Having GI Endoscopy

at The Reading Hospital and Medical Center

- ☐ Upper Gastrointestinal Endoscopy (EGD)
- ☐ Fiberoptic Sigmoidoscopy
- ☐ Colonoscopy

Your GI Endoscopy is scheduled in: The Reading Hospital SurgiCenter in West Reading

on: _____

report at: _____

The Reading Hospital and Medical Center

You are going to have GI endoscopy at The Reading Hospital and Medical Center. We would like to help you prepare for your procedure. This booklet was written to answer your questions, and explain what will happen before, during, and after your procedure.

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.

culture

OF EXCELLENCE

SAFETY • COMMUNICATION • COURTESY • ATTITUDE

We share our passion for excellence with everyone...every day.

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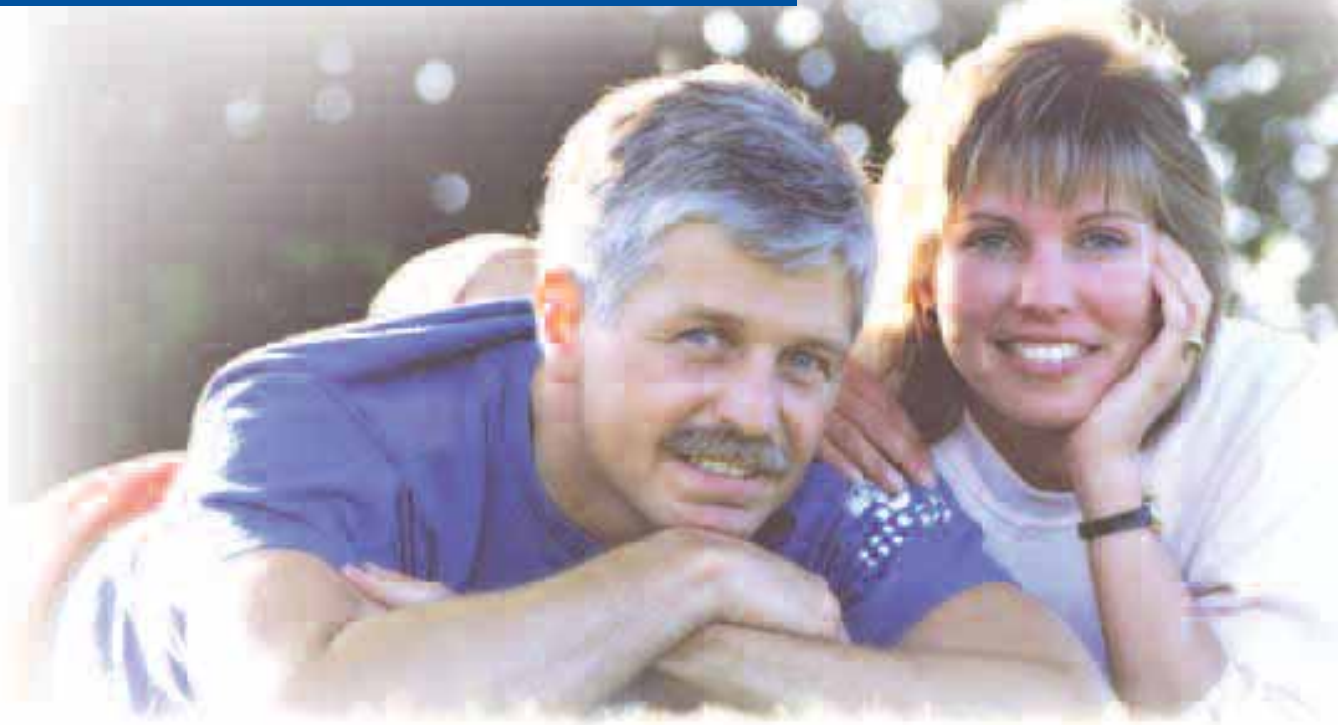
BEFORE THE PROCEDURE



GETTING READY

Follow the special dietary instructions provided by your doctor.

Arrange for a ride now. The sedation you receive during endoscopy will seriously affect your ability to drive. So, you must be discharged into the care of a responsible adult who can drive you and make sure you get home safely. If you do not have someone to take you home, we may have to cancel your procedure.

We also strongly suggest that you have a responsible adult stay with you or check on you for the first 24 hours following the procedure. Again, you should make these arrangements now.

If you take medications regularly, call your doctor. Ask if you should continue to take them, not take them that day, or stop taking them for several days before your procedure.

Please pay special attention to the information on this page. We may have to cancel your procedure for your safety if you do not follow these preparation steps.

ABOUT PAIN

Talk with your doctor about whether or not you can expect to have pain after your procedure. Treating 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 the pain is.

Most of the pain is caused by the air that fills your colon during the procedure. Your nurse will help you relieve any discomfort. A simple change of position or walking will be enough to move the air and relieve the discomfort it causes.

Remember the best way to manage any pain you may have is to work together with your healthcare team to keep your pain level low.

ABOUT SAFETY

Be a Partner in YOUR Safety! Your safety is very important to us. While you are in the Hospital, your entire healthcare team will focus on keeping you safe.

Research shows that we can be more effective if you and your family play an active part in reaching our goal of safe care. We have a program called ***Safety First: Make Safety a Priority in Your Day***, and invite you to learn more about it. Be sure to read our *Safety First* handout and look for posters in our waiting rooms. Also, if you have any questions, please ask.

We are happy to have you join us on YOUR Safety team!

DAY OF THE PROCEDURE

WHAT TO EXPECT

It is normal to feel nervous about the GI endoscopy procedure. It may help to know that your healthcare team is highly skilled, and will use its knowledge and experience to make certain that you have the safest possible procedure.

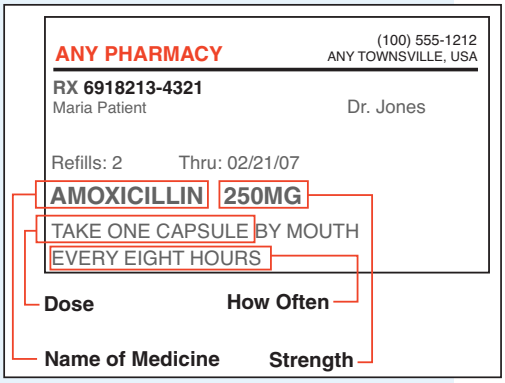
These handy checklists will help you prepare for your brief stay at the Hospital.

✓ What to Do at Home

- ☐ Be sure to follow all dietary instructions provided by your doctor.
- ☐ Dress in comfortable, loose-fitting clothing. (Ladies: no pantyhose and no girdles.)
- ☐ Switch your contact lenses for eyeglasses, and bring an eyeglass case along.
- ☐ Take any medications that your doctor told you to take.
- ☐ Remove all makeup.
- ☐ Remove your jewelry, and leave it at home.

✓ What to Bring

- ☐ Photo identification card.
- ☐ Health plan identification cards.
- ☐ Referral forms, if required by your health plan.
- ☐ A list of *ALL* the medicines—prescription drugs, over-the-counter medicines, herbal remedies, vitamins, and diet pills—that you are currently taking. We need to know the exact name of the medicine, the strength, the dose you take, and how often you take it. (This information can be found on the label of all prescription drugs and other medications.)
- ☐ List of allergies you have to food, drugs, or latex.
- ☐ A case labeled with your name to hold eyeglasses, hearing aids, and dentures.
- ☐ Phone number for your driver if he or she will not be waiting at the Hospital during your procedure.
- ☐ Parking tag for your rearview mirror.



✓ What to Leave at Home

- ☐ Jewelry, credit cards, cash, wallet, and other valuables. The Hospital cannot be responsible for personal belongings.
- ☐ Pagers and cell phones as they may interfere with patient care equipment.
- ☐ Tobacco products. Smoking is not allowed in the Hospital or on our grounds.
- ☐ Electrical appliances.
- ☐ Young children. Please leave young children at home with a babysitter as they can distract you and our staff.

CHECKING IN

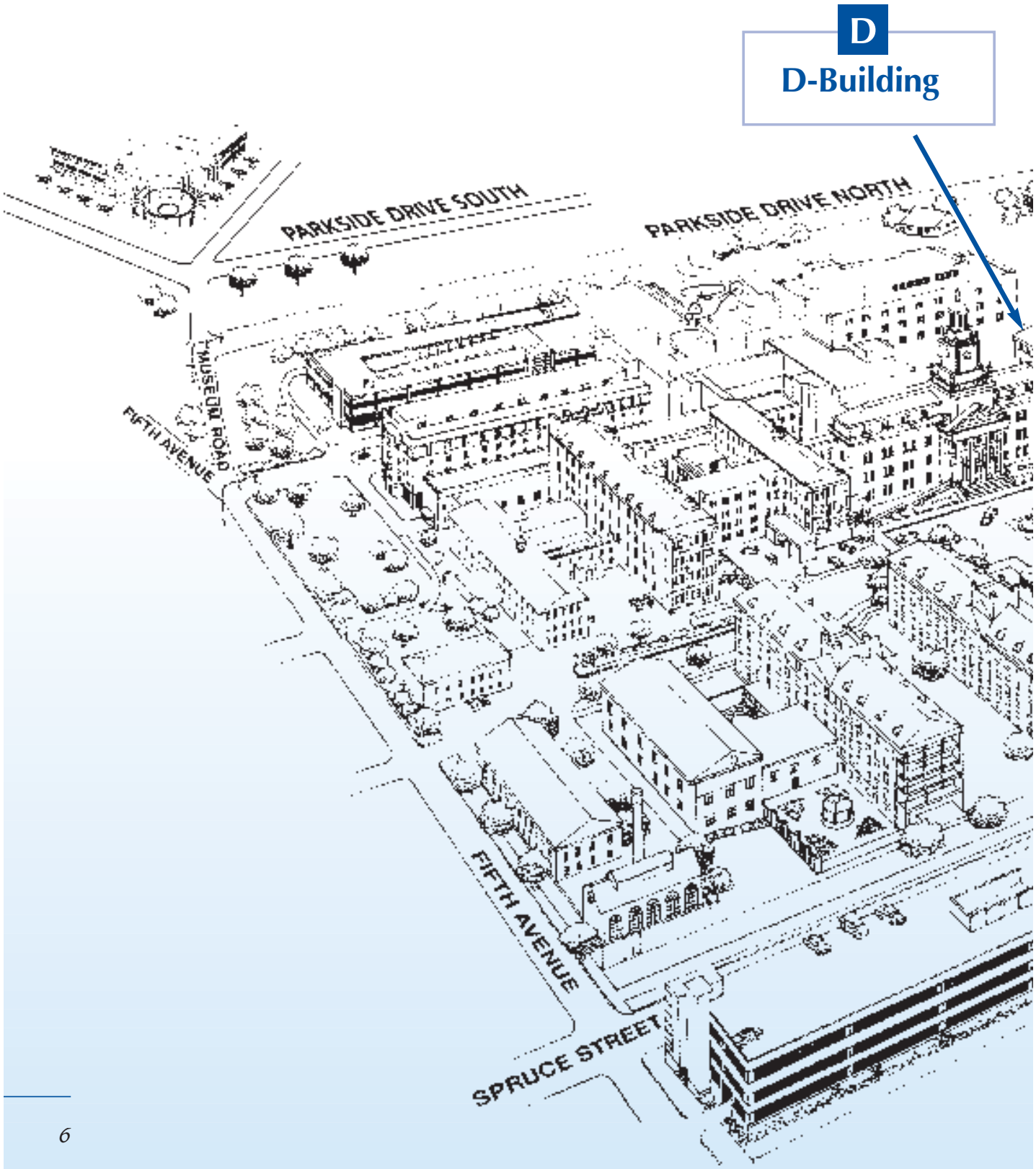
Parking: Park in the 6th Avenue Garage. Use the curved entrance off Spruce Street.

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

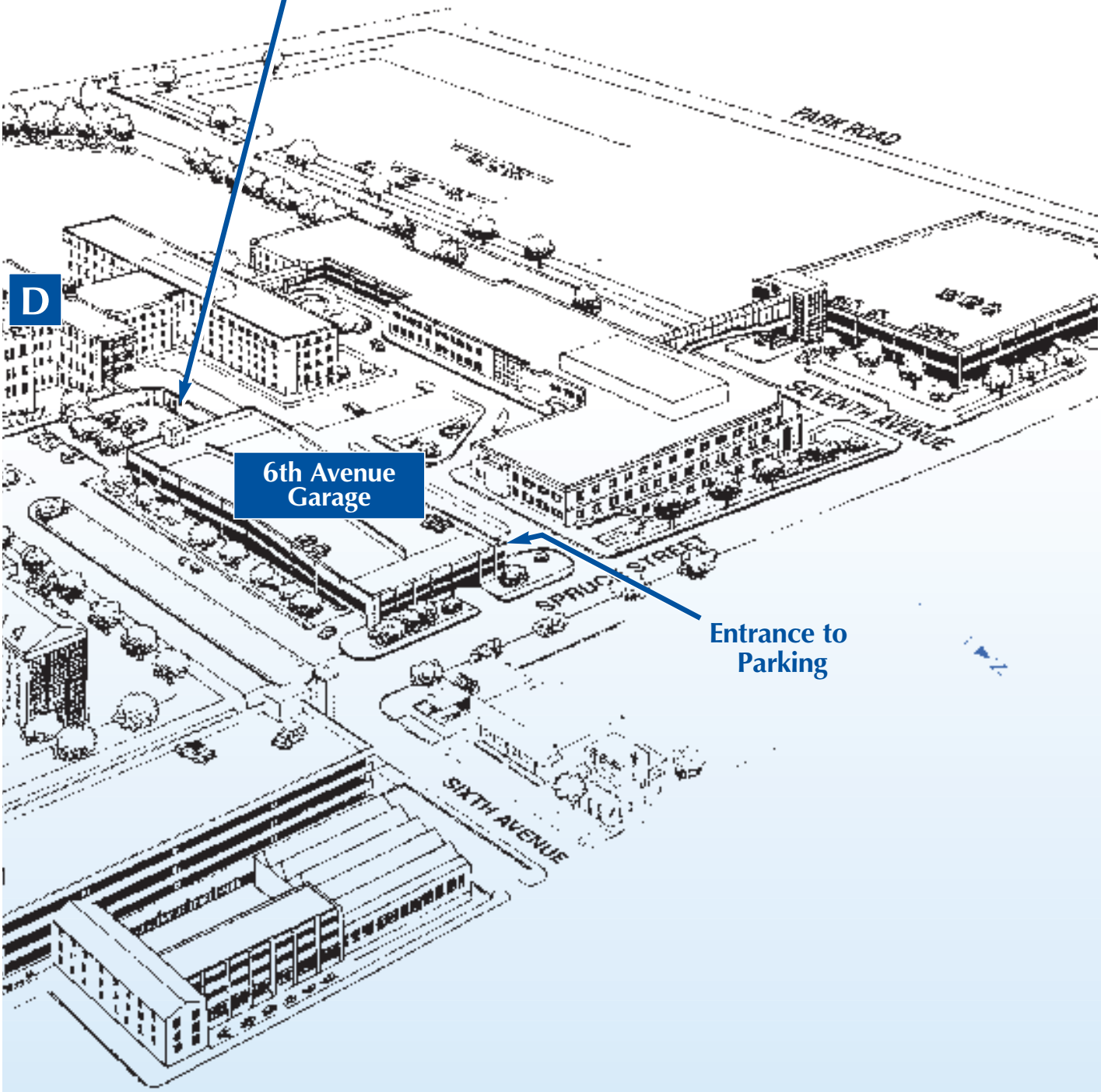
Check In: Turn right as you exit the elevator. The reception desk will be on your left. Check in there as soon as you arrive.

- 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.

CAMPUS MAP


D
D-Building
PARKSIDE DRIVE SOUTH
PARKSIDE DRIVE NORTH
MUSEUM ROAD
FIFTH AVENUE
FIFTH AVENUE
SPRUCE STREET

D-Lobby Entrance



THE PROCEDURE

PREPARATION

After you register, you and your companion will be escorted to a special waiting room. There, your companion can relax while we finish preparing you for your GI endoscopy procedure.

You will be taken to an interview area and provided with a private locker and key for all of your belongings. At this time, you will be asked to change into a Hospital gown, robe, and slippers.

If you forgot to leave your jewelry at home, you must remove it now. You may wish to give it to your companion for safekeeping.

A nurse will then take your blood pressure, and ask you a few medical history questions.

You will then be taken into the preparation area where you will be helped onto a patient litter. A nurse will start an IV in your arm; this makes it easier for the doctor to provide medications a little later to help you relax.

Next, you will be taken to the GI Lab where the procedure will be done. The nurse will place heart monitoring patches on your chest, and connect you to a blood pressure monitor. A device to measure your oxygen level will be clipped on your finger, and plastic tubing to provide oxygen will be placed at your nose.

When it is time to start, you will be asked to turn on your left side.

When it is over, you will return to the same preparation area to recover. The nurse will watch you closely until you are alert enough and ready to go home.

NOTES FOR YOUR FAMILY

- Ask how long the procedure will take.
- Ask if you need to remain at the Hospital; if yes, or if you simply prefer to, ask where you should wait.
- Once the patient is taken to the preparation area, you may wish to have a snack or beverage. A restaurant and vending machines are nearby. Ask for directions. Please do not bring food items into the waiting room.
- Please be sure that only one family member or friend comes with the patient to the Hospital.
- Please leave young children at home with a babysitter.

GOING HOME

Be sure you and your driver listen to your discharge instructions. You will be given written instructions to help you remember what to do, and, if necessary, prescriptions for any medicines that you may need.

In addition to any special instructions, these guidelines apply to your first 24 hours following the GI endoscopy procedure:

- Do not drive.
- Do not drink alcohol.
- Avoid making major decisions.
- Do not operate any equipment or machinery.
- Have an adult stay with you, or check on you.
- Remember: a simple change of position or walking may help remove discomfort caused by any remaining air from the procedure.

Please ask questions if anything is not clear.

CALL YOUR DOCTOR IF:

Call your doctor if you have any medical problems after you return home.

If the problem is serious and you cannot reach the doctor, call the Emergency Department at The Reading Hospital at **610-568-3637**.

IMPORTANT TELEPHONE NUMBERS

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

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

Emergency Department **610-568-3637**
Call if you cannot reach your physician and you experience any medical problems following your endoscopy.

PATIENT RIGHTS AND RESPONSIBILITIES

YOUR RIGHTS

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

- You, or your representative when appropriate, have the right to be informed of all your rights at the earliest possible moment in the course of your Hospital stay.
- You have the right to receive respectful health care from competent professionals without unnecessary delay, no matter your race, color, national origin, age, language, religion, handicap, sex, sexual preference, gender identity or expression, or source of payment.
- You have the right to receive complete information about your illness and treatment in words you can understand so that you can be involved in your care planning and treatment. Your entire healthcare team is committed to giving you information and answering your questions. When not medically advisable to communicate this information to you, this information will be provided on your behalf to your next of kin or other appropriate person.
- You have the right to know the names of all the people taking care of you and their functions.
- You have the right to have a family member, friend, or support person notified promptly about your admission to the Hospital.
- You have the right to have your personal doctor notified promptly about your admission, and be kept up-to-date about your illness and treatment.
- You have the right to be told by your doctor of any test, procedure, or treatment that has risks, and to give informed consent for this test, procedure, or treatment to be done. In emergencies, or if you are too ill or otherwise cannot understand this information, you have the right to have your family member or friend told.
- 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.
- You have the right to be told by your doctor about any research or donor program that may be helpful to you. You have the right to have all of your questions answered, and then to give informed consent if you wish to become part of the research or donor program. You also have the right to refuse to continue in such a program at any time. If you are too ill or

otherwise unable to understand this information, your representative will receive the information, provide consent, and/or discontinue your participation in the research or donor program.

- You have the right to make choices now and to document those choices 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.
- 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.
- 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.
- You have the right to be informed about continuing healthcare needs to be addressed following your discharge, as well as about recommended methods for addressing those needs.
- You have the right to personal privacy.
- You have the right to visitation from family members, friends, or support persons. You have the right to restrict or limit your visitors. Visitation may be restricted or limited when visitors would interfere with your care or the care of other patients.
- You have the right to receive care in a safe setting and to be free from all forms of abuse, harassment, neglect, or mistreatment.
- You have the right to be free from restraints or seclusion of any form imposed as a means of coercion, discipline, convenience, or retaliation by staff.
- 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.
- You have the right to have interpreting services, when possible, provided at no charge if you do not speak English.
- You have the right to full information about your Hospital bill if you request it.
- You have the right to full information and counseling on the availability of known financial resources for your health care.
- You have the right to know what Hospital rules and regulations apply to your conduct as a patient.

- You have the right to expect emergency procedures to be implemented without unnecessary delay.
- You have the right to assistance in obtaining consultation with another physician at your request and your expense.
- You have the right to expect good management techniques at the Hospital to use your time effectively and avoid personal discomfort.
- You have the right to good quality care and high professional standards that are continually maintained and reviewed.
- You, when medically permissible, have the right to be transferred to another facility only after you or your representative have received complete information concerning the need for and alternatives to such a transfer. The institution to which you would be transferring must first accept you for transfer.
- You have the right to access an individual or agency authorized to act on your behalf to assert or protect your rights as set forth in this document.
- You have the right to be informed about unanticipated outcomes of care, treatment, and services.
- You have the right to access and receive an accounting of disclosures regarding your own health information as permitted by law.
- 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 Advocate at **610-988-8663**. You have the right to contact the Pennsylvania Department of Health, PO Box 90, Harrisburg, PA 17108. Phone: 800-254-5164.
- You have the right to contact Hospital management if a concern you have about patient care or safety has not been addressed. If your concerns cannot be resolved through the Hospital, you may also contact the Joint Commission. *Phone:* **800-994-6610**. *Email:* **complaint@jointcommission.org**

OUR RESPONSIBILITIES TO YOU

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

- We will provide the best health care possible in a safe, clean, quiet, and pleasant environment.
- 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.
- We will provide you with options for treatment that may be needed at another facility, as an outpatient, or at home.
- We will provide mental health, spiritual, and social services if requested by you or your doctor.

- 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.
- We will provide a Patient Advocate to receive suggestions on how we can improve our services.
- 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 them, our patients have responsibilities to provide the Hospital with certain information and support.

- Please keep your appointments with us.
- Please play an active role in your care.
- 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.
- Please tell your doctor and healthcare team about any changes in your health, including any pain you may be experiencing.
- Please report any concerns you may have regarding your safety to any member of your healthcare team or to Hospital management. If your concern cannot be resolved by the Hospital, please contact the Joint Commission. *Phone:* **800-994-6610**. *Email:* **complaint@jointcommission.org**
- Please be considerate of our other patients by following our guidelines on the number of visitors, visiting hours, noise level, and tobacco-free environment. Please be sure that your visitors are considerate also.
- Please help us protect confidentiality and personal privacy – yours and that of our other patients.
- Please provide the benefits plan information necessary to process your Hospital bill.
- 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.
- When an adult patient is unable to exercise these rights, that patient's legally responsible representative may exercise these rights on behalf of the patient.

The Reading Hospital and Medical Center
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located at: Sixth Avenue and Spruce Street
West Reading, Pennsylvania 19611

www.readinghospital.org

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