

What to Expect and How to Prepare for Your Upcoming Surgery



Copley Hospital

528 Washington Highway, Morrisville, VT 05661

Table of Contents

Introduction to Surgical Services OR Scheduling, PAT, Important Phone Numbers	3
The Day of Surgery & What to Expect	4
Important Facts Contact Person, HIPAA, & Visitors	5
Your Surgical Team Meet Our Professionals	6
Pre-Operative Experience What To Expect and our EASE Program	7
Anesthesia	7
Intra-Operative Experience	8
Post-Operative Experience	9
Discharge Getting Ready to Go Home	10
Quality Initiatives Infection Prevention, Pain, Nausea & Vomiting	11
Patient Satisfaction & Survey	12

Introduction to Surgical Services

Thank you for entrusting Copley Hospital with your surgical needs. We are fully committed to delivering high quality healthcare to ensure a superior patient experience and clinical outcome.

Please read the following information so that you will have a better idea of what to expect on the day of your surgery. We encourage you to ask questions and/or express any concerns you may have as you are an active partner in your plan of care.

Your surgical date will be given to you by your surgeon's office and the operating room scheduler will call you with the date and time of your Pre-Anesthesia Telephone Call (PAT).

Please have a list of your medications and dosages handy and be able to talk about your health history with the nurse at the time of your PAT phone call.

My Pre-Anesthesia Telephone (PAT) Call is: _____ at _____am/pm

Our operating room scheduler will call you between 1:00pm and 3:00pm the day before your surgery to provide you with your arrival time for surgery. *If you have special needs regarding the day of your surgery, please inform the nurse during your PAT call.*

My Date and Time to Arrive for Surgery is: _____ at _____ am/pm

Important Telephone Numbers:

Copley Hospital: 802-888-8888

Copley Hospital Operating Room/Scheduler: 802-888-8255

General Surgery: 802-888-8372

Mansfield Orthopaedics: 802-888-8405

The Women's Center: 802-888-8100

Urology: 802-888-8823



The Day of Surgery

Eating and Drinking

Please be sure to follow the instructions you received from your doctor and/or PAT interview about eating and drinking before surgery. Remember, no tobacco, chew, gum, hard candy, or breath mints. You may brush your teeth the morning of surgery, rinse and spit but do not swallow. If instructed by your PAT nurse, you may take your morning medications with a sip of water.

Clothing

Please wear loose, comfortable clothing to the hospital. It may be difficult to get dressed after surgery due to bulky dressings.



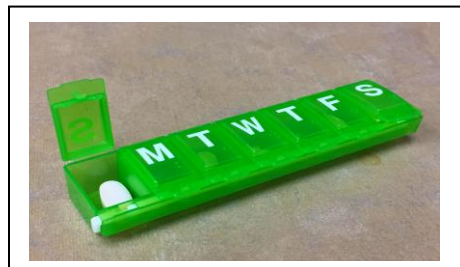
Personal Belongings

Please leave all valuables and jewelry at home. There is a chance that jewelry can be lost or broken while we are positioning and/or moving you. Please remove contact lenses prior to arrival and wear glasses (if needed). The hospital is not responsible for lost/broken jewelry, money, credit cards, electronics, etc.

Personal Hygiene

Do not wear nail polish, make-up, cologne/perfume or body creams. Please shower with the surgical soap and instructions you were given by your surgeon's office. If you were not given a surgical soap, please shower with an antibacterial soap (such as Dial) the night before and the morning of your surgery. *Do NOT shave your surgical site.* Any necessary hair removal will be done immediately before surgery with a special clipper designed to leave no abrasions on your skin. Metal body piercings can conduct electricity with electrocautery is used, please remove them prior to surgery.

Medications



Please follow your physician's orders for taking medications. Surgery may be cancelled if certain medications are not stopped prior to surgery, such as blood thinners. *If you are instructed to take medications the morning of surgery, please swallow with only a sip of water.*

Important Facts

Prior to your arrival for surgery and for your safety, please arrange for a responsible adult to:

1. Accompany you to the hospital on the day of surgery.
2. Remain on-site and/or immediately available throughout your surgery and/or procedure.
3. Assume responsibility for discharge instructions.
4. Provide transportation home following your surgery and/or procedure.
5. Be available to assist you for at least 12 to 24 hours after your surgery or procedure.
6. Use of a taxi or rural transit is permitted as long as you have a responsible adult accompanying you. The driver cannot be responsible for your care. If you have not arranged for a responsible adult to assume these duties, the surgeon or anesthesia provider may recommend you stay in the hospital under observation for 24 hours. Please understand that this cost probably is not covered by Medicare or insurance and would become your responsibility.

Visitors

Patients should have one designated visitor during their time at the hospital. No visitors are allowed to go to the operating room except for a patient having a C-Section, in this instance one support person is allowed. If needed, we do have the option for video and telephone translator services to be used at the bedside.

While you are undergoing your procedure, we encourage your contact person to wait where he/she will be most comfortable. Visitors should be available to be reached by telephone. Wireless access is available throughout public areas of the facility and in all patient rooms.

HIPAA

A contact person is the person you name to receive information about your progress and condition during and after surgery. This is done to protect your privacy and gives you the ability to choose who has access to your medical information. The Health Insurance Portability and Accountability Act (HIPAA) prohibits us from giving information to anyone other than your contact person. Family or friends seeking information about your condition will be directed to speak to the contact person you designated.

EASE

To keep your support system informed of your progress through the perioperative suite, we have a texting application called EASE. Once you are registered in preop, those you have elected in your contacts will receive a text message with an invitation for them to join, you can include as many friends and family as you would like. The EASE app provides secure, live text message updates from your surgical team while maintaining HIPAA compliance.

Instructions



1. Search "**ease applications**" in your app store.
 2. **Download** the app to the device that you wish to receive updates.
 3. Open the app, click **Get Started**, check the boxes "I agree to the Privacy Policy and Terms and Conditions", then click Continue.
 4. Click **Register a Patient** on the connect screen if you are registering for the first time.
 5. Enter the **Patient Information** in the registration boxes and click Register to continue.
 6. Choose your type of updates - **texts, pictures and/or videos**. Click Continue.
 7. To add Family/Friends click **Invite Contacts**, if not click Skip.
 8. If Inviting Contacts, **add their names** and click on the persons' mobile phone numbers to add them to EASE. Their name will be added to the top. Click **Done** in the upper right hand corner.
 9. A Scan Code screen displays a square QR code and **EASE code**. When you arrive at the hospital, show this to your medical provider for them to scan and begin the EASE session.
 10. Once you are **scanned**, click **Continue** and your invited recipients will receive a four digit access code to join.
 11. Once you get to the Updates screen you are logged in and ready to receive updates.
- At the end of the procedure, please fill out the survey to let the hospital know what you think of this type of communication.

**Need help? Call 407-308-4399 ext.2
or visit www.EASEapplications.com**

Your Surgical Team

Introducing your team of experts caring for you on your day of surgery:



Pre-Operative RN: This team of nurses confirm your health history, provide education and pre-operative care such as starting your IV, lab draws, hair removal, medication administration, etc. Our pre-op nurses have extensive, varied backgrounds in all specialties of nursing and assist the anesthesia team in performing nerve blocks and necessary treatments prior to going to the operating room. This team of nurses are also trained in the recovery room.



We Look Forward to Caring For You

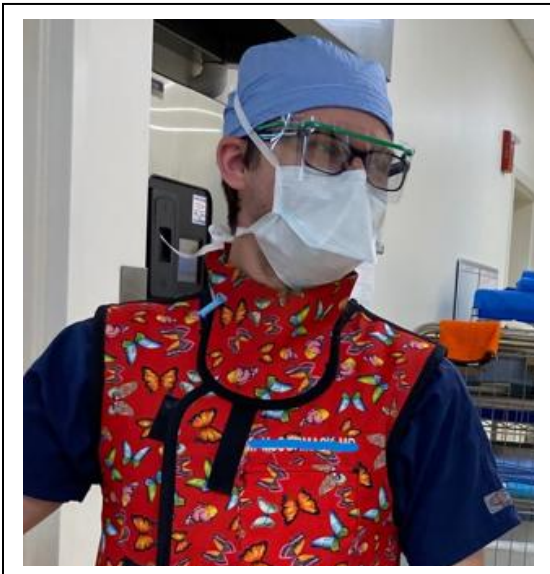
Surgeon: Your surgeon will meet you in pre-op and discuss their surgical plan with you.

Surgical Assistant (PA or NP): Not all procedures require surgical assistants, but for those that do you will meet the PA or NP that will assist the surgeon throughout the procedure and also help write your post-operative prescriptions.



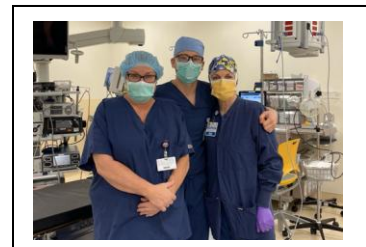
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Anesthesia: Here at Copley, we have a team of Certified Registered Nurse Anesthetists (CRNAs). These are advanced practice registered nurses who administer all anesthetics and nerve blocks. They continuously monitor throughout the procedure and can attend to your needs in the recovery room as well.



OR RN: This nurse has received specialized training in perioperative nursing and is your advocate during surgery. OR nurses are responsible for maintaining a sterile environment in the OR, coordinating your care, and fulfilling the needs of the surgical team. They can also be called “circulating RNs.”

Scrub Nurse or Technician: Registered nurses or allied health professionals whose role is to create and maintain the sterile field, assemble instruments, and assist the surgeon.



Recovery Room RN (PACU): This team of nurses specialize in providing care during the post-operative period. This group has years of critical care nursing experience and will attend to your post-operative needs.



What to Expect the Day of Surgery and Pre-Operatively

The scheduled time of your surgery is approximate. Everything possible is done to ensure that surgeries start on time, but delays are sometimes unavoidable. We will keep you and your family apprised of any changes to the expected schedule.

When you arrive at the hospital, you will need to stop at registration (on the right when you come in the front entrance). Here your identification bracelet will be put on – please look at it to ensure all information is correct. *If your arrival time is before 7am, please plan to register at the Emergency Room. This will be on your left upon entering the hospital.

After you are registered, you will then be directed to the surgical center waiting room.

Pre-Op

Your nurse will greet you and escort you back to pre-op. You will be asked if the information on your ID bracelet is correct and to state your name, birthdate, surgeon, and surgical procedure to be done. You will also be asked to report any allergies to food and/or medicines that you may have. Your nurse will verify that eating/drinking instructions were followed and that all medications that were to be held were not taken.

Please note, for your safety, you will be asked these questions numerous times during the day by many of your surgical team members!



You will be asked to undress completely and put on a hospital gown. Your IV will be started and any lab work that is outstanding will be drawn at this time. It is here that you will meet your anesthesia provider, OR nurse, and other members of your surgical team. You will see your surgeon and he/she will mark your surgical site.

Anesthesia

When you speak with your anesthesia provider, you will have a chance to ask any questions you may have regarding your plan of care. There are a wide range of options to keep you comfortable. Your anesthesia provider will listen to your preferences and will recommend a type of anesthesia based on your comfort and your surgeon's needs. **If you or a family member have ever experienced an adverse reaction to anesthesia, please let your surgeon and anesthesia provider know.**

If you are having a nerve block for post-op pain, it will be performed in the pre-operative area. After you sign consent forms, your eyeglasses, dentures and hearing aids will be removed and safely stored. You are now ready to go to the operating room. You may be given a medication, through your IV, to sedate you and you may not remember everything after this point.



Intra-Operative: When you arrive in the operating room, you will meet the remaining members of your surgical team although they will be wearing surgical hats and masks. You may hear the team reviewing a surgical safety checklist. You will then be moved to the operating room table and a safety strap will be placed across your thighs for your safety. The warming unit will be turned on and the sequential stockings that may have been placed on your lower legs will be turned on to promote circulation and help decrease the risk of blood clots.

Depending on your anesthetic plan determined in pre-op, you will either be given general anesthesia (fully asleep with a breathing tube), a spinal, or you may be made comfortable with medications through your IV. At all times you will be monitored either by an anesthesia provider, the only exception to this would be a local anesthetic case.

All surgical procedures will have a "Time Out" performed prior to the surgical start. This is a patient safety tool including all of your surgical team members that occurs when all activity stops and all members discuss the plan for your surgical case by verifying your name, birthdate, consent, surgical site, special equipment, anesthesia, and more. Although you may not remember this happening due to the pre-op sedation medications given to you, please be assured that this occurs prior to every surgical start.

Post-Op

At the end of your procedure, you will be moved back onto your stretcher and brought to the recovery room. You will once again be hooked up to monitors and closely monitored until the major effects of anesthesia wear off. Your recovery room nurse will help you change position to keep you comfortable and encourage you to take slow, deep breaths.

Depending on your surgery, you may also have a urinary catheter, a temporary drain at the surgical site, oxygen and/or a bandage on the incision. Nausea, shivering, and headache can be side effects of the anesthesia. Medication to relieve these side effects, as well as medication for pain, will be provided as needed.

You will stay in PACU until you are stable and comfortable enough to be transferred to either your hospital room or until you are ready for discharge. Patients require privacy and attention in the PACU. For this reason, only one visitor at a time is permitted in the unit except for parents of children. Your recovery room nurse will contact your support person at the appropriate time. If you are an outpatient, you will be given written and verbal discharge instructions and prescriptions prior to your discharge.

Pain Scale

Pain is subjective. This means that no one but you knows how you feel.

This can make it difficult to determine whether medications or other treatments are helpful in reducing your pain. Throughout your hospitalization, staff will ask you to use a pain scale to rate your pain. Pain scales help you rate your level of pain to communicate it to the healthcare team. The use of a pain scale also allows the staff to be most helpful to you in treating your pain. Expect staff to ask you about your pain when taking your vital signs. You will also be asked before and after you are given pain medication to see how effective the medication is for you.

Managing your pain and discomfort requires cooperation between you and our staff. Keeping your pain under control is very important for your wellbeing. It will help you to sleep, move, rest, attend to your daily activities and visit with friends and family better.

In addition to medication, other ways we can help you avoid or limit pain or discomfort are to help reposition you, provide massage, hot or cold packs and to offer music as a distraction. Although you may not have total relief from your pain, we want to be certain you are as comfortable as possible.

Comparative pain scale chart (pain assessment tool)



Nausea and Vomiting

If you are prone to post-operative nausea and vomiting or have sensitivity to motion, please let any of your care team know so that we can help to prevent these complications following anesthesia.

If you are having nausea and vomiting that does not respond to the medications prescribed to you, please call your doctor.

Infection Prevention

We would like to share with you some of our initiatives for preventing surgical site infections and let you know how you can help prevent infection:

- We are diligent about hand washing before and after caring for each patient. Do not be afraid to ask your healthcare provider if they have washed their hands or should be wearing gloves.
- Make sure you understand how to care for your wound before you leave the hospital.
- Be sure to wash your hands thoroughly before caring for your wound. Wash all surfaces with an antibacterial soap (such as Dial®), paying special attention to your finger nails and the spaces between your fingers. Recite the alphabet twice while washing to ensure you wash for a good 20 seconds.
- Family and friends who visit you should wash their hands. Unless your caregiver is helping you with a dressing change, no one has a reason to look at or touch your surgical wound or dressings.
- Be alert for signs of infection:
 - o Redness, pain, hardness at the surgical site (minimal swelling and bruising is normal).
 - o Fever greater than 101° after the first 24 hours.
 - o Foul drainage or pus coming from the incision.

If you develop any of these signs/symptoms, please call your doctor (or our Emergency Department at 802-888-8888)

Smoking delays wound healing – please let your healthcare provider know if you are interested in a smoking cessation program.

Discharge

Information on how to care for yourself at home, along with instructions on any new medications, will be explained to you before you leave. Your nurse or surgeon will answer any questions you may have. If you have been prescribed a pain medication, it is important that you do not drink alcohol or drive while taking the medication.

Arrange for someone to accompany you to the hospital and stay with you the first 24 hours after your discharge from the hospital. Do not drive for 24 hours after undergoing anesthesia.

Your surgeon will determine whether you require home care or rehab services after discharge. These services will be arranged for you.

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.

Patient Satisfaction Survey

We value your thoughts and feelings regarding the care you received at LRH. After your surgery you may receive a survey asking questions about different aspects of your recent stay at LRH. We welcome your responses to help us ensure our services are exceptional.

Capturing the voice of every patient is an important part of healthcare performance improvement. Your feedback allows LRH to better understand what our patients want and where they may have experienced disappointment. It gives us valuable insight into how to improve quality, care, and satisfaction with the services we provide.

Some of the areas this survey will focus on are:

- Communication
 - Did our doctors and nurses listen carefully to your health concerns?
 - Were you treated with dignity and respect?
 - Were your doctor and nurse easy to talk to?
 - Did you receive clear, correct information about your diagnosis, medication and care?
- Access to Care
 - How long did you wait to see your provider?
 - Was your doctor or nurse willing to spend enough time with you?
 - Could you access same-day or next-day appointments?

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- Care Coordination
 - Was care quick and easy or confusing and delayed?
 - Did your doctors, nurses and other care providers work well together?

We hope you have a caring and pleasant experience at Copley and ask you to take the time to complete your survey.

Thank you again for choosing Copley Hospital.

It is our privilege to care for you.

