

Your Guide to Surgery



We hope you find this booklet helpful. Additional online resources, including a series of helpful and informative videos, are available at akrongeneral.org/surgery to help explain what you can expect when having surgery at Lodi Hospital.

Welcome to Cleveland Clinic Akron General Lodi Hospital

We understand the questions you may have about your surgery. This booklet contains important information about what you can expect.

Our goal is to make sure all of your questions are answered and that your surgery experience is as pleasant as possible. You may receive a satisfaction survey after you leave. If you feel that there is anything we can do better while you're here, please mention it to your nurse. Thank you for choosing Lodi Hospital.

Pre-surgical testing

Your doctor may determine, based on your health history, that you need pre-surgical testing. His or her office will call to schedule the appointment and will indicate the tests you may need before your surgery.

If pre-surgical testing is not needed, the staff will call you approximately one week before your surgery date to review important information with you, including:

- Your health history
- Medications
- Pre-operative instructions

If you are unavailable at the time of the call, please call us back at your earliest convenience.

Preparing for your surgery

Information your doctor needs to know about before your surgery:

- Any illness, including sore throat, flu, elevated temperature, or if you have been exposed to a contagious disease
- Changes to your skin, especially near the incision site, including cuts, scratches, insect bites, rashes and poison ivy
- Any medications you take daily, including prescriptions, aspirin, blood thinners, insulin and arthritis medications
- If you have diabetes and/or an insulin pump, you will need to discuss day-of-surgery instructions with the doctor who manages your diabetes

Home-going information you need to know before your surgery:

- For your personal safety, you will not be allowed to drive or take a taxi home alone following your surgery. Please make arrangements for someone to drive you or accompany you home in a taxi. That person should remain at the hospital throughout your surgery so that the staff can provide timely updates regarding your status, including discharge information.

- Arrange for someone to stay with you for 24 hours after surgery. Your surgery may be canceled if no one is available to stay with you.
- If you are having surgery on your knee or foot, it is very important to ask your doctor if you will need crutches post-operatively. This needs to be addressed prior to the day of your surgery.

Advance directives

For your own peace of mind, we encourage the completion of advance directives, which outline your wishes for life-sustaining treatments, and include a living will and durable power of attorney for health care. Please bring a completed copy to be included in your medical record. If you have questions or need further assistance, please call 330.344.6880 or visit akrongeneral.org to learn more.

Understanding your surgery

Make sure you understand what will happen before, during and after your surgery. Research has shown that patients who are informed can better work with their doctors to make the right decisions. Together, you and your doctor should review the possible benefits and risks involved in the surgery you are scheduled for.

Day prior to your surgery

For your safety, please:

- DO NOT drink alcoholic beverages for 24 hours before your surgery. Alcohol may cause an undesired reaction when mixed with anesthesia or other drugs.
- DO NOT smoke before or after your surgery. Smoking may cause anesthetic problems and increase carbon monoxide in the blood stream. Nicotine also interferes with healing.
- DO NOT eat or drink after midnight the night before your surgery unless otherwise instructed by your doctor (this includes water, coffee, gum, mints and lozenges).
- If applicable, complete any pre-operative prep as instructed by your doctor.
- Practice coughing and deep breathing exercises and pain control techniques.

Day of your surgery

What to bring with you

- Your driver's license or a photo ID, as well as your insurance card
- Inhalers, if you use them
- A CPAP or BIPAP machine, if you use either
- Your glasses and glass case
- DO NOT bring any valuables (cash, checks, credit cards, cell phones, etc.) with you

The morning of your surgery

- Continue to take all your scheduled medications, as instructed, with only a sip of water. If you have any questions, please ask your doctor for additional instructions.
- Perform your normal morning routines such as showering and brushing your teeth. Wear loose-fitting clothes.
- DO NOT wear cologne, perfume, skin lotions, makeup or colored nail polish (clear nail polish and acrylic nails are permitted). No wigs, hairpins, contact lenses, false eyelashes, dentures or partial plates are permitted.

- Women of childbearing age will be required to bring the first voided urine on the day of surgery for pregnancy testing. You may use a clear leak-proof container labeled with your name. Bring the container of urine with you to the hospital on the day of your surgery.

Arriving at the hospital

Please plan to arrive one hour before your scheduled surgery time unless instructed otherwise. This allows enough time for pre-surgical registration, anesthesia personnel and to be prepared for your surgery.

As you enter the hospital, please sign in with the receptionist at registration. We will ask for your photo ID and insurance information. As surgery times and preparations for surgery vary with each patient, you may be taken out of order in which you registered.

Unfortunately, emergencies or cancellations cannot be predicted and can affect your estimated surgery time. If this happens to you, we appreciate your patience. We will make every attempt to keep you and your family informed of changes as they occur.

Before your surgery

You will be taken to the pre-surgical unit, where:

- You will be asked to change into a gown.
- Your temperature, pulse and blood pressure will be taken, along with an interview assessment. A nurse will review any allergies and any medications you are taking.
- Dentures, glasses and other prostheses will be removed at this time and returned to you in the recovery room.
- The nurse may start an intravenous line to administer fluids and medication during your surgery.
- Multiple checks will be performed to confirm your surgical site. If your surgery involves the left or right side, your doctor will initial the correct operative site with a marking pen.

Because of limited space, we ask that there be no more than one visitor per patient in the pre-surgical unit. Additional visitors are welcome in the surgery waiting room or main lobby. Visitors must be at least 12 years old. Those with flu-like or cold symptoms may not accompany you to the pre-surgical unit.

Anesthesia

Following your intake assessment, anesthesia personnel will explain your anesthesia options. Together, you will then review your health and anesthesia history, as well as the type of anesthesia to be used during your surgery, including:

- General anesthesia causes you to be asleep (unconscious) during the surgical procedure.
- Regional anesthesia (nerve block, epidural and spinal) causes the area of the body, which includes the surgery site, to be numb. Nerve blocks can also provide pain relief for many hours after surgery.
- Local anesthesia is performed by the surgeon at the surgical site.
- Monitored anesthesia care (MAC) combines local anesthesia at the surgical site (administered by the surgeon) and significant intravenous sedation and monitoring provided by the anesthesia personnel.

During your surgery

While you are in surgery, we will keep your family and/or friends in the surgery waiting room or main lobby informed.

After your surgery

You will be taken to the recovery area, where a registered nurse will closely observe you. When you are ready, family or a companion may join you in recovery; however, visitors are limited to one at a time and must be at least 12 years of age.

While in the recovery room, your level of pain will be continually evaluated and treated by a registered nurse, in consultation with your anesthesia provider and your surgeon. Types of pain relief medication you could be given include intravenous injections, tablets or liquids given by mouth, and local anesthetics, which make certain areas of your body numb and can last for hours after surgery.

The nurse will review your discharge instructions with you and your family or companion at this time. He or she can answer any questions you may have about going home, follow-up care and the recovery process.

You will be given medications during your surgery that may affect your ability to remember what happened. Therefore, you may not recall that your doctor and anesthesiologist talked with you after your surgery. If you have questions, please call your doctor's office or be sure to discuss the results at your next office visit.

If you have a medical emergency, call 911 or go to the nearest emergency department.

Home care instructions

We care about your safety and comfort after surgery and urge you to follow these instructions regarding your recovery, unless otherwise instructed by your doctor. If you have any questions, please refer to your discharge instructions or call your doctor.

- To control your pain, your doctor may give you a prescription.
- Progress gradually from fluids to solid foods.
- Do not drink alcoholic beverages for at least 24 hours after surgery.
- Take deep breaths to keep your lungs clear.
- Move around according to your instructions.
- Do not drive or operate machinery for 24 hours after surgery or if taking narcotic pain medications.
- Do not make important decisions or sign any important documents within 24 hours after surgery.

Additionally, you will receive a courtesy follow-up phone call the next business day after your surgery to see how you are doing and if there are any questions you might have. If no one answers the phone, for your privacy, we will not leave a voice message. There is no need to return our call, unless you have any questions or concerns.

Pain control

After surgery, we may not be able to stop all your pain, but we will help you to be as comfortable as possible.

Other helpful pain reduction techniques:

RELAXATION TECHNIQUES

1. Get in a comfortable position.
2. Breathe in slowly while counting to three.
3. Breathe out slowly while counting to three.
4. Continue breathing in and out in same manner.

IMAGERY

1. Get in a comfortable position.
2. Imagine you are in a place you have found to be relaxing (e.g. beach, mountains).
3. Breathe in and out slowly while picturing this in your mind.

MUSIC

1. Get in a comfortable position.
2. Listen to “easy listening” music or your favorite type of music with your eyes closed.

Coughing and deep breathing

Coughing and deep breathing will help prevent pneumonia, decrease pain, improve the oxygen in your blood and remove the anesthetic from your body. You will be asked to take three or four deep breaths followed by one cough, 10 times every hour on the day of your surgery. Deep breathing and coughing can be accomplished in a sitting or lying down position.

- Breathe out normally.
- Clasp your hands over your abdomen.
- Breathe in until you feel your abdomen push out.
- Breathe out slowly.
- Rest a few seconds.
- Repeat three to four times then cough one to two times.
- Relax and breathe normally.
- Repeat technique 10 times every hour.

Activity

You may wake up with pumps on your feet or inflatable stockings on your legs after your surgery. These help pump blood from your legs back to your heart. Movement and walking will decrease the chance of blood clots forming in your legs.

We will teach you how to do ankle pumps. When lying down, point your toes on both feet toward your chin and stretch them out by pushing them away from your chin. Do this 10 times an hour. Flex your knees. Do not lie in one position or cross your legs.

Financial arrangements

Your doctor is a member of the hospital's medical staff and will supervise your care. Your doctor will arrange for your tests, medications, diet and completion of a history and physical. Your doctor may call in other specialists for consultation or assistance.

Most physicians and anesthesia providers at Lodi Hospital are independent practitioners, not employees, and have the right to separately bill for their services.

Additionally, you will receive a bill from Lodi Hospital.

Most insurance companies require pre-certification of surgical procedures. Your doctor's office is required to obtain pre-certification if required. If there are no requirements listed on your card, please contact your employer or health insurer to be sure you know and understand the cost. We also ask that you bring your insurance card(s), along with your driver's license or photo ID the day of surgery.

Lodi Hospital has patient account representatives available for financial counseling Monday-Friday, 8 a.m. to 4:30 p.m., to answer your questions about insurance coverage, Medicare and other financial concerns you may have. If you need assistance, please call 330.948.3647.

Our patient care partnership: understanding expectations, rights and responsibilities

As a patient, you have the right to:

- Receive information about your rights.
- Effective communications in a manner you understand, including interpretive and translation services.
- Have your personal dignity respected.
- Considerate and respectful care, including the right to be free from all forms of harassment, neglect, exploitation, and verbal, mental, physical and sexual abuse.
- Receive care, regardless of your age, race, ethnicity, religion, culture, language, sex, national origin, sexual orientation, physical or mental disability, gender identity or expression, socioeconomic status, or source of payment.
- Be involved in decisions that affect your care, treatment, or services.
- Have a support person, such as a family member, friend, or other individual of your choosing, present with you for emotional support during the course of your stay, as appropriate.
- Receive visitors of your choosing that you (or your support person, as appropriate) designate, including a spouse, domestic partner (including a same sex domestic partner), another family member, or friend, and the right to withdraw or deny your consent at any time.
- Be informed (or your support person informed, where appropriate) of your visitation rights, including any clinically necessary restriction or limitation on such rights.
- Have your family or a representative of your choosing and your own physician notified of your admission to the hospital.
- Receive necessary information from your physicians to give or withhold informed consent prior to the start of any procedure or treatment when possible.
- Legally appoint someone else to make decisions for you if you become unable to do so, and have that person approve or refuse care, treatment, and services.
- Give or withhold informed consent prior to and during recording or filming for purposes other than identification, diagnosis or treatment.
- Receive information about the persons responsible for your care, treatment, or services.
- Refuse care, treatment, or services after being informed of the consequences of such refusal.
- Formulate advance directives and have them followed.
- Have your complaints addressed and receive resolution within a timely, reasonable and consistent manner.
- Confidentiality, personal privacy and security.
- Access, request amendment to, and obtain information on disclosures of your health information as allowed by law.

- Care rendered in a clean and safe environment.
- Be free from restraint or seclusion of any form not necessary for health or safety, which are used as a means of coercion, discipline, convenience, or retaliation by staff.
- Accommodations for the physically challenged.
- Pain management.
- Access protective and advocacy services.
- Consent to or decline to participate in research studies and clinical trials.
- Have your cultural, psychosocial, spiritual and personal values, beliefs and preferences respected.
- Have access to pastoral and other spiritual services.
- Be informed, along with your family as permitted by you, about the outcomes of care, treatment and services that have been provided, including unanticipated outcomes.

As a patient, you have the responsibility to:

- Provide information about past illness, hospitalizations, medications, and other matters related to your health, including changes in your symptoms or condition.
- Inform your care providers when information has not been understood.
- Follow the recommendations and advice of your care providers, and understand that you are responsible for the consequences if you refuse to do so.

- Provide complete and accurate information about insurance and your ability to meet the financial obligations of your care.
- Be considerate and respect the rights and property of other patients, visitors, and hospital staff.

Complaints or grievances:

- You have the right to discuss your concerns, complaints or grievances with your care providers.

You may contact our Patient Care Advocate by phone at 330.344.6711 or by email at Patient.Advocate@akrongeneral.org.

- You also have the right to file a grievance with the following:

The Joint Commission Office of Quality Monitoring

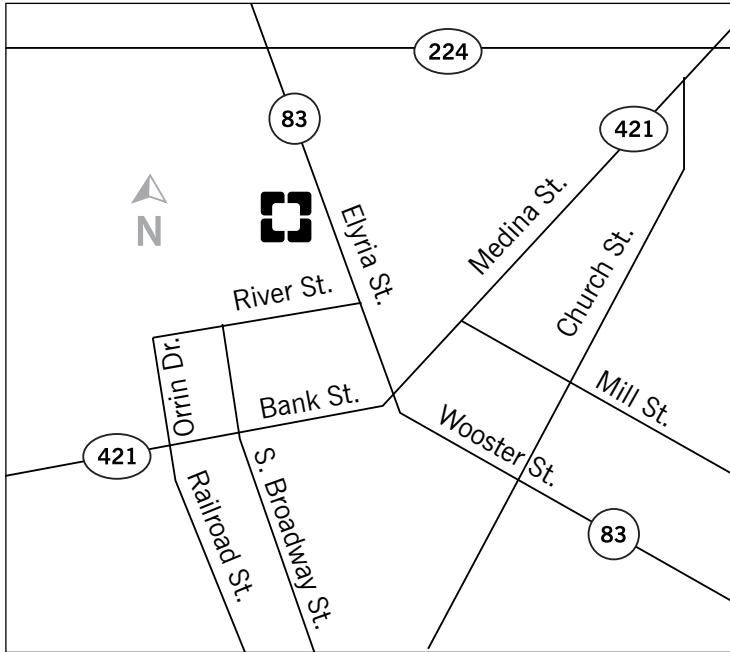
One Renaissance Blvd.
Oakbrook Terrace, IL 60181
Telephone: 1.800.994.6610
Email: complaint@jointcommission.org

Ohio Department of Health

246 North High Street
Columbus, OH 43215
Telephone: 1.800.342.0553
Email: HCComplaints@odh.ohio.gov
If you are a Medicare beneficiary, you may contact:

Ohio KePRO

5201 W. Kennedy Blvd., Suite 900,
Tampa, FL 33609
Medicare Beneficiary Help Line –
855.408.8557



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Please park in any of the spaces outside the emergency department entrance.

Questions?

If you have any questions or concerns regarding your surgery or the information contained in the booklet, please call 330.948.5535.