



WELCOME

to Outpatient Surgical Services

Your child is scheduled for outpatient surgery at Oklahoma Children's Hospital OU Health. This booklet will answer common questions about outpatient surgery.

Remember, you are the most important support person for your child. Parents play an important role in helping children have a positive surgical experience. Talk to, listen and reassure your child. Be honest.

Tours of the hospital are available through the Child Life Department at (405) 271-4870. A Child Life Specialist can help prepare your child with medical play.

Outpatient Surgery

What is Outpatient Surgery?

Outpatient surgery is a starting point for surgical procedures at Oklahoma Children's Hospital. As a part of OU Health you can expect advanced technology, nursing support, physician availability and residents and students who are part of our premier academic environment. The only difference between outpatient surgery and a typical hospital visit is that you will be able to return home the same day of your surgery.

Where is Outpatient Surgery located?

Children's Outpatient Surgery/Preoperative Clinic is located at 3K on the third floor of Oklahoma Children's Hospital, 1200 Children's Ave., Oklahoma City 73104

Where should I park?

You may park in garage P2 on the west side of Oklahoma Children's Hospital and enter through the atrium. The parking entrance is on the east side of Children's Avenue, between N.E. 13th Street and Stanton L. Young Boulevard.

You may valet park for free or self-park in the garage. Parking for parents of patients can be validated in the outpatient surgery registration area. All other parking for visitors is 50¢ per half hour, up to \$5 per day.

After parking, enter through the main atrium entrance. This entrance is open 24 hours a day and is on the second floor of the hospital and the Oklahoma Children's Hospital Physician Building. You must check in with the security officer in the atrium from 9 p.m. - 6 a.m. After you enter the atrium, go to your left toward the pharmacy, behind the large statue of two children skipping rope. To the left of the gift shop are two double doors that take you into the hospital. Take elevator L just behind the double doors up to the third floor. Exit the elevators to your left, and follow the train mural on the wall to outpatient registration.





Prior to Surgery

Outpatient Services Admitting / Registration is located on the third floor of Oklahoma Children's Hospital, in the outpatient surgery area 3K. If you are directed to preoperative admissions prior to the day of surgery, you will be able to complete the registration process and any pre-testing needed for surgery.

Please provide all insurance/billing information – including an insurance card and verification of current address – to the admitting office prior to the surgery.

How do I make financial arrangements?

Financial counseling and arrangements are necessary prior to surgery. For your billing convenience:

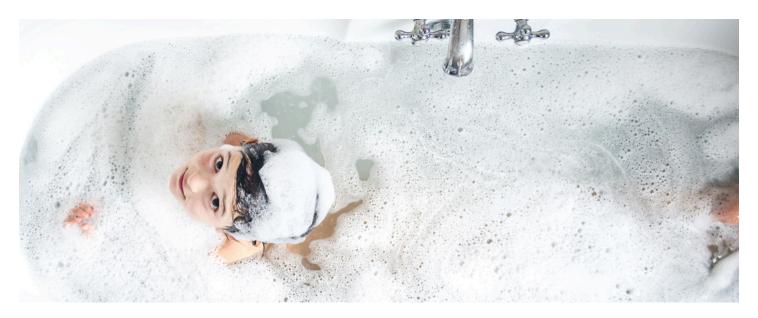
- You will be asked to pay deductibles and estimated coinsurance prior to surgery.
- We will bill your insurance company as a courtesy.

The University of Oklahoma Medical Center cannot accept responsibility for collecting insurance claims or for negotiating settlements on disputed claims. You are responsible for any balance due.

- Payment will be requested from you unless your insurance company pays within 60 days.
- We will cooperate with third-party carriers when handling questions about your claim.
- We will provide you with status reports regarding your account, in the form of monthly statements, until the account is paid in full.
- We accept Visa, Discover, American Express and MasterCard for payment.
- In the event of any overpayment, you will promptly be refunded the amount of the overpayment.
- Our goal is to have your account cleared in a timely manner that is satisfactory to you.

If you have any questions regarding payment information, please call: (405) 271-4225

Monday to Friday, between 9 a.m. and 4 p.m.



Preparing for Surgery

How can I prepare my child for surgery?

- Watch our preoperative video at: Preparing for Surgery @Oklahoma Children's Hospital" If you have questions about this video or have questions on how to best help your child, you can call the Child Life Specialist @ 405-417-6069.
- Patients under the age of 18 MUST have a parent or legal guardian sign the consent form and remain throughout surgery.
- The day before surgery, a Pre-Op nurse will call to give an updated time of arrival, Food and drink instructions and review medications and recent illnesses.
- It is important to follow diet guidelines prior to surgery. Your surgeon may alter these guidelines for specific surgeries. If diet guidelines are not followed, surgery can be canceled.

- Children may wear pajamas and bring a favorite toy, stuffed animal or blanket. If your child doesn't wear pajamas, make sure he or she is wearing casual, loose-fitting clothes, and take into consideration the possibility of returning home with bulky dressings, a cast or splint.
- Have your child take a bath or shower, and shampoo his or her hair prior to arrival for surgery. Take off nail polish.
- Brush teeth the morning of surgery do not allow your child to swallow the toothpaste or water.
- Wear glasses to the hospital the day of surgery. Bring a case to put them in during surgery. If your child wears contact lenses, it is best to wear glasses to the hospital and bring contacts in the case to wear later.
- If your child is taking medication, be sure to check with your child's doctor to see if the medication needs to be taken before surgery. If your child takes medication each day, bring the medication with you the day of surgery.
- Bring a list of all medications and the dosages this will be helpful to the anesthesiologist when deciding which medications should be taken the morning of surgery.
- If your child becomes ill with a runny nose, fever, cough or vomiting prior to your scheduled surgery, call your child's doctor and outpatient surgery at (405) 271-4130.

Diet Guidelines

• No food after midnight. This includes:









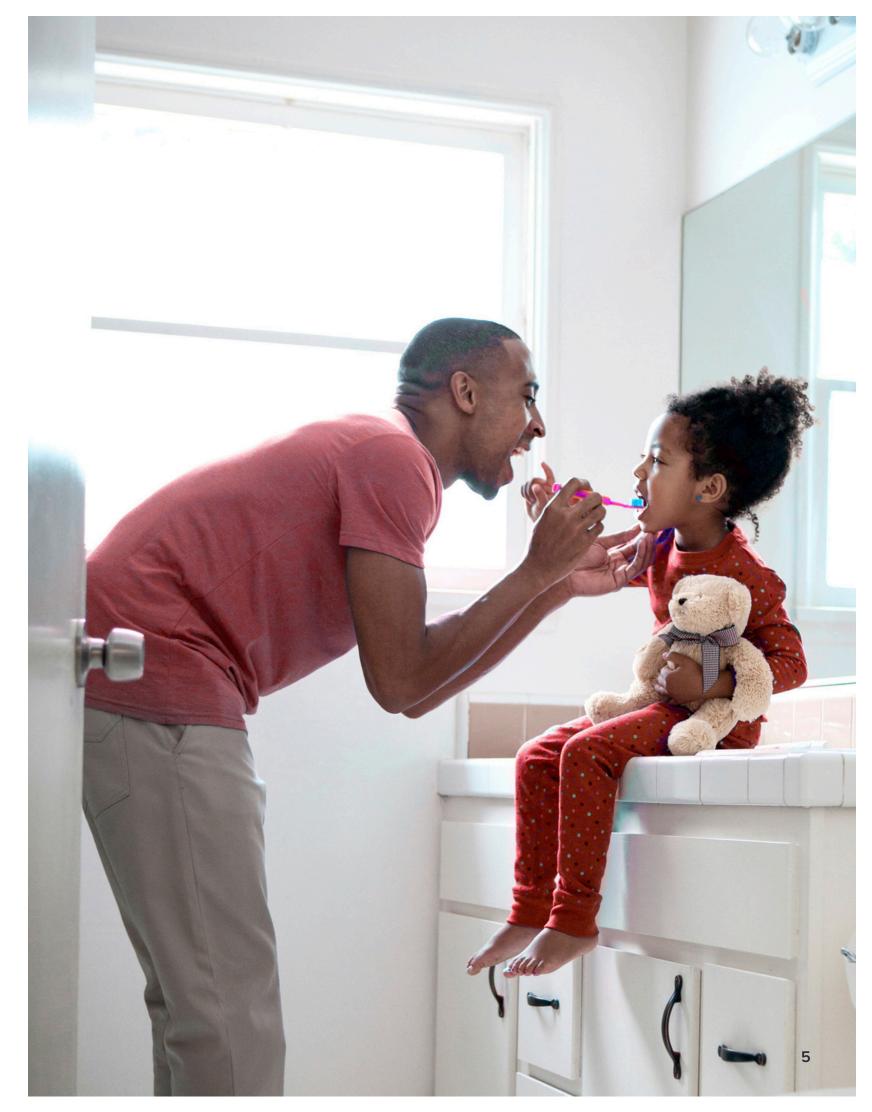
No candy

No gum

No mints

No lollipops

· Your child may have water, Pedialyte, Gatorade or clear soda until two hours prior to your arrival time.



What to Expect on Surgery Day

The day before surgery a nurse will call to give directions on arrival time, when to stop eating drinking, and get medication information.

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Day of Surgery		
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Time of arrival		

Third Floor of Oklahoma Children's Hospital 3K

- Bring verification of insurance card and a form of ID.
- If you are not the birth or adoptive parents, written verification of guardianship must be provided to sign for surgery.
- If your child is in DHS custody, a judge may have to sign your consent. Your DHS case worker can help set this up.
- Your child will require your full attention. Please avoid bringing other children with you the day of surgery. Childcare arrangements should be made in advance.
- We ask that ONLY the patient and parents/caregivers be in the Outpatient Waiting Area. All other family members are welcome to wait in the Surgery Waiting Area.
- Because our surgical patients are not allowed to eat or drink prior to surgery, the staff asks that no food or drink be brought into the outpatient area. Eating and drinking are allowed in the Surgery Waiting Area across from Outpatient Registration.
- Have your child wear comfortable clothing the day of surgery. Think ahead about how he or she will dress following surgery.

Before surgery, a nurse will complete a physical assessment, including taking your vital signs and completing any preoperative workup that is required by your physician. Please have a list of current medications available, along with the date and time of the last dose taken, previous surgeries, allergies and other pertinent health information. At this time, the nurse, along with our anesthesiology department, will answer any questions you may have about your surgery. Your surgeon may also visit with you. During the assessment, you will be screened using a postoperative nausea and vomiting risk assessment. Dependent on this assessment, you may be given medications preoperatively to assist in the control of postoperative nausea and vomiting.

Anesthesia

Anesthesia services are needed so that your physician can perform the operation or procedure. The anesthesiologist will visit with you to discuss the kind of anesthesia he or she plans to use. The anesthetic technique to be used is determined by many factors, including physical condition, the type of procedure the doctor is doing, his or her preference and the patient's own desire, so please feel free to ask questions. If you receive general or regional anesthesia, you may be able to get out of bed the day of surgery or the next morning, but only with assistance. Please don't try to get up without staff present until we inform you it is OK to be on your own.

Patient Identification

To ensure correct patient identification, your arm band will be checked and you will be asked to verify your name and the procedure that you are having performed. This information will be asked frequently by all care providers. This is for your safety.

Marking the Surgical Site

Correct surgical site is very important. Before your surgery, the physician will mark your surgical site if it involves laterality, spine levels, etc. This is another step that we take to ensure your safety.

Time Out

Prior to incision, the entire operating room team, including surgeon, anesthesia, R.N., surgical assistant and surgical technologist, will re-verify your identification, observe surgical site marking and re-verify the surgical site marking and surgical procedure.



Following Surgery

- Your physician or resident physician will talk with you.
- Sometimes it can take 30-45 minutes before your child is taken to the Recovery Room.
- When your child is stable in recovery, the nurse will call for one or two family members to be at the bedside.
- The recovery process takes about 45-60 minutes.
- After recovery, your child will be moved to an outpatient room or admitted to an inpatient bed, if needed.
- Before discharging, your nursing staff will provide postoperative instructions on diet, rest, medications and return appointments.

Pain Management

Oklahoma Children's Hospital is concerned about your child's health and well-being. We have developed a pain management program to ensure adequate relief from pain. When pain is controlled, the patient becomes a partner in his or her care and comfort. Pain is a discomfort alerting you to the fact that something is wrong with your body. Unrelieved pain may cause suffering, which can lead to other health problems and delay in recovery. Keeping your child's pain under control is important to his or her well-being. It will help your child eat better, sleep better, move around more easily and visit with family and friends. We ask patients to rate pain using two types of pain scales. One is a score of 1-10 with 10 being worst pain. The other scale is a Wong Baker FACES Scale.

As a reminder, anesthesia can cause drowsiness and amnesia for up to 24 hours after surgery.



MILD PAIN

2

PAIN 4

3

MODERATE

SEVERE PAIN

6

5

VERY SEVERE PAIN

WORST PAIN IMAGINABLE

9

Preventing Surgical Site Infection

Healthcare-associated infections may occur as a result of care received in hospitals and other healthcare facilities. At Oklahoma Children's Hospital, infection prevention is a top priority. We use many practices known to prevent and reduce the risk of infections. Sometimes infections may occur as a result of the treatment. We encourage our patients to speak up and ask questions about the care they receive. As a patient or visitor, you can take steps to prevent the spread of infection.

What is a Surgical Site Infection (SSI)?

A surgical site infection 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. Some common symptoms are redness and pain around the area where you had surgery, or drainage of cloudy fluid from your surgical wound and fever.

Can SSIs be treated?

Yes. 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 need another surgery to treat the infection.

What are some things hospitals do to prevent SSIs?

To prevent SSIs, doctors, nurses and other healthcare providers:

- Clean their hands and arms up to their elbows with an antiseptic agent just before and after surgery.
- May remove some of your hair immediately before surgery using electric clippers if the hair is in the same area where the procedure will occur. You should not be shaved with a razor.
- May give special antibiotics before and after surgery for a limited duration.
- Wear mask, cap, gown and gloves during surgery.
- Clean the skin at the site of the surgery with a special soap that kills germs.

What can you do to help prevent SSIs?

- To help decrease your risk for getting an infection following surgery, it is recommended that you bathe or shower the morning of surgery.
- On the night before surgery, it is recommended that you sleep on freshly laundered sheets.
- On the night before surgery, you should not sleep with pets.
- Tell your physician about other medical problems that you may have. Health problems such as allergies, diabetes and obesity can affect your surgery and treatment.

द्द 443 Important Contacts *\one{O}* **@** 9 Oklahoma Children's Hospital Outpatient Surgery Center: Q abc abc (405) 271-4130 M-F, 5:30 a.m. to 7:30 p.m. द्द <u>ر د د</u> OU Health: (405) 271-4225 M-F, 8 a.m. - 5 p.m. بېژهٔ Children's Preoperative Clinic: (405) 271-4130 Financial Counseling/Billing: (405) 271-8001, extension 44605 9 **@** Outpatient Surgery Admitting/Registration Office: (405) 271-1102 M-F, 5:30 a.m. to 4:30 p.m. abc abc द्द 444 द द द بنيء بين \bigcirc 9 **@ @** Q Ŕ abc abc Q B abc Ø Ø F दुदु **44**6 جيخ بېژه \bigcirc **@** 0 **@** 9 abc B abc abc Sp. THIS **@** 0 **@ @** Sol Sel Je Sel Test Jol ab<u>c</u> ab<u>c</u> ab<u>c</u> ab<u>c</u>



