

Patient Surgery Handbook



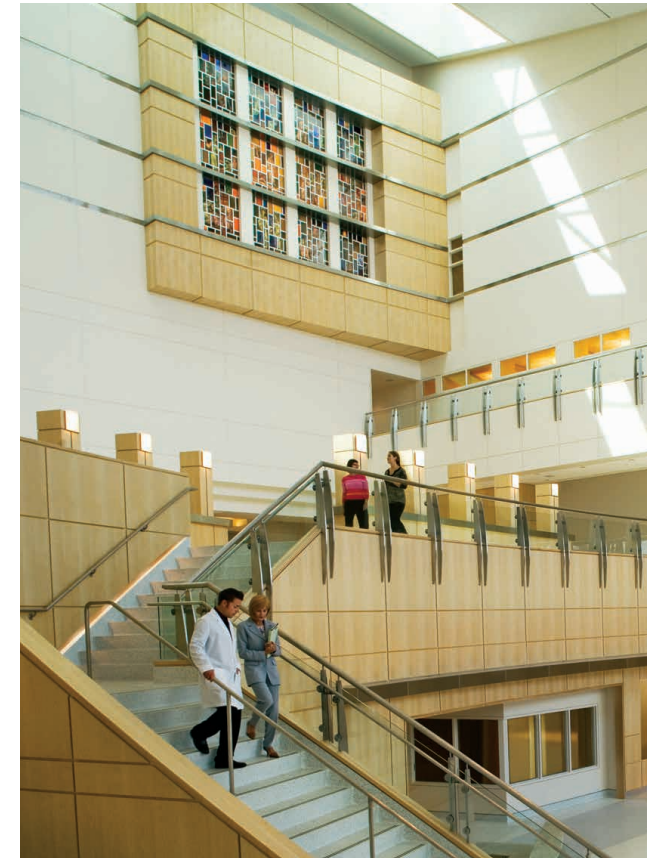
PROVIDENCE SAINT JOHN'S HEALTH CENTER
Santa Monica, California

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Welcome

Thank you for choosing Providence Saint John’s Health Center for your surgery or procedure. The enclosed information will serve as a valuable reference and guide for your upcoming scheduled surgery visit.



Preparing For Surgery

Registration call

You will receive a call a few days before your procedure from our preregistration department in order to verify your demographic, insurance, and billing information. Make sure the name given to your surgeon's office is your legal name (matches your identification and insurance cards) to prevent delays the day of surgery. You may contact preregistration at **855-367-1341**, Monday through Friday, 8 a.m. to 8 p.m. and Saturday, 8:30 a.m. to 5 p.m.

Health screening call

You will also receive a call from a preoperative nurse a day(s) before your surgery to review your health history, give preoperative instructions, and answer any questions you may have. Please ensure your physician's office has the correct contact numbers to supply us. We prefer a cell phone number if you have one. If you are not available or do not receive this call, please contact us during business hours, Monday through Friday, at **310-829-8766** (main hospital) or at **310-582-7033** (Ambulatory Surgery Center (ASC)).

For calls after hours, please call 310-829-8766 (main hospital) and listen carefully to the phone options.

Anesthesia call

If you are scheduled to have an anesthetic for your procedure, the anesthesiologist may call you the evening before your surgery. If this is not possible, the anesthesiologist will meet with and examine you prior to your procedure and answer any questions you may have. Your surgeon and anesthesiologist will determine the appropriate type of anesthesia with your active participation in the decision process.

NOTE: Saint John's anesthesiologists are members of the **Bayside Anesthesia Medical Group**. We recommend that you speak to the group regarding their billing prior to the date of your surgery. They can be reached at **626-204-6765**,



Monday through Friday, 8 a.m. to 4:30 p.m. Please refer to www.baysidemd.com for further information.

Important reminder

Contact your surgeon as soon as possible if you cannot keep your scheduled appointment. For your safety, it might be necessary to postpone your procedure if:

- You suspect you are pregnant.
- You experience a change in physical condition (such as cold, fever, or change in the condition for which you are having surgery).
- You suffer injuries to the skin in the area of the procedure.
- You experience heart or breathing problems.

Important financial information

It is your responsibility to contact your insurance company to ensure:

- Your doctor has received authorization for professional fees and hospital charges.
- You know the limits of your coverage and any noncovered charges that may be billed to you personally.

Necessary preoperative tests

Normally, all necessary laboratory tests, chest X-rays, EKGs, and other diagnostic tests ordered by your doctor are performed before the scheduled surgery. If you have been given any test results by your physician, please bring them with you. Tests are rarely completed on the day of your procedure.

Medications

It is extremely important that your nurse, surgeon, and anesthesiologist have a current and complete list of your medications, including over-the-counter medications, vitamins, herbals, and dietary supplements.



Be sure to provide dosages of all your medications as well as why and how often you take them. The more we know, the better we can individualize and optimize your care.

Medications to **STOP** before surgery

These medications/supplements may interact with certain anesthetics and prolong their effects, raise blood pressure, cause excessive bleeding prior to surgery, or prevent effective healing after surgery.

- **Vitamins:** Avoid for one week prior, for these are considered nonessential medications.
- **Diabetes:** Do NOT take pills or insulin medications the morning of your surgery unless advised otherwise by your surgeon. If you are taking Metformin, do NOT take three days prior to surgery.
- **Nonsteroidal, anti-inflammatory drugs (NSAIDs):** (Ibuprofen, Advil, Motrin, Aleve, Naprosyn, etc.) Check with your pharmacist if you have any questions about whether a medication includes NSAIDs. If you have had a fusion, your surgeon will determine when it is safe to restart anti-inflammatories.
- **Herbal supplements:** (Green tea, fish oil, Omega-3 supplements, echinacea, garlic, ginger, ginseng, ginkgo biloba, St. John's wort, etc.) Avoid for one week prior to surgery.
- **Aspirin:** Do NOT take regular or baby aspirin for seven days before surgery. Your surgeon will determine when it is safe to resume aspirin (typically 2-7 days after surgery).

Exception: Cardiac Catheterization ("Heart Cath") procedures. Often cardiac doctors will want cardiac patients to continue their Aspirin. Be sure to check with your doctor.

Medications to **TAKE** prior to surgery

Do NOT interrupt your usual medications unless advised by your doctor or anesthesiologist. However, you should discuss specific medications, especially those mentioned earlier, with your doctors.

- If advised by your physician you may take essential medications (heart, thyroid, blood pressure, or antidepressants) with a small sip of water the morning of surgery.

Please bring your nitroglycerin, inhalers, birth control pills, and/or eye drop medications if applicable. Do not bring your other medications with you to the hospital.

Valuables, clothing, and jewelry

Other than required payment/copayment for surgery, leave all valuables including rings, cash, and credit cards at home. If you are staying in the hospital after your surgery, prepare a suitcase with only personal items you may need for recovery or discharge. Leave your suitcase in the car or with a family member or friend until a room has been assigned to you, and then that person can bring it directly to your room. We are not responsible for damaged or lost property.

For your safety, hospital policy stipulates that all jewelry, body piercings, and metal hair extensions be removed in order to prevent the following injuries:

- Electrosurgical injury
- Peripheral edema (swelling of the extremities)
- Positioning injury
- Infection

If you cannot remove your rings or other metal jewelry, please see your jeweler to have them professionally removed prior to arrival. Professional removal can alleviate damage to jewelry that might occur in the preoperative area.



Do not wear contact lenses, hairspray, hairpins, makeup, body lotion, powder, deodorant, or nail polish the day of your surgery.

If you are staying in the hospital, personal hygiene items will be available for you; however, you are welcome to bring your own deodorant, toothbrush, shampoo, comb and brush, etc. Hospital gowns are provided.

Wear comfortable, loose-fitting clothing (an elastic waistband is preferred), a sturdy pair of walking shoes, and any assistive device you use for walking, such as a cane or walker. Our physical therapist(s) will assess your continued need for any assistive devices and make necessary recommendations.

If you use CPAP or BIPAP (machines sometimes prescribed to individuals with sleep disorders), bring it with you.

Outpatient transportation

It is your responsibility to arrange in advance for a responsible adult (18 years of age or older) to drive you home and remain with you for the first 24 hours after surgery. You cannot drive yourself or be left alone during this period. **If you fail to arrange for a responsible adult to care for you, your surgery will be cancelled.**

Transportation by taxi or limousine is not acceptable unless you are accompanied by the person responsible for you. This is for your own safety, and there are no exceptions.

Preventing surgical site infections

What is a surgical site infection?

A surgical site infection is an infection that occurs after surgery in the part of the body where the surgery took place. Most patients who have surgery do not develop an infection.

Some of the common symptoms of a surgical site infection are:

- Redness and pain around the area where you had surgery
- Drainage or opening from the incision site
- Fever

What can I do to help prevent infections?

- Always wash your hands well for 15-20 seconds with soap and water or an alcohol hand gel product before and after touching your surgical wound.
- Tell your doctor if you have ever had MRSA (Methicillin Resistant Staphylococcus Aureus) or any other multi-drug resistant organisms (MDROs).
- Ask your surgeon if you should have a nasal swab test for Staphylococcus Aureus 7-10 days before your surgery. Many healthy people carry Staph bacteria on their skin and in their noses but do not suffer any ill effects. However, when the skin is broken, the Staph can enter the wound and cause infections.
- Quit smoking. Patients who smoke get more infections. Talk to your physician or surgeon about how you can quit before your surgery.
- Do not shave near the area where you will have surgery for 3 days. Shaving causes tiny abrasions in the skin that can lead to infection.
- Family and friends who visit you should not touch the surgical wound or dressings.
- Remind family and friends to wash their hands when visiting you. Ask them not to visit if they are ill.
- Be sure to clean your skin with the CHG soap prior to your surgery as well as on the day of your surgery.

Day Before Surgery

Presurgery showers

Please purchase one small bottle of 2% or 4% Chlorhexidine Gluconate (CHG) antiseptic solution (e.g. Hibiclens) to be used for these showers. Preoperative bathing with CHG provides an important method for reducing common skin contaminants and bacterial growth. Many, but not all, pharmacies, including those in grocery or department stores, carry CHG soap in 4, 8, or 16-ounce bottles.

- If your surgery site is at the chin or above, please substitute regular soap for the CHG.
- If you are having surgery on your brain, call your surgeon's office for special instructions.

Please follow these procedure instructions carefully:

- You should take TWO showers, one the night before and one in the morning, before coming to the hospital for your surgery.
- Avoid getting the chlorhexidine soap in your eyes, ears, mouth, and nose. Also, try to avoid the vagina or end of the penis. If the CHG soap gets on these areas, rinse well with water.
- Do not shave or wax body hair at least 72 hours prior to surgery. It is okay to shave facial hair.

In the shower

- Wash your whole body, but pay special attention to your surgical area.
- Let the lather remain in contact with your skin for a minimum of 15-20 seconds.
- Rinse well. Do not rewash with regular soap.

After your shower

- Pat yourself dry with a clean, freshly washed towel.
- Do not apply lotions, perfumes, hair products, or makeup.

Please be aware that further skin preparation may be performed if necessary once you reach the hospital.

Presurgery diet instructions

Unless otherwise instructed by your doctor, you MUST follow these diet instructions before your surgery.

The current recommendation is to stop eating and drinking after 11 p.m. the night before surgery. This includes no water, coffee, or juice. If you know the time of your surgery, you may eat and drink up to 8 hours prior to surgery. You may brush your teeth but not drink the water. Gum and candies are considered food and should be avoided.



Day of Surgery

You are expected to arrive at the hospital 1.5 hours (Ambulatory Surgery Center (ASC)) or 2 hours (main hospital) before your scheduled procedure; however, your surgeon is responsible for giving you your specific time of arrival. Sometimes, a surgeon will instruct a patient to come in earlier; if this applies to you, please follow his or her instructions.

Depending on where you are scheduled to have your procedure, check in at the registration desk for the preoperative unit in either the main hospital or the ASC. The ASC is located across the street from the Health Center. Please refer to the maps at the end of the handbook for further directions.

Visitor policy and procedures

Once you go to surgery, your contact person needs to check in with the volunteers in the postoperative waiting room. This will allow our doctors and staff members to find him or her for updates and information.

Visitor policy in the postanesthesia care unit (recovery room) is limited. When your surgery is complete and you are in stable condition, the postanesthesia care nurse will call one of your visitors to see you. If you are admitted to the hospital, we will alert your visitors to the specifics of where to find you and when. If you are going home, a family member or person you designate will be invited to your bedside for postoperative instructions before discharge.

Please remind your visitors that food, drink, and pets (except for service and therapy animals) will not be allowed in the preoperative and postoperative units.

Hospital Stay

Communication

Saint John's can provide interpretation, sign language interpretation, assistive devices, translated and large print patient materials free of charge upon request. If you, your visitors, or your patient support person has any vision, speech, and/or hearing impediment or if English is not your first language, please notify us. We will also give communication support if needed.

Pain management in the hospital

As our patient, we strongly ask that you:

- Assist your caregivers in assessing your pain. You will be asked to rate your pain on a 0-10 scale. A score of 0 means no pain, and a score of 10 means the worst pain.
- Discuss pain relief options with your caregivers to develop a pain management plan. Also, discuss any concerns about taking pain medications.
- Ask for pain relief when the pain first begins with the goal of pre-medicating for walking and exercise.

Discharge

PLEASE COMPLETE:

Contact information for responsible adult that will take you home

NAME _____

HOME PHONE _____

CELL PHONE _____

Patient Checklist

Please review the following list in preparation for surgery.

I will:

- Provide the contact information for the responsible adult taking me home
- Bring a copy of my preoperative test results with me on the day of my surgery.
- Bring a current and complete list of my medications (over-the-counter medications, vitamins, herbals, and dietary supplements).
- Leave all valuables at home.
- Remove all jewelry and metal from my body.
- Strictly follow the presurgery diet instructions unless instructed otherwise.
- Take my two presurgery showers following the proper protocol.
- Bring my medical/health insurance cards and a valid, government-issued identification card with picture (driver's license, passport, state ID card) on the day of surgery.
- Bring my advance directives (living will, durable power of attorney for health care) ready to submit if applicable.
- Be prepared with payment for any deposits or copays if instructed to do so.
- Bring this completed booklet with me to the hospital.

Partnering for Safety

We are dedicated to providing all of our patients with excellent care. For your safety, we make the following commitments:

- We invite you to tell us about anything that makes you feel unsafe.
- We will wash our hands before and after caring for you. We ask that you also thoroughly wash your hands prior to and after inspecting your surgical wound to prevent postoperative infection.
- Before we give you medication or perform a procedure, we will check your armband and ask you to state your name.
- Your surgeon or a designee will mark your surgical site so it is clearly identified and confirmed.
- We will perform a timeout before any surgery or invasive procedure to verify that we have the right patient, procedure, and surgical site.
- We will ask you about your pain level when assessing you and before and after we medicate you for pain.
- We will spend time with you and gladly listen to and address any of your concerns.
- If you feel unsteady on your feet or need assistance walking, we ask that you please let your caregiver know.

More information regarding patient safety can be found at www.jointcommission.org, on our website at www.providence.org/saintjohns or you can call our Patient Relations number at 310-829-8478.

When to Call the Surgeon (postsurgery or procedure)

It is imperative that you call your surgeon immediately if you have:

- A fever greater than 101.5 °F (38.4 °C).
- Drainage from your incision.
- Increased redness, swelling, or tenderness around your incision.
- An opening of the incision.
- A significant increase in pain or a change in strength or sensation.
- Chills, nausea, or vomiting.
- Any type of trauma (i.e. a fall, an auto accident, etc.).

Please do not hesitate to contact us if any questions or concerns arise following surgery. Your surgery team is here to help.

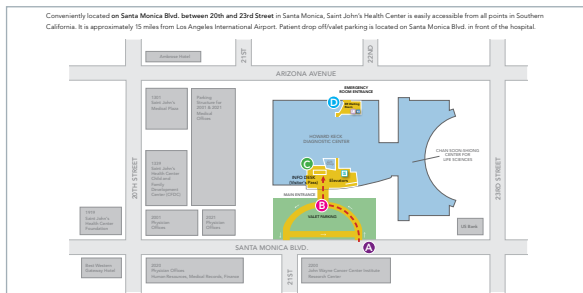


Helpful Phone Numbers, Parking, and Directions

Providence Saint John's Health Center | Main Hospital

Saint John's Health Center Main Line	310-829-5511
Preregistration Department	855-367-1341
Preoperative Nurse Call Center (days prior to surgery)	310-829-8766
Preoperative Unit (day of surgery)	310-829-8055
Surgery Waiting Room	310-829-8355
Recovery Room	310-829-8356
Patient Billing Department	310-829-8007
Medical Records Department	310-829-8337
Financial Counseling	310-829-8067

2121 Sant Monica Blvd., Santa Monica, CA 90404

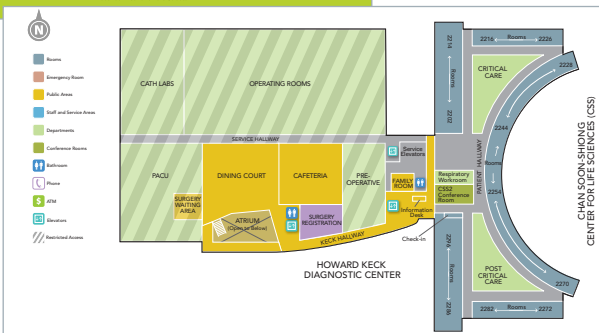


Conveniently located on Santa Monica Blvd. between 20th and 23rd Street in Santa Monica, Saint John's Health Center is easily accessible from all points in Southern California. It is approximately 15 miles from Los Angeles International Airport. Patient drop-off/valet parking is located on Santa Monica Blvd. in front of the hospital.

- A** Saint John's Health Center is located on the north side of Santa Monica Blvd between 20th and 23rd Streets. Enter using the East end of the driveway.
- B** All parking is by valet only. No self-park lots are available. Valet parking drop-off is located at the top of the one-way city driveway.
- C** A friendly valet will direct you into the Howard Keck Center. Please check-in at the Information Desk before proceeding to your visiting destination.
- D** The main entrance is open from 5:00 am - 8:30 pm. During other hours, please use the valet drop-off at our Emergency Room entrance located on Arizona Avenue between 20th and 23rd Streets.

Please note, we do not validate parking.

Proceed to surgery registration on the second floor.



Providence Saint John's Health Center | Ambulatory Surgery Center

Ambulatory Surgery Center Main Line	310-582-7033
Preregistration Department	855-367-1341
Preoperative Nurse Call Center (days prior to surgery)	310-582-7033
Preoperative Unit (day of surgery)	310-582-7033
Recovery Room	310-582-7059
Patient Billing Department	310-829-8007
Medical Records Department	310-829-8337
Financial Counseling	310-829-8067

2020 Santa Monica Blvd., Suite 140, Santa Monica, CA 90404

Please note, we do not validate parking. Enter parking structure off of 20th street.



Thank you for choosing Providence Saint Johns Health Center.

We hope that your stay will be a pleasant experience and that all your expectations are met.

Patient's Name:

Date of Surgery:

Arrival Time:

Main Hospital

2121 Santa Monica Blvd.
Santa Monica, CA 90404

310-829-5511 | providence.org/saintjohns

Ambulatory Surgery Center

2020 Santa Monica Blvd., Suite 140
Santa Monica, CA 90404

310-582-7033 | providence.org/saintjohns