery M, Pasero C: *Pain: Clinical manual*, p. 67, 1999, Mosby, Inc. Duplicated by permission.

Wong-Baker FACES Pain Rating Scale from Wong D L, Hockenberr-Eaton M, Wilson D, Winkelstein M L, Schwartz P: *Wong's Essentials of Pediatric Nursing*, ed. 6, St. Louis, 2001, p. 1301. Copyrighted by Mosby, Inc. Reprinted by permission.

## Incision and Dressing Care

Your incision area will be cleaned and properly dressed after surgery. Before you leave the hospital, a healthcare team member will show you how to provide care for the area. Be sure you understand the instruction sheet you are given.

Communicate and ask questions of your care team regarding how you feel.



# Going Home

If you will be going home the same day as your surgery, you will return to the post-operative area in the Outpatient Surgery Center after the recovery room. Your healthcare team will do everything possible to facilitate your discharge. Please plan to spend most of the day at the hospital.

**You will be given a list of post-operative instructions.** It is important that you fully understand them. Please ask questions if any of the instructions are unclear. You may want to ask specifically about some or all of the following:

- Medications
- Staples, stitches, and incision care
- Bathing and/or showering
- Pain and pain control
- Proper eating
- Physical activity and exercise
- Driving
- Resuming sexual relations

At home it is important to be alert for unusual symptoms. You need to contact your surgeon/physician if you are experiencing any of the following:

- Fever above 101.5° F
- Increased redness, swelling, and pain at incision site
- Incision discharge that smells bad
- Incision opens or incision bleeding that seems to be more than should be expected
- Side effects from your medication
- Intolerable pain



## Follow-Up Care

Follow-up care, which is usually arranged with your surgeon's office, is important to monitor your recovery.

The Outpatient Surgery Center staff will call the next business day after your procedure to see how you're feeling. Let the staff know if you are having any problems after your surgery, such as nausea, vomiting, or a fever.

The staff makes two attempts to try to contact you following your procedure. The staff will not leave a message on your answering machine or voicemail unless we have permission.

**Please call Memorial's Outpatient Surgery Center with any questions at (618) 257-5830, Monday through Friday 6:00 a.m.-8:30 p.m.,** or go to the nearest emergency department if you are unable to reach your physician or the Outpatient Surgery Center.

**SURGEON**

**CONTACT INFORMATION**

Physicians treating patients at Memorial are independent practitioners. They are members of Memorial's medical staff. They are not Memorial's employees or agents. Understandably, Memorial does not control and is not responsible for their medical treatment decision. The information contained in this booklet is not intended to replace professional medical advice.

Our Brand Promise to You...

# Thank you for choosing Memorial Hospital.

**W**e are committed to providing you and your family with exceptional healthcare and compassionate service.

You may receive a patient experience survey either in the mail or via email about your visit. We strive for excellence...your feedback is very important to us.

If there is someone who gave you exceptional service, please share that as well!



Memorial has received MAGNET® status—the ultimate benchmark for measuring quality of care.



*What does that mean for you?*

- We're focused on excellent patient outcomes and experiences, like shorter hospital stays.
- MAGNET status attracts the best nurses in the field to care for you.
- Our Care Management Team coordinates your care among your physician, nurses, and anyone else directly involved in your treatment to address your unique needs.
- We provide you with superior education on disease process, medications, and more.
- Experts available for consultation are also outstanding resources for you.
- MAGNET hospitals nationwide have lower mortality rates.

*Memorial Hospital is the only hospital in the Metro East recognized with MAGNET status.*

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4500 MEMORIAL DRIVE  
BELLEVILLE, ILLINOIS 62226  
PHONE (618) 233-7750  
WWW.MEMHOSP.COM

