

A Patient's Guide to Surgery



Carolinan HealthCare System

Carolinan HealthCare System NorthEast



Welcome

Welcome to Carolinas HealthCare System NorthEast. Our staff of skilled professionals look forward to providing the care you need and making your stay pleasant and beneficial. The information in this booklet will guide you through every step of your surgery, from pre-operation (pre-op) and surgery to your hospital stay and recovery. You will receive the best care possible, in the best ways possible, so you're ready to live your best life possible.

If you have not been contacted by the pre-registration staff by the day before your surgery, please call 704-403-1285.

If at any time during your stay you feel your care is less than very good, please notify a member of our management team.

You Will Enter As An

- Inpatient - Patients spend at least one night in the hospital. They are admitted the day of surgery or, sometimes, the day before.
- Observation - Patients spend less than 24 hours on a unit for observation purposes, then they are discharged.
- Outpatient - Patients enter and leave the hospital the same day as surgery.

Preparing For Surgery

Your doctor's office will schedule a pre-surgery visit to learn about your medical history and confirm that you are medically ready for surgery.

For this appointment, please have all of your current medication information (names, dosage, frequency) available.

Please inform the nurse if you have any of the following health problems:

Heart disease

Kidney disease

Problems with surgery
or anesthesia

Lung disease

Stroke

Sleep apnea

Diabetes

Review These Steps Before Your Surgery

1. Please call 704-403-2305 the day before your procedure from 2:00-4:00 PM for your arrival time. Please call Friday for Monday's arrival time.
2. You will be asked to arrive 1 1/2 - 2 hours prior to your scheduled appointment time to allow for admitting and pre-procedure preparation.
3. Stop smoking or at least cut down before surgery.
4. Stop drinking alcohol - liquor, beer and wine - at least one day before surgery.
5. Ask your doctor about taking medications before surgery, including aspirin, ibuprofen, blood-thinning medications, over-the-counter drugs, herbals or supplements.
6. Do not eat or drink anything, including water, gum or hard candy after midnight the night before surgery, unless instructed by your anesthesiologist. If you do, your surgery may have to be rescheduled. If you eat or drink something, tell the nurse immediately when you arrive at the hospital.
7. Call your doctor if you get a fever, cold or rash. Surgery may have to be postponed.
8. Ask your doctor or nurse about any other special instructions.
9. Sleep on clean sheets the night before your surgery.

Day Of Surgery

Before You Leave Home

- Shower or bathe - you will be given specific instructions, if needed.
- Do not wear any oils, lotion, nail polish or make-up.
- Do not eat or drink, chew gum, eat candy or use chapstick. You may brush your teeth, but do not swallow toothpaste or water.
- Leave valuables, such as jewelry, at home. Carolinas HealthCare System NorthEast cannot be responsible for these items.
- Wear loose, comfortable clothing.
- Do not wear jewelry, including all body piercings.

What To Bring

- Insurance cards or forms and a credit card or cash for payment, only if needed.
- A parent or legal guardian if patient is under age 18.
- Clothing, such as a robe and slippers, if you are staying overnight.
- Contact lens container and solution if you wear contact lenses.
- Your advance medical directives if you have any (i.e., living will, healthcare proxy, Do Not Resuscitate [DNR]). These instructions outline the healthcare you want if you lose the ability to decide for yourself. If you wish to obtain an advance directive form, please tell the nurse who contacts you before your surgery.

Registration

- Arriving on time is very important. Please allow enough time for heavy traffic.
- Check in at the surgery registration desk.

Surgery Preparation Area

- After completing registration, you will be taken to the surgery pre-op area. Two visitors may wait with you until you are taken into the operating room.
- **You are scheduled to arrive in pre-op approximately two hours prior to your procedure in order for staff to prepare you for surgery.** This may include taking vital signs (blood pressure, etc.), starting an IV, giving pre-operative medications and reviewing paperwork with you.
- A nurse may ask you to sign a consent for surgery. The surgical consent form is a legal document stating that your doctor has talked with you about your surgery and explained the risks and benefits, and that you agree to have the surgery. A parent or guardian will fill these out for a minor.
- You will be asked to remove all clothing and put on a hospital gown. For your safety, you will be given a hospital armband with your name and birth date on it, which may be checked many times throughout your visit. Again, this is for your safety.
- Please remove all jewelry, body piercings, glasses, contacts, hearing aids, dentures and undergarments.
- We make every effort to adhere to scheduled appointment times; however, unforeseen delays may occur.

- Leave personal belongings with your family or visitor.
- The nurse may draw blood for lab tests and/or perform an EKG (an electrocardiogram for heart tracing).
- An IV will be inserted into a vein on your arm or hand. The IV will provide medications and fluids to you during surgery.
- It may be necessary for one of our nursing staff to remove hair from the area of your body where the surgery will be performed. This will be performed with clippers.
- You may be given a sedative to help you relax before being taken to the operating room.

Operating Room

- To monitor your blood pressure, a blood pressure cuff will be placed on your arm.
- To monitor your heart's function, small circular pads called leads will be placed on your chest.
- To measure the oxygen levels in your blood, a monitor will be placed on your finger.
- Please ask a surgical team member for a blanket if you feel cold.
- The surgical team is lead by your surgeon. Additional team members include nurses, an anesthesiologist, a nurse anesthetist (CRNA) and a surgical technician. As a team, they provide a sterile and safe surgical environment.

Anesthesia Care

Anesthesia is medication used to prevent pain during surgery. A highly-trained specialist, a CRNA and/or an anesthesiologist, will give you anesthesia and monitor your condition during your surgery. Before surgery, the anesthesiologist or CRNA will discuss what type of anesthesia will be best for you.

Types of anesthesia you may receive:

- General - You are asleep during surgery.
- Regional - A nerve block numbs only the appropriate body part. You may receive additional medications to help you relax.
- Local anesthesia with sedation - Anesthetic is injected into the area of your body where surgery will be performed. You will receive additional medication to relax you so you may remain awake or in a light sleep.

Our goal is to provide excellent care throughout your surgical experience, especially in the area of pain management. Although some pain is common, we strive to manage your pain by providing the maximum pain relief with minimal side effects.

After Surgery

You will be taken to the recovery room, also known as the Post Anesthesia Care Unit (PACU). As the anesthesia wears off, you will be closely monitored. During this time you may receive pain or anti-nausea medication to keep you as comfortable as possible. You might have a mild sore throat if a tube was used to help you breathe during surgery.

NO VISITORS are allowed in the recovery room (PACU).

Patients admitted to the hospital will be taken to their assigned room after recovery.

If Outpatient, make arrangements to be driven home by a responsible adult (18 years of age or older). This individual will be responsible for receiving discharge instructions following your procedure. Public transportation (taxi, bus) is only acceptable if accompanied by a responsible adult. Anyone without a driver will be cancelled or rescheduled for another day. Also make arrangements for someone to stay with you for the first 24 hours after discharge.

What To Expect When You Return Home

Dizziness and tiredness are normal after receiving anesthesia or sedation; therefore, you should wait 24 hours after returning home before:

- Driving or operating equipment or dangerous appliances.
- Supervising children.
- Drinking alcoholic beverages.
- Eating large amounts of food. (Begin with sips of clear liquids and gradually add small amounts of solid food.)
- Returning to work or resuming normal activity (upon doctor's approval).

Take only medications prescribed by your doctor for the first 24 hours after surgery, unless otherwise instructed.

Notify your doctor if you experience the following:

- Excessive bleeding.
- Excessive swelling.
- Excessive pain.
- Difficulty urinating.
- Temperature greater than 101 degrees 24 hours after surgery.

Follow-up

Outpatients may receive a phone call from a nurse within two business days after surgery to check on your recovery and answer any questions.

Several days after your discharge, you may receive a survey by mail or email from a survey company, Press Ganey, regarding your experience in our surgery center. Our goal is to be rated Very Good in Overall Quality of Care and the Likelihood to Recommend Carolinas HealthCare System NorthEast to friends and relatives. Please take a few minutes to answer the questions. We use this information to reward our staff and to make improvements where needed.

We wish you a speedy recovery and continued good health.

Carolinas HealthCare System NorthEast Campus Map



VALET PARKING SERVICE AVAILABLE FOR SPECIAL NEEDS ONLY

SERVICE/ DELIVERIES

AMBULANCE ONLY ENTRANCE

WEST SIDE of CAMPUS



EAST SIDE of CAMPUS

SURGERY

EMERGENCY

Parking

- LOT A Emergency Parking
- LOT C Visitor & Employee Parking
- LOT G Concord Medical Mall - Upper Lot
- LOT H Family Center Visitor Parking
- LOT J Visitor Parking - Limited Access During Construction
- LOT K Surgery Center Visitor Parking
- LOT N Concord Medical Mall - Lower Lot
- LOT P Visitor Parking Deck

Legend

- Building
- Surgery Center
- Road
- Building Entrance
- Traffic Light
- Helipad
- Large Fountain

Directions to Carolinas HealthCare System NorthEast

Location: Highway 29/Highway 601 between Lake Concord Road and Mall Drive

Carolinas HealthCare System NorthEast Surgery Center

GPS Address: 501 Memorial Blvd., Concord, NC 28025

From the South/Charlotte Area:

- Take I-77 N to I-85 N
- Take exit 58 off of I-85
- Follow the Highway 29 S/Highway 601/Concord signs
- Turn left at the fourth light
- Turn right onto Memorial Drive
- Turn right past the employee parking deck
- Surgery Center parking lot K is on the left

From the North:

- Take exit 58 off of I-85
- Follow the Highway 29 S/Highway 601/Concord signs
- Turn left at the fourth light
- Turn right onto Memorial Drive
- Turn right past the employee parking deck
- Surgery Center parking lot K is on the left

From Albemarle:

- Take Concord Road/NC-73 and continue to follow NC-73
- Turn right onto Branchview Drive, SE/NC-3
- Turn left onto Lake Concord Road, NE
- Turn right onto Memorial Drive
- Surgery Center parking lot K is on the left

Nearby Lodgings and Accommodations:

Comfort Inn & Suites
3033 Cloverleaf Parkway
Kannapolis, NC 28083
866-577-4820

Holiday Inn Express
2491 Wonder Drive
Kannapolis, NC 28083
704-743-1080

Hampton Inn
612 Dickens Place NE
Concord, NC 28025
704-793-9700

Country Inn & Suites
580 Dickens Place NE
Concord, NC 28025
704-793-6777

Sleep Inn
1120 Copperfield Rd
Concord, NC 28025
704-788-2150

Notes



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Carolinan HealthCare System NorthEast
920 Church Street, North
Concord, NC 28025
704-403-1275

CarolinanHealthCare.org/Carolinan-HealthCare-System-NorthEast