



All-Private, All The Time

Comprehensive Surgical Specialties

Skilled Surgical Nursing Care

Expedited Registration & Discharge

24-Hour M.D. Anesthesiology Coverage

Personal Climate Control Gowns

Warm Blanket Service

Reserved Parking

Post-Procedure Follow-Up

Full Service Hospital Support

Surgical expertise,
patient safety, and
personal attention.

It's what we call
Saint Mary's Care.

Welcome to Saint Mary's Regional Medical Center's Surgical Services

YOUR PERSONAL CARE GUIDE

SAINT MARY'S
Regional Medical Center
Living our values. Keeping our promise.

1808 West Main Street



479-968-2841




www.saintmarysregional.com



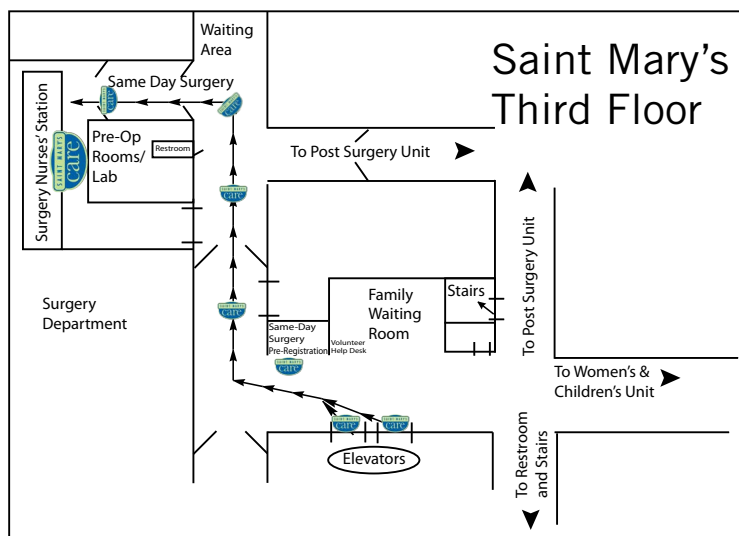
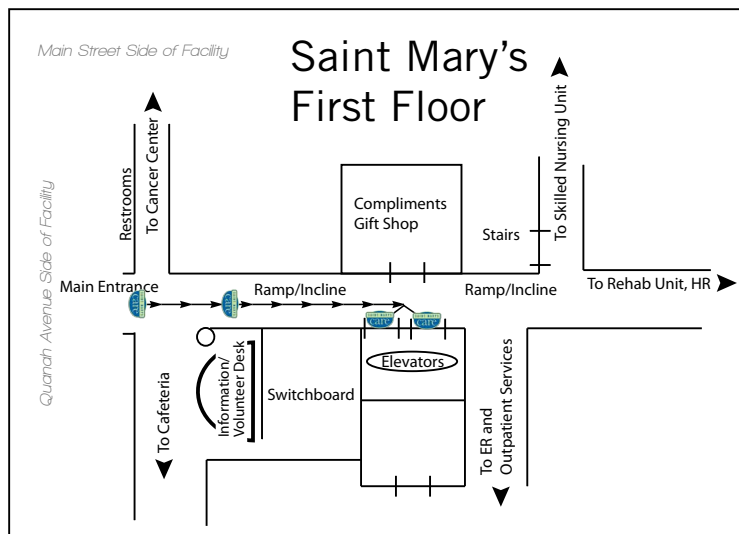


Please arrive for your surgical procedure on _____ at _____.

To navigate your way to Saint Mary's Care Surgical Services...

- Park in the "Reserved for Same Day Surgery Patients" parking spaces in the lot nearest the main entrance. This entrance faces the Quannah Avenue and West B Street area.
- Enter through the main entrance. Follow the  floor decals to help you along the way. Proceed past the Volunteer Desk and ascend the ramp to the elevators located directly across from the gift shop.
- Take the elevator to the third floor. Exit to the left and walk to the next adjoining hall. Make a right and proceed past a set of open double doors to the end of the hall.
- As you near the waiting area, turn left and proceed to the adjoining hall, passing through another set of open double doors.
- Continue through another set of open doors and bear left toward the Nurses' Station. It is here where you will check in with a nurse for further instructions.
- Please do not hesitate to ask an employee or volunteer for assistance. Thank you!

Maps are not to scale.





Thank you *for choosing Saint Mary's Care.*

Saint Mary's Care is surgical services where expertise, patient safety and personal attention can be expected every day, with every patient. Because you chose Saint Mary's, you can expect the most comprehensive care available in our area. This includes...

- **convenient same-day surgery that is backed by the strength and reliability of a full-service hospital.**
- **having experienced professionals care for you.** Saint Mary's compassionate and professional nursing team, along with our skilled surgeons, anesthesiologists and CRNAS (Certified Registered Nurse Anesthetist), will provide exemplary care during your stay.
- **privacy for you and your family members.** You will have a private pre-op room where up to two family members can remain with you.
- **more comfort and attention to detail.** When you are hurting, the little things are important. Things like the ease of a reserved parking space, and little luxuries like personal climate-control robes, socks, and blankets provided during your stay, really count.
- **a safe environment.** Saint Mary's is intentional about making safety our highest priority. We are fully licensed by the Arkansas Department of Health and The Joint Commission, the leading organization for developing the highest standards for quality and safety in the delivery of health care.

To help you prepare for your upcoming procedure, we've prepared this information booklet. Please take time to read it thoroughly and share it with the person who will come with you on the day of your surgery. At any time, feel free to ask your physician or a member of the hospital staff any questions you have regarding your surgery. You may want to jot down your questions so you will not forget them when you talk with your physician or hospital staff member.

Remember also to please check with your employer and insurance company for requirements regarding authorization, second opinions, and pre-certification before your surgery. Failure to notify your insurance company as required may result in a penalty and reduction in their payment of your bill, thus increasing the amount you will be required to pay.

Again, thank you for choosing us. Let us know how Saint Mary's can care for you.



Before Your Surgery

Advance Directives

An advance directive is a prepared written and witnessed statement that outlines how you want your medical decisions to be made should you be unable to make them for yourself. A living will and a healthcare power of attorney are two types of advance directives.

If you have an advance directive and the hospital does not have a copy, please bring a copy to be placed on your hospital record. It will then always remain on your record for any future need.

If you do not have an advance directive but would like to know more about it, Saint Mary's can send the information to you or provide it during registration upon request.

Pre-Admission Testing/Registration

All surgical patients should register with Same Day Surgery Admissions before the day of their scheduled procedure. Our office hours are 8 a.m. to 5 p.m.

To locate Same Day Surgery Admissions, enter Saint Mary's main entrance on the east side of the hospital. From there, follow the green and blue "Saint Mary's Care" floor decals and signage to Same Day Surgery Admissions.

Before many procedures, physician order specific tests such as blood tests, urine tests, EKG, or x-rays. If any tests are ordered for you, they should need to be completed within 7 days prior to your procedure, or as instructed by your physician. The advantages of having tests done before the day of surgery are: 1) you and your health care team will save time on the morning of surgery, and 2) written reports of your tests can be reviewed ahead of time by your physician and caregivers.

Please register with Same Day Surgery Admissions before undergoing any pre-procedure tests. Your physician's office staff may give you written orders to bring for the testing, or they may send the orders to the hospital.

When you come, please remember to bring all insurance and medical cards with you. Following registration, you will be directed to the appropriate department.

Pre-Surgical Interview

As you register, a nurse may visit with you to obtain a medical history and to review specific instructions. Please bring a list of all medications, herbs or vitamins. (A form is available on the back of this booklet.)

The Night Before Surgery

Do not eat or drink anything, including water, after midnight on the night before your surgery. This helps prevent vomiting and helps you avoid breathing stomach contents into your lungs during surgery. If you are an outpatient and you eat or drink after midnight, call us as soon as possible. If you are an inpatient, please inform your nurse; postponing surgery may be necessary.

Medications

If you normally take heart, breathing, or seizure medications, you should take them as usual with a small amount of water on the morning of your surgery. You should not take any "water" or "fluid" pills, or diabetic medication. If you are on any "blood thinners" such as Heparin®, Coumadin®, Plavix®, aspirin, or other anti-inflammatories, please notify the physician or nurse. You may need to stop these for several days before your procedure.

If you are unsure about which medicine to take, contact your physician. You may also speak with the admissions nurse who can provide further instructions regarding medications.

Bring your all of your medications, including inhalers and all vitamins, herbs, or other over-the-counter medicines you are taking, with you. If you haven't already done so during registration, complete the form on the back of this booklet and bring it as well.



The Day of Your Surgery

If you are an inpatient, you will be taken to the pre-op holding area approximately 1 to 2 hours before your expected surgery time.

If you are an outpatient, come to Saint Mary's at your designated time. If you are unable to be at the hospital then, please call Same Day Surgery at 479-964-9357 as soon as possible.

If you didn't register before the day of your surgery, you must check in with Same Day Surgery Admissions early on the day of your procedure, or check in at the Emergency Department if you arrive before 8 a.m. (Please remember that registering and completing all tests before the day of surgery is advantageous to you and your health care team.)

Reminders:

- Wear comfortable, loose clothing (keep in mind what bandages or dressings you might have after surgery). Low-heeled shoes are preferred.
- Jewelry, earrings, all body piercing jewelry, make-up, nail polish, and contact lenses must not be worn on the day of your surgery.
- Dentures, partial plates, hearing aids, and glasses must be removed prior to your surgery.
- A small closet will be available to you for your personal belongings.
- Please leave valuables at home.
- Bring your medications to the hospital.
- Only two visitors may be with you in the patient preparation area. A waiting room is situated nearby for their convenience. Please do not bring small children.
- Once you arrive at the patient preparation area, a nurse will briefly review your medical history and answer any questions you may have regarding your surgery. Your blood pressure, pulse, and respiration will also be

recorded. You will be asked to put on a hospital gown, and an IV (intravenous fluid given through a vein) will be started in your arm. Local anesthesia will be used before the IV is started.

Patients Who Are Minors

Minors must be accompanied by a **PARENT** or **LEGAL GUARDIAN**.

Surgical Consents

You will be asked to sign an operative and anesthesia permit. Signing the consent form means that you understand your physician's explanation of the surgical procedure.

The operative site will be marked by a member of your surgical team to indicate the correct site. (Example: right leg, left arm).

About Anesthesia

An anesthesiologist (a physician who specializes in administering anesthesia) or a nurse anesthetist (a nurse who specializes in administering anesthesia) will visit with you in the patient preparation area. He or she will ask questions about your health, your family's health history, medicines you are taking, and whether or not you have had previous surgeries. Your answers will help the caregiver administer the most appropriate anesthesia for you. To help you relax, you may be given medication through your IV line just prior to going into surgery.

Types of Anesthesia

Anesthesia is medicine to make you comfortable during surgery or a procedure.

The anesthesia medicine may be given in your IV, through a face mask, or through a tube in your nose or throat. It can also be given as a shot in your back or as a shot in the area where you will have the surgery.



The Day of Your Surgery, continued

Several types of anesthesia are used for surgical procedures, and the type used is determined by the particular procedure to be performed. You and your caregiver will decide which type is best for you. Types of anesthesia include:

- general anesthesia, during which the entire body is “asleep” for surgery. General anesthesia can be used for most procedures or surgeries. The medicine may be given as a liquid in your IV or as a gas through a face mask, endotracheal tube, or a laryngeal mask airway.
- regional anesthesia, which numbs certain areas of the body so you do not feel pain. Common types of regional anesthesia are epidural, spinal and caudal anesthesia, as well as peripheral nerve blocks. With regional anesthesia, you may be awake and aware, or you may receive medication that will make you drowsy or keep you in a light sleep.
- local anesthesia, which is injected by the surgeon. With a local, you may be awake and aware throughout the surgery. You may also receive medication that will make you drowsy or keep you in a light sleep. An anesthesiologist may be in attendance, or a registered nurse will monitor your vital signs and provide sedation and pain relievers as needed.

Drains, Catheters, Pain Pumps, Epidurals

These may be inserted in pre-op or in surgery. Catheters are usually inserted after patients are asleep in surgery. Drains are placed at the end of surgery before the patient awakens.

The Surgical Suite (Operating Room)

The surgical suite provides a safe and sterile surgical environment, and is staffed by trained professionals. The surgical healthcare team includes your surgeon, nurses,

surgical technicians and anesthesia personnel. The team watches over you constantly and monitors your progress and well-being throughout the surgical procedure.

You will be escorted to the surgical suite by a member of this healthcare team. While you are there, warm blankets will be provided should you feel cold.

A blood pressure cuff will be placed on your arm for monitoring your blood pressure. EKG pads will be placed on your chest for monitoring your heart.

A soft padded clip will be placed on your finger for measuring the oxygen level in your blood. Oxygen may be administered by a mask or tubing under the nose. You will be given medicine to relax you or help you go to sleep.

Information for Your Family

When you leave for surgery, your family will be directed to either the surgical waiting area or to your room to wait there. A volunteer is usually in the waiting area to assist the family.

If your family needs to leave the hospital, they must notify the nurse or volunteer of where they can be reached.

If you are an outpatient, you must have someone escort you home at the end of your stay. Our staff must be able to contact this person when you are ready to go home.

We encourage family members to be with you during the later stage of recovery. Your family and/or escort may be with you in the outpatient area after recovery. To promote a restful environment for all patients, however, we recommend allowing young children to visit only briefly.

How long you will be in surgery and recovery may be difficult to determine. On average, your stay will be at least 3 to 4 hours after the surgery start time begins. This does not include the 1 to 2 hours needed for your surgical preparations. Once you arrive, your nurse will determine the best time estimate possible.



After Your Surgery

After surgery, you may be taken to the recovery room. While there, your physician will usually meet with your family to tell them how you are doing, and to answer questions they may have.

In the recovery room, the nurse will frequently take your blood pressure, pulse, and respiration, as well as check your dressings. You will have an IV, and may have other tubes or catheters for drainage. You may experience blurred vision, dry mouth, and chills as you wake up from the anesthesia, and the area of the surgery may burn and hurt.

Please do not hesitate to ask the nurse for pain medication. It is important for you to try to move around in bed and take good deep breaths. This will not only help you wake up, but will help speed your recovery at home as well.

Outpatients: After 30 minutes to 1 hour, you will be taken from the recovery room to the Same Day Surgery area to continue to recover and be discharged. There are certain criteria that must be met prior to discharge, and the nurses will determine when you may leave based on these criteria. Because of the medication and/or anesthesia you received, it will be unsafe for you to drive a motor vehicle or operate power tools for at least 24 hours. You will also be unable to walk home.

Again, upon leaving, you must be accompanied by a responsible adult. We recommend that an adult stay with you during your first night at home to assist you during this time.

Inpatients: After your recovery time, you will be taken to your hospital room. The nurse will inform your family in the waiting area that you are being taken to your room.

Recovery

Always follow the instructions given by your physician.

Activity

Walking and movement help wake up the entire body

system. Activity speeds healing, improves circulation, helps prevent blood clots, prevents pooling of secretions in the lungs (pneumonia) and aids peristalsis (gets the bowels moving!). In order to avoid any unexpected falls, make sure you have appropriate help the first few times you get up. If you are on post-op bed rest, you should be turned from side to side, or repositioned, every 2 hours. Perform leg and foot exercises (pump your feet, do ankle circles, flex and straighten your knees) several times a day unless these are against orders or contraindicated.

Deep Breathing and Coughing

These exercises boost circulation, clear the lungs, and lower the risk of pneumonia. They should be done several times a day (every 2 hours) for 1 to 2 days for minor surgery, and until pain in the incision is gone after major surgery. Splint or support the incision with a pillow or with both hands to assist in coughing more comfortably.

Coughing may not be recommended with some surgeries. In these cases, just take deep breaths and expand the lungs fully.

Wound Care

- Always follow your healthcare provider's instructions.
- Keep the wound area clean and dry.
- Wash your hands before and after caring for your wound or dressings.
- Watch for signs of infection, such as fever, increased redness or swelling, and/or an odorous discharge.

Controlling Post-Op Pain

- Communicate your pain – don't try to tell yourself you should "put up with it." Describe your pain to your healthcare provider using the 1-10 scale. Zero means "no pain" and 10 is the "worst pain." Mention if the pain is sharp, throbbing, etc.



After Your Surgery, continued

- Always follow your healthcare provider's instructions.
- Use a system for keeping track of medications.
- Report any side effects.
- Try drug-free techniques such as deep breathing, relaxation exercises, or cool packs.

Call the Surgery Department with any questions, concerns, or problems you may have. The department number is **479-964-9357**, Monday through Friday, during regular business hours. After hours, contact your physician or Saint Mary's Emergency Department at 479-968-6211.

Follow-up Call

As your healthcare providers, we are interested in knowing how you are progressing at home. Following your surgery, nurses from the department may try to call you a day or two after the surgery to ask how you are doing, and to answer any questions you may have.

More Questions or Concerns?

Because there are so many special instructions to remember, we understand that surgery can be frightening and confusing. If you would like to tour the department or speak with a nurse about an upcoming surgery, please give us a call. The tour and visit can be extremely helpful for children or those who are having surgery for the first time. Family members are welcome.



Wishing you a speedy recovery!



Patient Rights and Responsibilities

We believe that patients who understand and participate in their treatment achieve better results. Please take a moment and familiarize yourself with your rights and responsibilities as a patient.

You have the right to:

- Know the risks, benefits and alternatives to proposed treatments or procedures.
- Choose the physicians or other clinicians who will be providing care or treatment, as well as have information about them.
- Receive information in easy to understand terms that will allow for an informed consent.
- Privacy regarding medical care.
- Participate in the plan of care, including your treatment plan, notifying your family or physician of admission and discharge planning.
- Pain management.
- Refuse care, treatment, and services in accordance with law and regulation.
- Be informed about the outcomes of care, treatment, and services.
- Receive information and communication in an understandable manner and preferred language including provision of interpreter and translation services.
- Receive information and communication to accommodate vision, speech, hearing, or cognitive impairments.
- Formulate advanced directives and have staff and practitioners comply with those directives.
- Reasonable responses to reasonable requests of service.
- Leave the medical center against the advice of the physician.
- Examine and receive an explanation of the bill for services regardless of the source of payment.
- Select providers of goods and services after discharge.
- Receive a Notice of Privacy Practices.
- Request privacy protection.
- Access protected health information in a reasonable time frame.
- Amend protected health information.
- Request an accounting of disclosures of protected health information.
- Be free from any forms of restraint or seclusion as a means of convenience, discipline, coercion, or retaliation.
- The least restrictive restraint or seclusion should be used only when necessary to ensure patient safety.
- Care regardless of your race, color, religion, sex, national origin, age, ability to pay or disability and any other legally prohibited reasons.
- Receive care in a safe and dignified environment, free from all forms of abuse, neglect, harassment and/or exploitation.
- Protection and respect of your rights if you are participating in a human research clinical trial.
- Have a support person during care provided it does not interfere with the rights of other patients or the care process.



Patients' Rights and Responsibilities, continued

- Consent to receive the visitors whom you designate, including but not limited to a spouse, a domestic partner (including a same sex domestic partner), another family member, or a friend. You may withdraw your consent to receive any visitor at any time. To the extent this hospital places limitations or restrictions on visitation, you have the right to set any preference of order or priority for your visitors to satisfy those limitations or restrictions. This hospital does not and will not restrict, limit, or otherwise deny visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation, or disability. This hospital will ensure that the visitors chosen by you will be able to enjoy full and equal visitation privileges, consistent with your preferences.

You have the responsibility to:

- Provide accurate and complete information concerning your present medical condition, past illnesses or hospitalization and any other matters concerning your health.
- Tell your caregivers if you do not completely understand your plan of care,
- Follow the caregivers' instructions.
- Follow all medical center policies and procedures while being considerate of the rights of other patients, medical center employees and medical center properties.

You also have the right to:

- Lodge a concern with the state, whether you have used the hospital's grievance process or not. If you have concerns regarding the quality of your care, coverage decisions or want to appeal a premature discharge, contact the State Quality Improvement Organization (QIO) at (501) 212-8600 or by mail at

Arkansas Foundation for Medical Care
1020 West 4th Street
Little Rock, AR 72201

Regarding problem resolution, you have the right to:

Express your concerns about patient care and safety to hospital personnel and/or management. If your concerns and questions can not be resolved at this level, contact the Joint Commission at 1 (800) 994-6610, by fax at (630) 792-5636, by e-mail at complaint@jointcommission.org, or by mail at:

Office of Quality Monitoring
The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, IL 60181



Pre-Op Instructions

Please read the following instructions and sign below, indicating you have read and understand them. Thank you!

Patient's Name: _____

Surgery Date: _____ Scheduled Arrival Time: _____

- 1 DO NOT EAT OR DRINK ANYTHING AFTER MIDNIGHT ON THE NIGHT BEFORE YOUR SURGERY!
- 2 On the morning of your surgery, take ONLY medications for your heart, high blood pressure, seizure disorder or breathing disorders. You may take one sip of water with these medications. DO NOT take any diabetes-related medications on the morning of your surgery.
- 3 No jewelry, body piercing jewelry, make-up or nail polish can be worn. Lotions, perfumes, colognes, and body sprays should not be used that day. Dentures or partials, as well as contact lenses, must be removed prior to surgery.
- 4 BRING YOUR MEDICATIONS WITH YOU TO THE HOSPITAL, even if you have already supplied a list.
- 5 Plan for a RESPONSIBLE ADULT to drive you home. You will not be able to drive.
- 6 Patients who are minors must have an ADULT present in their rooms at all times. This includes the time periods when minor patients are in the holding area, operating room and recovery room.
- 7 Bathe with ANTIBACTERIAL SOAP before arriving for your surgery. This reduces risk for postoperative infection. You may brush your teeth.
- 8 When you arrive at the hospital, park on the east side and enter at the main entrance. Take the elevator, which is across from the gift shop, to the third floor. As you exit the elevator, bear left and follow the Saint Mary's Care signs and floor decals to the Same Day Surgery nurses' station.
- 9 Up to TWO VISITORS may be with you in the Same Day Surgery area. For their safety, children under age 12 are not permitted to visit or accompany patients in the Same Day Surgery Department.
- 10 Knowing you may be anxious and that your time is valuable, we make every attempt possible to adhere to your scheduled surgery time. Please understand, however, that surgery schedules may be interrupted by unexpected emergencies or delays. Also, due to occasional case cancellations, your procedure may begin earlier than scheduled. We appreciate your patience and understanding should either event occur.

I have read and understand the above pre-operative instructions. I realize my failure to comply with these instructions can result in a delay or cancellation of my surgery.

Patient's Signature



List of Current Medications

<i>TYPE</i>	<i>MEDICATION NAME</i>	<i>DOSAGE</i>	<i>FREQUENCY</i>
Prescriptions			
Over-the-Counter			
Vitamins			
Herbs/Dietary Supplements			
Homeopathic Remedies			
Other (alcohol, drugs)			



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