

Getting Ready for 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 Wake Forest Baptist Medical Center, we want to share what you and your support person can expect before, during and after your surgery and how you can participate in your care. Our committed staff promises to keep you safe, care for you, involve you and your family, and respect you and your time.

Depending on the type of surgery, you may receive a phone call from a surgical nurse navigator to discuss your individual plan of care, which may include a visit to our Preoperative Assessment Clinic (PAC).

Bring this folder with you to appointments and your surgery.

Surgeon's name _____ Date of surgery _____

Arrival time for surgery _____ Surgery Scheduling: **336-713-6000**

Due to the need to accommodate emergency surgeries, we cannot call to inform you of the time to arrive for surgery until the day before. If you have not received a call by 3 pm the day before your surgery, please call **336-713-6000**.

The Preoperative Assessment Clinic (PAC) Visit

My appointment is scheduled for:

Date _____ Time _____ PAC number: **336-716-3245**

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

Bring to your PAC visit:

- | | | |
|---|--|---|
| <input type="checkbox"/> This folder | <input type="checkbox"/> Stent or medical device card | <input type="checkbox"/> Be prepared to review your medical history, including past surgeries |
| <input type="checkbox"/> Support person, if available | <input type="checkbox"/> Current medication list (doses and instructions) including over the counter medications and supplements | |
| <input type="checkbox"/> Photo ID | | |
| <input type="checkbox"/> Insurance card | | |

What will happen at this appointment?

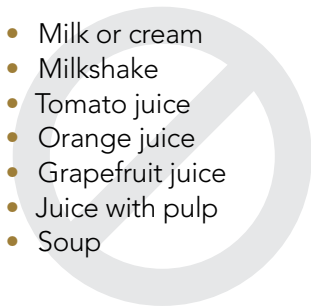
- We will discuss your options for anesthesia, but please remember that the final anesthetic plan will be determined on the day of surgery by the anesthesiologist taking care of you. Our team will do our best to answer any questions or medical concerns relevant to your upcoming surgery.
- You will get specific instructions regarding any medication adjustments.
- You will receive an after-visit summary (AVS). This summary is an important document that you should refer back to for preoperative and medication instructions outlined during your PAC visit. Please call us if any instructions aren't clear to you once you leave, using the phone number listed on the summary.

Day Before Surgery

- Follow all pre-op instructions from your surgeon and the PAC team, as well as the information provided in your AVS.
- Most patients should not eat solid food past 11 pm but may drink clear liquids up until two (2) hours before they are scheduled to arrive for surgery. Please review your AVS for specific directions related to your surgery.
- **Medicine:** Please follow the medication instructions found on your AVS. If you are to take medications on the day of surgery, take them with only a sip of water.
- **See tip sheet on page 2.**

Clear Liquid Diet

It is important to drink plenty of clear liquids. This will help keep your body hydrated.

Allowed	Not Allowed
<ul style="list-style-type: none">• Water• Gatorade or other clear electrolyte drink• Lemonade (without pulp) or Kool-Aid®• Sodas, teas, coffee (no cream)• Gelatin (without fruit)• Popsicles (without fruit or cream)• Italian ice• Juices (without pulp)	<ul style="list-style-type: none">• Milk or cream• Milkshake• Tomato juice• Orange juice• Grapefruit juice• Juice with pulp• Soup 

Day of Surgery

- Leave all valuables at home (including jewelry, piercings, etc.).
- Bring this folder as well as information regarding your surgical procedure.
- Bring your photo identification card, insurance cards as well as method of payment (if applicable).
- Bring glasses, contacts, or hearing aids in their case, because these will not be worn during surgery.
- Bring copy of your Advance Directives.
- Bring someone who can be designated to receive your post-surgical instructions.
- Dress in layers or bring a jacket/sweater for the hospital environment.

Transportation Day of Surgery

- A responsible adult, age 18 or older, will need to come with you on the day of surgery, stay in our waiting room during your surgery, go home with you after surgery and stay with you overnight. If there is not a responsible adult who can do these things, we may need to delay surgery until after you can make arrangements.
- Park in Visitor Parking Deck B. Follow signs for Surgical Services Drop-off/Pick-up. An attendant is available to assist you, if needed. After parking, take the elevator to the First Floor. Upon exiting the elevator, Surgical Services Check-in will be to the left.
- If you are going home the same day of surgery, a support person should stay with you overnight.

Patient Financial Services

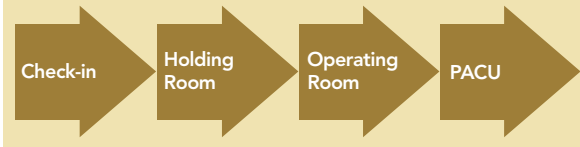
- **Patient Responsibility:** The amount patients need for payment is based on their benefits and estimated charges. This responsibility may be communicated and collected prior to or at time of service. We will send a bill for the balance to the responsible party.
- If you have questions about your bill, call Wake Forest Baptist Health Customer Service at 336-716-3988 or toll-free at 888-663-6580.
- If you cannot pay your bill in full, we may be able to help you. Wake Forest Baptist Health offers interest-free payment plans. You may contact our Cashier's Office on the Main Floor, Janeway Tower or call 336-716-0681.

What happens after I arrive?

- **Check-in:** Surgical Services (1st floor, Ardmore Tower) at or before the time given to you by surgery scheduling.
- **For your safety:** You will be asked to confirm information such as your name, date of birth and type and location of your surgery several times as you go different places during the surgery process.
- **Holding Room:** A member of your care team will call and bring you back to this area. One support person may accompany you. Your care team will prepare you for surgery and will start an intravenous (IV) for fluid.
- **Operating Room:** As your care team takes you back, your support person will wait in the waiting room where they can track your progress on the electronic tracking board. They will also receive updates from the surgeon or a member of the surgical team.

Surgical Process

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



After Surgery

Your surgeon will speak with your support person while you are recovering.

Immediate Recovery: Once your surgery is completed, you will go to the Post-anesthesia Care Unit or PACU. The length of time in this area will vary by the individual. Staff will update your support person by phone or by EASE*. Some patients may require extended recovery in the Intensive Care Unit (ICU).

Going Home Same Day: If you are being discharged home same day, your support person may join you in the PACU. A member of your care team will call you the next business day to see how you are doing.

Staying With Us: If you are staying with us, your support person and visitors will be directed to your room. A member of the Care Coordination team will help you plan for leaving the hospital.

- **Will I have pain?** Yes, you will experience some pain or discomfort after surgery. We will help you manage your pain. Tell a member of your care team if you have pain and if you do not get relief from pain medicine.
- **Will I be nauseated?** After surgery, you may feel sick to your stomach (nauseated) or you may vomit. If you experience nausea or vomiting, tell a member of your care team who can administer medication through your IV line to alleviate your discomfort.
- **When can I get out of bed?** We encourage you to be active as soon as you are able, because being active promotes healing. Your care team will help you move, and depending on your surgery, this may begin by adjusting your position in bed, sitting up in a chair or going for short walk.
- **When can I eat?** Once you are more awake, your surgeon will put in an order to advance your diet as tolerated.



EASE App

- Electronic Access to Surgical Events
- Receive updates at every step of the surgery process
- EASE Applications: 407-308-4399 www.EASEapplications.com

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.

- Skin preparation:** Use antibacterial soap or the medicated liquid soap provided, and wash your body as instructed. Pay special attention to your surgical area. **DO NOT** shave the area where the doctor will operate. Shaving increases the chance of wound infection.
- Quit Smoking:** Stop the use of tobacco products as it can cause complications as well as prevent healing. Wake Forest Baptist Medical Center is a smoke-free campus. QuitlineNC: 1-800-QUIT-NOW.
- Do not take your own medications while you are in the hospital:** The nurses will give you medicine from our supply. During surgery, your family needs to keep your medicines. If your doctor tells you to take your medicines the day of surgery, take them with only a sip of water.
- 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 nail 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.
- 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 anesthesia provider if you now have or have been around someone with a disease that can be contagious.** This includes diseases such as the flu, chicken pox, shingles, methicillin-resistant staphylococcus (MRSA), or vancomycin-resistant enterococci (VRE).
- Depending on the type of anesthesia and surgery you have, it will be important to **breathe deeply and cough after surgery.**



Online Education

Go to WakeHealth.edu/YourSurgery to view our online video.



Emmi is an online educational program prescribed for you by your health care team. You may receive several programs all with the goal of helping you understand and feel comfortable about your health condition or procedure. These programs will be delivered through your myWakeHealth portal or by email and could answer many of your questions.

Anesthesia

You may have some questions about anesthesia related to your surgery. Please review the information below.¹ 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 and awareness 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 the 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.

¹Speak Up: Anesthesia and Sedation. (2015). Retrieved 2015, from http://www.jointcommission.org/assets/1/6/Speak_Up_Anesthesia_infographic_final.pdf

Wake Forest Baptist Medical Center Amenities

SURGICAL SERVICES FAMILY WAITING

For the convenience and comfort of your support person, 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

IMPORTANT PHONE NUMBERS

General Information..... 336-716-2011
Surgical Services Family Waiting..... 336-713-2515
Patient and Family Relations..... 336-713-2273

PARKING

The daily maximum rate for parking in the Visitor Deck is \$4.50. For an additional fee, Valet Parking is available at the North Tower entrance.

24-hour Exit Pass\$5.50
7-day Pass.....\$12.00
20-exit Pass See attendant

Parking Services accepts cash and Visa, MasterCard and Discover credit cards. Passes for 24-hour and seven-day parking passes enable the driver to enter and exit the parking deck an unlimited number of times from time of entry. In addition, 20-exit passes are available for patients and family members who make frequent visits to the Winston-Salem campus. These do not have to be used consecutively.

Fees are subject to change.

FAITH AND HEALTH MINISTRIES

Our chaplains are part of the health care team and are here to support you and your support person. They are available in the Medical Center 24 hours a day for help with spiritual or emotional concerns, for prayer and worship, to consult on advance directives, or simply to listen.

Featured Service:

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.

LODGING

SECU Family House

1970 Baldwin Lane, Winston-Salem, NC 27103

Affordable lodging for adult patients and their support persons from outside Forsyth County. Van service available. Call Patient and Family Relations for a referral.

PHARMACIES

Outpatient Pharmacy

North Tower Lobby, Main Floor..... 336-716-3363
Open 24/7

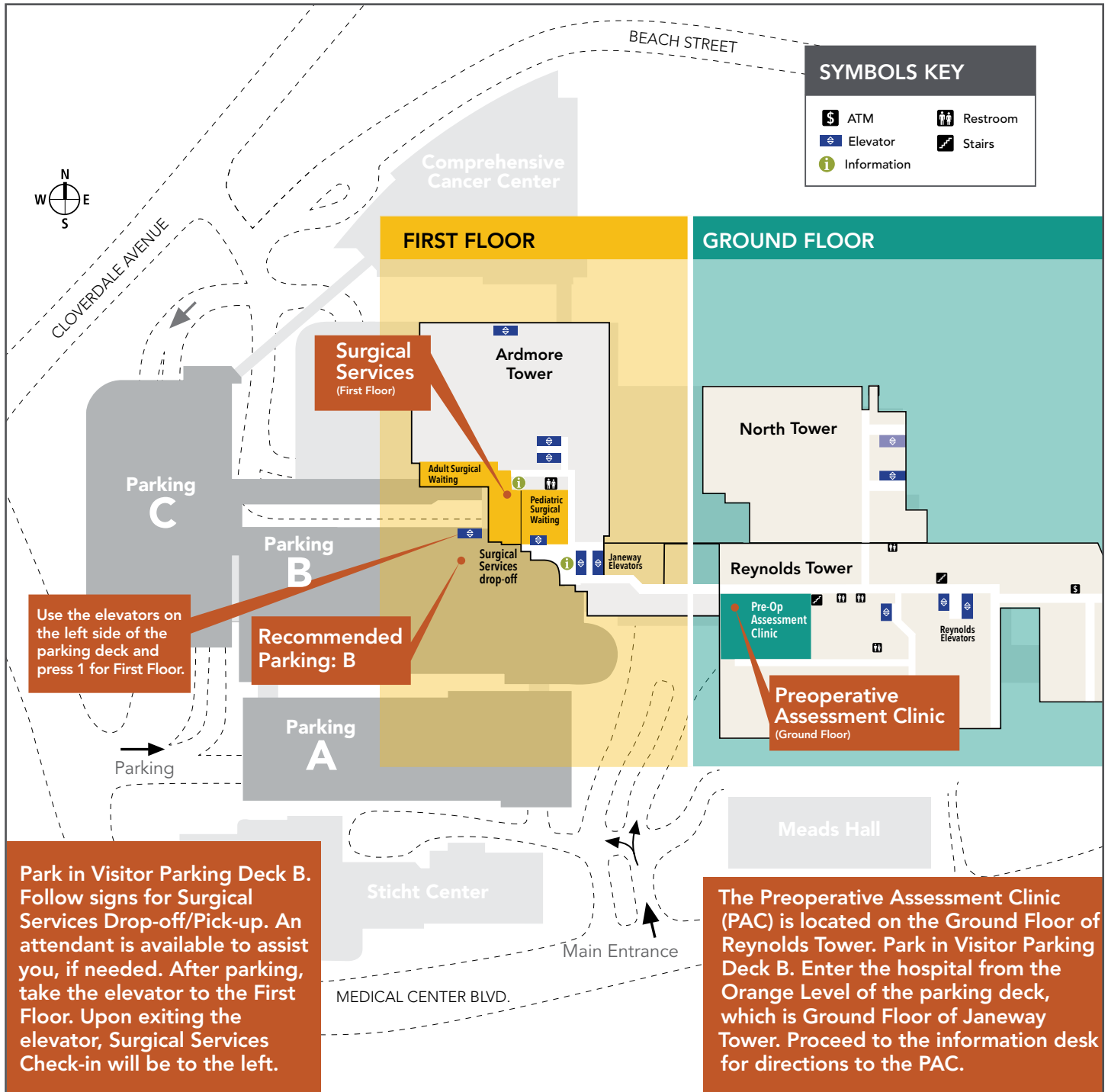
Cancer Center Pharmacy

Cancer Center, First Floor 336-713-6808
Monday-Friday 9 am – 6 pm
Saturday 9 am – 5 pm
Sunday..... 9 am – 1 pm

Piedmont Plaza Pharmacy

Piedmont Plaza I, Main Floor 336-716-5800
Mon/Tues/Thur/Fri..... 8:30 am – 6 pm
Wednesday 9 am – 6 pm

Preoperative Assessment Clinic (PAC) and Surgical Services



Wayfinder App

- Turn-by-turn directions inside the medical center
- Facility maps
- Parking spot reminder



Know Before You Go

- Plan alternate routes now, allow more travel time and watch for updates.
- WakeHealth.edu/Business40
 - 336-716-ROAD

