



# A GUIDE TO YOUR PROCEDURE

UPMC Susquehanna

# THANK YOU

## for Choosing UPMC Susquehanna

### for Your Procedure

Our mission at the UPMC Susquehanna facility is that your care is excellent, ALWAYS. If you receive a UPMC patient survey, please let us know about your UPMC experience.

**It is important that you read the guide in its entirety!**

This helpful booklet will provide you with information about:

- Preadmission services
- Preparing for your procedure
- Pain control during and after your procedure
- General discharge instructions
- Useful telephone numbers
- Directions to our surgical facilities.

We understand that undergoing a surgical procedure can be stressful. Our team is committed to providing the most appropriate care. By using a collaborative team approach, different specialties, departments, and centers, our patients can expect high-quality treatment and the best results possible.

Please do not go with unanswered questions. We are here for you!

## Table of Contents

Your Procedure Information .....	3
Preadmission Testing .....	4
Preparing For Your Procedure .....	5
Before Your Procedure .....	6
Day of Procedure .....	7
In the Procedure Area .....	8
Following Your Procedure .....	10
For Your Discharge .....	11
Pharmacy Locations .....	11

# Your Procedure Information

## Contact Information

Patient's Name: \_\_\_\_\_

Surgeon's Name: \_\_\_\_\_

Surgical Procedure: \_\_\_\_\_

Date: \_\_\_\_\_

## Procedure Location

- UPMC Susquehanna Williamsport Regional Medical Center, Divine Providence Campus
- UPMC Susquehanna Muncy
- UPMC Susquehanna Williamsport Regional Medical Center

*Your length of stay post-procedure will be determined by your procedural physician.*

## Arrival Time

If your procedure is at **UPMC Susquehanna Williamsport Regional Medical Center** or **UPMC Susquehanna Williamsport Regional Medical Center, Divine Providence Campus**, you will **receive a call** between noon and 4 p.m. the day before your procedure to receive instructional information about your procedure preparation and your arrival time. If you are unavailable to answer the phone call a generic voice mail will be left. It is important for you to call back to 570-321-2121 or 800-326-8492 to receive instructions and arrival time information.

If you need to cancel your procedure, please notify your procedural physician's office. If the office is closed and it's prior to 5 p.m., please call 570-321-2121 and leave a message regarding the cancellation. After 5 p.m., please call 571-321-3600.

If your procedure is at **UPMC Susquehanna Muncy**, you will **need to verify your procedure time by calling 570-546-4235 or 800-326-9313** between noon and 4 p.m. the day before your procedure. During your call you will also receive instructional information about your procedure preparation.

If you need to cancel your procedure, please notify your procedural physician's office. If the office is closed, please call 570-546-4252 and leave a message regarding the cancellation.

*\*If you have a Monday procedure, you will receive/make your call the Friday before.*

**Please Note:** Arriving earlier than your assigned arrival time will cause you to wait longer than necessary in the waiting room. Arriving later than assigned arrival time may cause a delay or possible cancellation of your procedure.

## Reminder Checklist

### For Your Procedure

- Bring your photo ID
- Bring your health insurance and prescription cards
- Bring a list of current medications and dosage times
- Do not smoke
- Do not eat, drink, or put anything in your mouth, such as chewing tobacco, gum, or candy
- If you need to take medication, use only a sip of water
- Brush your teeth without swallowing liquid
- Remove makeup and nail polish
- Please remove all jewelry (including wedding rings/bands), and any body piercings
- Shower/bathe for three consecutive days prior to the procedure following the instructions on page 6
- Wear clean, comfortable, loose-fitting clothing
- Bring cases for eyeglasses, contact lenses, hearing aids, and/or dentures
- If you use a CPAP machine, bring the machine, tubing, and mask
- Leave all valuables at home; the hospital is **NOT RESPONSIBLE** for any lost or stolen items

# Preadmission Testing

Preadmission testing is an important part of your care before your procedure. For these services, your procedural physician's office has scheduled you for either an on-site preadmission visit or a phone interview.

During this visit or phone call, you will have an interview done by a nurse who will give you information and explain your procedure. You may also need to come to the hospital or outpatient testing facility for blood tests, urine specimen, x-rays, EKG, and/or MRSA screening.

## How long does an appointment take?

On-site preadmission visits take approximately 60 minutes, and phone interviews take approximately 30 minutes.

## Please have available for your interview:

- Current medications in their original bottles including herbs, supplements, and/or a list of medications, their dosages, and how often you take them
- Important medical information and your completed health survey questionnaire
- Your current insurance and prescription cards
- Photo ID
- A copy of your living will (if you have one)

## Where is preadmission testing located?

Preadmission testing takes place at either UPMC Susquehanna Muncy or UPMC Susquehanna Williamsport Regional Medical Center.

On-site preadmission testing may not take place where your procedure is scheduled.

### UPMC Susquehanna Muncy

215 East Water St.

Muncy, PA 17756

Phone: 570-546-4236

Monday to Friday, 7 a.m. to 5:30 p.m.

Use the Main Entrance and turn right. Admission registration area is the first door on the right. You will be directed to same day services.

### UPMC Susquehanna Williamsport Regional Medical Center

700 High St.

Williamsport, PA 17701

Phone: 570-321-2121

Monday to Friday, 8 a.m. to 5 p.m.

Use the West or Rural Avenue Entrance (West Entrance has valet services and is handicap accessible.) Take Elevator B located in the Rural Avenue lobby area to the fourth floor. Take a right off the elevator and another right down the hallway to the preadmission waiting room.

## You are scheduled for:

- On-site preadmission visit.  
Date: \_\_\_\_\_ Time: \_\_\_\_\_ Location: \_\_\_\_\_
- Preadmission phone interview.  
Date: \_\_\_\_\_ Time: \_\_\_\_\_ Number we will call you: \_\_\_\_\_

*If you are scheduled for a phone interview, rest assured that a member of our team will call you within 30 minutes of the scheduled time. Please be sure you are available.*

**Please be sure to have your preadmission testing completed prior to your procedure. If it is not completed, your procedure may be delayed or canceled for that day.**

# Getting Ready for Your Procedure

## Patient Payment and Insurance Information

Most insurance companies have co-pays or deductibles. Payment of co-pays or deductibles are expected prior to or at the time of service. If you are receiving nonemergent services that are not covered by insurance or require a co-pay or deductible, appropriate payment will be required prior to or at the time of service. Please be prepared to pay any self-pay amounts. Most forms of payment are accepted. If you are having a scheduled service, our staff may contact you prior to your appointment to confirm your contact and insurance coverage information. They may also collect any out-of-pocket obligations by phone.

For any questions concerning billing, please call 570-326-8196 or 800-433-0816, Monday to Friday, 7:30 a.m. to 5 p.m.

## Medications

Instructions for medications are given during your preadmission testing visit or phone interview. Please tell your procedural physician and preadmission testing nurse the names of all prescribed medications, vitamins, dietary supplements, herbal products, over-the-counter medications you are taking, and any medications you are allergic to.

## If You Smoke

It is strongly advised that you request nicotine patches from your procedural physician or stop smoking prior to a procedure. This also includes the use of e-cigarettes. Research indicates that smoking adversely affects bone healing, as well as irritates the breathing passages due to the inhalation of smoke. This could potentially lead to respiratory problems during and after a procedure.

## Pregnancy

Tell your procedural physician if you could be pregnant. All female patients ages 10 to 60 will be given a urine pregnancy test. (Exceptions: patient with hysterectomy or confirmed menopause for over one year.)

## Implanted Medical Devices

Tell your procedural physician and preadmission testing nurse if you have any type of implanted medical device such as a pacemaker, internal cardiac defibrillator, nerve stimulator, or medication pump.

## Obstructive Sleep Apnea

If you have been diagnosed with Obstructive Sleep Apnea by a medical professional, please inform your procedural physician and the preadmission testing nurse. If you are treated with continuous positive airway pressure (CPAP), you will be asked to bring your CPAP machine, mask, and tubing to the hospital with you on the day of your procedure.

All other patients will be screened for the possibility of having a sleep disorder. If this screening indicates you may be at risk, you will be informed and asked to follow-up with your primary care physician at a later date.

## Illness

If you develop a cold, viral infection, sore throat, or other illness during the week before your scheduled procedure, please contact your procedural physician immediately. This also includes instances where you have been exposed to infectious diseases such as lice, scabies, pink eye, chicken pox, tuberculosis, or any new skin infection. The procedural physician will determine whether your procedure should be rescheduled.

## NOTES

---



---



---



---



---

# Before Your Procedure

## Food and Drink

Do not eat any solids after midnight. This includes candy, gum, or using any type of tobacco product. Adult patients and pediatric patients 6 years of age and older may consume water only up to four hours prior to the procedure start time. Pediatric patients 5 years of age and younger may consume water up to two hours prior to the procedure start time. **It is recommended that adult patients and pediatric patients 6 years of age and older may consume up to 12 oz. of Gatorade® (no red) four hours prior to the procedure start time.** Pediatric patients 5 years of age and younger may consume up to 6 oz. of Gatorade® (no red) or apple juice prior to the procedure start time. Infants may have breast milk up to four hours prior to the procedure start time or formula up to six hours prior to the procedure start time.

## Transportation

If you are having any procedure requiring sedation, it is essential that you arrange for another adult to escort you home. Please restrict driving for 24 hours following your procedure. We advise you to make these arrangements as soon as possible. If you will be staying overnight after your procedure, please have your transportation available by 8 a.m. (In most situations, discharge is at 8 a.m.)

## Canceling a Procedure

If you need to cancel your procedure, please call your procedural physician's office as soon as possible.

## Hospitality Inn

If you are staying overnight after your procedure and your friends, family, or caregiver is looking for accommodations, we offer onsite, overnight accommodations at UPMC Susquehanna Williamsport Regional Medical Center and UPMC Susquehanna Williamsport Regional Medical Center, Divine Providence Campus. For more information, visit [UPMCSusquehanna.org/HospitalityInn](http://UPMCSusquehanna.org/HospitalityInn) or call the Reservation Specialists at 570-321-1000.

## Skin Preparation Prior to Procedure

Having a clean body before a procedure is important. It is recommended to wash with the antibacterial agent called chlorhexidine gluconate (CHG), also known as Hibiclens, Betasept, or Exidine (any brand

with 4% chlorhexidine gluconate is acceptable). This antibacterial agent can be purchased at a UPMC Susquehanna pharmacy for a discounted price or at your local pharmacy. (See page 11 for UPMC Susquehanna pharmacy locations.) Before use, read the "drug facts" information and directions on the bottle.

## Important reminders:

- CHG is not to be used on the head, face, eyes, ears, or mouth.
- CHG is not to be used in the genital area.
- CHG should not be used if you are allergic to chlorhexidine gluconate or any other ingredients that are in this preparation.

If you have an allergy to this antibacterial agent, please notify your procedural physician or preadmission testing nurse. They will most likely recommend you use **Dial™** or **Safeguard™** soap. To help decrease your risk of infection, please shower/bathe **three consecutive days** prior to your procedure following these instructions:

- Wash and rinse your face and hair first using normal shampoo.
- Make sure you completely rinse your body and hair.
- Turn off the shower or get out of the water if taking a bath.
- Apply the antiseptic CHG soap solution to your body starting at the neck and working downward. Gently wash entire body, except the genital area.
- Wash your genital area with Dial™ or Safeguard™ soap.
- Gently scrub the area(s) where the incision(s) will be located. Each incision area should be scrubbed for about three minutes.
- Once you have completed the scrub, rinse the CHG soap off your body completely in the shower or bath.
- Do not wash with regular soap after you have used the antiseptic CHG soap solution.
- **Do not shave any areas where procedure will be performed for several days prior to procedure (chest, legs, etc.).**
- Pat yourself dry with a clean, freshly washed towel.
- Do not apply any powders, makeup, or lotions.
- Dress in clean, freshly washed clothing.

# Day of Procedure

## Arriving at the Hospital

### UPMC Susquehanna Williamsport Regional Medical Center, Divine Providence Campus 1100 Grampian Blvd., Williamsport

Please use the Main Entrance; use Main Elevator to second floor.

Valet available: Monday to Friday, 8 a.m. to 4:30 p.m.

Valet phone: 570-279-2918

### UPMC Susquehanna Muncy 215 East Water St., Muncy

Please use the Main Entrance; check-in is located on the first floor.

### UPMC Susquehanna Williamsport Regional Medical Center 700 High St., Williamsport

Please use the Main Entrance on High St.; take Main Elevator to the fourth floor. Private check-in areas are located right off the elevator on the fourth floor.

If both check-in areas are occupied, please have a seat in the reception area and someone will call you by name to begin the check-in process.

Valet available: Monday to Friday, 5 a.m. to 10 p.m.

Saturday to Sunday, 8 a.m. to 4:30 p.m.

Valet phone: 570-279-2684

## Once You Are Checked In by the Clerk/ Receptionist

- **Only one** family member, friend, or caregiver may stay with you prior to your procedure. Any other family members or friends will be directed to the reception area. Visitors should view the Visitor Information Guide located in the reception area for more information.
- If the patient is under 18, they must have a parent or legal guardian with them before going to the procedure area.

- You will receive a wristband with your name and procedural physician. Please check that all information is correct on your wristband. You will be asked to change into a hospital gown once you have been escorted to the surgery center by a nurse. The nurses and doctors will make sure you are as comfortable as possible
- It may be necessary to collect additional blood work at this time.
- A nurse will review your medical history, medicines, allergies, and any test results; blood pressure and temperature will be taken.
- If required, a urine sample will be taken, as well as a nose swab for MRSA.
- Depending upon your procedure, an IV may be required for administration of medications and fluids.
- You will be asked to read and sign any permission forms for your procedure anesthesia (if given) and your blood transfusion (if blood is required during your procedure).
- You will be asked what part of the body you will be having your procedure, and this area will be marked by your procedural physician prior to being taken to the procedure area.

## For Your Safety

For your safety and in compliance with our patient identification policy, health care providers will ask you to provide the following information throughout the day:

- Name
- Date of birth
- Allergies
- Procedure(s)
- Location of the procedure
- Name of procedural physician

## NOTES

---



---



---



---



---





## Type of Anesthesia

Your procedure can be performed under one of four types of anesthesia. Your anesthesiologist will meet with you prior to your procedure to discuss the following options:

### General Anesthesia

Under general anesthesia you are in a deep, relaxed sleep, unaware of your surroundings and pain-free. You will receive your first medication through your IV, and gases that you will breathe through a breathing tube will keep you asleep throughout the procedure. Medications to relax muscles and techniques to support your breathing may also be used. When the procedure is complete, you are given oxygen to breathe and other medicines that will help you awaken.

### IV Block Anesthesia

This type of anesthesia is used for procedures on the body's extremities where a local anesthetic is injected intravenously. The technique usually forces blood out of the extremity, followed by the application of tourniquets to safely stop blood flow. The anesthetic agent is introduced into the limb and allowed to set in while tourniquets retain the agent within the desired area. After some time, the tourniquet is depressurized to restore circulation. You may also receive medication through an IV to keep you comfortable during the procedure.

### Spinal Anesthesia

During a spinal, an anesthetic is injected into your spinal canal below the spinal cord to provide a complete, pain-free state for your procedure. You may also receive medication through an IV to keep you comfortable during the procedure.

### Local Anesthesia with Sedation

During this anesthesia, you will receive a numbing injection from your procedural physician, much like the kind used in a dentist's office. You may also receive medication through an IV to keep you comfortable during the procedure.

## Risks from Anesthesia

The risks of complication from anesthesia are minimal in most people. UPMC Susquehanna's surgical team is trained to provide you with the safest experience possible. Anesthesia and surgery may cause your muscles and joints to feel stiff for one to two days post-procedure. Please be sure to tell your procedure nurse or anesthesiologist of any dental issues including chipped, loose, broken, or capped teeth; or if you have dentures.

### Other risks include:

- Nerve damage from a spinal or local injection
- A chipped tooth because of a breathing tube that is placed under general anesthesia
- Possibility of a sore throat, nausea, or vomiting due to general anesthesia

### In the procedure area:

Your procedure team may consist of any of the following: nurses, doctors, anesthesiologists, and technologists. You will have monitoring equipment attached to check your heart rate, blood pressure and breathing.

## NOTES

---



---



---



---

# Your Recovery

## Information for Family, Friends, and Caregivers

Because we believe that family, friends, and caregivers are an important part of the healing process and can provide comfort, we encourage them to spend as much time together throughout your stay. We do ask that those who are accompanying you during your procedure or are visiting, please observe the following guidelines:

- Once the procedure is complete and you are in recovery, visitation will be limited to one person at the bedside. If you will be staying overnight after your procedure, the visiting hours are:

**UPMC Susquehanna Williamsport Regional Medical Center -**

no restricted hours for visitors

**UPMC Susquehanna Muncy -**

11 a.m. to 8 p.m.

- For patients staying overnight, you will be transported from recovery to a patient room once a room becomes available. Due to patient volume, the wait for a patient room varies.

## Pain Management for Adults

Pain is a very personal experience and is different for everyone. We rate pain on a scale of 0 - 10; 0 being no pain at all and 10 being the worst pain you can imagine. The following pain scale will be provided to help show where your pain level is at:

### Pain Assessment Scales



We may also ask you the following:

- The number of times in the past that you have experienced similar pain and what helped alleviate it.
- To tell us when you are having pain (it is easier for us to continually manage any type of pain instead of waiting until you are in extreme pain).

During your stay we will teach you about medicine and other methods to make you feel more comfortable. We will remind you that it may not be possible to eliminate all pain.

## NOTES

---



---



---



---



---



---



---



---

## How Children Communicate Pain

There are two ways we will ask a child how to describe their pain level:

### 1. The Pediatric Pain Scale

A nurse will show your child five cartoon faces that range from smiling to very sad. The nurse will ask your child to choose the face that tells how he



0 = no hurt

1 = little bit of hurt

2 = little more hurt

3 = lots of hurt

4 = most hurt you

could ever have

or she feels.

- We also use the pain scale method in which you and your child will rate his or her pain from 0 - 4; 0 being no pain and 4 being the most pain ever had. Children often will not or cannot describe their pain with health care providers.

If this is the case, we will estimate the child's pain based on his or her behavior and your opinion (parent or guardian).

# For Your Discharge

If you will be returning home the day of your procedure (same-day surgery), you must have an adult over the age of 18 drive you home. You may not drive 24 hours after your procedure or longer, per your physician's instructions. **If you received anesthesia or sedation, you must have a caregiver with you 24 hours after your procedure.** If you are given prescriptions that need to be filled, you may fill them at one of our UPMC Susquehanna pharmacies or at your local pharmacy.

Your nurse will discuss any actions to take if you have signs or symptoms of:

- **Infection**
- **Bleeding**
- **Nausea/vomiting**

If you will be discharged from the hospital at a later day from your procedure, you will need an adult to escort you home. To make discharge easier, we suggest the following:

- Talk with the physician regarding medications, follow-up appointments, and other guidelines related to your recovery.
- Obtain any prescriptions or written instructions that you will need. Before you leave, a member of the nursing staff will review discharge instructions and discuss procedures you should follow at home.
- If you are given prescriptions that need to be filled, we can conveniently have them delivered to your room prior to discharge, or you can fill them at one of our UPMC Susquehanna pharmacies or at your local pharmacy.
- Check closets, drawers, and other storage areas for all your belongings.
- Plan to have your ride ready to pick you up by 8 a.m. (In most situations, discharge is at 8 a.m.)

**Note:** Discharge for the Joint Center patients will vary based on their therapy schedule.

## Post-Procedure

You will leave the hospital with instructions on how to care for yourself and your incision. Your procedural physician will inform you on any supplies you should have available at home. When you are home, please follow your instructions reviewed by your post-procedure nurse. It is important to report any fever, redness, swelling, or drainage to your procedural physician should it occur.

Before discharge, your nurse will go through instructions given by the procedural physician. Remember to get plenty of rest to help your body recover until your instructions tell you to resume your usual routine. If you have any questions or concerns once you are home, please call your procedural physician.

**Acute pain is an anticipated outcome of many invasive procedures. Our goal is to manage your pain to a tolerable level. Depending on your type of procedure, it may not be possible to make you completely pain free.**

You will receive a follow up phone call between 24 and 48 hours after your procedure to check on your status. If you would like to contact us, please call 570-321-2737.

## Pharmacy Location

### Health Innovation Center

(campus of UPMC Susquehanna Williamsport Regional Medical Center)  
740 High St., Ste. 1001  
Williamsport, PA 17701

**Hours:** Monday to Friday, 8:30 a.m. to 6:30 p.m.  
Saturday, 9 a.m. to 3 p.m.

**Phone:** 570-321-2818

**Fax:** 570-321-2819

For more information, visit  
**[UPMCSusquehanna.org/Pharmacy](http://UPMCSusquehanna.org/Pharmacy)**.

Thank you for choosing UPMC Susquehanna as your provider of excellence in care.



# UPMC Susquehanna

[UPMCSusquehanna.org](http://UPMCSusquehanna.org)

(03/19) MC