



MACOMB

Patient Tracking Number:

## Welcome Family and Care Planners

Our Welcome Desk staff is available for your needs in the Surgical Lounge. Please feel free to ask questions at any time. We are here to provide a comfortable atmosphere and you and keep you updated throughout the day.

### Important:

We will communicate with family & friends who are supporting our patients. Please provide a phone number where you can be reached.

### While You Wait:

We provide free internet. The WiFi networks is McLaren Guest.

### Key Phone Numbers:

Surgery Center Family Lounge: 586-493-1677  
Main Hospital Surgery Family Lounge: 586-493-8167  
Recovery Rm: 586-493-1542  
Operator: 586-493-8000 (or "0" from any hospital phone)  
Welcome Center Outpatient Entrance: 586-493-2375  
Welcome Center Main Entrance: 586-493-3301

## What to Expect

Approximate Time

### Before Surgery, Pre-Operative (Pre-Op)

This is where we prepare your loved one for surgery. When preparation is complete, one family member or friend is welcome to come back and visit until the time of surgery.

1 to 3 Hours

### Operating Room

You will be updated throughout the surgical procedure. We provide phone call updates, and status boards are located in the family lounge. You can find the status on the status boards by using the Patient Tracking Number at the top left of this sheet.

Time varies depending upon the procedure

The surgeon will provide you with an estimated length of the surgery. Please remember this is only an estimate. We will let you know if the surgical time is longer. The surgeon will speak with you after the procedure and provide details about the procedure. Please do not hesitate to ask questions and/or take notes.

We will update you when surgery starts. Please refer to the tracking board

### Important:

There will be a delay from the time the surgeon is finished with the procedure and the patient's arrival in the recovery area.

### Recovery, Post Anesthesia Care Unit (PACU)

Please review patient tracking board to see when your loved one is in recovery.

Visitation is limited out of respect for the privacy of other patients and to allow the recovery room nurses to focus on patient care. An exception may be made for patients under the age of 18.

1 to 3 Hours, Time can vary depending upon the procedure

***Remember, please feel free to ask questions at any time.***

### A Few Friendly Reminders:

- Please help us maintain a quiet and respectful environment.
- Please be respectful of others while using your cell phone; no speaker conversations please.
- Please be mindful that patients cannot eat or drink while waiting in the family lounge.
- Please turn down ringtones and notifications.
- Please use headphones when listening to electronic devices.



## **Can I leave the surgical area during the surgical procedure?**

You are welcome to go to the cafeteria\* located on the lower level of the main hospital building, the vending machines\*, or the Perks Coffee Shop\* but then please promptly return to the lounge area. If you do leave the Family Lounge area, please let the Greeter at the desk know you are stepping away or contact the Charge RN at 586-493-1542. Please be sure to check back in with one of them when you return.

## **Will I speak to the surgeon when the procedure is complete?**

Yes, your surgeon will be out to talk to you after the procedure is complete. Your privacy is extremely important to us, which is why we offer a separate, quiet consultation room where our surgeon may privately discuss the results of your loved one's surgery. Also, since your loved one will be waking up from anesthesia, information will be communicated to you by the surgeon to share with the patient as soon as he/she is fully awake and aware.

## **Patient Tracking Board**

You can also track your loved one's surgery by viewing the tracking board located in the Family Lounge. You can follow by viewing the *patient tracking number* found on the top left area on the other side of this sheet.

## **How will I know when my family member is ready to leave the PACU?**

Waiting room assistant will reunite you with your loved one when he/she is ready to return home (outpatients) or admitted to their hospital room.

\*Cafeteria Hours: Sun thru Sat - 6:30am-10:30am & 11:00am-2:30pm

\*Perks Coffee Shop Hours: Mon thru Fri (6:30am-4:30pm); closed weekends.

\*Vending Machine Locations:

- Lower Level, Main Hospital, next to main elevators
- Northwest Tower, Emergency Department, Main Floor
- Surgical Waiting Areas: Main OR and Surgery Center