



Preparing for
Outpatient Surgery
at Palmetto Health Baptist Parkridge

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Compassionate Care

helping you prepare and recover



registration



preparation



recovery

Dear Surgery Patient,

Thank you for choosing Palmetto Health Baptist Parkridge for your surgical needs.

It is our goal to provide you and your family with excellent care. Each year, Palmetto Health treats thousands of patients from every county in South Carolina. As our patient, you are important to us.

We work side by side with our physician partners and their office staff to make this a seamless experience for you; from your preoperative visit, the full surgery process, to your follow up visit at your surgeon's office.

Because we want your stay at Palmetto Health Baptist Parkridge to reflect our commitment to your care, comfort and dignity, we produced this booklet to answer your questions and explain our pledge to provide you and your family with the best possible treatment.

Please register as soon as your procedure is scheduled. Prompt registration is important because patients with some medical conditions and/or history require screenings that must be completed 48 hours prior to surgery. Additional screenings may include lab work and/or tests, paperwork or a consult with the anesthesiologist.

If you have any questions this brochure does not answer or special needs we should know about, **call the Outpatient Surgery department at 803-907-1632, Monday-Friday between 6 a.m. and 5:30 p.m.** We welcome your questions.

Our Vision:

To be remembered by each patient as providing the care and compassion we want for our families and ourselves.

Your post-op visit with your surgeon is scheduled for:

Date

Time





pre-register

Call the Palmetto Health Baptist Parkridge Registration department at 803-907-5160 or 1-800-445-3518 to pre-register for your procedure. Have your insurance information available. You can pre-register online at...

PalmettoHealth.org/PreRegistration.

REGISTRATION DETAILS

Have your insurance information available. Call the **Outpatient Surgery nurse** at 803-907-1632 to submit your medical history. Have your past surgery and present medication information ready. If the nurse is not available to answer your call, you will be asked to leave your name, telephone number and date of surgery on the answering machine. The nurse will call you back. If necessary, a pre-operative appointment will be made for you. Make sure the appointment is scheduled after you have had your final appointment with your surgeon.

POINT OF SERVICE DEPOSITS

It is the practice of Palmetto Health to collect deposits at the point of service. Please plan to pay a deposit, including co-insurance and deductibles, prior to your procedure(s). We understand and appreciate your need to know your financial obligation before services are rendered. We accept cash, checks and most major credit cards (MasterCard, Visa, Discover and American Express). To speed up the process, you may pay by credit card during pre-registration. Payment typically will be discussed during pre-registration or registration.

DOS
AND
DON'TS

TO HELP



FOR

SURGERY



DO THIS ON YOUR DAY OF SURGERY

1. Leave your valuables, such as money and jewelry (including rings), at home.
2. Remove all body-piercing jewelry and hairclips.
3. Take a tub bath or shower or follow specific instructions from your physician.
4. Wear comfortable, loose-fitting clothing.
5. Bring your medications with you, unless you did so at a pre-operative visit.
6. Bring this booklet/physician orders.
7. Have a friend or family member accompany you to and from the hospital on the day of your surgery. Patients under 18 years of age must be accompanied by a parent or legal guardian.
8. Arrange a ride home from the hospital and a caregiver for the first 24 hours after surgery. You must have a responsible driver to escort you home following your procedure if you have had any type of sedation.
9. Bring an ID card and insurance card on the day of surgery.

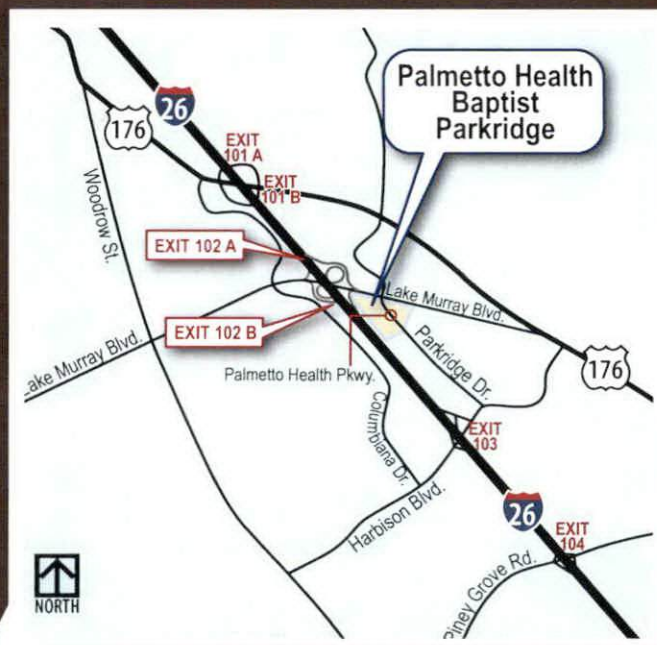


DON'T DO THIS ON YOUR DAY OF SURGERY

1. Do not bring sick family members or friends. For the comfort of people in the surgical waiting room, we ask that you limit family members/friends to two and that you make arrangements for child care for that day. Waiting can be a very long and frustrating experience for children.
2. Do not eat or drink unless instructed otherwise.
3. Do not wear makeup, perfume, cologne or perfumed products, lotions, oils or powders.
4. Do not bring excess luggage.

FROM CHARLOTTE

Exit Interstate 77 South onto SC 277 and follow the signs to Interstate 20. Exit Interstate 20 onto Interstate 26 toward Spartanburg (exit 64B). Proceed on Interstate 26 to exit 102B – Lake Murray Blvd. Turn right onto Lake Murray Blvd. Turn right at the first light onto Palmetto Health Parkway. The hospital, located at 400 Palmetto Health Parkway, will be on your right.



FROM AUGUSTA/ FLORENCE

Exit Interstate 20 onto Interstate 26 toward Spartanburg (exit 64B). Proceed on Interstate 26 to exit 102B – Lake Murray Blvd. Turn right onto Lake Murray Blvd. Turn right at the first light onto Palmetto Health Parkway. The hospital, located at 400 Palmetto Health Parkway, will be on your right.

FROM CHARLESTON/ SPARTANBURG

Proceed on Interstate 26 to exit 102B – Lake Murray Blvd. Turn right onto Lake Murray Blvd. Turn right at the first light onto Palmetto Health Parkway. The hospital, located at 400 Palmetto Health Parkway, will be on your right.



care guides



Go to the main entrance and a Care Guide will meet you to complete your registration and escort you to your destination.

WHAT TO DO

WHEN YOU



AT THE

HOSPITAL

ONCE YOU ARRIVE AT THE OUTPATIENT SURGERY DEPARTMENT, your family will receive a small information card with your private case number written on it. This number will allow them to track your progress on a monitor in the waiting room throughout the different areas related to your surgery.

Your nurse will greet you and complete the preparations needed for your surgery. This may include paperwork, lab work, EKG, X-rays and any other procedures ordered by your physician. After all of this has been completed and the anesthesiologist has spoken with you, one to two family members or clergy may be brought to your room for a short visit. We limit visitors to provide safe, confidential care to all our patients. For our patients under 18 years of age, parents may accompany them throughout the preparation period.

While you are in surgery your family may be updated periodically by surgery personnel. Our team in the waiting area is always available to address any concerns your family might have.

Your surgeon will speak with your family as soon as your operation is finished. Then you will be taken to the recovery room. The nurse in the recovery room will update your family every 90 minutes to two hours until you have progressed to Outpatient Recovery or a patient room has been obtained. At this time you will be reunited with your family.

It's natural to be anxious. Know that on your surgery day we will be with you every step along the way. Our goal is to give you extraordinary care.



*before
surgery*

ANESTHESIA CARE

An anesthesiologist is a doctor who has completed medical school and additional years of training in anesthesiology. The specialty involves the care of a patient having an operation or other possibly uncomfortable procedure. The anesthesiologist will review your medical history, physical status and type of operation you are having and talk with you about what kinds of anesthesia might be best for you.

The anesthesiologists at Palmetto Health Baptist Parkridge work with other well trained professionals such as certified registered nurse anesthetists (CRNA), to give you the best care possible. Throughout your procedure, and during your initial recovery, your care will be under the medical direction of an anesthesiologist.

TYPES OF ANESTHESIA

General

With general anesthesia, the patient is asleep. The anesthetic is started for adults through an intravenous (IV) injection; children often breathe a mixture of oxygen and anesthetic gases. During the operation, the anesthetic is maintained by gas and/or IV and is turned off when the procedure is completed. The patient begins to wake up shortly after the anesthetic is stopped and is taken to the recovery room.

Spinal or Epidural

Both of these anesthetics involve placing anesthetic medicine into the back very close to the nerves of the spinal cord. The medicine temporarily makes the legs and abdomen numb without feeling and movement. Often, an IV sedative is administered to help patients relax and even sleep through the surgery.

Nerve Blocks

This is an injection of anesthetic medicine near the nerves to the part of the body being operated on, such as a hand. Again, an IV sedative often is given, even before the injection, to make the patient more comfortable.

Monitored Anesthesia Care (Sedation)

In some cases, a surgical procedure can be performed with local anesthesia injected where the surgeon is working. The anesthesia team will give sedative drugs to help you relax, and will remain with you to monitor your vital signs and comfort you while the surgeon performs the procedure.

RECOVERY CARE

After your surgery, you will be taken to a specialized unit for recovery. The area is close to the operating rooms and is staffed by specially trained registered nurses who will care for you while you wake up from your anesthesia. These nurses are qualified to care for patients of all ages from infants to older adults.

During your recovery, the nurses will consult frequently with the anesthesia staff and your surgeon. Identifying and managing any discomfort or nausea that you may experience is extremely important to us. We will make every effort to keep you comfortable as you become more aware of your surroundings.

Once your vital signs are stable, you will be returned to the Outpatient Surgery area and prepared to go home. If you need to be admitted, you will be taken from the recovery room to an assigned hospital room.

VISITORS

While in the holding, surgical waiting and recovery areas of the hospital, we ask you to restrict visitors for the privacy of others. Two visitors may be allowed in pre-operative holding and outpatient recovery. Generally, only one visitor is allowed in inpatient holding and the recovery room. This is determined by the nurse caring for you at that particular time.





returning home

You and your support person will receive information and prescriptions, follow-up appointment information, emergency telephone numbers and your physician's office number before leaving. You must have a responsible adult drive you home from the hospital and be with you for the first 24 hours after discharge. All post-operative instructions given before discharge must be followed closely. A member of our staff will call you at home to check on your progress 24 to 48 hours after surgery.

It is customary for consultants beside your physician to send a separate bill for their services. These services could include radiology, pathology and/or anesthesiology. If you have any questions about these bills, the Patient Accounts department, 803-296-5098, will be glad to assist you.



At Palmetto Health Baptist Parkridge, our team will work with you in every possible way to provide you with the best treatment and care, and to ensure that every effort is made to make your surgery as comfortable as possible. Your questions are welcome.

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Outpatient Surgery Nursing Station

803-907-1632, Monday through Friday, 6 a.m.-8 p.m.
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WHILE A PATIENT AT PALMETTO HEALTH BAPTIST PARKRIDGE, IT IS YOUR RESPONSIBILITY TO:

1. Report concerns about care, treatment, medical condition or services provided to you.
2. Ask questions if you need clarification about your care, even if you have received education or instructions about your treatment, medications, diet, medical equipment or any other issue of concern.
3. Report any safety issues in your environment.
4. Report any suggestions for improving patient safety.

PATIENT RIGHTS TO APPROPRIATE PAIN MANAGEMENT

All patients have a right to pain relief. As a patient, you can expect:

- Information about pain and pain relief measures
- A concerned staff committed to pain treatment
- Health care professionals who respond quickly to reports of pain
- State-of-the-art pain management

As a patient, we expect that you will:

- Ask your doctor and healthcare professional (nurse, therapist, pharmacist, etc.) what to expect about pain and pain management
- Discuss pain relief options with your doctor or other health care professionals
- Work with your doctor and health care professionals to develop a pain management plan
- Ask for pain relief when pain first begins
- Help your doctor and health care professionals measure your pain (see following measurement tools for adults and children)
- Tell your doctor or health care professionals if your pain is not relieved

Your pain control is important to us. You can help us know if you are getting relief from your pain. You will be asked to rate your pain before and after something is done to ease the pain. Below are ways you can tell us about your pain:

The Pain Scale often is used for adults and older children. You will be asked to rate your pain on a scale of 0-10. It is helpful if you use words to describe your pain such as burning, shooting, stabbing, dull, aching, etc.

FACES Scale* is used for children three years and older and for adults who have difficulty using the 0-10 scale. The FACES Scale lets you point to a picture of a face that shows us how you are feeling and how much you are hurting. Other changes: If you are unable to talk, we will watch for other signs that tell us you are hurting. Examples include changes in heart rate, blood pressure and restlessness.



We cannot promise that you will not have any pain but we will do everything we can to relieve as much of your pain as possible.

If you are unable to talk, we will watch for other signs that tell us you are hurting. Examples include changes in heart rate, blood pressure and restlessness.

For more information about your rights or responsibilities or to give us feedback on your care, contact Patient Relations at 803-907-1515.

* FACES Scale from Hockenberry MJ, Wilson D: *Wong's Essentials of Pediatric Nursing*, ed. 8, St. Louis, 2009, Mosby. Copyright Mosby.



Pre-Operative Orders

www.palmettohealth.org

Patient Label

Allergies _____

Patient Name _____ DOB _____

Physician Name _____

Operative Consent to Read: _____

Surgery Scheduled for: _____ (Day, Date, Time)

Type of Admission: ☐ Outpatient ☐ A.M Admit to Inpatient

- Labs:
- ☐ Labs per Anesthesia
 - ☐ CBC with Differential
 - ☐ CBC
 - ☐ Urinalysis: ☐ Dipstick ☐ UA Culture
 - ☐ Basic Metabolic Profile
 - ☐ Comprehensive Metabolic Profile
 - ☐ Fasting Blood Sugar
 - ☐ PT
 - ☐ PTT
 - ☐ Blood Type & Rh
 - ☐ Blood Type & Screen
 - ☐ Blood Type & Crossmatch _____ units
 - ☐ Serum HCG Qualitative
 - ☐ Serum HCG Quantitative
 - ☐ Urine HCG
 - ☐ Other: _____

Special Instructions:

- ☐ SCD Sleeves
- ☐ Other: _____

Pre-Op Medications: _____

Prophylactic Antibiotic:

To be given within 1 hour prior to incision.

If Vancomycin is ordered, begin infusion 2 hours prior to incision time.

If SCIP appropriate antibiotic is not ordered,
document reason: _____

- X-Ray & EKG:
- ☐ Chest AP / Lateral
 - ☐ EKG
 - ☐ Other: _____

☐ VORB _____
Physician Name / To Whom Order Dictated
☐ TORB Date: _____ Time: _____ am / pm

Physician Signature _____ Date: _____
HBO No. _____ Pager No. _____ Time: _____ am / pm

Faxed By: _____
Verified By: _____

Date: _____ Time: _____ am/pm
Date: _____ Time: _____ am/pm

280172Smr
Approved: 3/2013



★ P H S O ★

Notes

Handwriting practice lines consisting of multiple horizontal dotted lines for tracing and writing practice.



Care to be remembered.

PalmettoHealth.org 803-296-CARE (2273)

Our Vision: To be remembered by each patient as providing the care and compassion we want for our families and ourselves.