

## Patient Process

### Surgery Scheduling

- We are expecting you! Your experience with us is initiated by the surgeon's office. They provide us with lots of information including details of the surgery, your address and phone numbers, and insurance.
  - Completion of on-line medical health history through One Medical Passport is a critical and necessary step in preparing for your care on the day of surgery. Knowing about your allergies, past surgeries, and existing health conditions allows us to create a safe care environment for you.
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### Registration

- On the day of surgery, you will arrive well in advance of your scheduled time so that we can check you in. During the registration process please share any concerns with us, and we'll make sure your entire care team is sensitive to and addresses those concerns.
  - For your safety, this is the first time you will be asked to verify your name and birthdate, as well as the surgeon you are seeing, and the surgery you are having. When you share this information, it is one of the many steps in our process to ensure your safety and the excellent quality of care we are able to provide.
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### Pre-Op

- Typically a few minutes after registration, a member of our nursing team will greet you in the waiting room, and escort you back to a pre-operative bay. According to your preference, your caregiver may wait with you during this time.
  - In pre-op, you will be asked for the second time to verify your name and birthdate, as well as the surgeon you are seeing, and the surgery you are having.
  - One of our nurses will make you as comfortable as possible while guiding you through a series of questions - all geared to ensure your safety and quality of care. An IV may be started, you will meet with an anesthesiologist, and your surgeon will also check in with you and your care team.
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### Surgery

- When it is time for surgery, an operating room (OR) nurse will meet you and your pre-op nurse. The OR nurse will ask you for a third time to verify your name and birthdate, as well as the surgeon you are seeing, and the surgery you are having.
  - The OR nurse and a member of the anesthesia team will take you in a bed to the operating room where the surgical team awaits. Anesthesia will administer medication, and you will fall asleep for the surgery. The OR nurse will remain in the operating room with you during your surgery to keep you safe and be your voice during the procedure.
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### Recovery Phase 1

- Anesthesia will wake you up in the OR. Next, your OR nurse and anesthesia provider will accompany you to the recovery room, and the OR nurse will introduce you to the recovery nurse. The anesthesia provider and OR nurse will report medications given during the procedure. You most likely will not remember any of this - you've been in a deep sleep.
  - Also during this time, your surgeon will speak with your caregiver or will stop by to check on your initial recovery. Most times you won't have a recollection of his/her visit.
  - As you wake, your recovery nurse will encourage you to breathe deeply, ask about your comfort, and make sure you have blankets to keep you warm. The recovery nurse is keeping a close watch on your vital signs, and will administer medication you may need.
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### Recovery Phase 2

- When you are awake, alert, and feeling well, your recovery nurse will help you to get dressed and into a mobile reclining chair. This is Phase 2 recovery.
  - Phase 2 is where your caregiver can join you. You will be encouraged to eat and drink something. This is part of making sure you are well-recovered and safe for discharge.
  - The recovery nurse will continue to monitor your vitals, and will make sure you are as comfortable as possible.
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### Discharge

- Your recovery nurse will take a final set of vital signs, and ask about your comfort. If you have an IV, it will be removed. Bandages will be checked per your surgeon's instructions.
  - Most importantly, the recovery nurse will review instructions from your surgeon specific to your post-operative care plan with both you and your caregiver. This is a great opportunity for you and your caregiver to ask any questions you may have.
  - Finally, we will invite your caregiver to bring their vehicle to our discharge door, and the recovery nurse will assist you into a wheelchair to escort you to your ride home.
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