



Hugh Chatham
Memorial Hospital

Patient Guide to Surgery



Welcome!

Thank you for trusting Hugh Chatham Memorial Hospital with your surgical needs. Our goal is to ensure that your experience with us is excellent.

This booklet gives you an overview of what to expect during your stay. If you have any questions or concerns before, during or after your procedure, call the surgical services department at 336-527-7430.

We look forward to serving you.



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About Hugh Chatham Memorial Hospital

Hugh Chatham Memorial Hospital is a state-of-the-art healthcare facility that has served the five-county Yadkin Valley area since 1930. The care given by our physicians and staff ranks among the best in the country.

Ensuring your satisfaction

Our goal is to always provide the very best patient care possible. As part of that commitment, Hugh Chatham is accredited by the Joint Commission, which reviews, accredits and certifies healthcare organizations that meet their high standards.



If at any time you have questions or concerns about the quality of care that you or your family member are receiving, do not hesitate to speak with the charge nurse or nurse manager by calling 336-527-7445, or call surgical services at 336-527-7478.

Both during and after your stay, your feedback is vital to helping the hospital continue to improve its services. We evaluate our patient satisfaction using Press Ganey® surveys after your surgical experience. Each surgical patient should receive a survey by mail. If you do not receive a survey, please contact the nurse manager at 336-527-7445. If you feel we are not meeting your expectations, please inform our staff how to better serve you.



Telephone directory


• Main Number	336-527-7000
• Surgical Services	336-527-7478
• Administration	336-527-7381
• Case Management/Social Services	336-527-7448
• Cashier	336-527-8370
• Dietitian/Nutritional Services	336-527-7419
• Gift Shop	336-527-7201
• Information/Front Desk	336-527-7000
• Medical Records	336-527-7376
• Nursing Administration	336-526-6517
• Patient Financial Services	336-527-7095
• Privacy Officer	336-527-7307
• Volunteer Services	336-527-7208
• Yadkin Valley Home Health	336-526-6460 or 1-888-679-4207

Making calls

While you're at Hugh Chatham Memorial Hospital, if you make a call within the hospital, dial just the last four digits of the number. If you make an outside local call, dial 9 and then the number.

Online

Visit us online at HughChatham.org where you can learn more about the hospital, and email us questions.

Find us on Facebook and Twitter. Facebook at [Hugh Chatham Memorial Hospital](https://www.facebook.com/HughChathamMemorialHospital) and Twitter [@HughChatham](https://twitter.com/HughChatham). 



Pre-admission

You may be asked to come for a pre-operative visit before surgery. This appointment gives the nurse an opportunity to ask questions about your health history, and it also allows you to ask questions.

When you arrive, come to the main entrance of the hospital. Check in at the admissions desk in the main lobby. Someone in the business office will discuss your insurance coverage and review other information.

You will then be directed to take an elevator to the 2nd floor surgical services waiting area. There, a nurse will meet you and take you to a private area to ask health history questions and give you information you'll need to prepare for your surgery. Diagnostic testing, such as blood tests, EKGs or x-rays, will be done at this time, as needed. You will also be given information about our "Speak Up" policy, which informs you of your rights as a patient and helps ensure you are fully informed about your care and treatment, so that you can actively participate in your care.

During this visit, you will learn what to expect when you come back for your procedure. If your surgery requires an anesthesiologist, you will learn about the medications and/or types of anesthesia that will be used during your procedure.



Main entrance

Important reminders for your pre-op visit

Please bring all of your medications in their original containers for the nurse to review during your pre-op visit. It is important for us to have an accurate medication list to provide the best care possible to you.

It is okay for you to eat prior to this appointment, unless otherwise directed by your surgeon.



For the family

We hope to make your time at Hugh Chatham Memorial Hospital as pleasant as possible. Our waiting area has comfortable seating, magazines, vending machines and convenient public restrooms. A staff member / volunteer is stationed at the desk in the middle of the waiting area to answer any of your questions.

There are many conveniences available within the hospital, including a gift shop, a cafeteria and an ATM machine. The ATM is located off the main lobby near the gift shop. You can visit the gift shop on the first floor off the main lobby to browse the great selection of gifts for all ages, and pick up something for your loved one.

If you're at the hospital around a meal time, feel free to visit the cafeteria located behind the main lobby on the first floor. There is a good choice of hot entrees and vegetables, pizzas, sandwiches and snacks for lunch and supper, as well as a full breakfast in the morning. **Check with a nurse before bringing food up for a patient.**

Visiting hours and patient information

If a family member would like to check on your condition after your surgery, they can do so by using a PIN# which you will be given prior to surgery. If you want someone to be able to access your patient health information, simply give them your PIN# and have them call 336-527-7430 or 336-527-7429. You can also ask the staff member / volunteer stationed in the waiting area.

Before and after the surgery, no more than four visitors are allowed at the patient's bedside at one time. Children may visit in most patient rooms if they are healthy and accompanied by an adult. Ask your nurse about visiting guidelines in other areas.

Rest is an important part of the healing process. For the health and healing of our patients, we limit visiting hours to allow our patients uninterrupted rest at night.

Intensive care unit (ICU) visitation times are from 2 to 4 p.m. and midnight to 4 a.m. Visitation may be limited to family members. These members may visit, a few at a time, any time other than quiet times.

Pastoral care

The hospital's chaplain is available at all times. If at any time during your stay you or a family member would like pastoral care, please let your nurse know and she will arrange a visit with the chaplain. You may also find solace in the chapel, located just off the main lobby. It is a nice, quiet place for prayer and meditation, and is open 24 hours a day.

Evening prior to surgery

On the evening before your surgery, the Surgical Services staff will call you after 3 p.m. to verify your expected arrival time. If you are having an eye procedure, the surgeon's office will notify you of your expected arrival time at the surgeon's office.

Do not eat, drink or use any tobacco products after midnight the night before your surgery unless specified by your physician. Any foods, fluids or tobacco products will cause a cancellation of your surgery. This includes chewing gum and mints. You may brush your teeth, however, don't swallow any liquids. You may take a bath or shower as usual the night before or the morning of your surgery. You may also want to trim your nails and please remove any nail polish or false nails. Do not wear make-up the day of your surgery. Your caregivers will need to see your skin color to check your blood circulation.

If you normally take medication in the morning, ask your surgeon, who will consult with the anesthesiologist as needed, if you should take it on the morning of your surgery. Only take the medication that has been approved by your surgeon. Make sure to go to bed early and ensure as much rest as possible before your procedure.

If you cannot come to your surgery as planned – if you're going to be late, or if you won't be able to come because of an illness, a fever above 100 degrees, a death in the family or bad weather, please call surgical services at 336-527-7430 between the hours of 5:30 a.m. and 6 p.m. Before 5:30 a.m. and after 6 p.m. call 336-527-7000 and ask to speak with the nursing supervisor.



The day of surgery

Parking

Parking for patients, family members and visitors is provided in the lot in front of the main entrance. If this lot is full, there is additional parking in the parking deck near the entrance to the emergency department. Patients and visitors are asked not to park in reserved areas or in the circular drive under the canopy at the main entrance. This is reserved for admitting and discharge purposes only.

Leave your valuables at home

Do not bring jewelry or cash with you to your surgery. If you have any with you when you get to the hospital, give them to a relative or friend to take care of during your stay.

Hugh Chatham Memorial Hospital cannot be responsible for the replacement of personal belongings. If you lose an item, please inform your nurse as soon as possible.

Cell phones

Although the use of cell phones inside the facility is not prohibited, they may interfere with the operation of equipment. If interference is detected, a staff member may ask you to turn off your phone or to use it in a different area. We also ask you to be respectful of our patients and staff by setting your ringer on low or silent while in the unit or in patient care areas. To respect privacy of patients and staff, video recording is not permitted without their knowledge and written consent.

Smoking

Hugh Chatham Memorial Hospital is a tobacco free campus. Smoking or the use of tobacco products is prohibited in all areas of the hospital, including the parking deck and the hospital grounds. The use of tobacco products negatively affect your surgery such as:

- Poor surgical results
- Increased chance of surgical site infection
- Delayed surgical healing
- Possible longer postoperative recovery

Fire safety

The hospital periodically conducts fire and disaster drills. If you hear an alarm, please stay where you are. In the event of an emergency, the hospital staff will notify you and inform you where to go.



Arrival

At the time scheduled for your arrival, come to the main entrance to check in. They will direct you to the admissions department to get everything in order. Then you will take the elevator in the main lobby up to the 2nd floor surgical waiting area. There you will be greeted by a staff member / volunteer.

A nurse will escort you to your room and prepare you for surgery. You will be asked to dress in a hospital gown. In some cases, cotton underwear may be worn during surgery. The nurse will take your blood pressure, temperature, pulse, respiration, height and weight, as well as performing a physical assessment which includes listening to your heart and lungs. At this time an IV will be started to deliver fluids and medication. For your safety, you will be asked a few questions more than once, including who you are, your date of birth, what kind of surgery you will be having, and what part of your body will be operated on. Your nurse will also double-check the records from the doctor's office.

At this time any surgical site preparation will be done, which might mean shaving the site or marking it for identification. A registered nurse may instruct you on the use of an incentive spirometer (lung exerciser) that might be used after surgery to help prevent respiratory problems.

Hearing aids, dentures, partials, glasses, contacts, artificial prosthesis and make-up must be removed prior to surgery. You will also be asked to empty your bladder. If you brought any personal items, a family member can hold onto them.

Speak up

It is important to be informed about and involved in your medical care. Feel free to ask questions and voice any concerns during your stay.

Here are a few guidelines to remember:

Speak up if you have questions or concerns.

Pay attention to the care you get.

Educate yourself about your illness.

Ask a trusted family member or friend to be your advocate.

Know what medicines you take and why you take them.

Use an alcohol-based hand cleaner or soap and water to wash your hands to prevent the spread of infection.

Participate in all decisions about your treatment.

In addition to the rights and responsibilities afforded to adult patients, minor patients and their parents or guardians have the following rights and responsibilities:

- Providing informed consent for their minor child.
- Participating in the treatment process.
- Ensuring that their child follows the agreed-upon course of treatment.

It might be helpful to write down any questions that you have before you come for your surgery. Often, once you arrive, it is easy to get caught up in the process and forget what questions you have. Also, keep a list of doctors you see and the medications they prescribe so all of your information is with you when you need it.

If you should have any safety concerns, please call the nursing supervisor anytime at 336-526-6517.

Privacy laws

You have privacy rights under federal law that protects your health information and set rules and limits on who can look at and receive your health information. All doctors, nurses, pharmacies, hospitals, clinics, nursing homes, health insurance companies and healthcare providers must follow these regulations.

The information that is protected includes medical records, conversations with your doctor and nurses, health insurance and billing.

You have a right to see and get a copy of your health records. You can also give written permission for a family member or personal friend to be able to receive your personal health information.

Advance Directives

Advance Directives are legal documents that allow you to give direction to medical personnel, family and friends concerning your future care when you cannot speak for yourself. You do not need a lawyer to complete an Advanced Directive, although you may already have done so. If you haven't, you will receive an Advance Directives form from the state of North Carolina upon admission which will be placed in your medical record. Your Advance Directive is destroyed once you are discharged from the hospital. You must provide a new Advance Directive each time you are readmitted.

Advance Directives include:

Living Will

This is a set of instructions that documents your wishes about life-sustaining medical care. It is used if you become terminally ill, incapacitated or unable to communicate or make decisions. A living will protects your rights to accept or refuse medical care and removes the burden for making decisions from your family, friends and medical professionals.

Healthcare Proxy

This is a person you appoint to make your medical decisions, if you are unable to do so. Choose someone you know well and trust. Be sure to discuss this with the person before naming them as your agent.

Durable Power of Attorney

For your healthcare, this is a document that names your healthcare proxy. It should be signed, witnessed, notarized, copied and put in your medical records. For your finances, this is a person who manages your financial affairs when you cannot. It is a separate document than for healthcare. You may choose the same person for both, or choose different people to represent you.

The operating room

Once your pre-operative procedures are done, everything is in place and your family or friends are waiting comfortably in the waiting area, it will finally be time for your procedure. An operating room nurse and certified nurse anesthetist (CRNA) will interview you and you will be moved into the operating room. You will be positioned as comfortably as possible using positioning aids and warm blankets.

Monitors will be attached and anesthesia will be administered. Everything in this area is sterile, and drapes are placed around the surgical area to ensure the sterility.

After your surgery your incision will be closed, dressings applied and more warm blankets will be put on to keep you warm. Bed railings are placed in the upright position for your safety.





Anesthesia

The anesthesiology department at Hugh Chatham Memorial Hospital is comprised of physicians and certified registered nurse anesthetists (CRNA). All are highly trained, dedicated and exceptional anesthesia professionals. All of our physicians hold board certifications in anesthesiology.

Prior to surgery, you will have a preoperative evaluation by the anesthesiologist. This evaluation may be scheduled before, or on the day of surgery. The various options for anesthesia will be discussed at that time.

Anesthesia options include general anesthesia (medications used to render you unconscious), regional anesthesia (epidural or nerve blocks to anesthetize a specific body area), or sedation. The risks and benefits of these options will be discussed and questions you may have will be answered.

Once in the operating room, the anesthesia care team will carefully monitor your vital signs while maintaining your body's functions.

After surgery, you may go to the post anesthesia care unit (PACU) where the anesthesiologist, along with the PACU nursing staff, will assure your complete recovery.

After surgery: PACU (recovery room)

If your surgery requires a hospital stay or general anesthetic, you will be taken to the post anesthesia care unit (PACU) after your procedure, and then taken to your hospital room. Most patients remain in PACU about 45 minutes. If a delayed discharge from PACU is expected, your family will be notified. **Before your surgery, make sure that someone will be waiting for you and has permission from you to receive healthcare information from the surgeon immediately following your surgery.**

Some discomfort is expected after surgery. The PACU nurse will closely monitor your pain, as well as blood pressure and respirations, which are checked every five minutes. You will feel the automatic blood pressure cuff tighten and loosen on your arm as it takes your blood pressure.

As you wake up, you may notice bright lights, noises around you and people calling your name. These sensations are normal. The nurses will be calling your name and talking to you. Blankets will be kept on your body for added warmth.

You will be asked to rate your pain on a scale of 0 to 10 (0 = no pain, 10 = severe pain). Medications are available to control your pain. If you need medication, notify your nurse immediately.

Once awake, you will be asked to take deep breaths and to cough frequently to help clear your airway and lungs. Oxygen will be given through a tube in your nose, and usually is stopped before you leave PACU, but sometimes it might be continued after you return to your room.

Often patients experience a very dry mouth immediately following surgery. No food or drink is allowed in the PACU, but you will be given ice chips or a drink as soon as permitted by your doctor.

The anesthesiologist will determine when you are ready to leave the PACU. This is when you will be transferred to your room, or if you are not admitted to the hospital after your surgery you will be moved to the surgical services post-op area. Due to limited space, we ask that only 3-4 people accompany you at a time. Remember, family members are not allowed in the PACU, and you can rejoin them once you are moved to the surgical services post-op area.

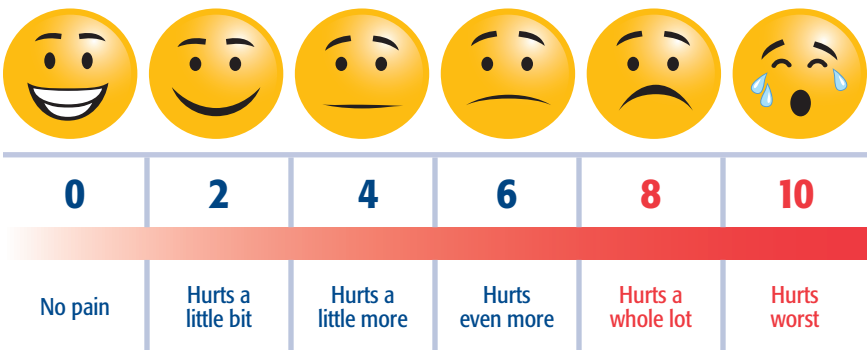
Assessing pain

It is very important to communicate your pain with your doctor and nurses after your surgery in order for them to give you the proper medications to control that pain. The nurse will assess your pain using a pain rating scale of 0 to 10.

You can also describe the pain by reporting:

- When the pain began
- Where you feel the pain
- How it feels – sharp, dull, throbbing, burning, tingling
- If the pain is constant or if it comes and goes
- What makes the pain feel better or worse
- How much pain your medicine is taking away

Faces pain rating scale



After surgery: surgical services post-op area

If you do not need to go to PACU, you will be transported to a room in the surgical services post-op area right after your surgery. A nurse will complete an assessment of your blood pressure, pulse, respirations and temperature. We will also help keep you as comfortable as possible by controlling your pain with medication. Your pain will be assessed for intensity using a scale of 0 to 10 (0 = no pain; 10 = severe pain) before and after medications are administered.

You can eat and drink after your surgery according to the physician's orders. IV fluids will be stopped as soon as you are drinking, eating and voiding. A nurse will discuss your diet and answer any questions after your surgery.

The nurse will also provide you with discharge instructions that detail the care needed once you are at home. You will also be given prescriptions for any medications that you might need. Be sure to fill your prescriptions as soon as possible after leaving the hospital.

Please ask any questions that you have before discharge, to ensure your recovery is smooth when you get home. Follow-up appointments will also be reviewed at this time.

Please be sure to have someone scheduled to drive you home after surgery.





After discharge

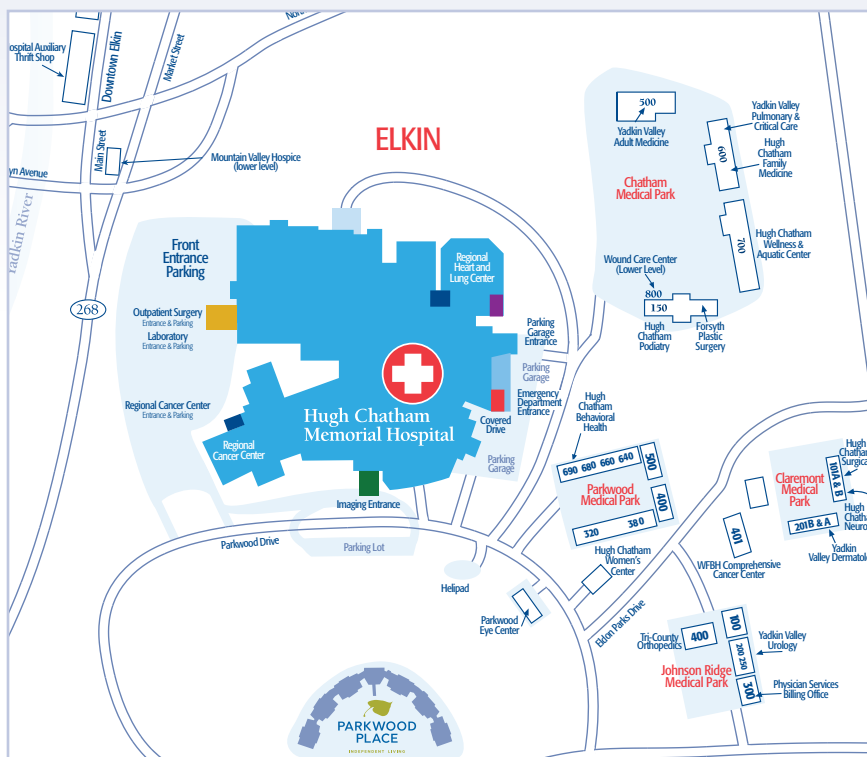
All patients will receive a follow-up call within 72 hours of discharge. This is to check in to make sure you are progressing well and to answer any questions or concerns you have. If we are unable to reach you, please feel free to call the hospital with any questions or concerns about your hospital stay or your recovery at 336-527-7478.

You may also be asked to complete a survey about the care you received while at Hugh Chatham Memorial Hospital. We hope you will take the time to fill out this survey. We value your comments, and these surveys help us continue to improve the service we provide.

For caregivers

It is important that you are present during the discharge process, in order to be aware of any restrictions and medications that the patient will have. This is the time you will learn what the patient will be allowed to do after they are at home, and how fast they will recover completely.

While you are making sure that your loved one's physical needs are being met, don't neglect yourself. Care giving can be stressful. You may find yourself neglecting your diet, your normal exercise routine and your sleep needs. Don't be reluctant to ask for help to care for your loved ones. Take advantage of friends' offers to help, or look into adult day care programs.



More than a hospital. A total care network.

Behavioral Health
Cancer Services
Cardiology
Dermatology
Emergency Services
Endocrinology
Express Care/Urgent Care
Family Medicine

Gastroenterology
Geriatrics
Home Health
Imaging
Internal Medicine
Neurology
Nutrition Services
Ophthalmology

Orthopedic & Sports Medicine
Pain Management
Podiatry
Primary Care
Pulmonology
Primary Stroke Center
Rehabilitation Services

Respiratory Services
Surgical Services
Urology
Wellness Pool
Women's Services
Wound Care Center



**Hugh Chatham
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