The Reading Hospital and Medical Center
PO Box 16052
Reading, PA 19612-6052

located at: Sixth Avenue and Spruce Street
West Reading, Pennsylvania 19611

www.readinghospital.org

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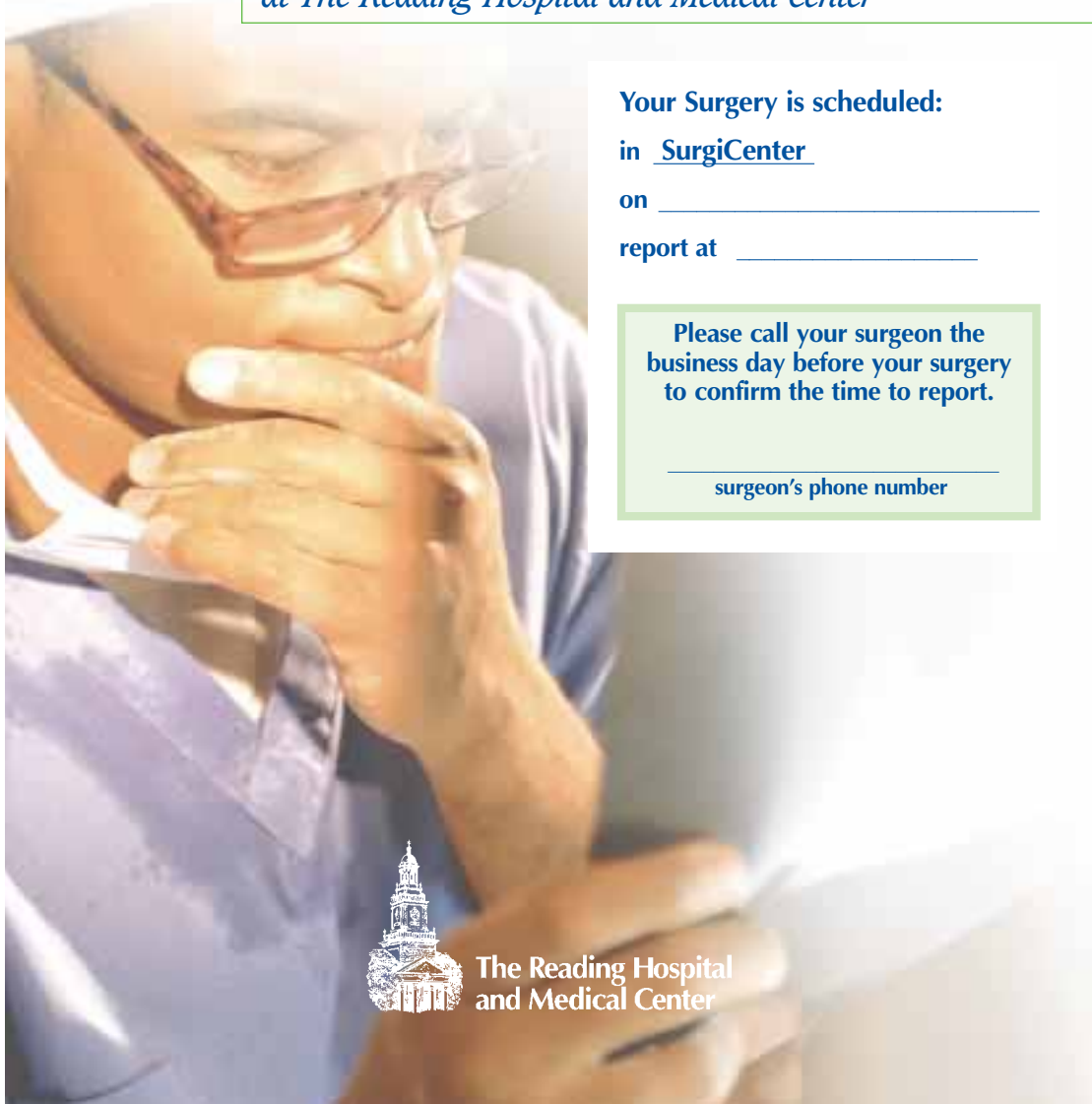
Having Walk-In/Walk-Out Surgery

at The Reading Hospital and Medical Center



Your Surgery is scheduled:

in SurgiCenter

on _____

report at _____

Please call your surgeon the business day before your surgery to confirm the time to report.

_____
surgeon's phone number

The Reading Hospital and Medical Center

You are going to have surgery at The Reading Hospital and Medical Center. This booklet was written to help answer your questions, and explain what will happen before, during, and after your surgery.

As you read this booklet, you may think of other questions. Use this space to list your questions. Be sure to ask your doctor or nurse.

Courtesy
Attitude
Respect
Enthusiasm

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BEFORE SURGERY

You have been scheduled for Walk-In/Walk-Out Surgery. This means you will come to the Hospital on the day of surgery, have the procedure, and go home the same day.

PREPARING FOR SURGERY

If you smoke, quit or cut down before surgery. Healing time is reduced for nonsmokers.

Ask your doctor if you should take your regular medicines before surgery.

Follow the dietary guidelines given to you by your surgeon.

Your surgeon will tell you if it will be safe for you to drive after surgery. If not, please arrange for a relative or friend to drive you to the Hospital and pick you up afterward.

If you have young children, please arrange to leave them at home and have someone take care of them while you are having surgery and recovering.

ABOUT PAIN

Talk with your surgeon about whether or not you can expect to have pain after your surgery. Treating this pain and helping you feel better are very important to us. But you have to let us know if and when something hurts and how bad this pain is.

Pain medicine is given many different ways. Depending on the procedure you will be having, you may help to choose the way you prefer. Choices include pills, shots, a suppository in the rectum, a patch on the skin, or constant and extra doses given in the back (epidural) or by vein (PCA). Talk about your choices with your doctor and your anesthesiologist.

There are many ways to treat pain without medicine. Some of these ways are: heat, cold, physical therapy, music, massage, relaxation, and imagery. Let us know what has worked well for you in the past.

There are many myths about taking pain medicine. Some people are afraid of getting hooked on a drug. Some people are afraid of the drug's side effects. Some people avoid pain medicine because they think others won't think they are a strong person if they need medicine.

The truth is that using medicine to relieve pain rarely causes addiction. Side effects can happen, but are usually easy to treat. The best way to manage any pain you may have is to work together with your healthcare team to keep your pain level low.

SPECIAL NOTE FOR COSMETIC SURGERY PATIENTS

Arrangements for payment of both the physician and Hospital bills must be made in advance of cosmetic surgery. Your surgeon's office will explain this in detail.

DAY OF SURGERY

It is normal to feel nervous about surgery. It may help to know that your surgical team is very experienced, and will use its knowledge and skill to make certain that you have the safest possible operation.

PATIENT CHECKLIST

What to Do at Home

- ☐ Wash the area of skin where the incision will be made if your doctor told you to do this.
- ☐ Dress in comfortable, loose clothing.
- ☐ Take any medicines that your doctor told you to take.
- ☐ No makeup at all, including nail polish, if your surgery will be on your face or hands.

What to Bring

- ☐ Health plan identification cards.
- ☐ Referral forms, if required by your health plan.
- ☐ A parent or legal guardian if you are under age 17.
- ☐ List of all regular medicines you are currently taking, including over-the-counter medicines, herbal remedies, vitamins, and diet pills.
- ☐ List of allergies you may have to food, drugs, or latex, and any sensitivities to adrenaline or epinephrine.
- ☐ For children: a favorite stuffed animal, doll, or security blanket. Remember: a parent or guardian must accompany any patient under age 17.
- ☐ A case labeled with your name to hold eyeglasses/contact lenses, hearing aids, and dentures.
- ☐ Parking tag for the rearview mirror.

What to Leave at Home

- ☐ Jewelry, credit cards, cash, wallet, and other valuables. The Hospital cannot be responsible for personal belongings.
- ☐ Cellular phones as they interfere with patient care equipment.
- ☐ Tobacco products. No smoking by patients and visitors on the Hospital grounds.
- ☐ Pagers.
- ☐ Electrical appliances.
- ☐ Young children. Please leave your young children at home with a babysitter as they can distract you and our staff.

CHECKING IN

Parking: Park in the 6th Avenue Garage. Use the curved entrance off Spruce Street.

Entrance: Use the SurgiCenter entrance into D-Building, and take the elevator to the 4th floor. Our SurgiCenter valet will be nearby to help you.

Check In: Turn right as you exit the elevator. The reception desk will be on your left. Check in there as soon as you arrive.

- You will then be directed to the waiting room.
- Shortly after you arrive, you will be registered. Please have your health benefits card and referral forms ready.

Preparation: You will then be taken to a changing area.

- You will be asked to change into a Hospital gown and robe.
- You will be given a locker and key for your clothing; all personal belongings should be locked inside.
- Please remove your eyeglasses or contact lenses. If you wear a hearing aid or dentures, ask if you need to remove them.
- Your medication and allergy list will be collected at this time.

NOTES FOR YOUR FAMILY

- Ask how long the surgery will take.
- Ask if you need to remain at the Hospital; if yes, or if you simply prefer to, ask where you should wait.
- Please be sure that only one or two family members come with the patient to the Hospital.
- Please leave young children at home with a babysitter.

DURING SURGERY

Your surgeon has already explained the operation you will be having. Remember: during the surgery, you will be awake. Numbing medicine is given by shot into the area being operated on. This is called local anesthesia. Often adrenaline or epinephrine is used to cut down on bleeding.

Please tell your doctor if you have had problems with these medicines in the past.

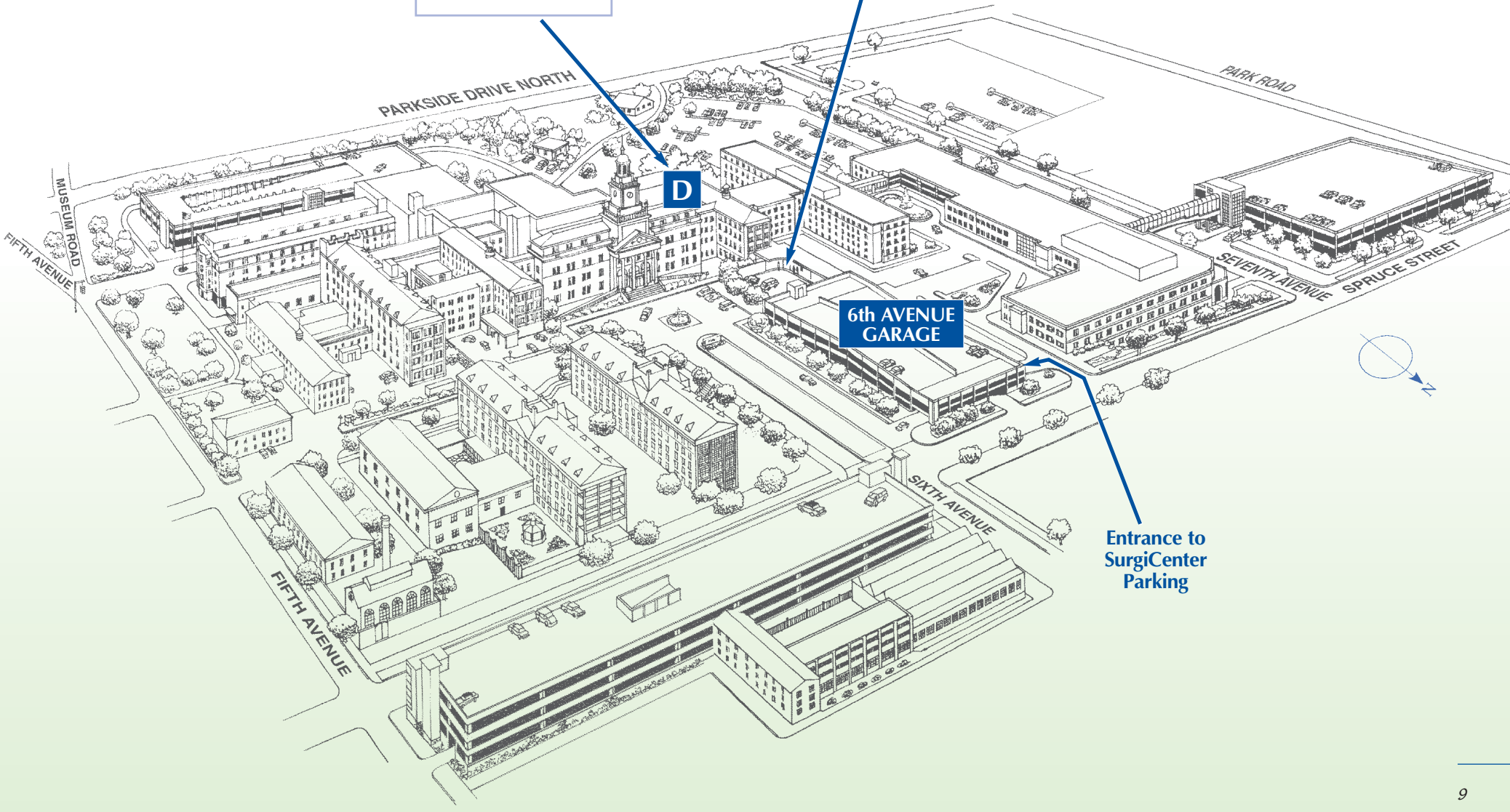
Note: If the patient is your child, you will need to say goodbye for a short time while your child is taken into the operating room. All toys and comfort items must be left with you.

NOTES FOR YOUR FAMILY

- This may be a good time for you to have a snack. A restaurant and vending machines are nearby. Ask for directions.
- Coffee and tea are available in the main SurgiCenter waiting room.
- Please do not bring food items into the waiting room, and no food or beverages in the recovery area.

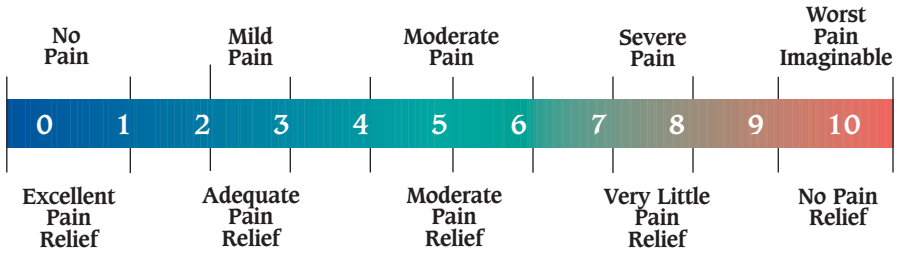
CAMPUS MAP

SurgiCenter entrance



PAIN CONTROL

Your comfort is very important to us. As part of your care, nurses will routinely ask you to rate your pain on a scale of 0-10. Please refer to this pain scale when asked what level pain you are experiencing.



If you need more pain medicine, ask your nurse right away.

CHANGING CLOTHING

You will return to the dressing room after your surgery to change into your clothes.

Note: If the patient is your child, mom or dad will be reunited to help your son or daughter change.

Be sure you and your driver listen to your discharge instructions. You will be given written instructions to help you remember what to do. Please ask questions if anything is not clear.

PATIENT CHECKLIST

✓ **Be Sure to Ask about:**

- ☐ Stitches, staples, incision care, bandages, and dressings.
- ☐ Bathing and showering.
- ☐ Pain: what to expect, what to do.
- ☐ Signs of infection.
- ☐ What to eat.
- ☐ Physical activity.
- ☐ Resuming sexual relations.
- ☐ Driving.

INCISION CARE

- Follow the doctor's instructions about caring for your incision, the area where the surgeon cut into your body.
- Keep the incision clean and dry.
- Some oozing is normal from the incision. Call your doctor if you have bright red drainage or a lot of drainage.
- Slight redness and swelling of the incision are normal. Call your doctor if you have increased redness, swelling, pain, or foul-smelling drainage.
- Call your doctor if you have a fever that lasts for a few days.

CALL YOUR SURGEON IF:

- The incision becomes redder, swollen, painful, or has a foul-smelling discharge.
- The incision bleeds a lot (reminder: a pink to dark red discharge is normal).
- Your incision opens. Lightly press a clean cloth to the incision to control bleeding.

If you cannot reach your surgeon,
call the Emergency Care Unit
at The Reading Hospital and Medical Center
610-988-8218

IMPORTANT TELEPHONE NUMBERS

Surgeon's Office . . . . . _____
Call the previous business day to confirm time of surgery, or if you have any medical questions about your surgery.

Surgery Scheduling Clerk. **610-988-8008**
Call if you need to cancel the surgery, or if you have questions about the date and time.

Billing Questions. **610-988-5820**
Call if you have any questions about your Hospital bill.

Patient Representative **610-988-8663**
Let us know how you feel about your experience in our SurgiCenter.

Emergency Care Unit **610-988-8218**
Call if you cannot reach your surgeon and you experience any of the problems listed on page 12.

PATIENT RIGHTS AND RESPONSIBILITIES

YOUR RIGHTS

We believe that our patients, their families, and their friends should be treated with respect, understanding, and compassion. These are your rights as our patient, reflecting our commitment to maintaining your personal dignity.

1. You have the right to receive the best health care available, without unnecessary delay, no matter your race, color, age, creed, handicap, sex, national origin, or economic status.
2. You have the right to receive from your doctor complete information about your illness and treatment in words you can understand. Your entire healthcare team is committed to giving you information and answering your questions.
3. You have the right to know the names of all the people taking care of you.
4. You have the right to have a family member or friend told about your admission to the Hospital.
5. You have the right to have the doctor who referred you here told about your admission, and be kept up-to-date about your illness and treatment.
6. You have the right to be told by your doctor of any test, procedure, or treatment that has risks, and to give written consent for this test, procedure, or treatment to be done. If you are too ill or otherwise cannot understand this information, you have the right to have your family member or friend told.
7. You have the right to ask that another doctor review your plan of treatment.
8. You have the right to say "no" to any treatment, and to leave the Hospital at any time. You have the right to hear from your doctor what may happen if you refuse the treatment or leave.
9. You have the right to be told by your doctor about any research project that may be helpful to you. You have the right to have all of your questions answered about this treatment plan, and then to give written consent if you wish to become part of the research project.

10. You have the right to make choices now in case you become too ill to speak for yourself later. This right to choose is called an Advance Directive. You may choose someone to make healthcare decisions for you. You may also choose what treatments you would like or not like to have done.
11. You have the right to see all information in your medical record within a reasonable time of your request. If your doctor feels you should not see this information for medical reasons, you have the right to have someone else review your record.
12. You have the right to keep your medical record and other healthcare information confidential. *You need to know that we are required by law to share some types of information. Also, we need to provide information to your benefits plan in order for your care to be covered.*
13. You have the right to privacy. You may ask us to limit your visitors if you wish.
14. You have the right to procedures and routines that protect you from all forms of abuse, harassment, neglect, or mistreatment.
15. You have the right to be free from restraints — both physical means and medications — that are used only for convenience or discipline.

16. You have the right to get information about the pain you may experience and ways to prevent or reduce your pain. You also have the right to prompt response when you tell us about pain you are having.
17. You have the right to share your concerns about the care or services you are receiving. If you have a problem or complaint, you may talk with your doctor, nurse, or any member of your healthcare team. You may also call our Patient Representative at 610-988-8663. You have the right to contact the Pennsylvania Department of Health, PO Box 90, Harrisburg, PA 17108. Phone: 717-783-8989.

OUR RESPONSIBILITIES TO YOU

The Reading Hospital accepts these responsibilities as part of our mission to provide you with the healthcare services you need.

1. We will provide the best health care possible in a safe, clean, quiet, and pleasant environment.
2. We will provide education to help patients and their families understand the illness, what they can do about it, and, when possible, how to stay healthy after recovery.
3. We will provide you with options for treatment that may be needed at another facility, as an outpatient, or at home.
4. We will provide mental health, spiritual, and social services if requested by you or your doctor.
5. We will provide an interpreter at no charge, when possible, to patients who do not speak English.
6. We will provide a sign language interpreter at no charge. We will also provide other devices at no charge to assist our deaf and hard-of-hearing patients.
7. We will provide a Patient Representative to receive suggestions on how we can improve our services.
8. We will provide you with full information about your Hospital bill if you request it.
9. We will provide you with a Patient Information booklet to help you and your family learn what to expect during your Hospital experience.

YOUR RESPONSIBILITIES TO THE HOSPITAL

To help us help you, our patients have responsibilities to provide the Hospital with certain information and support.

1. Please keep your appointments with us.
2. Please be open and honest with us about the health and pain management information we give you. Let us know immediately if you do not understand it, or if you feel that you cannot follow the instructions we give you.
3. Please tell your doctor and healthcare team about any changes in your health, including any pain you may be experiencing.
4. Please be considerate of our other patients by following our guidelines on the number of visitors, visiting hours, noise level, and no smoking. Please be sure that your visitors are considerate also.
5. Please help us protect confidentiality and privacy — yours and that of our other patients.
6. Please provide the benefits plan information necessary to process your Hospital bill.
7. Please pay your part of the Hospital bill as soon as possible. If you think you will have problems with your bill, please let us know.

These rights and responsibilities apply to all patients, including children. When the patient is a minor, the parent or guardian assumes these rights on behalf of the child.

GLOSSARY OF USEFUL TERMS

Advance Directive — formal document that states your choices for health care if you are unable to speak for yourself, or that names someone to make those choices for you.

Ambulatory Patient — see *Outpatient*.

Anesthesia — medication to prevent pain during surgery and medical procedures. There are three different types: general, regional, and monitored sedation.

- **General Anesthesia** — medication that puts the entire body "to sleep" for surgery.
- **Regional Anesthesia** — medication that numbs certain areas of the body so pain cannot be felt during surgery.
- **Monitored or Conscious Sedation** — anesthesia that allows you to remain conscious, or to sleep lightly during a procedure.

Anesthesiologist — a medical doctor who specializes in administering anesthesia medications.

Blood Transfusion — giving you blood to replace any that may be lost during surgery.

Consent to Procedure — this is a legal form that the patient signs before the operation agreeing to have the surgery and anesthesia recommended. This form is signed only after the patient discusses the risks, benefits, and possible alternatives with the doctor.

ECG or EKG — electrocardiogram, a test that gives basic information about how your heart is working.

Inpatient — patient who stays at the Hospital a day or more before or after surgery.

Intravenous or IV Infusion — the delivery of medications, fluids, or blood directly into the body through an IV line that is inserted under the skin.

IV — abbreviation for intravenous.

OR — abbreviation for operating room.

Outpatient — patient admitted and discharged from the Hospital on the day of surgery.

PACU — post-anesthesia care unit. The PACU is an after-surgery recovery room where patients stay until the anesthesia wears off.

PCA — patient-controlled analgesia. The patient pushes a button to get pain medication through an IV line.

Pneumonia — a serious lung disease that sometimes follows surgery. Controlled coughing can help to prevent it.

Same-Day Surgery — Surgical procedure for an outpatient under either local or general anesthesia, or conscious sedation; you will go home the same day of your operation.

Walk-In/Walk-Out Surgery — Outpatient surgical procedure under local anesthesia; you will go home the same day of your operation.