

PREPARING FOR SURGERY

at



Top 5% of U.S. Hospitals

Welcome to

 **REGIONAL**
MEDICAL CENTER



At Regional Medical Center, our surgeons provide care for patients for a wide variety of minor and complex problems. We are committed to clinical, operational and service excellence, and are proud of our record of providing high quality healthcare services to our patients.

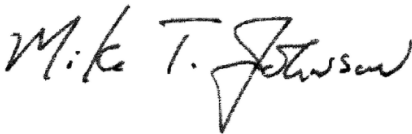
With a focus on quality, our board-certified surgeons take care of patients like family. Our goal is to guide patients through their surgical treatment to better health, recovery and cure.

Regional is a Level II Trauma Center and provides a host of technologically-advanced services including Cardiovascular, Neuro, Orthopedic, Bariatric and General Surgery, Interventional Pulmonology, along with multi-organ Cancer Care, and services for Women and Children.

Regional holds The Joint Commission advanced certification as a Comprehensive Stroke Center and is a certified Chest Pain Center, Certified Atrial Fibrillation Program, county-designated STEMI (heart attack) Receiving Center, ACoS accredited Community Cancer Center, designated Lung Cancer Screening Center, a member of Extracorporeal Life Support Organization (ECMO) and is certified by The Joint Commission in Sepsis care.

As a recipient of Healthgrades 2015 Distinguished Hospital Award for Clinical Excellence, among others, Regional ranks in the top 5% of U.S. hospitals.

We appreciate your confidence, and we can assure you we will do our utmost to achieve the best possible outcome for your procedure.



Mike Johnson
President & Chief Executive Officer

KEY DATES

PRE-OP TESTING APPOINTMENT

Your Pre-Op Testing appointment is on:

Date: _____ Time: _____

DAY OF SURGERY/PROCEDURE

Your surgery is scheduled for:

Date: _____ Time: _____

Surgeon: _____ Arrival Time: _____

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PREPARING FOR SURGERY

As you are preparing for your surgery, it is perfectly normal to feel anxious and have questions. Rest assured that our team of surgeons, anesthesiologists, nurses, and other healthcare team members understand and want you to be comfortable and fully prepared for this experience. The information in this booklet is designed to answer many of your questions about preparing for surgery and what to expect on the day of your procedure. Please follow specific instructions given to you by your surgeon.

PRE-REGISTRATION

Before your Pre Procedure Clinic (PPC) appointment you will need to be registered by our admitting department. This can be done in 2 ways:

1. Online at <http://regionalmedicalsanjose.com>

Instructions: Go to the website, then scroll down to Quick Links and go to the "Pre-Register" site. Contact (408) 729-2828 if you have further questions.

Pre-register online at least 48 hours before your visit to the hospital to allow adequate time for processing your information

OR

2. You can be registered by our admitting staff at Regional Medical Center of San Jose. The Admitting Department is located at the New Main Entrance on McKee Road (not the old fountain entrance). Patients/families can park on Lot A. See attached map for directions to the pre-procedural clinic and the pre-operative areas.

What You'll Need to Pre-Register

- Your personal contact information and occupation information
- Emergency contact information
- Photo ID
- Insurance card or information (group name & number, policy number, address and telephone number)
- Primary Care Physician information (name, address, phone number)
- Surgeon information (name, address, & date of procedure)
- A list of all medications you are taking (name, dosage, frequency, route)
- A list of your medical conditions, disease history, and any surgical procedures you have ever had. (If you do not have a list please bring all your medications.)

SCHEDULING AN APPOINTMENT WITH THE PRE PROCEDURE CLINIC (PPC)

If your surgery requires anesthesia or IV sedation, you may need to visit the Pre Procedure Clinic (PPC). You will be contacted by a PPC Registered Nurse within 2 weeks of your surgery to schedule an appointment. You can expect to be present at this appointment for approximately 1 hour. The goal of this appointment is to reduce delays or cancellations on the day of surgery.

During your PPC appointment, nurses will:

- Document your medical history.
- Complete pre-admission tests as indicated such as labs, EKG, and others.
- Provide education and instructions for the day of surgery and what to expect after surgery.

What you need to bring to your PPC appointment:

1. Paperwork from Physician
2. Insurance Card and Photo ID
3. List of Medications: name, dosage, frequency, route
4. Advance Directives
5. Autologous blood donor card (if applicable)

If you have not been contacted within 24 hours of your surgery, please call the Pre Procedure Clinic at Regional Medical Center of San Jose.

Pre Procedure Clinic (PPC)

Regional Medical Center of San Jose
225 North Jackson Avenue
San Jose, CA 95116
(408) 928-7078

The PPC is located in Tower 3, 1st floor, next to the Rehabilitation Department.

Hours of Operation: Monday through Friday, 8:30 AM to 5 PM.

PRE-OPERATIVE INSTRUCTIONS

There are several things you need to do to ensure that your surgical experience is safe, timely, and without delay. These preoperative instructions are very important. The Pre Procedure Clinic Nurse will review these instructions with you.

Diet

- **DO NOT** eat or drink anything after midnight the night before your surgery/procedure, unless otherwise instructed by your admitting physician or anesthesiologist. This includes water, coffee, gum, mints, or candy.
- **YOU MAY** brush your teeth without swallowing water.

Medications: If you have been instructed by your admitting physician or anesthesiologist to take medication by mouth the morning of admission, please swallow it with the smallest amount of water possible.

- If you use inhalers, bring them with you and take them to surgery.

Personal Belongings:

- **DO BRING** eye glasses or hearing aids to your surgery appointment and an appropriate storage container for these belongings. If you use a CPAP at home, please bring the unit with you on the day of surgery if you are required to stay in the hospital overnight.
- **DO NOT BRING** dentures, partial plates, or other prosthesis to your surgery.

What to Wear:

- **DO WEAR** casual, loose fitting clothes and take into consideration the possibility of returning home with bulky dressings, a cast, or splint. Children may wear pajamas and bring a favorite toy, stuffed animal, or blanket.
- **DO NOT WEAR** makeup, nail polish, hair pins, and jewelry or body piercings.

Identify someone that can bring you home after the surgery: YOU MUST have a responsible, licensed adult that can drive you home after your surgery. Legally, you may not drive 24 hours following sedation of any kind. It is also recommended that you have a responsible adult spend the night with you.

Patients under the age of eighteen (18) MUST have a parent or legal guardian sign the consent form and remain throughout surgery. Adult age patients that are unable to sign for themselves must have their legal guardian or durable power of attorney accompany them and bring legal documents to the hospital.

*****ATTENTION*****

1. If you experience a change in your physical condition, such as a cold, flu, bladder infection, or a fever prior to surgery, please notify your surgeon as soon as possible.
2. Smoking increases your risk of certain surgical complications. It is best to stop smoking six weeks before your surgery. Regional Medical Center of San Jose, as part of a statewide hospital initiative, is a tobacco/smoke free campus. This means that you and your family/visitors are not permitted to smoke or use tobacco products inside or anywhere outside on the hospital property. Please discuss with your physician if you would like a nicotine substitute product.

WHAT TO EXPECT ON THE DAY OF SURGERY

Before surgery, a nurse will complete a physical assessment including taking your vital signs and completing any preoperative workup that is required by your physician. Please have available a list of current medications along with the date and time of the last dose taken, previous surgeries, allergies, and other pertinent health information. At this time, the nurse, along with our anesthesiology department, will answer any questions you may have about your surgery. Your surgeon may also visit with you. During the assessment, you will be screened using a post operative nausea and vomiting risk assessment. Dependent on this assessment, you may be given medications preoperatively to assist in the control of post op nausea and vomiting.

ANESTHESIA

Anesthesia services are needed so that your physician can perform the operation or procedure. The anesthesiologist will visit you to discuss the kind of anesthesia he or she plans to use. The anesthetic technique to be used is determined by many factors including physical condition, the type of procedure the doctor is to do, his or her preference, as well as the patient's own desire, so please feel free to ask questions. If you receive general or regional anesthesia, you may be able to get out of bed the day or surgery or the next morning, but only with assistance. **Please don't try to get up without staff present until we inform you it is OK to be on your own.**

PATIENT SAFETY IS #1

Patient Identification: To help ensure correct patient identification, your arm band will be checked and you will be asked to verify your name and the procedure that you are having performed. This information will be asked frequently by all care providers. This is for your safety.

Marking the Surgical Site: Correct surgical site is very important. Before your surgery, the physician will mark your surgical site if it involves laterality, spine levels, etc. This is another step that we take to ensure your safety.

Time Out: Prior to incision, the entire operating room team including surgeon, anesthesia, RN, surgical assistant, and surgical technologist will stop everything and re-verify your identification, observe surgical site marking, and re-verify the surgical site marking and surgical procedure.

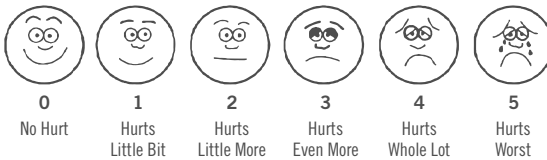
FAMILY AND VISITORS

While you are in surgery, your family and visitors may wait in the Surgery Waiting Room. This room is located near the preop area. The hospital is Wi-Fi accessible.

We also have a waiting room tracker that allows your family or visitors to visualize where you are in the surgical process. The patient is identified by a patient number, which will be given to you by the pre-operative nurse.

PAIN MANAGEMENT

Regional Medical Center of San Jose is concerned about your health and well being. We have developed a pain management program to ensure you get adequate relief from pain. The goal of pain management is to control the pain. When the pain is controlled, the patient becomes a partner in their care and comfort. Pain is a discomfort that alerts you to the fact that something is wrong with your body. Pain results from any condition that stimulates sensors in your body that detect pain. Unrelieved pain may cause suffering which can lead to other health problems and delay in recovery. Keeping your pain under control is important to your well being. It will help you eat better, sleep better, move around more easily, and visit with your family and friends. We will ask you to rate your pain using two types of pain scales. One is a score of 1 – 10 with 10 being worst pain. The other scale is a Wong Baker FACES Scale.



AFTER SURGERY

After surgery you will be taken to the Post Anesthesia Care Unit (PACU) also called the Recovery Room. The surgeon may call or visit your family to let them know how you are doing. In the recovery room, noises may sound louder than usual. You may have blurred vision, chills, nausea, or a dry mouth. A nurse will check your dressing and blood pressure often. You may have an IV or other tubes. Your surgery site may hurt or burn and pain medication may be given to you.

Each patient's reaction to anesthesia is a bit different, so recovery times vary. If you require post-surgery hospitalization, you will be assigned a room and transferred when your condition allows. If you are released to recover at home, you will be monitored until we feel it is safe for you to leave. Most patients require a minimum of one hour in the recovery room. If you are having outpatient surgery, you will be returned to the Same Day area.

Your physician will determine when you can get out of bed. It is very important that you have assistance getting out of bed the first time and when you begin walking. When the physician says that you may begin eating, you will probably start on liquids. Later your diet will be advanced as ordered by the physician. While in Same Day PACU, you will be assessed until you meet all criteria for discharge to go home. Upon discharge, you will receive written instructions for your care at home.

As a reminder, anesthesia can cause drowsiness and amnesia for up to 24 hours after surgery. Therefore for your safety, you will not be allowed to drive home after surgery or for the next 24 – 48 hours depending on the type of anesthesia used. Your safety is of utmost importance to us, so be sure to make arrangements for an adult to drive you home and stay with you for 24 hours.

PREVENTION OF SURGICAL SITE INFECTION

Healthcare associated infections may occur as a result from care received in hospitals and other healthcare facilities. At Regional Medical Center, infection prevention is a high priority. We use many practices known to prevent and reduce the risk of infections. Sometimes infections may occur as a result of the treatment. We encourage our patients to speak up and ask questions about the care they receive. As a patient or visitor, there are steps you can take to prevent the spread of infection. This guide shows you how to help prevent surgical site infection.

What is a Surgical Site Infection (SSI)?

A surgical site infection is an infection that occurs after surgery in the part of the body where the surgery took place. Most patients who have surgery do not develop an infection. Some of the common symptoms are redness and pain around the area where you had surgery, drainage of cloudy fluid from your surgical wound, and fever.

Can SSI's be treated?

Yes. Most surgical site infections can be treated with antibiotics. The antibiotic given to you depends on the bacteria (germs) causing the infection. On rare occasions patients with SSI's also need another surgery to treat the infection.

What are some of the things that hospitals are doing to prevent SSI's?

To prevent SSI's, doctors, nurses, and other healthcare providers:

- Clean their hands and arms up to their elbows with an antiseptic agent just before surgery
- All healthcare providers should wash their hands or use an alcohol based rub before and after contact with you.
- May remove some of your hair immediately before surgery using electric clippers if the hair is in the same area where the procedure will occur. You should not be shaved with a razor.
- Special antibiotics may be given before and after for a limited duration.
- Surgical team wears mask, cap, gown, and gloves during surgery.
- Clean the skin at the site of the surgery with a special soap that kills germs.

What can you do to help prevent SSI's?

- To help decrease your risk for getting an infection post op, it is recommended that you bathe or shower the morning of surgery.
- On the night before surgery, it is recommended that you sleep on freshly laundered sheets.
- On the night before surgery, you should not sleep with pets.
- Tell your physician about other medical problems that you may have. Health problems such as allergies, diabetes, and obesity can affect your surgery and treatment.

FALL SAFETY

Falls happen because of a combination of factors. You can help to reduce your risk of a fall by doing the following:

- Use the call light for assistance
- Sit on the side of the bed for a few minutes before you stand. Look straight ahead as you stand.
- Wear non slip shoes or non-skid footwear. The hospital provides nonslip socks.
- Walk close to the wall and use the handrail for safety.
- Ask that a dim light remain on at night to light the path to the bathroom.
- Do not lean on equipment with wheels
- Keep personal items such as phone, TV remote, urinal, etc. in reach
- Wear glasses or hearing aids if you have them
- Pull the emergency cord while in the bathroom if you need assistance
- Please tell your nurse if you use a walker, cane, wheelchair, or bedside commode.

FINANCIAL ARRANGEMENTS

Your surgery fee will be based on the time you spend in surgery and recovery rooms, as well as the supplies and services required to care for you. In addition to your bill, you will be billed by all physicians who cared for you, such as surgeon and anesthesiologist. A portion of your bill is due at the time of service (i.e. co-pay, co-insurance, or deductibles). We will ask for a deposit unless your insurance documentation notates otherwise. A representative from Patient Access Department will be contacting you to obtain all of the necessary registration information. The hospital participates in many insurance plans and managed care contracts.

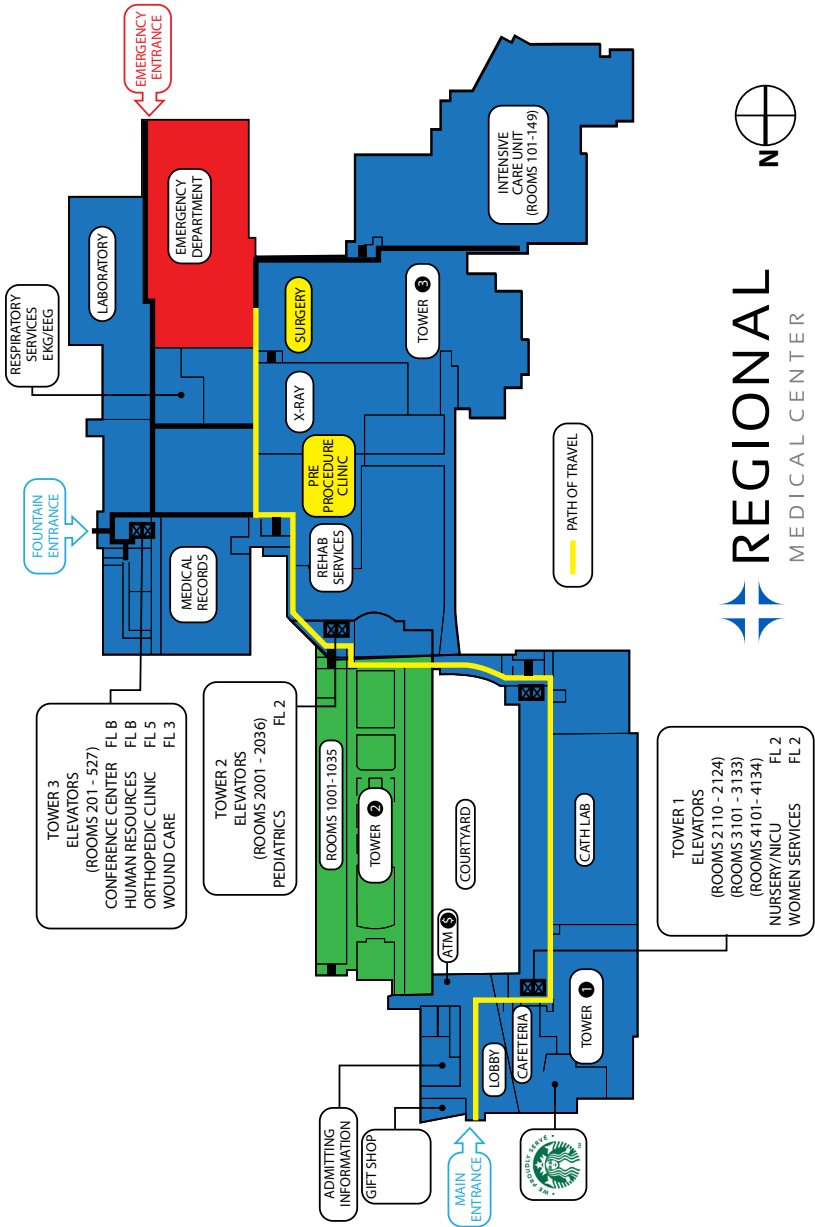
A financial counselor may contact you prior to your stay regarding your portion of the hospital bill. If you anticipate difficulty financing your hospitalization, please contact the financial counselor at (408) 347-4004 or (408) 729-2849 to make payment arrangements. To leave a message for a financial counselor dial (408) 259-5000 ext. 6232.



THANK YOU

for selecting Regional Medical Center of San Jose for your surgical care. Our experienced staff will strive to provide you with high quality care in a safe and pleasant environment. If there is anything we can do to make your stay more comfortable, please let us know. After your discharge, you may receive a call to participate in a patient satisfaction survey. Please let us know how you feel about your experience and what we might do to improve our care.

JACKSON ST.



REGIONAL MEDICAL CENTER

MCKEE ST.

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Visit regionalmedicalsantjose.com for more information on our services