

YOUR SURGERY AT COPLEY



**COPLEY
HOSPITAL**

802-888-8888

www.copleyvt.org



Thank you for choosing Copley Hospital for your surgical care. We want to make your stay as pleasant and as comfortable as possible. We are committed to providing you with the highest quality care.

This booklet provides you with information you need regarding your surgery at Copley. Please read this information before your conversation with the pre-operative nurse. If you have any additional questions or concerns, please ask any member of your care team.



INSURANCE

At Copley, it is our mission to provide the highest quality of care regardless of your ability to pay. However, you are responsible for your bill. We will bill your insurance company if you give us your complete insurance information. We accept cash, personal checks, Visa, MasterCard, Discover and/or American Express for your co-pay at the Registration Desk.

Many insurance companies require pre-authorization or pre-approval of services prior to hospitalization. It is your responsibility to review these requirements with both the insurance company and your physician before your hospital visit.

If you do not have health insurance and will be paying for the bill yourself, please contact our Patient Financial Services **IN ADVANCE** at 802-888-8338. They will be happy to talk with you about a payment plan. Our billing office is located on the 2nd floor of the Health Center Building at 530 Washington Highway in Morrisville, next to the hospital. The billing office is open Monday through Friday from 8:00am to 4:00pm.

If you will have trouble paying your hospital bill, Copley offers a financial assistance program and can help connect you to other state-based assistance programs. Call our Patient Financial Counselor at 802-888-8336 for more information.



REGISTERING

You must register at the Registration Desk each time you visit. Our Registration Desk, located in the Main Lobby, is open Monday through Friday 6:30am – 4:00pm. If you arrive after hours please go to the Emergency Department for registration. The Emergency Department entrance is also in the Main Lobby.

Please bring your health insurance cards along with any co-payment for which you are responsible.

You must register:

1. When you come for your pre-operative lab work, EKG or other tests.
2. When you arrive for your pre-operative visit (prior to surgery), unless it is performed via phone. Please arrive 15 minutes before your scheduled time at Copley.
3. When you come in for surgery. Please arrive at least 15 minutes prior to your scheduled arrival time.

For your convenience, you can complete a pre-registration form online at copleyvt.org. You must still stop by Registration to show your insurance card, confirm information and sign your forms. Please arrive 15 minutes prior to your scheduled arrival time.

BEFORE SURGERY

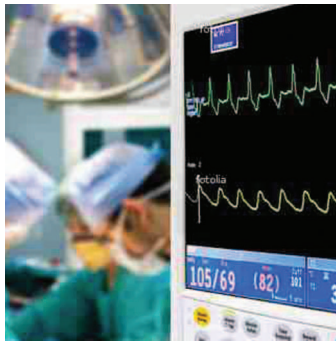
Before you have surgery, you may need to visit the hospital for pre-operative education, laboratory work, x-rays, or others tests depending on your health and the surgical procedure being done. Please be sure to follow the timeline given for these activities.

Ask your physician about any restrictions you may have at home following your surgery.

If you smoke, ask your physician to acquire the appropriate nicotine aid for you during your stay in the hospital. Copley's entire campus is smoke-free.

Pre-Operative Visit

You will have a scheduled appointment with a Pre-Operative Nurse either in-person or via phone. **Please have with you a list of all your medications including dosages and times you take your medicine.** Include any over-the-counter medications, vitamins or herbal supplements you are taking.



Two Days Before Surgery

It is extremely important that you do not smoke for at least two days before surgery. This also means not smoking the day of surgery.

The Day Before Surgery

Do not drink any alcohol for at least 24 hours prior to surgery.

Do not eat a large fatty meal the evening prior to surgery.

Time of Surgery: Although the date of your surgery is pre-scheduled, the time will not be determined until the day before your surgery.

On the day before your surgery, please call Copley's Operating Room Scheduler between 1:00pm and 3:00pm Monday through Friday at 802-888-8255 to confirm your arrival time for surgery. Please call on Friday for Monday surgery.

Patient Name: _____

Pre-Operative Visit: _____

Patient's Date of Birth: _____

Surgery Date: _____

SURGERY DAY

Preparing for Surgery (After Midnight before Surgery)

Food: Eat lightly the evening before your surgery; DO NOT eat any solid food 8 hours prior to your scheduled arrival time. This includes chewing gum, sucking on hard candy, cough drops or mints.

Fluids: You may drink up to 8 ounces of clear liquids up to 4 hours prior to your scheduled arrival time. Clear liquids are water, tea, and apple juice. No milk or milk substitute in tea – sugar is ok. No coffee.

Your pre-operative nurse will explain in more detail oral intake instructions during your pre-surgical visit or phone interview.

If you have been instructed to take your morning oral medications prior to surgery; take them but only take them with SIPS OF WATER if necessary.

We suggest only one family member or friend accompany you to the hospital the day of your surgery. They will serve as your care partner.

Before Surgery: In Pre-Operative Area

You will be asked to put on a hospital gown and remove any make up, contact lenses, glasses, hair pieces, and/or hair pins. These will be given to your care partner or placed in a personal belongings bag.

Your nurse will perform a pre-operative assessment. This will include having you use the restroom, listening to your lungs, checking your blood pressure, blood sugar (if you are diabetic), and skin condition.

An intravenous (IV) will be started by the nurse.

Your surgeon or their assistant will visit you to mark your operative limb or area and discuss any questions.

Your surgeon or their assistant will review the information on the consent form for your surgery. We will have you sign it at this time.

Your anesthesiologist or Certified Registered Nurse Anesthetist (CRNA) will visit you to discuss your health, the type of anesthesia you will need and options for post-operative pain management.

Lastly, your operating room nurse will transport you to the operating room and will stay with you throughout the operation.

During Surgery

The surgeons at Copley Hospital are assisted by registered nurses and technicians who are specifically trained in surgical care techniques.

The people in the operating room will be wearing surgical facemasks, caps and gowns.

Your anesthesia provider will give you anesthesia and remain with you at the head of the operating room table throughout your surgery.

After Surgery: In Recovery Room

After surgery, you will be taken to the recovery room. A nurse will monitor your condition and regularly check your blood pressure, pulse, and breathing. She/he will help you change position to keep you comfortable. You will be encouraged to take slow deep breaths. Medication for discomfort will be available as needed.

When medically appropriate, your care partner may join you in the recovery room. The recovery room nurse will contact them at the appropriate time. During your recovery, your surgeon will consult with you and your care partner.

If you had outpatient surgery, you will be discharged after meeting criteria that indicate it is safe and you are physically able to return home. These indicators will have been discussed with you during your pre-operative visit.

If you are staying overnight, we will transfer you to a hospital room once it is medically safe to do so.



Going Home

Please make arrangements for a family member or friend to take you home after you've been discharged.

You will receive written information about your post-operative care. This information will be reviewed with you in the physician's office or in the surgical services area. You can expect instructions about diet, general activity or exercise, and medications. You will be given a follow-up appointment with your doctor if one is not already scheduled. The day after your surgery, a nurse may call you at home as a follow-up to your care.

Copley Hospital's Patient and Family Services staff is available to work with you and your doctor to help with any special arrangements you may need after you leave the hospital.

If you have ANY concerns or questions after you get home, please feel free to contact your surgeon.

YOUR SURGEON: _____

OFFICE PHONE: _____

FOR FAMILY AND FRIENDS

We welcome family and friends as they are an important part of the recovery process. We understand that waiting for someone to have surgery can be a stressful time and want to make you as comfortable as possible. We suggest only one family member or friend go to the hospital as a care partner.

Please plan to wait in the Reception Area located in the Main Lobby. A television, magazines, and wireless access (WIFI) are available for your convenience. You may also choose to wait in the Cafeteria, located on the 2nd floor or in our Health Sciences Library, located on the 1st floor across from Administration.

During registration, please confirm how you would like us to contact you in your role as care partner. You may give us your cell phone number, or we can give you a pager. The pager works only on Copley's campus. If you plan to leave the campus, please stop by the Registration Desk in the Main Lobby to let us know. When you return to Copley, please check-in at Registration. If Registration in the Main Lobby is closed, go to Registration in the Emergency Department.

As the care partner, you may accompany your relative or friend to the Pre-Operative area but, at the appropriate time, the nurse will ask you to return to the Reception Area. Following surgery, the surgeon will contact you via the cell phone number you provided or by pager. As soon as it is medically appropriate, a member of Copley's staff will contact you so that you may join your relative or friend in the recovery room.

For patient care and confidentiality reasons, only one visitor will be allowed into the pre-operative and/or recovery room at a time. Please silence your cell phone, beeper, watch, etc. while visiting.

Cafeteria: Drinks, fruit, and snacks are available throughout the day.
Meals are served 6:30am-10:30am; 11:30am-1:30pm; and 4:00pm-6:30pm.

Gift Shop: Open Monday through Friday 9:30am-3:30pm with a variety of gifts, including cards, candy, stuffed animals and jewelry. It is located adjacent to the Main Lobby.

No-Smoking Policy

Copley is committed to maintaining a safe and healthy environment. Smoking is not allowed on any of the grounds or in any Copley building or leased space. This includes the hospital, Mansfield Orthopaedics, Rehabilitation Services Building, Health Center Building, Copley Hospital Wellness Center, Copley Terrace, the former Shafer property and their parking lots, driveways and grounds.

Your physician can prescribe a nicotine aid for your use during your stay at Copley. Information about Copley Hospital Wellness Center's Smoking Cessation program is available by calling 888-8369.

Spiritual Care

If at any time you or your family would find it comforting to talk with your clergy or our Hospital Chaplain, please let any member of your care team know. He or she will arrange for a visit. You are also welcome to contact our Chaplain directly at 888-8112.

Important Phone Numbers:

Copley Hospital Main Number	802-888-8888
Billing Inquiries	802-888-8338
Lost & Found	802-888-8888
Operating Room Scheduler	802-888-8255
Patient & Family Services	802-888-8311

*Thank you for choosing Copley.
It is our privilege to care for you.*



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