



# SURGERY AT McLAREN BAY REGION: WHAT TO EXPECT

We understand that surgery can be stressful. We're here to help. This booklet will help you and your loved ones understand how to prepare, what to bring with you, and what you can expect on your surgery day.



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# SURGERY & PROCEDURE CONTACT CHECKLIST

## Pre-Procedure Screening (PPS): (989) 894-3940

You will receive a call from PPS one (1) to fourteen (14) business days\* prior to your surgery or procedure. We will review your health history with you and instruct you what to do on the day prior to your surgery. If you have not received a call by the morning of the business day prior to your surgery, please contact PPS directly.

**Prior to this call, be sure to have the following items:**

- Updated list of medication (name, dosage, frequency)
- Allergies

## Pre-Procedure Holding Clerk (PPH): (989) 894-3076

You will be contacted by PPH one (1) business day\* prior to your surgery or procedure and advised of your arrival time. You should expect this call between 2:00 p.m. and 5:00 p.m. Please be sure to check your answering machine as PPH will leave a message at the phone number you provided to your doctor's office and the preregistration department.

## Financial Clearance: 1-800-McLaren (1-800-625-2736)

The Financial Clearance office verifies whether pre-certification and authorization are required for your surgery or procedure. If pre-certification and authorization are required, the team works with your provider to assure it is obtained prior to your surgery or procedure. The office also reviews your benefits with your insurance provider to determine if a deductible, coinsurance, or copay will be applied. **Financial Clearance will contact you if this applies to your claim.**

*\*Business day is defined as Monday through Friday from 7:00 a.m. to 5:30 p.m.*



## PLANNING FOR YOUR SURGERY

Expect a call from Pre-Procedure Screening (PPS). They will ask you many questions and may request the following:

- A list of your medications including the name, dose, strength, and frequency. Be sure to include any over-the-counter medications as well as marijuana or recreational drugs. Please be accurate. This will help the anesthesia team ensure that you receive the safest medications to sedate you on the day of your surgery
- A list of allergies to medications, environmental allergies (like latex or bees), and any allergic reactions/symptoms you have experienced
- A brief health history, including prior surgeries

They may instruct you, if your surgeon did not, on:

- Medications to take the day of surgery.
- Labs and procedures to complete before your surgery.

## THE DAY BEFORE SURGERY

- You will receive a call between 2:00 p.m. and 5:00 p.m. Please be sure to check your answering machine. Please plan on the procedure/surgery to take all day, like a travel day at the airport. Procedures can have delayed start times or emergencies may arise that could potentially delay your surgery. We ask for your patience and understanding. Everyone's safety is important to us.
- Not feeling well? If you develop a fever, sore throat, cough, nausea/vomiting, or have diarrhea the day before surgery, please call your surgeon's office. Your procedure may be rescheduled to ensure you are in an optimal state for surgery. This will help your recovery process as well.

- No smoking. Please stop prior to your procedure. This will reduce your risk of infection. Please consult your surgeon for guidance. (See *smoking cessation resources, page 6*)
- To avoid infection, please shower and wash your hair as instructed by your doctor. Your surgeon's office may provide you with special medicated wipes/soap to use prior to your procedure. Be sure to use these as instructed.
- DO NOT EAT AFTER MIDNIGHT! We need your stomach to be completely empty to avoid risk of aspiration. Small sips of water may be acceptable to take with your morning medications (ask your nurse), but absolutely nothing after that. This includes other liquids, gum or mints.
- All valuables, including jewelry, should be taken off and left at home. This includes body piercings.

## MORNING OF SURGERY

On the morning of surgery:

1. Brush your teeth.
2. Take your medication with a sip of water, as directed by the nurse.
3. Do not use lotion or powder on your skin. You may use deodorant if necessary.

## ARRIVAL TO THE HOSPITAL

Before arriving at the hospital, you should have:

- Picture identification (we ask for this to prevent identity theft)
- Insurance information (please let us know if there are any changes since you registered on the phone).
- A list of medications including the name, dose/strength, and frequency. Include any over-the-counter medications, marijuana or recreational drugs. These can interact with medications we give you, so please be thorough.
- The staff will again ask about any allergies you may have and what type of reaction you experienced.

- Medical Durable Power of Attorney (if you have one).
- If you have been told you have sleep apnea and use a C-PAP machine at home, bring it with you to the hospital in case you stay the night. You may leave it in the car until it is requested.
- If you wear glasses, contacts, dentures, or hearing aides, bring a container/case so they can be safely stored during your procedure.
- For an extended stay, please bring an overnight bag of your necessities, but leave it in the car. Your family can bring it in when you receive a room. For children, please remember a blanket or special toy.
- Driver/transportation - you will need to have someone available to drive you home. The medication you receive will make it unsafe for you to drive yourself. If you do not have an identified driver, your procedure may be canceled.
- We ask that someone stay at the hospital while you are in surgery. Your surgeon may need to speak to them in the event of a delay, cancellation, or unexpected complication.
- Dress in loose, comfortable clothing that is easy to remove and put back on.

Enter the hospital through the South Tower Entrance and proceed to the main Registration Desk.

## PREPARING FOR YOUR PROCEDURE

- After you check in, you will receive a wristband with your name and date of birth. Please read it and make sure all information is correct.
- Medications you will receive for surgery will be administered through an intravenous (IV) tube. An IV will be placed while you are in the Pre-Procedure Holding area. The nurses are experts at placing IVs, since they do so many. If you are fearful or anxious about this, let the staff know. Some surgeries require two IVs to be placed.

- **You will be provided a unique PIN number to protect your privacy which you can give to family and friends. If someone calls to ask about you, we will not give them any information unless they know your PIN number.**
- Everyone is going to ask your name, birth date, who your doctor is, and what you're having done. This is for your safety, to ensure you receive the care/treatment intended for you.
- While in Pre-Procedure Holding, an anesthesiologist may meet you, ask you questions and conduct a brief assessment. They may also discuss the different types of anesthesia. During this time, you will be asked to sign a consent specific for the anesthesia plan. Feel free to ask questions!
- Read all forms carefully before you sign them. Ask questions if you do not understand something.
- For your safety, you will not be allowed to drive after a procedure, as the medications you receive may impair your ability to safely operate a vehicle. We require that you have someone over age of 16 years of age to drive you home. **If you go home the same day of surgery, we also recommend that someone stay with you for at least 12 hours until effects of anesthesia wear off.** You may be sleepy, dizzy or need help with self-care.
- The surgeon may write on your operative site to ensure we all agree on the area you will be having surgery (right side vs. left side, etc.).
- To reduce the risk of developing an infection, you may receive one or more of the following: IV antibiotic, medicated mouthwash, and antiseptic nasal swab.
- If you are a diabetic or at risk for diabetes, we will check your blood sugar.
- Females may have a urine pregnancy test conducted while in the Pre-Procedure Holding area.
- Depending on your type of surgery, the surgical area may be washed, and hair clipped/removed.

- An operating room nurse will come and take you to the operating room. They will tell you their name, and what they do. Your loved ones will be instructed on where to wait for you.
- For children, please bring an extra change of undergarments/diapers, favorite sippy cup/ bottle, and other comfort items (i.e. a favorite blanket, stuffed animal, or toy).

## HEADING TO THE OPERATION ROOM

- It's going to get bright and chilly, but we will cover you with a warm blanket.
- People may be counting instruments, you may hear voices, clinking and clanking. This is expected.
- Your surgical care team will introduce themselves and let you know their role.
- You will have many people working around you – just follow their instructions. Feel free to ask questions.
- We will hook you up to monitors.
- You may get sleepy. Just relax--you're in good hands! We will see you after your procedure.



## HOW LONG WILL SURGERY TAKE?

Keep in mind that the times below are general and that the length of surgery varies based on the specific needs of the individual. Occasional adjustments in the surgery schedule must be made to accommodate emergency arrivals. We will do our best to keep you informed of any changes to the schedule that could result in a delay.

Average times for most common surgeries are:

- Cataracts: average 30 minutes
- ENT cases – tonsils/adenoids: 45 minutes
- Total knee/hip surgeries: up to 3 hours
- Spine cases (vary of number of levels & complexity): greater than 2 hours
- Open Heart/Valve Surgeries: 3-4 hours
- Open/lap appendix or gallbladder cases: 45-90 minutes
- Aortic Aneurysm Repairs: 2-3 hours
- Fem/Pop bypass: 2-4 hours
- Carotid endarterectomy: 3 hours
- Hernia repairs: 45-90 minutes
- Knee arthroscopies: 45-60 minutes

Your surgeon will provide you and your family a length of time to expect your case to take and your family will be kept informed.

## AFTER SURGERY: POST ANESTHESIA CARE UNIT (PACU)

- You will go to the PACU (recovery room) after your surgery.
- The surgeon will call or talk to your family face-to-face.
- While you are in PACU you will be cared for by a nurse who will watch for signs that you need pain medicine. Everyone wakes up differently after anesthesia, some more quickly than others.

- The nurses will monitor your heart, your temperature and your oxygen levels. They will ask you to open your eyes and to answer questions to make sure you are waking up as expected.
- They will ask your name and birth date and will check your name bracelet before giving you medications or blood products.
- If you are going home the same day, your family will be notified when they can join you in the Phase II Recovery Room.
- If you are being admitted to the hospital, your family will be notified where to wait and when you are being taken to your room. Visitors are not allowed in the Phase I Recovery Room.
- You will be encouraged to drink fluids before you leave.
- You will keep your IV in place until you go home.
- You may be required to urinate depending on your surgical procedure.
- **A nurse will review your discharge instructions with you and the person driving you home before you leave McLaren Bay Region. Your nurse will also provide a written copy of these instructions including details about your care and what to expect during your recovery.**
- Your discharge instructions will include
  - Medications
  - Activity restrictions
  - Diet
  - Fluid intake
  - Dressing changes
  - Equipment needs
  - When to call for a follow-up appointment
  - Whom to contact in an emergency
  - Your safety is our priority. We will be confirming that you have a responsible adult (16 years old or older) to give you a ride home from the hospital and stay with you for at least 12 hours after your procedure.

# YOUR RECOVERY

During your time at McLaren Bay Region, a member of your care team will instruct you on what you may expect during your recovery. You will also receive discharge instructions that include symptoms you should watch for after your procedure, instructions about medicines, and home care.

SYMPTOMS	WHAT TO DO IF YOU EXPERIENCE THESE SYMPTOMS
<p><b>PAIN</b> – you may experience pain because of your procedure.</p>	<p>Some ways to control pain include prescription medication, over-the-counter pain relievers, ice packs, or a change in positioning. If you have unresolved pain, refer to your discharge instructions and contact your doctor if symptoms persist.</p>
<p><b>NAUSEA &amp; VOMITING</b> – You may experience nausea or vomiting because of your procedure or anesthesia.</p>	<p>Nausea and vomiting are common problems for patients recovering after surgery. Over half of all surgery patients experience nausea and vomiting, some immediately after surgery, and others once they get home and are recovering there. If you experience these symptoms, refer to your discharge instructions and contact your doctor if they persist.</p>
<p><b>INFECTION</b> – You may experience fever, swelling, heat, drainage or redness because of your procedure.</p>	<p>Refer to your discharge instructions and contact your doctor if these symptoms persist.</p>
<p><b>BLEEDING</b> – You may experience bleeding because of your procedure.</p>	<p>After surgery, it is common to have some minor bleeding from the cut (incision) made by your doctor. But problems may occur that cause you to bleed too much. Refer to your discharge instructions and contact your doctor if bleeding persists.</p>

## GOOD HAND WASHING IS KEY TO YOUR RECOVERY!

Our hands contain lots of germs that can easily spread to other areas and cause an infection. Hand hygiene (washing or using hand sanitizer) helps stop these germs from spreading.

### You should practice hand hygiene:

- Before preparing or eating food
- Before and after touching your eyes, nose, or mouth
- Before and after touching wound dressings or bandages
- After touching hospital surfaces such as bed rails, tables, doorknobs, remote controls, or the phone
- After using the restroom
- After coughing, sneezing, or blowing your nose



## Instructions for washing with soap and water:

- Wet hands with water. Apply a quarter-sized amount of soap to hands (or rub bar soap between hands)
- Rub hands together to form a lather, then rub all over hand surfaces (including tops of hands, between fingers, around and under nails) for 20 seconds
- Rinse under running water
- Dry hands with paper towel, then use paper towel to turn off faucet

## Instructions for using hand sanitizer:

- Apply product to palm of hand
- Rub hand together, then rub product all over hand surfaces (top of hands, between fingers, around and under nails)
- Continue rubbing until dry
- If your hands are visibly dirty, use soap and water instead of hand sanitizer

## Other Reminders:

- Keep nails short and clean.
- Avoid touching bandages or wounds, but if you must, make sure you thoroughly wash your hands and nails first
- Please ask your healthcare providers and visitors to practice hand hygiene too!
- If you have pets at home, do not let them sit on your lap and do not hold them for at least 7 days. Wash your hands thoroughly after feeding, grooming, or petting your animal!
- Do not pick at your dressing or incision and do not allow family members or visitors to do so. Dressings are put on to protect you from an infection while you heal.
- To stop the spread of germs, your family, friends, and caregivers should wash their hands before and after entering your room and when providing care. Those who are sick with a cold or flu, should not visit until they are well.

## SMOKING CESSATION HOTLINES & HELPLINES

This information is intended to provide access to local, statewide, and national smoking cessation hotlines and/or helplines. Many of the statewide hotlines/helplines are available only to residents of that state, and for most of them, access to the number is available only when calling from a phone number in that state.

### Local

#### **American Cancer Society Freshstart® Smoking Cessation Program: 1-877-411-2762**

This program is designed to help participants stop smoking by providing essential information, skills for coping with cravings, and group support. The cost is \$25 for the 2-session program and payment is due at the first class. Registration is required.

Location: McLaren Bay Region West Campus  
Center for Rehabilitation, Conference Room A  
3190 E. Midland Rd.  
Bay City, MI 48706

### Statewide

#### **Michigan Tobacco Quit Line: 1-800-784-8669**

The Quit Line provides cessation services to Michigan residents that want to quit using tobacco. The Quit Line helps tobacco users gain confidence and motivation they need to quit for good.

The Michigan Tobacco Quit Line offers:

- Free provider referrals
- Free counseling from a personal health coach
- Free participant toolkits
- Free nicotine replacement therapy to those who qualify

### Nationwide

#### **American Cancer Society: 1-800-227-2345**

The ACS offers information on local cessation programs and provides smoking cessation literature. National Cancer Institute: 1-800-422-6237

The National Cancer Institute provides literature on smoking cessation. While they provide individuals to go over the literature with callers, they are not trained counselors.







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