A Guide to Your Surgery

UPMC St. Margaret

Your Care. Our Commitment.
A Guide to Your Surgery at UPMC St. Margaret

Welcome to UPMC St. Margaret. Thank you for choosing us for your health care needs. Ambulatory Surgery at UPMC St. Margaret serves all patients who need to have surgery, along with their families and visitors. This guide will give you helpful information for your hospital visit and may lower stress you may have about your surgery.

The Neil Y. Van Horn Pavilion front desk is staffed by a liaison (someone to answer any questions and help you sign in) Monday through Friday. Volunteers (wearing red jackets) assist us daily and also are available to help you. Feel free to ask questions or request assistance from any of our staff members.
Our Values

We create a safe environment where quality is our guiding principle.

**QUALITY & SAFETY**

We treat all individuals with dignity and respect.

**DIGNITY & RESPECT**

We listen to and care for our fellow employees, our physicians, our patients, our members, and our community.

**CARING & LISTENING**

We perform our work with the highest levels of responsibility and integrity.

**RESPONSIBILITY & INTEGRITY**

We think creatively and build excellence into everything that we do.

**EXCELLENCE & INNOVATION**
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Your Checklist
To make sure that you are ready for your surgery, please read the information provided in this booklet. The checklist below also may be helpful when planning for your surgery.

Before Your Surgery
❑ Pre-op testing (testing before your surgery)
❑ Lab work
❑ History and physical exams
❑ Electrocardiogram (EKG) — at your doctor’s order
❑ Chest x-ray — at your doctor’s order
❑ Other testing:

❑ Check your medicine list (hold onto this)
❑ Make your home ready for after your surgery

The Day Before Your Surgery
❑ No food or drink after midnight
❑ Check your diabetes medicine with your family doctor
❑ Bathe or shower (do not shave the area where you are having surgery)
❑ Remove nail polish (you may be asked to remove fake nails)
❑ No hair products
❑ No alcohol, cigarettes, or tobacco
❑ Make arrangements for transportation
The Day of Your Surgery

- No medicines unless told by medical staff
- Bring medicine list, inhaler, insulin, and CPAP machine
- Bring insurance card
- Wear comfortable clothing
- No lotions, perfumes, deodorant, or make-up
- Remove jewelry and body piercings
- No contact lenses (bring glasses and a case)
- Leave valuables at home

Testing Before Surgery

Testing ordered by your surgeon must be done before you come to the hospital for surgery. You can have testing done at UPMC St. Margaret or your PCP’s office. Check with your insurance provider about where your tests can be done.

- Lab testing may be scheduled within 45 days of your surgery.
- UPMC St. Margaret Lab hours are:
  - Monday through Friday – 6 a.m. to 6 p.m.
  - Saturday – 7 a.m. to 3 p.m.
  - Sunday – Closed
- UPMC St. Margaret Cardiology hours are:
  - Monday through Friday – 7 a.m. to 4 p.m.
  - Saturday – 7 a.m. to 12 p.m.
  - Sunday – Closed
- For Express Lab Registration, call 1-866-334-LABS (5227) Monday through Friday, from 9 a.m. to 3 p.m., to schedule an appointment.
• Medical history and physical exams may be scheduled within 30 days of your surgery by calling your PCP or the hospital’s Preoperative Testing line at 412-784-2216.

• If you need physical therapy visits for crutch training, you should schedule those visits before your surgery by calling Centers for Rehab Services at UPMC St. Margaret at 412-781-0602.

• If you had pre-op testing (testing needed before your surgery) done by your doctor, have results faxed to your surgeon’s office 1 week before your surgery.

You will be contacted 1 to 2 days before your surgery with special instructions to follow before your surgery. If you have any questions, call Preadmission Testing at 412-784-4828.

The Day Before Your Surgery

• If you are on diabetes medicine, be sure to check with your family doctor about changing your dosage before surgery.

• Bathe or shower. Do not shave the area where you are having surgery. Hair removal may be done in the hospital the day of your surgery to lower infection risk.
• Remove nail polish. You may be asked to remove fake nails.
• Call your surgeon if you have a cough, cold, fever, or other flu-like symptoms.
• Be sure to follow any home preparation medicines, such as bowel preparations or an antimicrobial cleansing.
• A nurse will let you know of any changes in your arrival time.
• Make your home safe for after your surgery:
  > Have laundry washed and put away
  > Have clean linens on the bed
  > Prepare and freeze meals
  > Finish yard work
  > Arrange for help with child care or pet care
  > Remove any obstacles from your living space, such as throw rugs or electrical cords
• Make arrangements for an adult you trust to drive you home and stay with you for 24 hours after your surgery.
• Please have your family or visitor(s) think about other arrangements for children while they are waiting during your surgery.
• Because hospital temperatures may vary, have your family or visitor(s) bring a sweater or jacket with them for while they wait.
• Do not:
  > Eat or drink after midnight. That includes chewing gum, breath mints, and water.
  > Use hair spray, hair gel, or other hair products 24 hours before surgery.

continued>
> Drink alcoholic beverages 24 hours before surgery.
> Smoke or chew tobacco 24 hours before surgery.

The Day of Your Surgery

- Bring your list of medicines with you, as well as your inhaler, insulin, and CPAP machine if needed.
- Bring your insurance card.
- Wear comfortable clothing that is easy to remove.
- Leave all valuables at home.
- Do not:
  > Use any lotions, perfumes, or deodorant.
  > Take medicines the day of surgery unless a medical staff member tells you to do so.
  > Wear jewelry, including rings, or make-up. Remove all body piercings.
  > Wear contact lenses. Bring your glasses and a case.

When You Arrive

Parking and Registration

- Park in the visitor parking lots.
• Valet Parking and One-Day Parking passes also are available. Visit our parking attendants near hospital Entrance C.

• If you have a bag or luggage because you are being admitted, leave it in the car so that it is not a burden to you.

• If you need crutches or a walker, bring them into the hospital.

• Be sure to keep your parking ticket with you. It will be validated by a liaison for a discounted parking fee.

• If a family member or friend is dropping you off, go to hospital Entrance A.

• After entering the hospital at Entrance A, turn right and then make an immediate right to enter the Neil Y. Van Horn Pavilion.

• Register at the Pavilion’s front desk.

**Ambulatory Surgery**

**Patients**

• You will get your identification bracelet at check-in.

• The liaison will double-check your personal information and family contact information.

• A nurse or volunteer will guide you to the preoperative area. 1 or 2 family members or visitor(s) may go with you.

• We do our best to stay as close as possible to scheduled times; however, sometimes an earlier surgery may run longer than expected. We will do our best to let you and your family know of any delays.
Families and Visitors
• The liaison will give you a patient number that is assigned to your loved one. Through the patient tracking screens in the Pavilion and the cafeteria, you will be able to see information and track the status of your loved one.
• 1 family member or visitor may accompany your loved one to the preoperative (pre-op) area.

Pre-Op Area
Patients
• The pre-op area is where you will get ready for your procedure.
• You will be given a hospital gown and foot coverings to wear.
• A member of the pre-op staff will weigh you and check your heart rate, blood pressure, and temperature.
• A nurse may ask you to confirm some of the information that you gave during your pre-op phone call.
• Other pre-op testing or blood work may be completed at this time.
• You will be given an IV to be used for medicines during your surgery.
• You will meet with members of the surgical team to talk about your surgery.
• You also will meet with the anesthesia team to talk about your options for anesthesia.

Families and Visitors
• Please limit the number of visitors in the pre-op area to 2.
• Please remember to respect the privacy of other patients and stay calm and quiet to allow our staff to focus on patient care.
Operating Room

Patients
• When the time comes for your surgery, you will be taken from the pre-op area to the operating room.
• Your visitor(s) will be directed back to the Neil Y. Van Horn Pavilion.
• The surgeon may give you an estimated length of time for your surgery. Remember that this is only an estimate. Each patient has specific needs, and we want to give the best care possible for every patient.

Families and Visitors
• If you decide to leave the Neil Y. Van Horn Pavilion while you wait, let the liaison at the front desk know and leave your cell phone number so that you may be contacted if necessary. If you do not have a cell phone, you may be offered a pager.
• Be sure to wear appropriate clothes, including shoes and shirts, throughout the hospital.
• While waiting for your loved one, you are welcome to watch TV in the Pavilion. You may use personal computers, DVD players, or game consoles with headphones. Free Wi-Fi service is available.
• Keep your cell phone available, as you may receive updates from the health care team.
• Enjoy complimentary beverages, and feel free to bring food or drinks from the cafeteria or elsewhere.
• Staff may contact you with updates during a long surgery. Remember that you also may track the progress of your loved one’s surgery through the patient tracking screens located in the Pavilion and the cafeteria.
• The surgeon may contact you after the procedure. However, keep in mind that the length of time it may take until you may be contacted could depend on the surgeon’s schedule. You may not speak to the surgeon immediately after your loved one’s surgery. Please be available to talk to the surgeon when contacted by the surgical staff.

Recovery Room

Patients
• There are 2 recovery areas, which are called the Postanesthesia Care Unit (PACU)/Recovery and Ambulatory Surgery.
• Based on your condition, you may need to spend time in both the PACU/Recovery and Ambulatory Surgery.
• The nurses may give you medicine to control your pain and any possible nausea (a sick feeling in your stomach).
• If you are going to be admitted the same day as your surgery, your family or visitor(s) may be brought back to the PACU/Recovery to see you during scheduled visiting times.
• You may be moved to Ambulatory Surgery. Your family or visitor(s) will be able to visit you there.
• If you are scheduled to go home, the nurse will go over your discharge instructions given by your surgeon at this time.

Families and Visitors
• You will be able to know which area of recovery your loved one is in by viewing the patient tracking screens located in the Neil Y. Van Horn Pavilion and the cafeteria.
• If your loved one is not going home after the procedure, you will be able to have a 5 to 10 minute visit during a scheduled visiting time. Visiting is organized by the liaison at the Pavilion front desk.

• Please don’t visit if you are coughing, sneezing, have a fever, or are ill.

• Remember to respect the privacy of other patients and stay calm and quiet to allow our staff to focus on patient care.

• Please limit the number of visitors to 2 in both the PACU/Recovery and Ambulatory Surgery.

• Remember to wash or sanitize your hands before and after visiting in the recovery area(s).

After Your Surgery

Leaving the Same Day of Your Surgery

• If you are discharged to go home the same day of your surgery, you will need an adult that you trust to drive you home and stay with you for 24 hours after surgery. You will not be able to drive or operate heavy machinery for 24 hours or longer after your surgery.

• Be sure to follow your discharge instructions, which include information about your diet and activity.

• Schedule your follow-up appointments as told by your care team.

• You may experience some discomfort after surgery. Your surgeon may prescribe pain medicine to control your pain after surgery.
If You Are Admitted Into the Hospital

• You may need more observation after surgery and need to be admitted to the hospital.
• If there are any delays in the availability of your hospital room, we will be sure to keep you updated.
• Once you are in your room, you will get a patient handbook that has important information about your hospital stay. This includes day-of-discharge information.

During Your Stay With Us

Special Needs/Hearing Assistance

To meet the special needs of patients and visitors with hearing impairments, we offer amplified handsets and other services upon request. Also, if you need Interpreter Services or any type of assistance to address special needs you may have during your stay, ask your nurse or contact the telecommunications department by dialing “0” from an in-house phone.

Security Escort Service

Upon request, UPMC St. Margaret Security staff provide evening security escort service from the hospital to your vehicle. To request an escort, dial “0” from an in-house phone.

Patient Relations

A Patient Relations representative is available to assist any patient or family member should they have a concern about care or need assistance. If you have any questions about the information in this booklet, contact your nurse or call Patient Relations at 412-784-4811.


**Condition Help**

Condition Help is a safety hotline that patients and families may call when there is a change in the patient’s condition and the patient or family feels they need additional help. When hospital operators receive a Condition Help call, a rapid response team is activated to address the concern.

The Condition Help program provides a hotline for hospital patients and their families to call when there is:

- An emergency, and patients or loved ones can’t get the attention of hospital staff
- A communication breakdown in how care is given
- Uncertainty over what needs to be done

To activate Condition Help, dial **412-784-7070** from any phone in the facility.
Notes
Please use these pages to write down any questions you may have about your surgery.