



SURGERY PATIENT HANDBOOK



North Oaks Same Day Surgery Unit

Located within North Oaks Medical Center
15790 Paul Vega, MD, Dr.
Hammond, LA
(985) 230-2100

North Oaks Inpatient Surgery Units

Located within North Oaks Medical Center
15790 Paul Vega, MD, Dr.
Hammond, LA
(985) 230-6086

North Oaks Surgery Center

42144 Veterans Blvd.
Hammond, LA
(985) 230-7333

www.northoaks.org     



Thank you for choosing North Oaks Surgical Services for your procedure. We know you had a choice in facilities, and we appreciate your confidence in selecting us.

Our highly skilled and experienced Surgical Services team has been performing surgical procedures for over 5 decades. Our staff works together to provide you with the most compassionate technologically-advanced health care available. In addition, they have the full support of the entire North Oaks Health System team of 3,000 employees, physicians and volunteers. Our goal is to make your surgical services experience a positive one. If you have any questions or concerns, please feel free to discuss them with your nurse.



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Locations



Our Inpatient Surgical Units are located in the Tower of North Oaks Medical Center.

- Surgical Intensive Care Unit is on the 2nd Floor
- General Surgery Unit is on the 3rd Floor
- Orthopaedic/Neurosurgery Unit is on the 5th Floor

North Oaks Inpatient Surgery Units

Located within North Oaks Medical Center

15790 Paul Vega, MD, Dr.

Hammond, LA

(985) 230-6086



Our Same Day Surgery area is located on the second floor of North Oaks Medical Center.

North Oaks Same Day Surgery Unit

Located within North Oaks Medical Center

15790 Paul Vega, MD, Dr.

Hammond, LA

(985) 230-2100



North Oaks Surgery Center is located on Veterans Boulevard across from North Oaks Medical Center, less than one mile from the hospital.

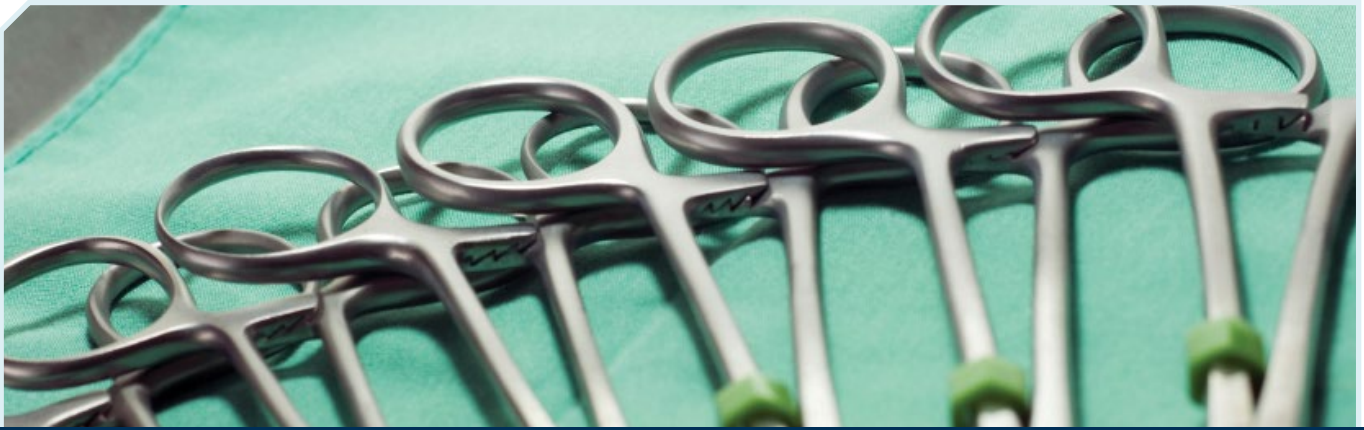
North Oaks Surgery Center

42144 Veterans Blvd.

Hammond, LA

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Parking locations can vary, please talk to your pre-admit nurse or call one of the numbers listed above to determine what is best for you.



Your Personal Instructions

Please arrive for your procedure as instructed by your doctor or the North Oaks staff nurse. It is important that you arrive on time to avoid delays. One hour of pre-procedure time has been allotted to prepare you for surgery. If you are having an outpatient procedure, please plan to spend 3-6 hours of your day at our facility depending on the type of surgical procedure you are having. If your procedure requires an overnight or extended stay, please pack a bag with your belongings to have with you during your time at our facility.

- The American Society of Anesthesiologists has suggested that patients **discontinue the use of herbal remedies** at least 2 weeks prior to surgery. Make sure your physician knows which herbal supplements you have been taking.
- **Do not shave** any body parts for 24 hours before your procedure.
- Remember **not to smoke** for 8 hours before your surgical procedure.
- **Refrain from eating or drinking** anything after midnight the night before your procedure. This includes mints, tobacco and chewing gum.
- Unless otherwise instructed by your physician or nurse **take a bath or shower** the evening before and the morning of your procedure with an antibacterial soap (i.e., Dial (R), Lever (R)) or a special chlorhexidine gluconate (CHG) soap that was provided to decrease the bacteria on your skin.
- You **should not wear** contact lenses, jewelry, make-up, hair products, nail polish, lotions, oils or creams to surgery.
- **Wear clean, comfortable clothing**, and bring a robe and slippers.
- **Leave your valuables at home.** This includes items such as jewelry and cash (unless you have been instructed to make a co-payment upon arrival).
- Plan to **have a responsible adult** with you to drive you home.
- **Bring your medications from home with you.** Please bring all prescriptions and over the counter medications (in original bottles) that you are currently taking. However, do not take your medications the morning of your surgery unless instructed to do so by your physician.
- **A nurse will be available** to answer your questions about the procedure and to provide you with further instructions.
- **Practice taking deep breaths and coughing.** You will be asked to do this following your procedure if you have had general anesthetic or IV sedation.



The Day of Your Procedure

Upon arrival to the facility, check in at the receptionist desk.

Prior to your procedure, you will be escorted to a prep area, and the following things will take place:

- You may be asked to wipe your skin with an antibacterial cloth depending on the surgical site.
- You will be asked to put on a gown and empty your bladder.
- You will be asked to sign several consent forms, if you have not done so.
 - Consent for treatment
 - Specific consent for surgical procedure
 - An anesthesia consent (if applicable)
- Your vital signs will be taken, including your blood pressure, temperature, pulse and respiration.
- All necessary information, including a Pain Management Scale, will be reviewed with you and your family.
- You may receive an IV prior to your procedure. This IV line will be used for medications before, during and following your procedure as necessary.
- If you wear dentures, you will be asked to remove them and leave them with a family member or security. You will be able to insert your dentures upon discharge from the Post Anesthesia Care Unit (PACU).
- You will be greeted and interviewed by the procedure nurse and a member of the anesthesia team prior to being transported to the procedure suite.
- Before the surgery/procedure, the team will perform a “time out” to verify they are doing the right surgery on the right body part on the right person.

The Day of Your Procedure *(continued)*

- During your procedure, family members and/or friends will be escorted to a Surgery Waiting Room. The procedural nurse will call the Waiting Room to keep them updated and informed of your progress, and a hospital volunteer or secretary will be available to assist them. We request that at least one adult family member or friend stay in the Surgery Waiting area to receive updates and speak to the physician once the procedure is complete.
- Please remember we are a smoke-free facility and campus. Visitors may smoke in their vehicles.
- For the convenience of your family and/or friends, complimentary coffee is available in the Surgery Waiting areas. The North Oaks Medical Center Cafeteria, located on the hospital's main campus, is open from 6:45 a.m. to 7 p.m.

For Your Safety



As a patient, you can make your care safer by being an active, involved and informed member of your health care team. **Notify a staff member if your safety identification band comes off for any reason during your stay.**



For your safety and well-being, we may repeatedly ask some questions such as, *"What is your name and date of birth?"*, *"Are you allergic to any medication?"* and *"What procedure are you having today?"* **We ask for your patience and understanding.**



Your Health Care Team

Many different health care providers and staff work with patients in the surgery units at North Oaks. This is a list of individuals most likely to be involved in patient care and their roles:

- **Case Managers**
These health care providers help with the overall plan of care and help with discharge planning, making sure you have what you need to complete your recovery.
- **Chaplain/Pastoral Care Providers**
Chaplains are present to provide care for our patients, families and staff as they journey through the emotional, social and spiritual aspects of healing. Pastoral care is available upon request. The hospital chapel is located on the first floor of the Medical Center.
- **Dietitians/Nutritional Services**
Dietitians assess your nutritional needs and work closely with doctors to analyze your diet. They also teach those who need special diets how to plan and prepare foods at home.
- **Nurses**
The primary nurse is the bedside nurse responsible for your daily care and giving medication. They work with all medical staff to ensure the plan of care is followed.
- **Nursing Assistants**
Nursing assistants help with patient care, including giving baths, getting out of bed and checking vital signs and blood sugars.
- **Occupational Therapists (OT)**
Occupational therapists help patients return to ordinary tasks around the home and at work through lifestyle changes and possible use of assistive devices.
- **Pharmacists**
A pharmacist will review your medication orders and work with your doctor and nurse to ensure safe and accurate medication therapy.
- **Phlebotomists**
These health care providers draw blood to help the doctor determine if organs are functioning normally.
- **Physical Therapists (PT)**
Physical therapists help with evaluation and treatment to improve your ability to walk and move about, strengthen muscles, improve coordination, minimize joint stiffness and improve wound healing.
- **Physician or Physician of Record**
This is the doctor that supervises your treatment.
- **Respiratory Therapists (RT)**
These health care providers assist with breathing issues. They also help the doctors wean patients off ventilators and prevent pneumonia.
- **Social Workers**
Social workers are available to help you and your family with stress management and help make the transition to home or the next phase of care.



After Your Procedure

If you received anesthesia, you will be brought to the Post Anesthesia Care Unit (PACU)/Recovery immediately following your procedure. The length of your stay will depend on how quickly you recover. The goal of the PACU staff is to assist you in safely awakening from sleep.

- **Your family members and/or friends will be notified** when you leave the procedure area and arrive in Recovery.
- **A nurse will remain at your bedside** and monitor your vital signs.
- **When you awaken**, you may feel an oxygen mask on your face.
- **You will be asked to cough, breathe deeply and move your arms/legs.**
- **You will receive medication as needed**, including pain medication.
- Your anesthesiologist will decide when you are ready to be discharged from the recovery area. Your doctor and nurses want to make you as comfortable as possible, and they will discuss pain control options with you.
- **If you have received IV sedation or general anesthesia**, your vital signs will be monitored for a specified amount of time.



After Your Procedure *(continued)*

- **Children can be visited upon their arrival to the PACU/Recovery area**, but it is important for you to follow the guidelines that will be provided to you. When your child is brought to the PACU/Recovery area, you will receive a phone call in the Waiting Area. The surgeon or the PACU nurse will notify you when you can see your child. Do not enter the PACU/Recovery area unless escorted by our medical personnel. Because privacy is our utmost concern, we ask that only one parent visit at a time.

For Your Safety



In the hospital, people can be at a higher risk for falls. An unfamiliar environment can make movement more difficult. We are committed to keeping you safe from injury during your stay. During your stay we will:

- Assess your risk of falling upon admission and as your condition changes.
- Show you how to use your call button and remind you when to call for help.
- Respond to your calls for assistance in a timely manner.
- Help you get in and out of bed and using the restroom as needed.
- Provide you with safe footwear and any recommended equipment.
- Make sure the call button and other needed items are within reach before you are left alone.



Before You Are Discharged

- You must be able to tolerate fluids by mouth without vomiting.
- You must be able to move without dizziness.
- Depending on your procedure, you may need to be able to empty your bladder prior to discharge.
- Your pain must be manageable with medications received by mouth.
- Your wound must be free of bleeding, redness or swelling.
- A nurse will review your after-visit summary with you and give you a copy.



Going Home

Your doctor will determine when it is appropriate for you to be discharged from the facility. Before you go home, your doctor or nurse will explain everything you need to know about taking care of your wound and any new medication you may need to take.

Make sure you understand the instructions—ask questions.

- At the time of discharge, a staff member will take you to your car.
- Please arrange for someone to drive you home following your discharge.
- A nurse will contact you within 48 hours following your procedure to ensure that your recovery is going well.

When at home:

- Always clean your hands before and after caring for your wound.
- Make sure you know whom to contact if you have questions or problems after you get home.
- Call your doctor if you have any symptoms of an infection, such as redness or pain at the surgery site, drainage or fever.



Surgical Site Infections (SSIs)

A surgical site infection (SSI) is an infection that occurs after surgery in the part of the body where the surgery took place. Most patients who have surgery do not develop an infection. However, infections develop in about 1 to 3 out of every 100 patients who have surgery.



Some of the common symptoms of a surgical site infection are:

- Redness and pain around the area where you had surgery
- Drainage of cloudy fluid from your surgical wound
- Fever

Most surgical site infections can be treated with antibiotics. The antibiotic given to you depends on the bacteria (germs) causing the infection. Sometimes patients with SSIs may need another surgery to treat the infection. To prevent SSIs, doctors, nurses, and other healthcare providers:

- Clean their hands and arms up to their elbows with an antiseptic agent before surgery.
- Clean their hands with soap and water or an alcohol-based hand rub before and after caring for each patient.
- May remove some of your hair immediately before your surgery using electric clippers if the hair is in the same area where the procedure will occur. They should not shave you with a razor.
- Wear special hair covers, masks, gowns and gloves during surgery to keep the surgery area clean.
- Give you antibiotics before your surgery starts. In most cases, you should get antibiotics within 60 minutes before the surgery starts and the antibiotics should be stopped within 24 hours after surgery.
- Clean the skin at the site of your surgery with a special soap that kills germs.

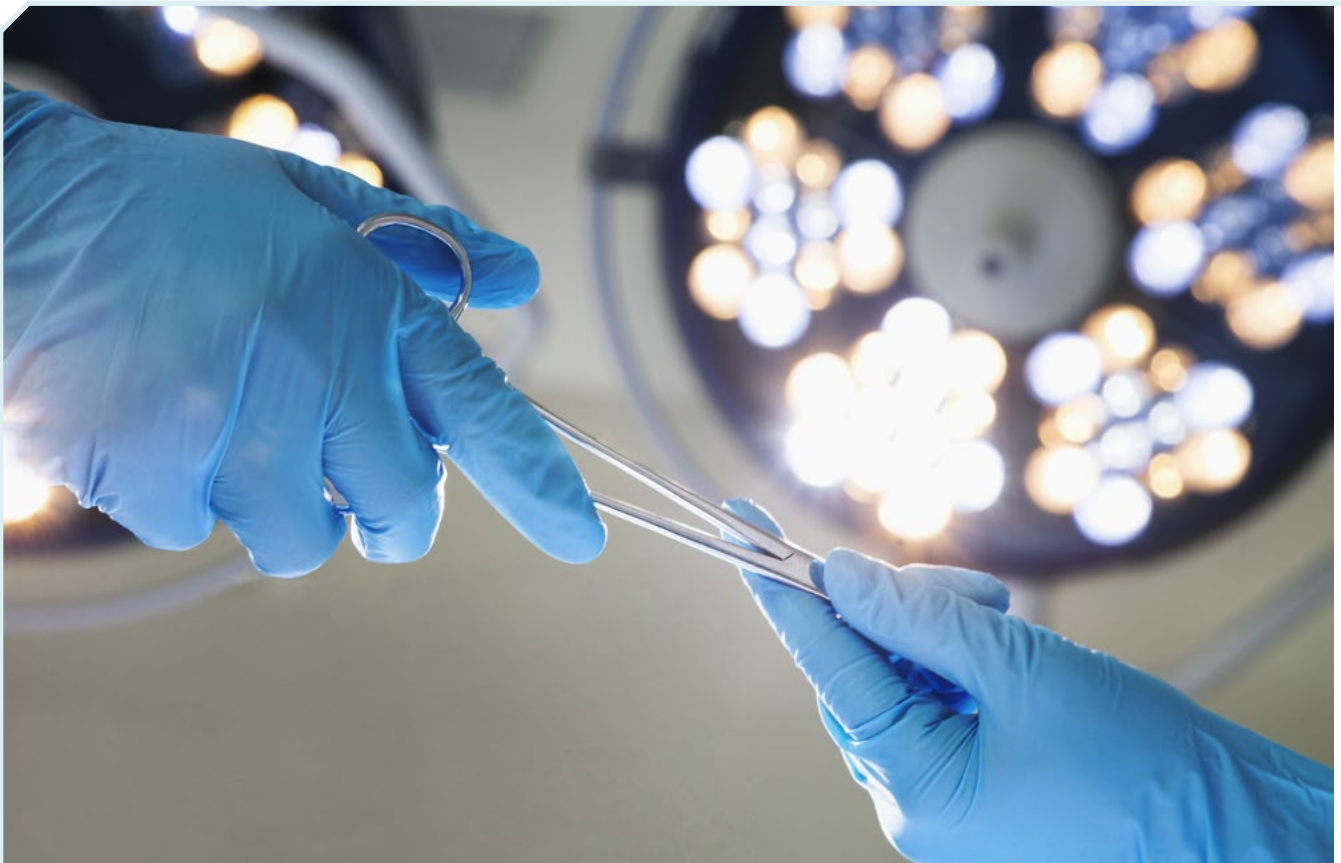
What can I do to help prevent SSIs?

Before your surgery:

- Tell your doctor about other medical problems you may have. Health problems such as allergies, diabetes, and obesity could affect your surgery and your treatment.
- Quit smoking. Patients who smoke get more infections. Talk to your doctor about how you can quit before your surgery.
- Do not shave near where you will have surgery. Shaving with a razor can irritate your skin and make it easier to develop an infection.

At the time of your surgery:

- Speak up if someone tries to shave you with a razor before surgery. Ask why you need to be shaved and talk with your surgeon if you have any concerns.
- Ask if you will get antibiotics before surgery.



Surgical Site Infections (SSIs) *(continued)*

What can I do to help prevent SSIs? *(continued)*

After your surgery:

- Make sure that your healthcare providers clean their hands before examining you, either with soap and water or an alcohol-based hand rub. If you do not see your providers clean their hands, ask them to do so.
- Family and friends who visit you should not touch the surgical wound or dressings.
- Family and friends should clean their hands with soap and water or an alcohol-based hand rub before and after visiting you. If you do not see them clean their hands, ask them to do so.

What do I need to do when I go home from the hospital?

- Before you go home, your doctor or nurse should explain everything you need to know about taking care of your wound. Make sure you understand how to care for your wound before you leave the hospital.
- Always clean your hands before and after caring for your wound.
- Before you go home, make sure you know who to contact if you have questions or problems after you get home.
- Call your doctor immediately if you have any symptoms of an infection, such as redness and pain at the surgery site, drainage or fever.

If you have additional questions, please ask your doctor or nurse.

(Source: https://www.cdc.gov/HAI/pdfs/ssi/SSI_tagged.pdf)



Deep Vein Thrombosis (DVT)

Deep Vein Thrombosis (DVT) occurs when an abnormal blood clot forms in a large vein. These clots usually develop in the lower leg, thigh or pelvis, but can also occur in other large veins in the body.

If you develop DVT and it is diagnosed correctly and quickly, it can be treated. However, many people do not know if they are at risk, do not know the symptoms, and delay seeing a healthcare professional if they do have symptoms.

Anyone may be at risk for DVT. The more risk factors you have, the greater your chances are of developing DVT. Knowing your risk factors can help you prevent DVT:

- Hospitalization for a medical illness
- Recent major surgery or injury
- Personal history of a clotting disorder or previous DVT
- Increasing age
- Cancer and cancer treatments
- Pregnancy and the first 6 weeks after delivery
- Hormone replacement therapy or birth control products
- Family history of DVT
- Extended bed rest
- Obesity
- Smoking
- Prolonged sitting when traveling (longer than 6 to 8 hours)



The following are the most common DVT symptoms and signs, which usually occur in the affected limb:

- Recent swelling of the limb
- Unexplained pain or tenderness
- Skin that may be warm to the touch
- Redness of the skin

Since the symptoms of DVT can be similar to other conditions, like a pulled muscle, this often leads to a delay in diagnosis. Some people with DVT may have no symptoms at all.

If you suspect that you have DVT please contact your health care provider.

(Source: CDC)



myCHART

North Oaks is pleased to provide you the opportunity to get connected with your health through myCHART, our online medical record patient portal.

myCHART gives North Oaks Health System patients ages 18 and over direct online access to portions of your electronic medical record on a computer or smartphone. Once you log on, you can access your own personal, secure account and have the ability to view lab results, medications, your discharge After Visit Summaries and more.

How do I get started?

You will need to obtain an activation code in order to begin using myCHART.

Your personal activation code is listed on the After Visit Summary you receive when you are discharged from North Oaks Medical Center or North Oaks Rehabilitation Hospital or after a visit at your North Oaks Physician Group clinic. North Oaks Physician Group clinic patients may also go into their clinic with photo identification to request an access code.

Learn more at mychart.northoaks.org.

Once your account is active, download the MyCHART app for on-the-go convenience!



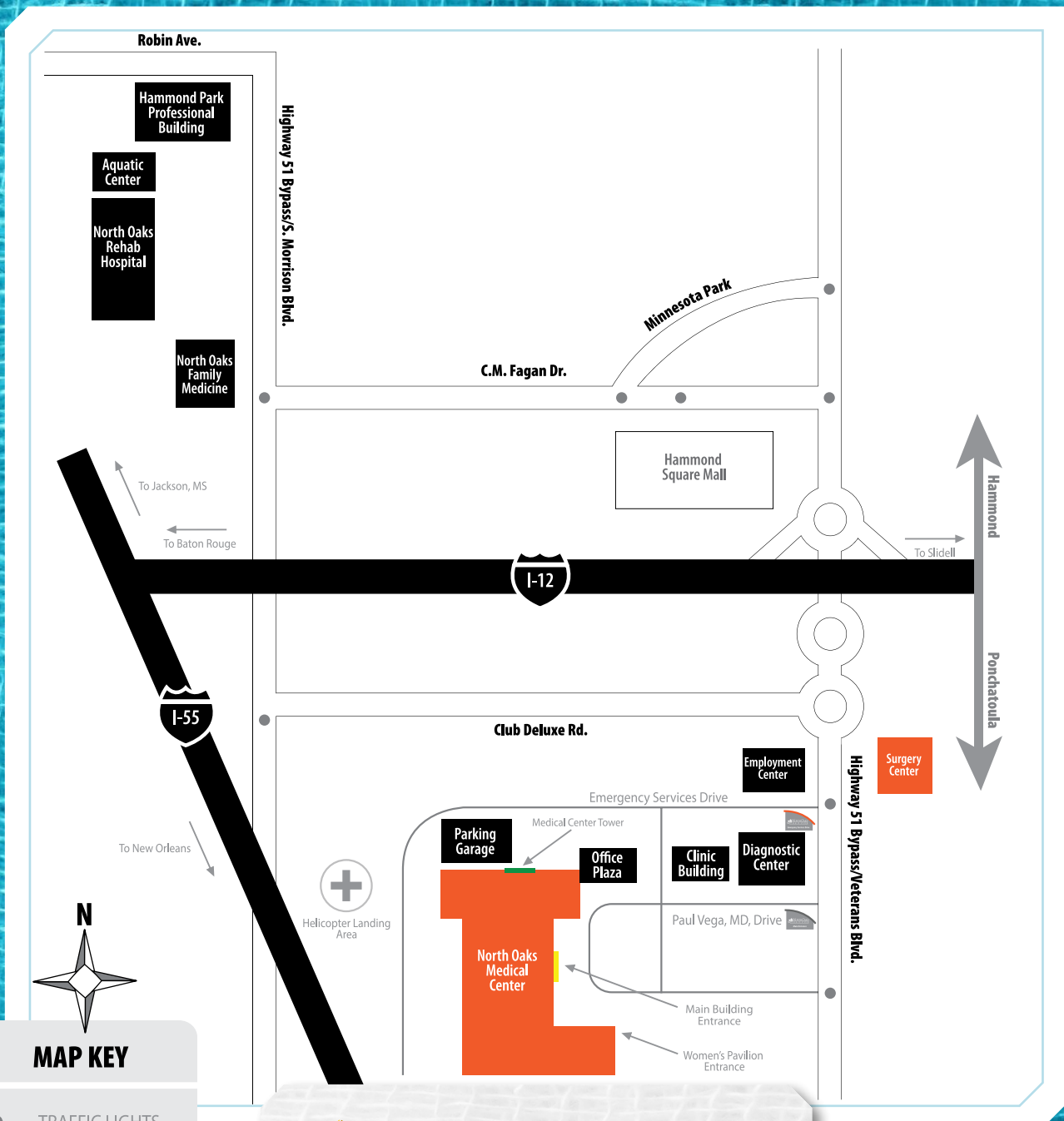
_____ has an appointment on

Patient's Name

Monday Tuesday Wednesday Thursday Friday Saturday

on ____/____/____ at ____ a.m. p.m.
Date Time Circle One.

You will be notified per your preferred method the day before your surgery or procedure to let you know what time you need to arrive for your appointment. If you will not be available to receive this notification, call the facility at which your appointment is scheduled (see front cover of book). If you find that you must cancel or reschedule your surgery or procedure, call your physician.



 **NORTHOAKS**
Surgical Services

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