



# DOING WHAT'S BEST.

Thank you for choosing McLaren Greater Lansing for your surgical procedure. Our goal is to provide you with the highest level of care and service. Please let us know how we can be of any assistance.

## Your privacy is important to us.

A private bay is reserved for you before and after your surgical procedure. Registered nurses will ask questions about your health to ensure your safety throughout surgery and anesthesia. Some questions will be repeated by several caregivers. It is the standard of care for each healthcare provider to verify your identity and your procedure before proceeding with any direct patient care.

Prior to surgery, you will meet with your anesthesiologist and surgeon to complete your pre-procedure assessment, and answer any questions you or your family may have. Your surgeon will also mark the surgical site with a special marker before going to the operating room.

Your surgery has been scheduled for a specific time and we do our best to make sure this happens. There are times when your procedure can start earlier, and other times when your procedure may be delayed by unforeseen circumstances. Our staff will do their best to keep you and your family aware of these changes.

**Visitors** – We allow one healthy visitor per day. Visitors are required to wear a mask at all times and will be screened for COVID-19 upon entering the hospital.

Visitors may be asked to return to the waiting room during certain procedures. It is important that your visitor stay in the family lounge during your procedure so that the surgical team can update them on your care throughout your stay. If a visitor must leave the lounge area, we ask that they please inform the surgical volunteer of where they are going and an estimated return time.

- The cafeteria/vending machines are on the ground floor of the hospital.
- Visiting hours—General visitation is 11 am – 8 pm daily.
- Early visitation hours are extended to family members of surgical patients.
- WiFi available.
- Convenient, free parking on both campuses.



GREATER LANSING

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## HOSPITAL NAVIGATION

**Restrooms** – Many times a urine specimen is needed as part of your surgery preparation. Please check with the volunteer desk before using the restroom.

**Pennsylvania campus** – There are two restrooms located on either side of the family surgical lounge near the patient entrance. There are also restrooms within the Same Day Surgery department.

**Greenlawn campus** – Restrooms are located in the hallway outside of the family lounge, to your left. There are also restrooms throughout the Same Day Surgery department.

**Telephone use** – There is a telephone in the surgical family lounge for making local calls. Dial 9, then the phone number. Cellular phones are allowed in the patient care area and lounges.

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**Admissions and Discharges**—Surgical times vary considerably from patient to patient. Nursing staff and the patient tracking board will keep your visitor informed of your progress. You will be given a personal Tracking ID number to protect your privacy while providing your visitor with the most current information.

You will most likely spend time in the Post Anesthesia Care Unit (PACU)/recovery room. Afterward, you are either admitted to a hospital room or return to Same Day Surgery/Phase II to be discharged. Time in PACU/recovery varies. Family is not allowed to visit in the PACU/recovery room (except in special circumstances) due to the sensitive nature of emergence from anesthesia and pain control. Discharge time depends on your condition and the type of procedure. In the event you are in the PACU/recovery room for more than 90 minutes, the RN may be able to arrange for your visitor to visit as your condition permits.

Family members are important, and one healthy visitor per day is welcome to stay with you in the Same Day Surgery/Pre-op area. The surgeon will speak to your family member in a consultation room once the procedure is finished.

Your family member will be allowed to visit you after you return to Same Day Surgery/Phase II or when you are being transferred to your room for the night.

YOUR TRACKING ID# \_\_\_\_\_

## VISITOR INFORMATION

### Patient Tracking Legend:

Patient is in pre-operation room	Patient is in PACU I
Patient is ready for surgery	Patient is in PACU II
Patient is in surgery	

## CAFETERIA INFORMATION

McLaren Greater Lansing  
Located on the ground level of the main hospital.

**Hours:**

Breakfast— 6:00–9:30 am  
Lunch—10:30 am–2:00 pm  
Dinner—4:30–7:30 pm

Vending machines are located in the front of the café and are accessible 24 hours/day, 7 days a week.

McLaren Orthopedic Hospital  
Located on the Garden G level.

**Hours:**

Breakfast— 6:45–9:45 am  
Lunch—11 am–2:00 pm

Vending machines are located in the front of the café and are accessible 24 hours/day, 7 days/week.