



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 if 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 preprocedure assessment. They will answer any questions you and your family 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 maintain this schedule. 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.

Visitor Information - 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 a.m. – 8 p.m. daily.
- Early visitation hours are extended to family members of surgical patients.
- Wi-Fi available.
- Convenient, free parking on campus.



GREATER LANSING

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HOSPITAL NAVIGATION

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

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 - Length of surgery varies considerably from patient to patient. Nursing staff and the patient tracking board will keep you informed of your loved one's progress. Each patient is given a personal Tracking ID number to protect their privacy while providing their visitors with the most current information.

Most patients spend time in the Post-anesthesia Care Unit (PACU)/recovery room. Afterward, they either are 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 patient condition and the type of procedure. In the event your loved one is in the PACU/recovery room for more than 90 minutes, the RN may be able to arrange for you to visit as conditions permit.

Family members are important, and they are welcome to stay with you in the Same Day Surgery/Pre-op area. The surgeon will speak to family 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# _____

Patient Tracking Legend.

Patient in preoperation room	Patient is in PACU I
Patient is ready for surgery	Patient is in PACU II
Patient in surgery	

CAFETERIA INFORMATION

Café

6:30 a.m.–6 p.m.
Breakfast: 6:30–9:30 a.m.
Lunch: 11 a.m.–2 p.m.
Dinner: 4 p.m.–6 p.m.

There are many dining options, including a salad and soup bar, deli, grill, and more.

Coffee Shop (Monday-Friday)

6:30 a.m.–11 p.m.

Smoothie Bar (Monday-Friday)

8:30 a.m.–3:30 p.m.

Vending Machines

Snack and soda machines are available near the Emergency Department entrance.