

# Getting Ready for Surgery

**Bring this folder with you to appointments and your surgery.**

We understand this may be a new experience for you and your family, and we want you to know we are here for you. In preparation for your surgery at our Wake Forest Baptist Medical Center facility, we want to share what you and your support person can expect before, during and after your surgery. Our committed staff promises to keep you safe, care for you, involve you and your family, and respect you and your time.

Surgeon's name \_\_\_\_\_ Date of surgery \_\_\_\_\_

Surgeon's phone number \_\_\_\_\_ Arrival time for surgery \_\_\_\_\_

After office hours, call **336-716-2011** and ask for the Doctor on Call.

Surgery Scheduling: **336-713-6000** \ Preoperative Assessment Clinic (PAC) number: **336-716-4600**

Other Questions \_\_\_\_\_

## The Preoperative Assessment Clinic (PAC) Visit

Once your surgery is scheduled, our nurse navigator will call you to discuss your individual plan of care. That plan may include a PAC visit at the Medical Center before surgery.

### My appointment is scheduled for:

Day \_\_\_\_\_ Date \_\_\_\_\_ Time \_\_\_\_\_

Please arrive 15 minutes early to complete paperwork. Expect to be at your PAC visit for two hours.

### Who and what do I need to bring to my PAC visit?

- |   |   |   |
|---|---|---|
| <input type="checkbox"/> Support person, if available | <input type="checkbox"/> Current medication list (doses and instructions) or medicines in original containers | <input type="checkbox"/> Be prepared to review information about your medical history, including past surgeries |
| <input type="checkbox"/> Photo ID                     | <input type="checkbox"/> Stent cards  |   |
| <input type="checkbox"/> Insurance card               |   |   |

### What will happen at this appointment?

- ▶ You will meet with a physician assistant, nurse practitioner or physician to discuss your medical history, current medications and to check your overall health. Our team will be able to address any ongoing medical concerns and answer any questions you have about preparing for surgery. We will also discuss your options for anesthesia, but please remember that the final anesthetic plan will be determined on the day of surgery by the physician anesthesiologist taking care of you.
- ▶ You will get specific instructions regarding any medication adjustments and taking your medications.
- ▶ You will receive an after-visit summary. This summary is an important document that you should refer back to for preoperative and medication instructions outlined during your PAC visit. Please give us a call if any instructions aren't clear to you once you leave, using the phone number listed on the summary.

### Night Before Surgery

- ▶ Follow all pre-op instructions from your surgeon and the PAC team.
- ▶ Most patients should not eat or drink anything after midnight, but please refer to your specific instructions.
- ▶ See **Tip sheet** on the back of this folder.
- ▶ Due to the need to accommodate urgent and emergent surgeries, we cannot inform you of the time to arrive for surgery until the day before. **If you have not heard about your schedule by 3 pm the day before your surgery, call 336-713-6000.**

### Day of Surgery

- ▶ Leave valuables at home but **bring a photo ID.**
- ▶ Have someone drive you to the hospital. **You must have transportation home** after surgery because you will not be able to drive yourself. For your safety, transportation by bus or taxi is not permissible.
- ▶ If you are going home the same day of surgery, a support person should stay with you for 24 hours after surgery.
- ▶ Park at the top (Blue Level) of **Parking Garage "B"** for a fee of \$4.50. An attendant will be available in the parking deck for assistance. If you need help with a wheelchair or other assistance, go to the main Medical Center entrance at Reynolds Tower. Or, for an additional fee, valet parking is available.

#### What happens after I arrive?

- ▶ **Check-in at Surgical Services** (1st floor, Ardmore Tower) at the time given to you by scheduling, which is about one hour before your scheduled surgery.
- ▶ Your nurse will call you back to get prepared for surgery.
- ▶ Your nurse will start your IV in the holding room.
- ▶ Your surgical team will confirm your name, date of birth, type and location of your surgery. For your safety, the same questions will be asked several times as you go different places during the surgery process.
- ▶ Your support person will remain in the waiting room until updated by the surgeon or a member of the surgical team.

#### Surgery Rooming Process

Our goal is to begin surgery at the scheduled time; however, the complex nature of surgery sometimes causes delays. Our team will always keep you informed of any delays.



### After Surgery: Recovery

Once your surgery is completed, you will go to the **Post Anesthesia Care Unit** or **PACU** (say PACK U). Some patients may go to the ICU (Intensive Care Unit) after surgery, if needed.

The length of time a patient is in the PACU depends on:

- ▶ Type of surgery
- ▶ Type of anesthesia
- ▶ Amount of pain or nausea
- ▶ Need for special treatments
- ▶ Availability of a hospital room

**The average PACU recovery time for adults is 1–3 hours.** If you are being discharged home that day, your support person will be called to join you in the PACU. If you need to stay in the hospital, your visitors will be directed to your room.

- ▶ **Will I be in pain?** You will experience some pain. Tell your nurse if you have pain and if you don't get relief from the pain medicine. We will do our best to help you manage your pain.

#### For patients staying overnight:

- ▶ **When will I eat?** After your doctor orders your diet, you may have food. Dial 6-5900 for food orders.
- ▶ **When can I get out of bed?** We will help you get up and moving as soon as possible after surgery. This helps your body heal faster. Always call your nurse to help you get out bed—we don't want you to fall.

### Tips for Preparing for Surgery

It is important to be as healthy as you can be for your surgery. Here are some tips that can help boost your health and improve your recovery.

- ❑ **Shower or bathe the night before and the morning of surgery** using antibacterial soap and a washcloth. Your nurse will tell you if you need a special soap. Wash the body where your surgery will take place with extra care to help remove germs from the skin. **DO NOT** shave the area where the doctor will operate. Shaving increases the chance of wound infection.
- ❑ **Cut and clean your fingernails before surgery.** Long fingernails can make it hard for you to wash your hands well. Remove nail polish so we can check the color of your nails beds after surgery. It is best to remove artificial nails before surgery because they can hide germs.
- ❑ **Tell your doctor if you have loose or decayed teeth, or an infection or sores in your mouth.** Brush your teeth before you go to surgery. When you rinse your mouth, do not swallow water. You may need to remove false teeth or non-permanent dental work before surgery.
- ❑ **Ask your primary care doctor if you should get the flu vaccine** (if it is flu season) and the pneumonia vaccine.
- ❑ **Please tell your family and friends not to visit if they are ill.** Visitors and staff should wash their hands before and after touching you.
- ❑ **Tell your doctor if you drink alcohol** (beer, wine, liquor). You need to be honest about how much you drink. Drinking more than 3 drinks per day may affect your recovery.
- ❑ **Tell your surgeon if you now have or have been around someone with a disease that can be catching.** This includes diseases such as chicken pox, shingles, methicillin-resistant staphylococcus (MRSA), or vancomycin-resistant enterococci (VRE).
- ❑ **Bring ALL your medicines in the original containers, or bring a list with the names of ALL medicines you take and how often you take each one.** This includes health drinks, such as Ensure® and Slim Fast®, herbs or herbal tea, vitamins, pain pills, aspirin or blood-thinning drugs, diet pills and other over-the-counter (OTC) medications.
- ❑ **Do not take your own medicine while you are in the hospital.** The nurses will give you medicine from our supply. During surgery, your family needs to keep your medicine. If your doctor tells you to take your medicines the day of surgery, take them with only a sip of water.
- ❑ **Quit smoking as soon as you know you are to have surgery.** This helps prevent lung problems after surgery. (Smoking is not allowed inside or outside of the hospital.) Please tell your nurse or provider in the PAC if you would like smoking cessation resources and/or tips.
- ❑ Depending on the type of anesthesia and surgery you have, it will be important to **deep breathe and cough after surgery.**

### Online Education

Go to [WakeHealth.edu/YourSurgery](http://WakeHealth.edu/YourSurgery) to view our online video.

Wake Forest Baptist Health is dedicated to the highest standards of patient-centered care. If there is anything we can do for you during your stay, please don't hesitate to ask. After you are discharged, you may receive a survey that asks about your surgical experience. Your feedback is always considered and valued.

Revised 2015 by: Surgical Navigation Center  
Folder concept by: Judy Farkas, RN, BSN MHA and Carol Orr, RN  
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Surgical Services, Wake Forest Baptist Health



**Surgical Services**

Storeroom # 09-015000  
January 2016

# Anesthesia

You may have some questions about anesthesia related to your surgery. Please review the information below.<sup>1</sup> Your surgical team is also available to answer any of your questions about anesthesia.

## What is anesthesia?

Anesthesia is the use of drugs to prevent pain during surgery or other medical procedures.

## What is sedation?

Sedation is the use of drugs to relax you and may be used with anesthesia.

## Types of anesthesia

The anesthesia you are given is based on your health, history, the procedure and your choice.

- ▶ **Regional anesthesia**—produces a loss of feeling to a specific region of the body. A shot is given to numb that area that requires surgery.
- ▶ **Local anesthesia**—produces a loss of feeling to a small, specific area of the body. A shot is given to numb the area.
- ▶ **General anesthesia**—affects the entire body. You have no awareness or feeling. You may breathe gases or vapors through a mask or tube. Drugs may also be given through an intravenous (IV) tube.

## Effects of sedation

- ▶ **Relaxed and awake**—you can answer questions and follow directions.
- ▶ **Relaxed and drowsy**—you may sleep through much of the procedure. You may hear sounds and voices around you. You can be easily awakened when spoken to or touched.
- ▶ **Drowsy to lightly sleeping**—you may have little or no memory of the procedure. Your breathing slows and you may be given oxygen. You may sleep until the drugs wear off.

<sup>1</sup>Speak Up: Anesthesia and Sedation. (2015).

Retrieved 2015, from [http://www.jointcommission.org/assets/1/6/Speak\\_Up\\_Anesthesia\\_infographic\\_final.pdf](http://www.jointcommission.org/assets/1/6/Speak_Up_Anesthesia_infographic_final.pdf)

## Financial Services Guidelines

We understand your concerns about health care costs. This section will review your responsibilities concerning payment and phone numbers to call if you have questions about your bill.

**Participating Insurance Plans**—Wake Forest Baptist Health participates with many insurance companies, Medicare and Medicaid. Call your insurance company to confirm participation.

**Bills / Claims**—You will receive one bill from Wake Forest Baptist Health. It will include items such as, but not limited to, the costs for your hospital room, doctor's office, operating room, tests, medicines and supplies, doctors who interpret tests, doctors who do X-rays, and doctors who see you while you are in the hospital or clinic. As a courtesy, we will send your bill to your insurance company. If you choose to file your own claim or do not have insurance, you must "pay upfront" when you receive services.

**Patient Responsibility**—The amount patients need for payment is based on their benefits and estimated charges. We will send a bill for the balances to the responsible party.

**Medicare**—Medicare requires that we ask you about other insurance you may have. You may be asked to sign an Advance Beneficiary Notice (ABN) stating you agree to pay for services Medicare will not cover.

**Medicaid**—If you are a Carolina Access participant, your primary care doctor (PCP) must refer you to Wake Forest Baptist Health. You may need to pay upfront for costs not covered by Medicaid.

**Workers' Compensation**—If your visit is due to a work injury, please bring your workers' compensation form. We also need your health insurance card in case your plan denies the claim.

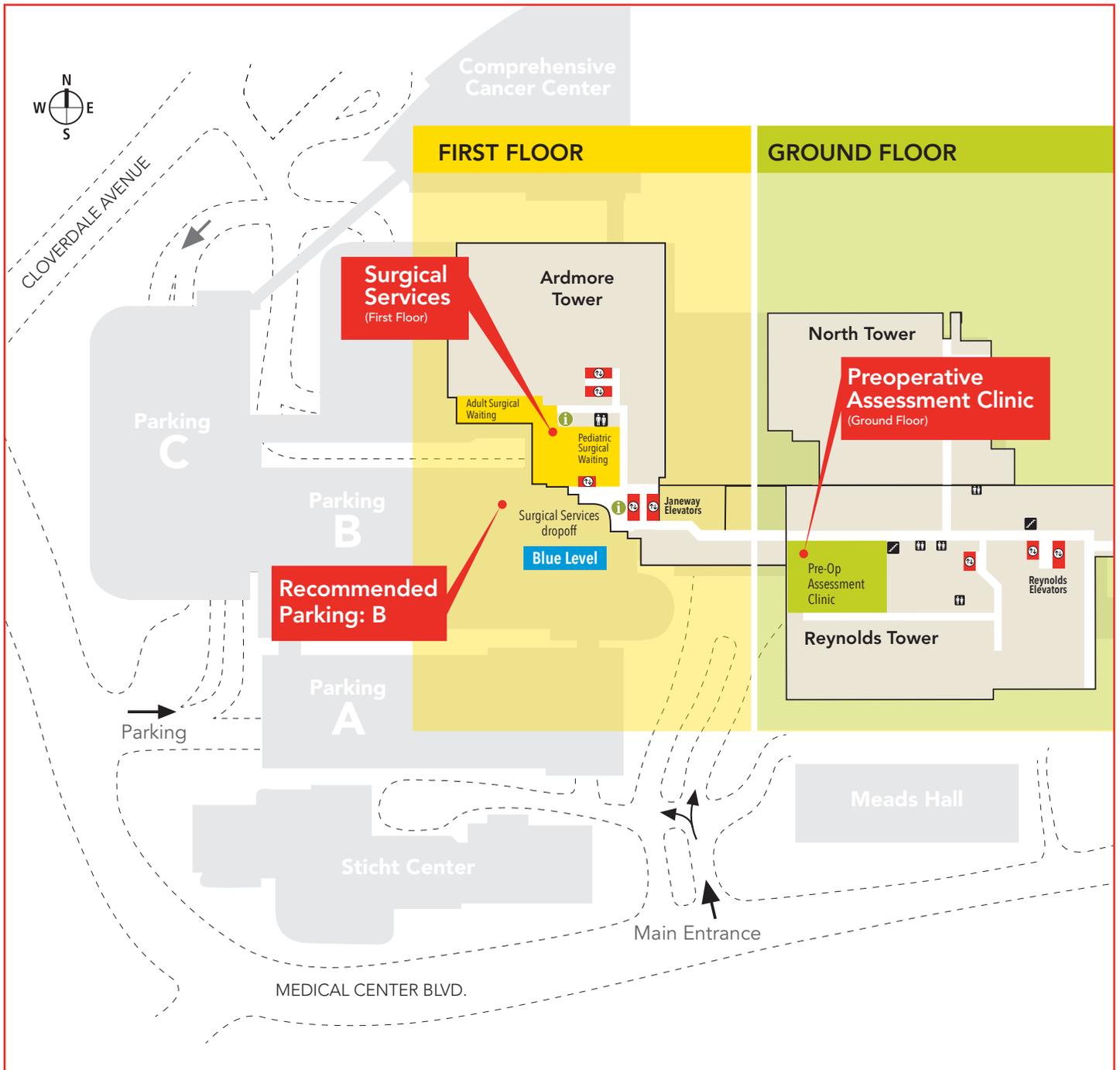
**Liability (personal injury)**—You will need to provide your health insurance card and information about your liability carrier. If covered only by your carrier, you may need to pay for your services upfront.

### Payment and Contact Information

If you have questions about your bill, call Wake Forest Baptist Health Customer Service at **336-716-3988** or toll-free at **888-663-6580**.

If you cannot pay your entire bill at one time, we may be able to help you. You may visit our Financial Counseling Department on the Main Floor, Reynolds Tower inside the Discharge Office or call **336-716-0681**.

## Preoperative Assessment Clinic (PAC) and Surgical Services



# Medical Center Amenities

For the convenience and comfort of your family members and friends, the Surgical Services waiting area has:

- ▶ Restrooms with infant changing tables
- ▶ Vending area with drinks and snacks
- ▶ Free WIFI
- ▶ Consultation rooms where your physician may speak with your support person after surgery
- ▶ Staff and volunteers to answer any questions

## Featured Service:

**Conversation of Love (Advance Directives Education):** In an informal setting, one of our chaplains can lead discussions about how your individual values shape your goals for medical care during times of illness, and how advance care planning can assist in ensuring that these goals are honored during moments of serious illness. Through proactive conversations with your loved ones, we can help you provide them with a gift of love through knowing your goals of care. To set up an appointment, contact our Division of FaithHealth Ministries at 336-716-4745.

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## PARKING

Patient/visitor parking decks are open 24 hours a day, seven days a week. The parking fee structure is as follows:

0 –15 minutes .....	FREE
16 minutes – 1 hour .....	\$1.50
1 – 2 hours .....	\$2.50
2 – 3 hours .....	\$3.50
3 hours – 24 hours .....	\$4.50
After hours .....	\$3

Parking Services accepts cash and Visa, MasterCard and Discover credit cards. 24-hour parking passes are available and enable the driver to enter and exit the parking deck an unlimited number of times within a 24-hour period. These passes can be purchased from

the parking deck attendants for \$5.50 the first time you exit the parking deck.

Seven-day parking passes are available for patients and visitors who spend extended periods of time at our Medical Center. The passes are valid for seven consecutive days, starting the day you pull a parking ticket the first time you enter the parking deck.

These passes can be purchased from the parking deck attendants for \$12 the first time you exit the parking deck.

20-visit parking passes are available for patients and family members who make frequent visits to the Medical Center. They do not have to be used consecutively. These passes can be purchased from the parking deck attendants or at the Gift Shop for \$40.

# Medical Center Amenities (continued)

## Parking Attendants on Duty

### Deck A:

Daily..... 7:30 am – 10:30 pm

### Deck B:

Weekdays..... 7:30 am – 11 pm

Weekends..... 7 am – 10:30 pm

### Deck C:

Weekdays..... 7:30 am – 10:30 pm

**Valet parking** is available for \$10.

### Main Entrance, North Tower:

Monday – Friday..... 6:30 am – 6 pm

### Cancer Center:

Monday – Friday..... 7 am – 6 pm

PARKING LEVEL	EXIT FLOOR
<b>RED</b>	<b>1</b>
<b>BLUE</b>	<b>1</b>
<b>ORANGE</b>	<b>G</b>
<b>PURPLE</b>	<b>M</b>
<b>GREEN</b>	<b>M</b>
<b>YELLOW</b>	<b>M</b>

## SECURITY ESCORTS

A free Security escort service is provided by our Medical Center's Security Department 24 hours a day. If you are going to your vehicle and would like an escort, please call 716-3305. A Security officer will promptly respond to your location and walk with you. Most escorts will respond to requests within five minutes.

## TRANSPORTATION

Van Service.....336-716-RIDE (716-7433)

The Medical Center offers a free shuttle van service running regular routes around campus and to some outlying areas, including the SECU Family House.

Wheelchair transport..... 336-716-0007

## INFORMATION DESKS

North Tower, Main Floor

Monday – Friday.....7 am – 9 pm

Saturday and Sunday.....8 am – 9 pm

Ardmore Tower, Main Floor

Monday – Friday.....7 am – 9 pm

Janeway Tower, Main Floor

Monday – Friday.....7 am – 3:30 pm

Janeway Tower, Ground Floor

Monday – Friday.....7:30 am – 4 pm

Janeway Tower, First Floor

Monday – Friday.....7 am – 3:30 pm

Sticht Center, Ground Floor

Monday – Friday.....7 am – 3:30 pm

Cancer Center, First Floor

Monday – Friday.....7 am – 3:30 pm

Cancer Center, Fourth Floor

Monday – Friday.....7:30 am – 4 pm

## DINING

The Medical Center offers room service dining through our "At Your Request" program. You will find a menu in your room. After reviewing the food options, you can place your order by dialing 6-5900 from your room phone (from an outside phone, dial 336-716-5900) any time from 6:30 am to 7:30 pm for the Sticht Center and from 6:30 am to 7 pm for all other areas. The "At Your Request" service is also available for family members and guests for a fee of \$5.99, payable by credit or debit card only.

Please see the menu for more information, and for a list of explanations regarding dietary restrictions put in place by your physician. Your nursing team will be happy to answer any additional questions you may have or to assist you with placing your order.

### Cancer Center Café

Cancer Center, Second Floor Monday – Friday  
Breakfast ..... 7:30 am – 10 am  
Lunch ..... 11 am – 2 pm

### Chick-Fil-A

Monday – Friday..... 10 am – 10 pm  
Saturday ..... 10 am – 8 pm  
Sunday..... Closed

### Fresh Inspirations Café Ardmore Tower, Main Floor

Breakfast ..... 6:30 am – 10 am  
Lunch and Dinner..... 11 am – 8 pm

### Starbucks

North Tower, Main Floor  
Monday – Friday..... 6 am – 6 pm  
Saturday – Sunday..... 6 am – 2 pm

### Subway® Watlington Hall, Ground Floor

Monday – Friday..... 6 am – 9 pm  
Saturday – Sunday..... 8 am – 4 pm

## NEARBY RESTAURANTS

### Cloverdale Kitchen

2251 Cloverdale Ave. \ Winston-Salem, NC 27103  
336-725-4701 \ cloverdalekitchen.com

### The Loop

Thruway Shopping Center  
320 S. Stratford Road \ Winston-Salem, NC 27013  
336-703-9882 \ looppizzagrill.com

### Roly Poly Jonestown Plaza

300 Jonestown Road \ Winston-Salem, NC 27104  
336-774-7659 \ rolypoly.com

### Jimmy John's

237 S. Stratford Road \ Winston-Salem, NC 27103  
336-721-7997 \ jimmyjohns.com

### Jason's Deli

1005 Hanes Mall Blvd. \ Winston-Salem, NC 27103  
336-794-0015 \ jasonsdeli.com

### Mayberry

50 Miller St. \ Winston-Salem, NC 27104  
336-724-3682

### Midtown Café

151 S. Stratford Road \ Winston-Salem, NC 27104  
336-724-9800 \ MidtownCafeDelivery.com

### Kowloon Chinese Restaurant

2255 Cloverdale Ave. \ Winston-Salem, NC 27103  
336-724-6907 \ kowloonchinesewinstonsalem.com

### Papa John's

1330 S. Hawthorne Road \ Winston-Salem, NC 27104  
336-748-8886 \ papajohns.com

### Pizza Hut

593 S. Stratford Road \ Winston-Salem, NC 27104  
336-768-9933 \ pizzahut.com

### Fourth Street Filling Station

871 W. Fourth St. \ Winston-Salem, NC 27101  
336-724-7600 \ theoldfourthstreetfillingstation.com

Note: Delivery fees and minimum orders may apply.  
Call for information.

*continued*

## Medical Center Amenities (continued)

### PHARMACIES

#### Outpatient Pharmacy

North Tower Lobby, Main Floor..... 336-716-3363  
Monday – Friday..... 7 am – 9 pm  
Saturday and Sunday..... 9 am – 5 pm

#### Cancer Center Pharmacy

Cancer Center, First Floor ..... 336-713-6808  
Monday – Friday..... 9 am – 6 pm

#### Piedmont Plaza Pharmacy

Piedmont Plaza I, Main Floor..... 336-716-5800  
Mon/Tues/Thur/Fri..... 8:30 am – 5 pm  
Wednesday..... 9 am – 5 pm

### IMPORTANT PHONE NUMBERS

Main Medical Center..... 336-716-2011  
Patient Information ..... 336-713-0003  
Emergency Department..... 336-713-9100  
Pediatric Emergency Department..... 336-713-9200  
Surgical Services Family Waiting..... 336-713-2515  
Comprehensive Cancer Center..... 336-713-6975  
J. Paul Sticht Center for Aging and  
Rehabilitation ..... 336-713-8000

#### Hospital Services:

BestHealth ..... 336-713-2378  
Billing..... 336-716-3988 or 877-938-7497  
Care Coordination ..... 336-716-5329  
Gift Shop..... 336-716-4466  
Help Desk ..... 336-713-6111  
(for trouble connecting to the free “WFBMCGUEST”  
wireless Internet network)  
Medical Records..... 336-716-3219  
Faith and Health Ministries ..... 336-716-4745  
Patient and Family Relations..... 336-713-2273  
Volunteer Services..... 336-713-3514

### BANKING

#### Wells Fargo Bank

South Building, Main Floor

#### ATM Locations:

##### Wells Fargo

North Tower Lobby, Main Floor  
South Building, Ground Floor

##### BB&T

Watlington Hall, Ground Floor  
Cancer Center, Fourth Floor

##### Allegacy

North Tower Lobby, Main Floor  
Adult Emergency Department Lobby

##### Suntrust

Ardmore Tower, First Floor  
Reynolds Tower, Main Floor (Financial Counseling)

### CHAPLAINCY

#### Chapel and Worship Services

Davis Memorial Chapel is located on the first floor of Watlington Hall and is open 24 hours a day for prayer, meditation and reflection. Worship and prayer services are offered at the following times for patients, family members, and staff:

Mondays and Fridays..... Noon – 12:15 pm  
Wednesdays..... Noon – 12:30 pm

#### J. Paul Sticht Center

3rd Floor Activities Room  
Sundays..... 11 – 11:30 am

#### Spiritual Care

Chaplains are part of your health care team and offer care to people of all faiths. Chaplains are available in the Medical Center 24 hours a day for prayer and worship, to help with spiritual or emotional concerns, to consult on advance directives or simply to listen.

#### To contact a chaplain

Monday through Friday, 8 am – 5 pm:  
Call 336-716- 4745  
All other times: Please ask your nurse to page the on-call chaplain or call the hospital operator.

## **GIFT SHOP**

336-716-4466

Provides a variety of gifts and essential needs that add to patients' comfort and morale during hospitalization.

North Tower Lobby, Main Floor:

Monday – Friday.....8:30 am – 7 pm

Saturday .....8:30 am – 5 pm

Sunday.....1 pm – 5 pm

Cancer Center, Second Floor:

Monday – Friday.....9 am – 5 pm

## **LAUNDRY**

Progressive Care Building, Ground Floor Ardmore Tower West, Ninth Floor

Please call Patient and Family Relations at 336-713-2273 for directions and access to laundry facilities.

## **LODGING**

### **The Hawthorne Inn and Conference Center**

Owned and operated by Wake Forest Baptist Medical Center. Van service available.

420 High St. SW, Winston-Salem, NC 27101

336-777-3000

### **SECU Family House**

Provides affordable lodging for adult patients and their families from outside Forsyth County. Van service available. Please call Patient and Family Relations at 336-713-2273 for a referral.

1970 Baldwin Lane, Winston-Salem, NC 27103

## **MAIL SERVICES**

Watlington Hall, Ground Floor

Monday – Friday.....8 am – 5 pm

## **MEDICAL LIBRARY**

### **Coy C. Carpenter Library**

Gray Building, First Floor

Please call 336-716-4691 for access.

Monday – Thursday .....7 am – midnight

Friday.....7 am – 7 pm

Saturday.....10 am – 7 pm

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We know you have a choice as to where to have your surgical procedure done. We are glad you selected Wake Forest Baptist Health as your partner.

Thank you for trusting our physicians and staff with your care.

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