



## Preparing for your surgery at Maple Grove Hospital

Thank you for choosing Maple Grove Hospital for your surgery! Whether you are here for inpatient or outpatient surgery, you'll receive sophisticated, responsive, personalized care.



*A partnership of North Memorial Health and Fairview*

# Your surgery

## Your surgery is scheduled at:

### Maple Grove Hospital

9875 Hospital Drive  
Maple Grove, MN 55369  
(763) 581-1120

## Your surgery is scheduled on:

Day/Date: \_\_\_\_\_

Arrival time\*: \_\_\_\_\_ a.m. \_\_\_\_\_ p.m.

Estimated surgery time\*: \_\_\_\_\_ a.m. \_\_\_\_\_ p.m.

*\*Please note, your surgery time is a general estimate. It's difficult to predict an exact start time for multiple reasons including emergencies, schedule changes or delays. For these reasons, we ask that you please keep the entire day of your surgery open. If a schedule change is necessary, we will make every effort to contact you.*

## It is important that you:

- Read and follow all instructions in this booklet.
- Expect two phone calls during the week prior to your surgery; one from the pre-registration department and one from a pre-admission nurse.
- The pre-admission nurse will notify you of your arrival and surgery times. Please note your arrival time will be 1½ - 2 hours prior to your surgery time.
- Complete the medication list in this booklet and bring it along with you.
- Complete all items on the checklist.
- For your safety, if you're going home the same day as surgery, you will need someone to drive you home and a responsible adult to stay with you for 24 hours after surgery.

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# Before your surgery

## Being prepared for your surgery

Elective surgery usually allows time to plan. Being well prepared for your surgery can help the process go smoothly and make your recovery much easier. By carefully following the instructions in this booklet, you will be better prepared and avoid the risk of having a delay or cancellation of your surgery.

Once your procedure is scheduled, you should make an appointment for a preoperative history and physical. This must be done within 30 days of your procedure. If you are over 65 years of age or have certain chronic conditions, you will need an EKG within the previous year. An EKG within 30 days of your procedure is required if you have cardiac disease. Your procedure may be delayed or canceled if requirements aren't completed. All documents can be faxed to the Patient Care Center at (763) 581-1325.

Lastly, the success of your recovery depends on how well you plan for your recuperation at home. Ask your surgeon if you will have special needs or limitations after surgery and for how long.

# Insurance

Before your surgery, double check that your insurance coverage includes Maple Grove Hospital.

If you have any questions about insurance coverage, contact your health insurance company or your employer's personnel department.

- Maple Grove Hospital will work with your insurance company to provide information, as requested, to assist in the approval of your surgery.
- Contact your insurance company to see if pre-certification, authorization, referral or a second opinion is necessary. Also please check to make sure that both Maple Grove Hospital and your provider are in your network.
- Ask if your physician's office needs to contact your insurance company regarding an authorization for an inpatient or outpatient procedure.

## WORKERS' COMPENSATION INSURANCE

- If you are planning to file a claim with workers' compensation, inform your surgeon's office prior to your surgery and Maple Grove Hospital when you arrive for your surgery.

## LIABILITY/ MVA INSURANCE

- If you are planning to file a claim through your liability/MVA insurance, inform your surgeon's office prior to surgery and Maple Grove Hospital when you arrive for your surgery.

## WHAT TO BRING TO THE HOSPITAL

- Completed medication list (page 4).
- Picture ID.
- Papers your physician has given you.
- Insurance information.
- Method of payment for prescriptions and co-pay (if applicable).
- Comfortable, loose-fitting clothing – consider any brace that you may wear afterwards.
- Crutches or walker (may be left in the car during surgery).
- Copy of your living will, power of attorney or advanced health care directive (if applicable).
- Pacemaker/ICD manufacturer information.
- CPAP machine.
- Inhalers.

# Pediatric customers

If your child is having a surgical procedure, we recommend that you talk about what to expect at the hospital. Children who are well-prepared are less frightened about coming to the hospital.

## HOSPITAL CONSIDERATIONS

- Minors must be accompanied by a parent or legal guardian, one of whom must remain within the hospital at all times.
- Your child may bring a special blanket or toy along to the operating room.
- You may stay with your child until just before he/she goes into surgery.
- If your child needs to stay overnight in the hospital, a parent may stay in the room.
- You will want to give your child your undivided attention. For this reason, it is best not to bring other children along.
- Daycare for your child is not recommended the day of surgery.

# Pre-operative checklist

## PRIOR TO YOUR SURGERY/PROCEDURE

- Contact your insurance company about pre-authorization requirements.
- File a workers' compensation claim (if applicable).
- Complete preoperative history and physical examination within 30 days of your surgery.
- Communicate any special needs to your surgeon's office such as:
  - Medical equipment.
  - Needs at home after discharge.
  - An interpreter; Maple Grove Hospital provides translator services at no cost to customers. Family members may not be used as interpreters per Maple Grove Hospital policy.
- If you are going home on the same day as surgery, make arrangements for someone to drive you home and a responsible adult to stay with you for 24 hours after your surgery. For your safety, you will not be able to drive or leave the hospital alone. If these arrangements aren't made, your surgery may be rescheduled until they can be made.
- A pre-admission nurse will call you for a nursing interview and to review preoperative instructions 1-3 business days prior to your surgery.
- The pre-registration department will contact you to obtain insurance information and verify demographics.
- Please remove nail polish or acrylic nails prior to your surgery as these increase your chances of infection.

## DAY BEFORE YOUR SURGERY

- If you haven't received a call from a pre-admission nurse by 3 p.m. the day before your surgery, please call (763) 581-1332.

- Notify your surgeon if you experience a change in your health such as cold or flu symptoms, fever or infections. Infections include but are not limited to those of the skin, urinary tract and teeth/gums.
- Complete the medication list on page 4.
- You may eat a normal meal the evening before surgery unless otherwise instructed by your surgeon. **No eating after midnight.**
- No smoking overnight or preoperatively. No alcohol 24 hours prior to surgery.
- Shower in the evening using antibacterial soap or soap recommended by your surgeon. Use a clean towel, wear clean pajamas and sleep on clean sheets.

## DAY OF SURGERY

- Do not eat anything after midnight.** You may have clear liquids up to 4 hours prior to surgery. Examples are water, coffee or tea (without creamer/dairy) and non-citrus juices. No smoking, gum or hard candy. Failure to follow these instructions may result in your surgery being canceled or delayed.
- Take your medications as directed by your physician and/or the pre-admission nurse.
- Remove **ALL** jewelry and body piercings and leave at home. Do not wear contact lenses.
- Avoid shaving surgical area.
- Shower again with antibacterial soap or soap recommended by your surgeon. Do not apply lotion. Again, use a clean towel and wear clean, loose fitting clothes.
- Maple Grove Hospital is a fragrance free facility. Please refrain from using scented products.







# Day of surgery

## Arriving at the hospital

### PLEASE REMEMBER:

- Verify you have completed each item on the 'day of surgery' portion of the preoperative checklist on page 3.
- Do **NOT** bring any medications to the hospital with you unless you are instructed to do so.
- Leave all valuables at home, including jewelry and body piercings. Only bring essential items listed on page 2. Maple Grove Hospital is not responsible for lost or damaged property.
- If you're going home the same day as surgery, you must have someone drive you home and a responsible adult to stay with you for 24 hours after surgery. Your surgery could be delayed or canceled if these arrangements aren't in place.

When you arrive at Maple Grove Hospital, come in the main hospital entrance (**NOT** the Ambulatory Surgery Center) and check in at the Welcome Desk. You will be brought to a room in the Patient Care Center where preparations for your surgery will take place. The person(s) accompanying you can join you as soon as you're settled and your nurse has completed your admission. They can stay with you until you go into surgery.

The time preceding your surgery is a very busy and important time. You will meet with several members of your surgical team including a nurse, anesthesiologist, nurse anesthetist and your surgeon.

# Day of surgery schedule

## PRE-OPERATIVE (PATIENT CARE CENTER)

After checking in at the welcome desk, you'll be brought to a preoperative room. The person(s) accompanying you will remain in the waiting area. The nursing team will begin preparations for your surgery. You'll change into a hospital gown, have vital signs taken, review your medical history along with current medications and have an IV started.

This typically takes 45 minutes to 1 hour. Once completed, the person(s) accompanying you can join you while you wait to go into surgery. During this preoperative phase you will also meet with your anesthesiologist, surgeon, the chaplain (if requested) and your surgical team. You'll spend about 1 ½ - 2 hours in pre-op.

## OPERATING ROOM (OR)

When your surgeon and the operating room are ready for you, you'll be brought to the OR. Your surgeon can give you an estimate of how long your surgery will be, but note that the total time in the operating room also includes anesthesia administration, positioning, prepping the surgical site and discontinuing the anesthesia when your surgery is finished. The surgeon will update the person(s) accompanying you on the surgical outcome.

## RECOVERY ROOM

You'll spend about 1-2 hours in the recovery room. You'll be monitored closely as you wake up from anesthesia and we'll do our best to keep you as comfortable as possible. **Please note, out of respect for all customers' privacy, it's hospital policy that visitors aren't allowed in the recovery room.**

Once you've met criteria, you'll transfer to the next area of care. If you are staying overnight, you will transfer to a room upstairs. If you are going home the same day, you will return to the Patient Care Center for phase 2 recovery. Once you're settled in your room, the person(s) accompanying you can see you.

## PHASE 2 RECOVERY (PATIENT CARE CENTER)

In phase 2, you'll be given a light snack and started on your oral pain medications if needed. Your nurse will review discharge instructions with you and the person(s) accompanying you. The time spent in phase 2 varies, but it's typically around 1 - 1 ½ hours. We'll get you back to the comfort of your own home as soon as it's safe to do so.

*This is a general timeline for you and your family/friend of what to expect. There are many variables that can affect this timeline. Our goal is to keep you informed of any changes or delays.*



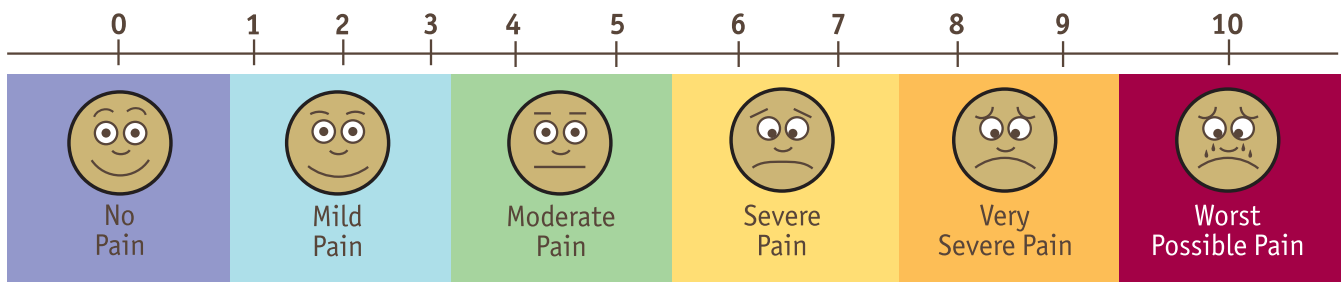


# Pain management

Pain can be expected after your surgery. Pain medicine will be available to help manage this. We recognize each customer's pain perception is unique and may vary based on his/her experience and the nature of the procedure. Our goal is to manage pain and other issues that may pose a barrier to your comfort, while addressing safety concerns.

Pain management is an important part of the recovery process. You will receive specific instructions on the day of surgery on ways to reduce the amount of pain after your surgery.

You may use the 0-10 scale for self-assessment. Use the faces or behavioral observations to interpret expressed pain when you cannot communicate your pain intensity.



## INTEGRATIVE THERAPIES

Integrative therapy techniques are also available to support your current medical treatment, relieve discomfort, and promote wellness. Whether you are experiencing pain, anxiety, nausea, stress, or simply wish to promote relaxation and wellness, our integrative therapy techniques help support your overall care and well-being. If you are interested in integrative therapies, let your nurse know.



# General information

## MyChart

MyChart is your secure portal to actively manage your healthcare information. Whether at work, on the road, or at home, you can access and connect with your healthcare team. MyChart is available to all Maple Grove Hospital customers at no cost.

MyChart gives you direct online access to portions of your electronic health record (EHR) where your provider stores your health information. MyChart also provides new, convenient methods of communication with your Maple Grove Hospital Provider's Office from the following clinics, where you can renew prescriptions, send messages and schedule appointments—all online:

- North Memorial Health Clinics
- Buffalo Clinic
- Broadway Family Medicine

### MY MEDICAL RECORD

In this section of MyChart, you are able to view certain lab results, your immunization and allergy records, current medications, current health issues and your past medical history at Maple Grove Hospital. Additionally, you can:

- View a list of procedures or immunizations recommended for you based on age, gender and medical history (found under Preventive Care).
- Access health information and health resources.
- Download your After Visit Summary.
- View test results, such as certain lab results, and your doctor's comments regarding these results.

**Visit [northmemorial.com/maplegrovehospital](http://northmemorial.com/maplegrovehospital) to sign up today.**





**Thank you for choosing Maple Grove Hospital!**

If you have any questions before your surgery, please call us at **(763) 581-1000**.

Directions to the hospital can be found at **[northmemorial.com/maplegrovehospital](http://northmemorial.com/maplegrovehospital)**.



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