

Frequently Asked Questions:

General Questions:

Where can I find directions to Children's North Surgery Center?

Follow this link <http://www.childrensnorthsurgerycenter.com/contact-us/> to maps and directions page to obtain driving directions and parking information.

What are the hours of operation for Children's North Surgery Center?

Our clinical hours of operation are 6:00 am to 6:00 pm. Business office hours are 8:00 am to 5:00 pm.

Does Children's North Surgery Center have a parking lot?

Yes, there is free parking provided to our visitors. There are two parking lots, one south and one east of the building.

Do you have a cafeteria at Children's North Surgery Center?

There is not a cafeteria in the facility, but there is a Bistro across from the vending machines which has a variety of hot/cold items available for purchase. There also is a soda and snack machine located on the main floor, east end of the building. We do not allow food or drink in the surgical waiting area due to young ones awaiting surgery, but there is space in the main lobby to sit and enjoy.

What does NPO mean?

NPO stands for "nothing by mouth". This includes water, gum (gum increases natural saliva production), hard candy, chewing tobacco, food and drink.

What should I wear the day of my procedure?

- ✓ You or your child will be provided with surgical gown for your procedure. Please wear loose, simple, comfortable clothing and walking shoes. For example, loose button-up shirts are best for shoulder surgeries.
- ✓ For lower extremity orthopedic surgeries, loose shorts or sweatpants are recommended. Wear something that will easily accommodate a bandage, cast or other type of dressing at surgical site.
- ✓ If you or your child wears contacts or glasses, bring a case or container to store them during surgery. They will be left with a caregiver at the time of surgery.
- ✓ All jewelry and piercings need to be removed in case of swelling, or to accommodate specific instrument use during surgery.
- ✓ Please remember that although you or your child may brush their teeth the day of surgery, do not swallow large amounts of water.
- ✓ Please shower or bathe the night before or day of surgery.
- ✓ Please leave all jewelry and valuables at home.
- ✓ Please keep in mind what procedure is being performed and bring clothes that are appropriate for the return home.

Why do I have to arrive so early before my surgery?

- ✓ There are many things we need to do to prepare for your surgery, (i.e. take your temperature, blood pressure, heart rate, listen to your lungs and heart).
- ✓ If the patient is over the age of 12, we will be putting in an intravenous catheter or IV for surgery. The placement of this small plastic catheter in the vein provides fluids and medications.
- ✓ We may also have to clip hair around and/or wash the surgical site.
- ✓ This time allows for us to answer any final questions you may have in regards to your surgical visit. An anesthesia provider will also visit with you prior to surgery.

Will I have my surgery at the time I am scheduled?

The scheduled surgery time is an estimated time. Occasionally, the scheduled time may change the day before, or the day of surgery, due to a surgeon's schedule changes to meet the needs of urgent or emergent procedures. We will make every effort to meet the expected surgery time and keep you and your family informed of any delays. If you have any questions or concerns, please direct them to any Children's North Surgery Center staff member.

Pre-Procedure:

What is the reason behind not eating or drinking for so long before surgery?

If the stomach is not empty upon receiving anesthesia, there is the risk of vomiting which can lead to serious complications.

Do I need crutches?

If you or your child is having surgery on your lower extremities, ask your physician if you will need crutches. If possible, please bring the crutches with you.

What should I bring the day of surgery?

- ✓ All jewelry and piercings need to be removed.
- ✓ Please leave all valuables at home.
- ✓ Bring any paperwork you were given.
- ✓ Bring your insurance card, a photo ID, and a form of payment if you have been notified of a co-pay or deductible amount due on the day of procedure.
- ✓ Bring inhaler, CPAP, and insulin if requested by physician or Children's North Surgery Center representative.

What should I bring the day of surgery? (Continued)

- ✓ Bring crutches, ice machines, support garments or any other item(s) physician requested bringing on the day of surgery.
- ✓ Bring a case for your glasses and/or contacts.
- ✓ Bring a list of all current medications, including vitamins and herbals.
- ✓ Children can bring a toy or comfort items, but please no blankets.

Who should accompany the patient on the day of surgery?

- ✓ If you are an adult having surgery, then you will need to have a person that can drive you home **and** stay with you for the first 24 hours.
- ✓ If you are a child having surgery, a parent or legal guardian must be present to consent and discuss the procedure with the anesthesia provider and surgeon/dentist.
- ✓ We do not have the capability or personnel to “watch over” other children while you are with your child or patient in the pre-surgical or recovery areas. If possible, make arrangements for someone to care for your children the day of the surgery.
- ✓ **Please limit the amount of family members that arrive with you the day of surgery.** Parents or legal guardians are allowed in the pre-surgical and recovery area.
- ✓ **NO ONE** under the age of 18 is allowed in the Post Anesthesia Care Unit. To ensure our patients' privacy and patient safety (infection prevention), this age requirement includes siblings, boyfriends, girlfriends, or babies.

Post-Procedure:

Will I be able to see my family after my surgery?

For a period of time, you will be in the recovery room. One friend or family member may join you in the post-operative recovery room depending on your nursing needs.

How will I feel after my procedure?

- ✓ You or your child may feel cold or have some chills. Warm blankets are available in the recovery area as surgery rooms tend to be on the cooler side.
- ✓ You or your child may feel groggy and tired.
- ✓ Noises and smells may seem louder or stronger than usual. We try to limit outside noise or smells in the recovery area due to this increased sensation. This is why the number of family members is limited in the recovery area while patients are recovering from anesthesia.
- ✓ Vision may be blurred or may feel like you are in a fog. This is a common occurrence with the medications that are given for surgery and pain control.
- ✓ The surgical area may be painful or ache. The nurses will assess and give pain medications as ordered by your physician.

How long will I be in recovery?

- ✓ Everyone reacts differently to surgery and anesthesia; therefore, recovery time depends upon the individual.
- ✓ Patients are encouraged to sit up and breathe deeply as soon as possible after surgery; recovery time averages between 45 and 90 minutes.
- ✓ At Children's North Surgery Center, our patients are healthy people having surgery in an outpatient setting and many patients prefer to recover in the comfort of their own homes. Discharge and continued recovery at home decreases the health care acquired infection risk.

How long will I be in recovery? (Continued)

- ✓ When the patient is awake, condition is stable, pain is controlled, and you feel ready to go home, the nurse will review post-operative instructions with the responsible party or caregiver to discharge home.
- ✓ With faster recovery times, nurses must focus on the patients and be sure that the caregiver understands at-home needs. These faster recovery times limit the amount of time patients will have to visit with family and friends while at Children's North Surgery Center.
- ✓ Since the patient will have received general anesthesia, you will need to have a responsible adult with you or your child for the first 24 hours to help with care. Patient safety is our primary concern.

What can I do to minimize pain after surgery?

- ✓ If you are having a surgical procedure, it is normal to experience pain afterwards. If you have been given a prescription for pain medication(s), fill it as soon as possible.
- ✓ Stay on top of your pain by taking the pain medication when you first become aware of pain sensations.
- ✓ Remember to always eat before taking pain medications to avoid nausea.
- ✓ To minimize pain after an orthopedic procedure, ice and elevation of the affected extremity will help minimize swelling, therefore reducing pain.
- ✓ Detailed discharge instructions regarding pain management and post-operative instructions will be provided based on your specific surgery.

Do I need someone to drive me home and stay with me after my procedure?

- ✓ Yes, you will need to have a responsible adult take you home after any procedure. This is for your safety.
- ✓ You will need someone available to assist you at home.
- ✓ Patients cannot drive for 24 hours after being sedated or receiving anesthesia.

When can I resume my usual activities?

- ✓ Your physician will discuss any limitations and when to resume your usual activities. Information on the resumption of activities will also be included in your individual discharge instructions that will be reviewed by the nurse prior to discharge. Should you have any questions, please do not hesitate to ask.
- ✓ Activity should be limited during the first 24 hours following your procedure and rest is encouraged.

What signs or symptoms are important to watch for?

- ✓ Excessive bleeding or drainage from the surgical site
- ✓ Signs of infection (redness, swelling, heat, increased pain, red streaks)
- ✓ Fever of 101 degrees or higher
- ✓ Difficulty breathing

What signs or symptoms are important to watch for? (Continued)

- ✓ Excessive pain
- ✓ Excessive nausea and vomiting
- ✓ The inability to urinate.

Any of these symptoms must be reported to your physician immediately. For any other concerns or problems, contact your physician or the Children's North Surgery Center at 720-777-9545. **In case of an emergency, call 911.**

Contacting Children's North Surgery Center:

Who do I contact for questions regarding payment or insurance coverage for an upcoming procedure?
Please contact the Children's North Surgery Center Business Office at 720-777-9545, option 2.

Who do I contact for questions regarding my bill?
Please contact Specialty Billing Solutions at 877-852-7552. Please identify Children's North Surgery Center as your surgical facility to ensure you are connected to the correct representative.

Who do I contact for questions regarding preoperative clinical questions?
Please call 720-777-9545, option 3 and ask to speak to a pre-surgery nurse. If your call goes to voice mail, please leave a message as we check for voice mail frequently throughout the day.

Who do I contact for questions regarding lab or pathology results?
Please contact your physician's office as they receive these results and can pass them on to you.

Who do I contact for questions regarding medical records?
Please contact the Children's North Surgery Center Business Office at 720-777-9545, option 2.

Who do I contact if I have a grievance or complaint?
Please call the Children's North Surgery Center at 720-777-9545 - ask to speak to a Management Representative to file a formal grievance or complaint.