PREPARING FOR

ANESTHESIA, SURGERY AND OUTPATIENT PROCEDURES
Chester County Hospital is committed to helping you have the safest and best possible experience. To ensure your safety, the following precautions will be taken before, during and after your surgery:

- Staff and physicians will clean their hands.
- Your ID band will be checked to be sure that you are the correct patient for the procedure, medications and treatments ordered.
- You will be asked if you have any allergies.
- Your surgeon will mark the location of your surgery depending on the procedure that you are having.
- A time out will be taken before your procedure to verify your identity, procedure, equipment needed, medications and/or blood needed and your consent.
- You may receive medications to prevent infections and blood clots.
- You may be asked to get out of bed and walk depending on the procedure that you are having.
- Be sure to clean your hands and ask your family to clean their hands as well.

This is your chance to ask questions about preparations that need to be made and to discuss any needs you may have. It is important that you are an active partner in your care and wellness.

SEE ADDITIONAL INSTRUCTIONS FOR PEDIATRIC PATIENTS ON PAGE 9
SEE MAP OF HOSPITAL AND PARKING DIRECTIONS ON BACK COVER

References: Information for Patients: Preparing for Anesthesia and Surgery
ASPN [American Society of PeriAnesthesia Nurses]
INSURANCE INFORMATION

Bring your insurance cards and any related forms or referrals with you for your Pre-Admission Testing appointment if scheduled, otherwise bring it on the day of your surgery. The Hospital, after receiving information from your physician, will contact your insurance company to verify your benefits. Your coverage may include deductibles and co-insurance amounts for which you are responsible. Co-payments are collected on the day of surgery. Cash, check, Visa, Mastercard, Discover and American Express are accepted.

Health insurance policies vary greatly. It is suggested that you contact your carrier to verify your coverage. Chester County Hospital will submit a claim for Hospital services to your insurance company. However, certain Hospital-based physicians, physician assistants and nurse practitioners bill separately for their services. These services may not be covered by your insurance. It is best to verify coverage with your insurance company prior to the surgery.

YOU WILL NEED TO HAVE A DRIVER ON THE DAY OF YOUR SURGERY for the ride home, and you should not stay alone after your surgery. Transportation and personal arrangements must be made in advance, and a driver’s name and contact number or location must be given to the admitting nurse. If going home by cab, limo or non-clinical transportation service, an additional family member/friend must accompany you.

PRE-ANESTHESIA INTERVIEW/PRE-ADMISSION TESTING

PRE-ANESTHESIA INTERVIEW

A nurse will complete a pre-anesthesia interview. The goal of this interview is to discuss the type of anesthesia you will receive and to identify potential risks before you are given anesthesia. A history and physical or additional testing (blood testing, chest X-ray, electrocardiogram, respiratory testing) may also be completed at this time depending on your age and physical condition. In some cases, no testing may be needed depending on your overall health and type of surgery. Please plan on being in Pre-Admission Testing for 2 hours.

In some cases, you may discuss your anesthesia and surgical information by phone instead of a visit to the facility. If you develop a cough, cold, flu-like symptoms, fever or any other unusual symptoms, notify your doctor’s office immediately.
THE DAY BEFORE YOUR PROCEDURE

Please call the Ambulatory Care Center at 610.431.5138 between 1:30 pm and 3:00 pm the day before your procedure for your scheduled time of arrival.

IF YOUR PROCEDURE IS SCHEDULED FOR MONDAY:
Call on Friday between 1:30 pm and 3:00 pm.

IF YOUR PROCEDURE IS SCHEDULED THE DAY AFTER A HOLIDAY:
Call between 1:30 pm and 3:00 pm on the last business day before the holiday.

PRE-ADMISSION TESTING NEEDS CHECKLIST

It’s very important that you share information about your medical history. Please bring with you to your Pre-Admission Testing Appointment:

• A current list of ALL medications, including prescriptions, non-prescription medications and herbal or vitamin supplements. Please include dosages and scheduled times of each.
• A list of allergies and your reaction to them (including latex).
• Healthcare questionnaire from doctor’s office.
• Please mention use of any street drugs. Be honest. Some street drugs can react dangerously with some anesthesia drugs.
• Please stop all use of tobacco products.
• Photo ID.

If you have a history of heart or lung trouble, your regular cardiologist or internist may be asked to give a medical recommendation regarding your health before the anesthesia is given.

If you take medications regularly, you will be told which medicines to take and which medicines to stop before your surgery. This information will be provided to you in writing to prevent any confusion.

If you are diabetic, you will need special dosing instructions on your insulin or oral medications in preparation for your surgery. Please consult with the physician who manages your diabetes prior to the day of surgery.
PLEASE REVIEW THIS IMPORTANT CHECKLIST BEFORE YOU LEAVE HOME:

☐ Do not eat or drink anything after midnight including gum, mints, cough drops, etc. If you have been instructed to take medications the day of your surgery, they may be taken with a sip of water. You may brush your teeth and spit out any rinse water.

☐ Remove and leave all jewelry at home. This includes wedding rings and all body piercings. Wearing metal may cause you harm with the new equipment being used in operating rooms.

☐ Leave all valuables, cash and credit cards at home or with a family member. The Hospital cannot be responsible for valuables and other personal items.

☐ Do not wear eye make-up before surgery.

☐ Do not shave the area of your body where the surgery will be performed to reduce any risk of infection.

☐ The morning of your procedure, be sure to bathe or shower with an antibacterial soap such as Dial. If you were provided an antibacterial product in PAT, please use that product as directed.

☐ You may wear assistive devices such as contact lenses, glasses, dentures and hearing aids the day of surgery, but they will need to be removed before anesthesia. Please bring a case for them.

☐ Bring an inhaler if used to help with breathing. If you use a C-PAP device you may bring your own clean mask if planning on staying overnight. The nurse will explain inhaler use and C-PAP use if needed.

☐ Bring photo ID and insurance cards unless provided at your Pre-Admission Testing appointment.

☐ Bring current list of medications, dosages and time schedules including vitamins, over-the-counter and herbal medications. Also bring a list of allergies and your reaction to them.

☐ Bring ID cards for all implanted electronic devices such as pacemakers, defibrillators, etc.

☐ Upon your arrival, please notify the nurse of all allergies including medication and Latex, possible pregnancy and/or unusual symptoms such as a cold or sore throat.

☐ Please provide a copy of your Living Will/Advanced Directive if you have one. We require a copy each time you are admitted.

☐ Please wear loose fitting, comfortable clothing.
WHAT TO EXPECT THE DAY OF SURGERY

It's understandable to be a little anxious the day of surgery. Please remember to report to your nurse any unusual or ill feelings you are experiencing and remind them of any special needs you may have such as bladder or bowel control issues or use of any assistive devices like hearing aids or dentures.

If our employees/nurses do not introduce themselves, please ask them to do so. You have the right to know who is involved in your care.

AMBULATORY CARE CENTER

You will be escorted to a changing area and will be asked to remove all clothing and jewelry. A hospital gown will be given to you.

WHILE YOU WAIT

A nurse will visit you to complete a nursing assessment, answer any questions you may have and provide any teaching you may need before the procedure. Hospital personnel will secure your belongings for safekeeping. You will be asked to empty your bladder and an intravenous (IV) line will be started.

DELAYS

Sometimes an unavoidable delay can occur. It’s never easy to wait. You may read, watch television (if available) or use relaxation techniques. We have CD/DVDs and a DVD player available for your use. You may also bring your own CD/DVDs from home. Your understanding is always appreciated when there is a delay.

PROCEDURE AREA

When you are transported to the operating room, your family/friend may accompany you and will be shown where to wait in the Surgical Family Lounge.

An anesthesia doctor or team (nurse anesthetist and doctor) will interview you to plan your care with you. Your surgeon will meet with you at this point. This is your opportunity to ask any further questions or voice any concerns. You may or may not be given some intravenous sedation to relax you in the holding area. You will be taken by stretcher into the
operating room. Once in the operating room, your anesthesia provider will not leave you for any reason. You will be monitored constantly throughout your procedure.

COMPLETION OF SURGERY

Once your surgery is complete the surgeon will speak to your family. The anesthesia provider will see that you awaken safely and will take you on a stretcher to the Post-Anesthesia Care Unit or the appropriate designated unit.

WHAT TO EXPECT IN THE POST-ANESTHESIA CARE UNIT

OBSERVATION

After surgery, you will be observed for a period of time in an area known as the Post-Anesthesia Care Unit (PACU), formerly known as the Recovery Room. The type of anesthesia you have received will determine your length of stay and overall post-operative course.

DURING YOUR STAY

While in the PACU, nursing staff will monitor your vital signs closely and ensure that you are able to cough and swallow, are awake enough and can respond appropriately. The nurse will address your needs to make you as comfortable as possible. Once you achieve set criteria specific to your type of surgery and anesthesia, you will be discharged from this area.

DISCHARGE

Once discharged from PACU, you will either be admitted to an inpatient bed or return to the Ambulatory Care Center where you will have additional time to recuperate. Discharge from this area is at the discretion of your physician in conjunction with the anesthesia provider.

PAIN MANAGEMENT

You may experience some pain following your procedure. A plan will be designed to help you manage your post-procedure discomfort.
ADMISSION TO INPATIENT AREA AFTER SURGERY

When overnight or extended stay is needed, after a period of observation, you will be taken from the PACU to a patient room. If your family/friend is waiting in the Surgical Family Lounge, they will be informed of your room number and can join you after you are transferred there. Any personal belongings stored by Hospital personnel will be brought to your room.

When you arrive in your room, you will meet your new nurse and be shown how to contact him/her for help. You will be taught how to use any electronic equipment available to you. Appropriate diet and activity levels, available medications (for pain, nausea or sleeping) and any prescribed medicines like antibiotics will also be explained to you.

As always, you remain a partner in your care and recovery. Ask questions when you have them and give feedback that will aid in your recovery and discharge to home.

WHAT TO EXPECT IF YOU ARE GOING HOME THE DAY OF SURGERY

When surgery is over, you will be monitored for a period of time in the PACU (Recovery Room). The type of anesthesia given and your procedure will largely determine your post-operative course. You will be transported from the PACU to The Ambulatory Care Center. Your nurse will work with you to treat any physical concerns and to plan your discharge to home.

Your activity level will be steadily increased, and you will be offered something to drink. You may be required to urinate before discharge for some surgical procedures or with a spinal anesthesia, or you may be discharged with instructions on what to do if you cannot urinate within a given time range.

SELF-CARE INSTRUCTIONS

Before leaving, verbal as well as corresponding written instructions will be reviewed with you and your family/friend. Instructions will include information on wound care, bathing, activity restrictions, diet, a follow-up appointment and possible complications to report to your doctor. An emergency contact phone number for your doctor will be provided. Use of medication for pain control will be addressed and discussed with you.
MEDICATIONS

If you will need medication, you will be given a prescription to be filled at your pharmacy. Please understand that prescriptions cannot be phoned in or faxed to your pharmacy. Your nurse or pharmacist will discuss with you any potential side effects or special dose instructions of all prescribed medications. Always follow the dosing instructions to prevent complications from occurring and report any unusual reactions. If you have stopped any medications in preparation for surgery, ask your nurse or physician before resuming them.

FOLLOW-UP

If discharged from the Ambulatory Care Center, a member of the nursing staff will telephone you within the next 2 business days after your surgery to follow your progress and to assist you and your family with any questions that may arise.

ACTIVITY

Home readiness rather than street fitness is the goal of ambulatory surgery. This means that you are ready to be discharged to home for recuperation. You should not resume normal recreational or professional activities immediately. Follow your physician’s instructions.

*You will need to have a driver on the day of your surgery.*
LISTENING TO YOU

Our goal is to provide patients with the highest quality care and customer service. If you need to address a concern or share a compliment regarding your care, contact your nurse or the Nursing Leadership staff from your unit. It is important to us to address your concerns as promptly as possible; please do not hesitate to bring them to our attention.

Should you wish to file a complaint (grievance) during your stay, please contact the Nursing Leadership staff from your unit or you may call either 5457 or 5242 on any inpatient telephone. After discharge you may file a complaint (grievance) by either calling or writing to:

Carli Meister, M. Sc(A), RN, Director
Customer Relations and Risk
Chester County Hospital
701 East Marshall Street, West Chester, PA 19380
610.431.5254

The complaint will be evaluated thoroughly and you will receive a personalized response in most instances within 7-30 days.

You also have the right to file a complaint directly with:

The Pennsylvania Department of Health
Acute and Ambulatory Services
Room 532 Health and Welfare Building
625 Forster Street, Harrisburg, PA 17120
Complaint Hotline: 1.800.254.5164

The Joint Commission
Office of Quality Monitoring
One Renaissance Boulevard
Oak Brook Terrace, Illinois 60181
Complaint Hotline: 1.800.994.6610

Quality Insights of Pennsylvania
Attention: Review Services
630 Freedom Business Center, Suite 116
King of Prussia, PA 19406
Complaint Hotline: 1.800.322.1914
SPECIAL INSTRUCTIONS FOR PEDIATRIC PATIENTS

The Pediatric Day Surgery Program provides care for children by doctors and nurses who are specially trained to meet the needs of children.

PRE-ADMISSION TESTING/PRE-REGISTRATION

If a blood test is needed prior to surgery, Chester County Hospital will contact you to schedule an appointment. During this appointment, you will have the opportunity to speak with a member of the Anesthesia Department. In some cases, you may discuss your anesthesia and medical surgical information by phone instead of a visit to the facility.

THE DAY BEFORE YOUR PROCEDURE

Please call the Ambulatory Care Center at 610.431.5138 between 1:30 pm and 3:00 pm the day before your procedure for your scheduled time of arrival.

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DAY OF SURGERY

Please report to the Ambulatory Care Center at your scheduled time. After registration, you and your child will be directed to the Pediatric Department. Please limit the number of family members accompanying your child to two adults.

At the Pediatric Department, a staff member will greet you and your child, escort you to a room and begin the preparation for surgery.

A transporter will take your child to the Operating Room. You are welcome to accompany your child, and we encourage children to bring a special small toy or stuffed animal with them. During the procedure, you are encouraged to wait in the Family Lounge, located near the Operating Room. Your child’s surgeon will talk to you shortly after the surgery is completed. After about an hour in the Post Anesthesia Care Unit (PACU), your child will return to the Pediatric Department and will be discharged from the Hospital following a short recovery period or admitted to an inpatient bed at the discretion of your physician. A nurse will instruct you regarding further care of your child.