Preventing for Surgery

Did you know? Brenner Children’s Hospital has:

- Pediatric specialists available 24 hours a day, 7 days a week to help care for your child.
- A multidisciplinary surgical team that is staffed with pediatric-trained specialists, including surgeons in each specialty, anesthesiologists, pediatric radiologists, emergency medicine physicians and critical care specialist.
- Level IV NICU, which is the highest level of neonatal care available, and is staffed 24/7 with board-certified neonatologists.
- Critical Care Transport service that provides transport—by ambulance, helicopter or fixed-wing plane—from referring hospitals to Brenner Children’s Hospital. Each team member is highly trained in neonatal and pediatric intensive care, emergency and transport medicine, flight physiology and trauma.
- A 166 bed facility serving 19 counties in western North Carolina and Southern Virginia.
- More than 140 board-certified pediatric specialists in over 30 types of pediatric medicine and surgery.
- Services for children with cancer, heart problems, fractures, emergencies and premature births, as well as more routine procedures such as tonsillectomies, hernia repairs and ear tubes.
- A dedicated pediatric emergency department staffed 24 hours a day, 7 days a week by pediatric specialists in a child friendly environment.
- The state’s 1st Level I Pediatric Trauma Center verified by the American College of Surgeons since 2011 and one of only 51 in the US.
- Verification by the American College of Surgeons and American Burn Association as a Pediatric Burn Center.
- Pediatric nurses that are specifically trained to care for pediatric patients. Brenner was the first hospital in the Carolinas to receive the coveted Magnet certification. This means we were recognized to provide the best in nursing care and uphold the tradition of professional nursing practice.
- Child Life Specialists who work with children and families in hospitals to help them cope with the challenges of hospitalization, illness, and disability.
- For more information, go to brennerchildrens.org

Your child’s safety is our top priority.

Night Before Surgery

- Follow all pre-op instructions.
- Most patients should not eat or drink anything after midnight, but please refer to your child’s 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. The child’s parent or legal guardian will need photo ID and guardianship paperwork, if applicable.
- Have child remove all jewelry.
- If your child is going home after surgery, an adult must drive the child home. We cannot send a child home by bus or taxi. Plan to have an adult stay with the child during the recovery period after surgery. If there is no adult who can drive a child home and stay with the child, we may need to cancel the surgery.
- Your child can bring one comfort item such as a favorite blanket, teddy bear, etc.
- Park in Parking Garage “B,” on the Purple Level, for a fee of $4.50. Please follow signs to the Purple level and Surgical Services parking. Should you need assistance, an attendant is on duty. Construction occurs from time to time, so be advised traffic route may narrow and you may be guided by barriers and signs that read, “Surgical patient drop off and pick-up on purple level.” Or for an additional fee, valet parking is available at the main entrance, North Tower between 6am-6pm.

What happens after I arrive?

- Check in at Surgical Services (1st floor, Ardmore Tower) at the time given to you by Scheduling.
- You will wait in the child-friendly, pediatric waiting room where there are toys for your child to play with. We also have free Wi-fi! Your child’s nurse will call you and your child back to get prepared for surgery. Please note, getting ready for surgery is a process that takes about an hour to complete.
- Your child’s surgical team will confirm his/her name, date of birth, type and location of your child’s surgery. For your child’s safety, the same questions will be asked several times as you proceed through the surgery process.
- If your child is older, the nurse may start an IV for him/her in the holding room. If your child is younger, the IV will be started in the operating room once the child is asleep and under anesthesia.
- You should remain in the waiting room until updated by the surgeon or a member of the surgical team. If you do need to step out, please inform the person at the desk so we can locate you.
- Please note there is no eating or drinking in the pediatric waiting room. This is for the safety of all children having surgery. If you leave the waiting room, please notify the receptionist so they will know where to find you, if needed.

Your child can bring one comfort item such as a favorite blanket, teddy bear, etc.
Admission into the hospital:
You are a valuable member of the health care team and we want you to be informed during your child's stay at Wake Forest Baptist Health Brenner Children's Hospital. Here are some general guidelines for families and visitors upon admission to the hospital:

► Visiting Hours: Visiting hours at Brenner Children's are based on the individual needs of the patient. There are no set visiting hours.
► The hospital will not restrict, limit or otherwise deny family presence or visitation privileges on the basis of race, color, national origin, religion, sex, sexual orientation, gender identity, or disability.
► All family members, visitors, and clergy must have the permission of the parent/legal guardian to enter the nursing unit and/or patient's room, even when parents are present.
► Families will be asked to provide a list of persons who may visit, in order to ensure the privacy and safety of our patients, families, and staff.
► Restrictions: When the condition of the patient indicates restrictions are necessary for the patients' welfare and recovery, additional visitation guidelines will be provided to the family.
► Family members/visitors will be asked to wash their hands before and after spending time with a patient. Family or visitors who have recently experienced fever, rash, nausea, vomiting, diarrhea, respiratory infection, chicken pox or any other communicable disease are subject to visitation restrictions.
► No more than two visitors at a time (excluding parents and siblings) may visit in the patient's room. Exceptions may be indicated due to patient condition or request.
► Visiting children must be supervised by an adult at all times.
► Overnight: accommodations are provided for one parent, or parent-designated visitor who is at least 18 years old (may not be a boyfriend or girlfriend of patient). Three quiet rooms are available for parents in the critical care units. Outside hospital accommodations include Ronald McDonald House and local hotels.
► Family members/visitors who demonstrate disruptive, disrespectful or threatening behavior to staff, patients or other visitors will be asked to cease visitations and to leave at the request of the patient and/or staff.

Resources to help you prepare for your child's surgery:
► A Child Life Specialist can help you learn more about the hospital and take you on a tour. Please phone the Child Life Department at 336-716-9957 to arrange a tour.
► Child Life Specialists help children cope through play, preparation, education and self-expression activities. The specialist has experience dealing with children's and teen's reactions to illness and hospital stay.
► If you have been told your child might need equipment, supplies or nursing care after discharge, you might want to call a social worker or nurse case manager in our Care Coordination Department for advice at 336-716-9329.

After Surgery: Recovery
After surgery, your child will be taken to the Post Anesthesia Care Unit (PACU: say PACK U) where he/she will wake up from anesthesia. Some children may go to the Pediatric Intensive Care Unit (PICU: say PIC K U), Pediatric Intermediate Care Unit (PICU: say P I K U), or Neonatal Intensive Care Unit (NICU: say N I C U) after surgery without stopping in the PACU. If this happens, someone will let you know where to wait until you can visit with your child.

The length of time a patient is in the PACU depends on:
► Type of surgery
► How fast they wake up from anesthesia
► Amount of pain or nausea
► Need for special treatments

It is common for some children to look pale, puffy or swollen after surgery. Children who have had intravenous medicine may have a very itchy nose. Don’t worry if this happens to your child. It will go away.

Will my child be in pain? Your child may experience some pain after surgery. Our dedicated pediatric post anesthesia care nurses and pediatric anesthesiologists will help, and have medications available for your child. Your child's comfort and safety is our top priority.

For your child's safety, a pediatric anesthesiologist evaluates each child before the child is discharged from the PACU.

For children being discharged home from PACU:
► We cannot send a child home by bus or taxi. Plan to have an adult drive the child home. Stay with your child for 24 hours after surgery.
► The doctor and nurse in the PACU may give you prescriptions for medications, if needed. They will give you guidelines to follow about your child's incision care and activities. If you are in need of a work note or school note, please let the team know and one will be provided for you.
► Some children will begin to eat or drink in the PACU.

For children being admitted to the hospital from PACU:
► When your child is ready to leave the PACU, the waiting room staff will tell other family members who are still in the waiting room to meet the PACU nurse in the hall and go with the child to the room.
► Parents or primary caregivers may go into the room with their child. We ask other family members and visitors to wait in the waiting room until the child is settled into his or her room.
► When can my child eat? After the doctor orders a diet, you may have food delivered for your child. Dial 6-5900 for food orders.

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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 child’s hospital room, doctor’s office, operating room, tests, medicines and supplies, doctors who interpret tests, doctors who do X-rays and doctors who see your child while they 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.

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.

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.

Tips to help you get your child ready for surgery

The following tips may help you prepare you and your child for a hospital stay.

Infants (birth to 1 year)
- You should stay with your baby as much as you can. This way you can keep your baby’s normal schedule for feeding, bathing, and playing.
- We will explain the equipment used on your baby to help you feel more secure as you participate in your baby’s care.

Toddlers (1 to 3 years old)
- It is best to tell your child what to expect one to two days before surgery.
- Let your child choose a favorite stuffed animal, blanket, or toy to bring to the hospital.
- Give toddlers simple explanations to help them understand.
- Children do better when their parents stay with them. Tell your child that you will be with him or her as much as you can.

Preschoolers (3 to 5 years old)
- Prepare preschool-age children three to five days before their hospital stay. Reading books about the hospital is a good way to prepare children for their hospital stay.
- Ask your child what he or she thinks the hospital is and what will happen there. This will help you understand what he or she knows.
- Playing “hospital” or “doctor” before and after the surgery lets children show their feelings about the hospital stay.

School-age (6 to 12 years old)
- Give children specific information about what will be happening (what they will hear, smell and feel before, during and after surgery).
- Ask what they understand and help ease concerns and provide explanations to help understanding.
- Begin preparing your school age child for surgery one to two weeks ahead of time.
- Include children in conversations with medical staff. Otherwise, they may not understand what you’re talking about and be scared about what they’re hearing.

Teenagers (13 years and older)
- Include teens in conversations and decision-making.
- Use correct terms and provide honest information.
- Encourage your teen to ask questions.
- Offer teen books or pamphlets that talk about their condition or procedures.
- Give teens the chance to talk to medical staff without you in the room. They may have questions they are embarrassed to ask in front of you.
Anesthesia

An anesthesiologist supervises a team of nurse anesthetists and residents. During surgery children always have one or more members of this team with them. Children are never left alone. You may have some questions about anesthesia related to your child’s surgery. Please review the information below. Your child’s 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 and awareness during surgery or other medical procedures.

What is sedation?
Sedation is the use of drugs to relax the patient, and may be used with anesthesia.

Types of anesthesia
The anesthesia your child is given is based on the health, history, and the procedure.

▶ General anesthesia—affects the entire body. Your child will have no awareness or feeling. Your child may breathe gases or vapors through a mask or tube. Drugs may also be given through an intravenous (IV) tube.

▶ Local anesthesia—produces a loss of feeling to a small, specific area of the body by using a special medication to numb the area.

▶ Regional anesthesia—produces a loss of feeling to a specific region of the body.

Effects of sedation

▶ Relaxed and awake—your child can answer questions and follow directions.

▶ Relaxed and drowsy—your child may sleep. Your child may hear sounds and voices around them. Your child can be easily awakened when spoken to or touched.

▶ Drowsy to lightly sleeping—your child may have little or no memory. Breathing slows and your child may be given oxygen. Your child may sleep until the drugs wear off.

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LORI’S GIFTS
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............................. 6:30 am – 9 pm
Saturday – Sunday.......................... 9 am – 8 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.

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

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 and special discounted rates available.
420 High St. SW, Winston-Salem, NC 27101
336-777-3000

Ronald McDonald House
Provides affordable lodging for family with children (under the age of 18) receiving treatment in our community’s medical facilities.
419 South Hawthorne Road
336-723-0228.
Please call for more information.
Medical Center Amenities (continued)

**PHARMACIES**

**Outpatient Pharmacy**
North Tower Lobby, Main Floor ............. 336-716-3363
Monday – Friday .................................. 7 am – 9 pm
Saturday – 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 ....... 336-713-2515
Comprehensive Cancer Center .......... 336-713-6975

**Hospital Services:**

BestHealth ........................................... 336-713-2378
Billing ............................................. 336-716-3988 or 877-938-7497
Care Coordination .............................. 336-716-5329
Child Life Services .............................. 336-716-9957
Lori’s Gifts .......................................... 336-716-4466
Help Desk .......................................... 336-713-6111
(for trouble connecting to the free "WFBMC\_GUEST" 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

**Allegany**
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 Wellington 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.

**Medical Center Amenities**

**For the convenience and comfort for your child’s 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 child’s physician may speak with you after surgery
- Staff and volunteers to answer any questions

**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 – 24 hours ................................... $4.50

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 from time of entry. These passes can be purchased for $40 by calling 336-409-9799.

$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 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 for $40 by calling 336-409-9799.
Medical Center Amenities (continued)

Parking Attendants on Duty
Deck A: ........................................ 7 am – 10 pm
Deck B: ........................................ 7 am – 10 pm
Deck C: ........................................ 7 am – 10 pm
Valet parking is available for $10.
Main Entrance, North Tower:
Monday – Friday ............................. 6 am – 6 pm
Cancer Center:
Monday – Friday ............................. 6 am – 6 pm

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.
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 6:30am to 7pm 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 assist you with placing your order.

Au Bon Pain®
Ardmore Tower, Main Floor
Open 24 hours
Cancer Center, Second Floor
Monday – Friday ............................. 7 am – 3 pm
Camino Bakery
Reynolds, Ground Floor
Monday – Friday ............................. 6 am – 5 pm
Saturday – Sunday ........................ Closed
Chick-Fil-A®
Reynolds, Ground Floor
Monday – Friday ............................. 10 am – 10 pm
Saturday – 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
310 S. Stratford Road \ Winston-Salem, NC 27103
336-703-9882 \ theloopwinston.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
1000 Hanes Mall Blvd \ Winston-Salem, NC 27103
336-794-0015 \ jasonsdeli.com
Mayberry
50 Mill 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
1380 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.