

Beth Israel

Continuum Health Partners, Inc.

*A Guide to
Your Upcoming Surgery*



Beth Israel Medical Center

◆ Petrie Division

◆ Phillips Ambulatory Care Center (PACC)

◆ Comprehensive Cancer Center–West Side Campus (BICCC–West)

Welcome to Beth Israel Medical Center

Dear Patient,

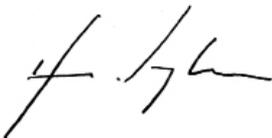
Thank you for choosing Beth Israel Medical Center for your upcoming surgical procedure. We take pride in providing the highest quality care in a safe environment. At Beth Israel, you will always be treated with compassion and concern for your well-being.

Please use this helpful guide to familiarize yourself with the process. This guide will provide information on how to prepare for your surgery, what to expect once you arrive at the hospital and how to plan for your care after surgery. You also will find helpful telephone numbers and directions to our surgical facilities.

We understand that undergoing a surgical procedure can be stressful. The professional staff at Beth Israel is focused on providing you with the tools you need to feel at ease on the day of your procedure and throughout your recovery. Your surgeon will talk with you about the type of surgery you are having, how long you can expect to stay in the hospital and answer any questions you might have.

Our health care team is dedicated to ensuring that your experience here is a positive one.

“We are here to help!”



Harris M. Nagler, MD
President



Donald M. Kastenbaum, MD
Vice President/Medical Director
Herbert and Nell Singer
Division of Perioperative Services

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Your Surgery Information

Contact Information:

Patient's Name: _____

Primary Care Doctor: _____

Primary Care Doctor's Phone: _____

Surgeon's Name: _____

Surgeon's Phone: _____

Presurgical Testing Appointment:

Location: _____

Date ____/____/____ Time: _____ AM / PM

Day of Surgery:

Location: _____

Date ____/____/____ Time: _____ AM / PM

Procedure: _____

First Postoperative Appointment:

Location: _____

Date ____/____/____ Time: _____ AM / PM

This guide will be useful during each of your hospital visits.
Please bring it with you.

Your Surgery Information

Beth Israel Medical Center Locations:

- Petrie Division**
First Ave. at 16th St.
Admitting Office, First Floor
Tel: (212) 420-4749

- Phillips Ambulatory Care Center (PACC)**
10 Union Square East
Ambulatory Surgery, Suite 4M
Tel: (212) 844-8245

- Beth Israel Comprehensive Cancer Center
West Side Campus (BICCC–West)**
325 W. 15th St. (between Eighth and Ninth Aves.)
Front Desk Concierge
Tel: (212) 604-6000

Type of Surgery:

- Inpatient Surgery** means you will be admitted to the hospital. You will remain in the hospital for one or more days until you are ready to go home. (Petrie Division only)

- Outpatient** or **Ambulatory Surgery** means that you will come to the hospital the day of your operation and go home that same day. (All locations)

Anticipated Length of Hospital Stay:

_____ Days (For inpatient surgery at Petrie Division only)

Please note: Discharge time is 11 am

If you have questions about your upcoming surgery or hospital stay, do not hesitate to ask your physician or our clinical team.

Presurgical Testing:

Depending on your surgical procedure, you may require a physical exam and some diagnostic tests, such as blood work, chest X-rays, EKG, stress tests or pulmonary function studies. Your surgeon will tell you what tests you need.

Either our presurgical testing office staff will call you to schedule an appointment, or your surgeon's office will schedule it for you. If you would prefer to make the appointment yourself, let your surgeon know, and then call the Presurgical Testing Suite at (212) 844-8240, Monday through Friday. Testing will take place at the following location:

**Phillips Ambulatory Care Center
Presurgical Testing Suite
10 Union Square East
Third Floor, Suite 3N**

On the day of your presurgical appointment, our staff will guide you through the tests that have been ordered by your surgeon. Testing will take two to four hours depending on the tests requested by him or her. If you are unable to come in for the required presurgical testing, your physician may be able to arrange for the tests to be performed by an accredited laboratory near your home.

If your testing is done at our Presurgical Testing Suite noted above, the results will be forwarded automatically to the appropriate place. If your presurgical testing is done elsewhere, you must ensure that Beth Israel receives written test reports at least seven days prior to the date of your surgery. Please ask your surgeon's office to whom and where the reports should be sent.

Medicines to Discontinue Before Surgery:

Please tell your surgeon about any medication you are taking for any reason, including prescription drugs, over-the-counter medications, and/or herbal supplements.

Typically, you will be asked to stop taking certain medications at least one week before surgery because many drugs and herbs can increase your risk of bleeding and affect how well you heal.

If you are taking blood thinners, be sure to talk with your physician regarding special instructions for stopping these medications before surgery and restarting them afterwards.



If You Smoke:

It is strongly advised that you decrease the amount you smoke, or stop smoking completely.

Research indicates that smoking adversely affects bone healing. Additionally, inhalation of smoke irritates the breathing passages and may lead to respiratory problems during and after surgery.

Blood Donation:

Your physician may discuss your donating your own blood prior to surgery if there is a possibility you will need blood during your operation. If you choose to donate your own blood, you will be told where and when you can donate. If you do not want blood products to be used, please inform your physician.



The Center for Blood Management and Bloodless Medicine:

Many people object to receiving blood transfusions for religious, personal or cultural reasons. Beth Israel Medical Center is committed to meeting the needs of patients who choose to avoid the use of donor blood transfusions during surgical procedures.

Our Center for Blood Management and Bloodless Medicine has implemented a highly specialized program to respectfully accommodate these patients' informed choices. This is called "bloodless health care" and it is the practice of providing high-quality medical and surgical care without the use of blood transfusions.

Our specialized team works with your physician and uses a wide range of innovative techniques that minimize blood loss. Our skilled specialists can help patients safely avoid the need for blood products. To find out more about the advantages of this service, please contact the program's director at (212) 420-2430.

What to Tell Your Physician:

It is important to provide the following information to your physician prior to surgery:

- Do you have any allergies to medications or dyes used in diagnostic tests?
- Are you allergic to eggs?
- Have you ever had an adverse reaction to anesthesia or latex?
- Do you take medications regularly (including over-the-counter drugs)?
- Do you smoke?
- Do you drink alcohol?
- Do you use recreational or “street drugs”?
- Do you have other health problems, such as diabetes, heart problems or high blood pressure?
- Have you had surgery before?
- Is it possible that you are pregnant?

Insurance Information:

Please remember to call your insurance company seven to 10 business days before your surgery to confirm coverage and to advise them of your scheduled surgery. It is the patient’s responsibility to verify coverage for the procedure. You should check for and verify any co-pays or deductibles you will have to pay at the time of your admission.

You will be expected to provide medical insurance policy numbers (individual or group) and all necessary referral forms and authorizations prior to your procedures, and upon admission. Please be sure to bring your insurance card(s) and forms with you on the day of your surgery.

Preoperative Instructions:

Please follow all your physician's instructions carefully—they are for your safety. If you do not follow these instructions, your surgery could be cancelled.

Unless given permission by your surgeon, do not eat or drink after midnight the evening before your surgery. You can brush your teeth and rinse your mouth, but do not swallow any water.

If you take medication regularly for any condition, ask your surgeon whether you can take it on the day of surgery. This includes insulin, blood pressure pills, aspirin, birth control pills, heart and asthma medications, etc. If your doctor has told you it's okay to take medications, swallow them with small sips of water.

Do not smoke, drink alcohol (liquor, beer or wine) or use recreational drugs for at least 72 hours before surgery.

Do not shave the surgical site.

If Illness Develops:

If you develop a cold, viral infection, sore throat or other illness during the week before your scheduled surgery, please contact your physician immediately. She or he will determine whether your procedure should be rescheduled.

Escort:

If you are having ambulatory surgery (i.e., going home the same day of the procedure), it is essential that you arrange for another adult to escort you home. The Medical Center requires this by law and for safety reasons. In fact, your surgery will be cancelled unless this arrangement is clearly established by the time you arrive at Beth Israel.

What to Bring with You:

Please pack lightly. The following is a checklist to help you prepare:

- The legal ID you used when scheduling surgery with your doctor, and your health insurance card
- Any forms that your surgeon's office asked you to complete
- Telephone numbers of people you wish to call
- Eyeglasses (do not wear contact lenses)
- Dentures—we will provide a container
- CPAP machine and mask (if you have sleep apnea)
- List of allergies you have and medications that you are taking, along with times and dosages
- Comfortable, loose fitting clothing that will be easy to put back on after surgery
- Cases for eye glasses and hearing aides (you will be asked to remove them before surgery)

Confirmation Call:

On the business day before your surgery, a hospital staff member will call you to confirm your surgery, arrival time and location and to review preoperative instructions. If you are having surgery at Petrie or BICCC–West and do not receive a call by 4 pm, please contact the hospital. If you are having surgery at PACC please wait until 6 pm before calling. Refer to the list of phone numbers on page 19 for the correct phone number at the location of your surgery.

Cancelling a Procedure:

If you need to cancel your surgery, please call your surgeon as soon as possible so the time scheduled for your case can be offered to another patient. Please also call the hospital site where your surgery was scheduled to notify us that your case is being cancelled.

Checking In:

Please report to the hospital location indicated on page three at your scheduled and confirmed time of surgery. This time could be as early as 5:45 am. Plan your travel accordingly.

Personal Items:

Beth Israel Medical Center is not responsible for lost, misplaced, stolen or damaged property. Your clothing and other personal items will travel with you from the operating room area to your assigned room if you are being admitted. Patients who are having same-day surgery will be assigned a locked cabinet in which to place their belongings. It is strongly advised that you leave valuables at home.

DO NOT bring/wear the following:

- jewelry or valuables
- contact lenses
- body jewelry
- body lotion
- makeup

Admitting Office:

Any final paperwork will be completed in the Admitting Office. Relatives or friends accompanying you can wait with you in Admitting. Waiting time can vary, particularly if yours is not the first case in the morning. The surgeons estimate the time they will need for each surgery, but these are only estimates; some cases may take longer than expected while others may be shorter.

Preoperative Area:

From the Admitting Office, you will be brought to the pre-operative area. Your family will not be allowed into this area. (The only exception will be for pediatric patients: an adult may accompany the child until he or she has been anesthetized).

A nurse, an anesthesiologist and other clinical providers will interview you. You will be asked many questions, and you will find that each team member may ask some of the same questions. Repetition of some questions is an important part of the precautions we take to ensure that your surgery is performed accurately and safely. At this time, you will sign various consents for surgery, anesthesia and blood products, if applicable.

Holding Area:

From the preoperative area, you will be brought to the "holding area." An IV will be placed in your arm and some medications may be started at this time. When your surgical team is ready, staff will transport you to the operating room and move you onto the O.R. table. Anesthesia will be administered at this time.

Anesthesia:

Your surgery can be performed under one of four types of anesthesia. An anesthesiologist will meet with you prior to your surgery to discuss the available options:

General anesthesia uses medications given through an IV to put you to sleep during the operation, and gases to keep you asleep. Medications to relax muscles and techniques that support your breathing also may be used.

Regional anesthesia, also known as a nerve block, epidural or spinal, involves an injection that will numb the nerves in specific areas of the body.

Local anesthesia provides loss of pain sensation over the areas where surgery is performed. It may be combined with sedation to induce a light sleep.

Monitored anesthesia consists of local injections, as well as medications to make you drowsy. You will be able to communicate during this type of anesthesia.

Information for Family and Friends:

After your surgery is complete, the surgeon will talk with your family. If they are not able to wait at the hospital, please let your nurses know where they can be reached, and provide a telephone number to contact them. During your surgery, family members or friends may wait in the surgical waiting area. Please have no more than two adults accompany you. We strongly recommend that you do not bring children along, as we do not have personnel to supervise them.

Recovery in the Post Anesthesia Care Unit (PACU):

After your surgery, you will require immediate and careful monitoring while you gradually awaken. This will take place in the Post Anesthesia Care Unit (PACU). The PACU is a very busy area, and it is important to maintain confidentiality and safety. Thus, visitors are allowed in this area during the day only at limited and specified times.

If you are having ambulatory or outpatient surgery, you will be discharged from the PACU to home, accompanied by an adult. If you are having inpatient surgery, you will be transferred from the PACU to a regular floor. Occasionally, patients with extensive surgery are transferred to the Intensive Care Unit (ICU) or Step-Down Unit for further monitoring before going to a regular floor. Transfer to a regular floor usually occurs the same day or the day following surgery (depending on how extensive your surgery is and the time of day it is completed). If you are in the PACU overnight, there are limited visiting hours in the late evening.

Children and adolescents having inpatient surgery will go directly from the operating room to the Pediatric Intensive Care Unit (PICU) on 6 Dazian, after initial evaluation by the PICU staff. Parents can stay with their children in the unit and also when they are moved to the floor. Same-day surgery patients will be discharged from the PACU.

Visiting Hours:

If you will be staying in the hospital following your procedure, please note that general visiting hours for your family and friends are between 11 am and 9 pm.

Room Accommodations:

At Beth Israel's Petrie Division, standard rooms are semi-private. Private and deluxe suites are available for an additional fee.

Private and semi-private rooms offer standard features while providing for all your medical needs.

The Chris and Morton P. Hyman Deluxe Patient Care Unit features a special wing of large, luxurious, private patient suites with many deluxe amenities in an elegant and comfortable environment. If you wish to request a deluxe suite, please inform your physician's office and/or call (212) 420-3010. See Patient/Guest Amenities on page 18 for more information.

Television and Telephone Service:

Television and telephone services are available for an additional fee. You can arrange for these services by using your bedside remote control or calling the TV/Telephone Service at (212) 420-2684.

Private Duty Nurses:

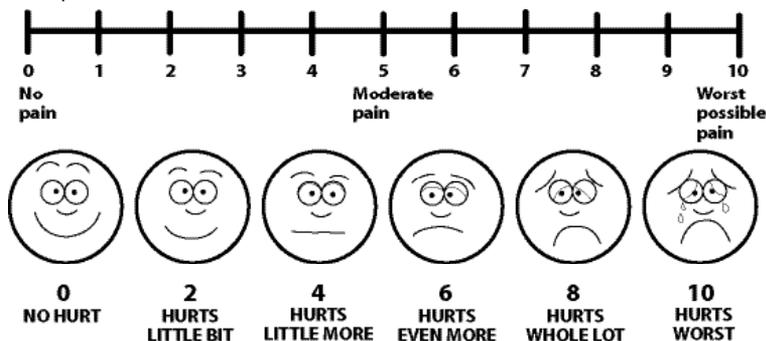
Private duty nurses are available to supplement the care provided by Beth Israel's staff of highly trained professionals. Private duty nurses are not employees of the Medical Center, but rather are engaged directly by patients or their families. You may arrange for a private duty nurse through the nurse registry by calling (212) 420-2716.

Pain Management

Beth Israel Medical Center is committed to recognizing and treating your pain using medication and other treatments that will provide the best level of relief. This is not only for your comfort, but pain relief also has been shown to reduce postoperative complications. As the patient, you have valuable information to give the staff regarding your pain. Remember that you know your pain best.

Always tell your doctor, nurse or other staff member when you are having pain. Do not be afraid to ask for pain medicine. Many people are so worried about “getting hooked” or addicted that they don’t talk about their pain or take the medicines that are prescribed. In most cases, addiction is not a concern and medicines can, and should, be taken to relieve pain as well as to reduce complications. If you have concerns about addiction, you should speak openly about them with your doctors and nurses. Managing pain is an important aspect of getting well.

The nurses and doctors will ask questions about the intensity (how strong), location, and the type (throbbing, burning, aching) of pain you may be experiencing. We often ask you to rate the intensity of pain using a pain scale. The pain scale is used in evaluating the pain and also the effectiveness of pain medications or treatments. The pain scale uses numbers from zero (no pain) to 10 (the worst pain possible) or pictures of faces that show various levels of pain intensity, such as the example below:



It is important for you to understand that pain control can provide you with the comfort and strength to heal. We know that patients who have their pain well controlled generally recover better and faster.

In addition to standard therapies for pain (injection, infusion, pills, etc.), there are other methods that can assist in the relief of pain that don't involve medicines at all, such as:

- hot or cold packs
- rest
- relaxation techniques and deep breathing exercises
- proper positioning in the bed or chair
- distraction techniques, such as music, television and visitors

No matter which pain management therapy you use, remember some important facts:

- Discuss pain management therapy with your health care providers. Let them know your allergies, previous experience with pain medicines, other medications that you are taking and your health history.
- Tell the staff how strong or severe your pain is. Let them know what makes it better and what makes it worse.
- Ask for pain medication when you need it or before doing an activity that may cause pain. Don't wait until the pain is too strong or out of control.
- Give the pain medication time to work. Ask the staff when you can expect to feel some relief from the pain.
- Use rest, deep breathing and other non-drug treatments to help your pain.
- Tell the staff how you are feeling. Let them know how effective the pain management therapy is. Tell them if you are experiencing any unexpected or unwanted effects from your pain management therapy.

Discharge Instructions:

If you will be returning home the day of your surgery, you must have a responsible adult over 18 years of age to take you home.

If you will be discharged from the hospital at a later date from your procedure, you will need an adult to accompany you home. We recommend that you arrange this prior to admission.

Please note that **INPATIENT DISCHARGE TIME IS 11 AM.**

To make your discharge easier, we suggest the following:

- Talk with your physician regarding medications, follow-up appointments and other guidelines related to your recovery.
- Obtain any prescriptions or written instructions that you will need. Before you leave, a member of the nursing staff will review discharge instructions and discuss procedures you should follow at home.
- If you are given prescriptions that need to be filled right away, you may fill them at your local pharmacy; however, you may wish to call before you leave the hospital to make sure that the medications are available.
- If you are an inpatient, pack your personal items the day before your discharge.
- Check closets, drawers and other storage areas for all your belongings.

After You Have Left the Hospital:

- Contact your surgeon if you have any questions about your discharge instructions.
- Make sure you go to your scheduled follow-up appointment at your physician's office. They will evaluate your incision and adjust your pain medications.
- Take things slowly until your physician says you may resume your usual routine.
- Keep the wound clean and dry.
- Follow your doctor's instructions as to when you can swim or take a tub bath.
- Infection is always a concern. If your incision becomes red, hot or swollen, or drains, or if you have several instances of a temperature greater than 101 degrees, please call your doctor's office immediately.
- Should any difficulties arise following your discharge, call your physician immediately. If your physician is not available, go directly to the Beth Israel Emergency Department on 16th St., between First Ave. and Nathan D. Perlman Place.

Your Hospital Bill:

The costs for your procedure are generally divided into two categories: hospital charges and physician or "professional" fees. You will receive a bill from Beth Israel for your hospital charges and you will be billed separately for any services rendered by your surgeon or by other physicians involved in your care. These may include radiologists, anesthesiologists, emergency service physicians, cardiologists and specialists in other fields.

If you have any questions about charges, please call the telephone number indicated on your bill and a representative will assist you.

Chris and Morton P. Hyman Deluxe Patient Care Unit:

- Large, private, graciously furnished suites with separate dressing area and private bathrooms
- Concierge service and room service
- Gourmet meals and unrestricted visiting hours
- Complimentary overnight accommodations for one family member or friend
- Flat-screen television and complimentary cable television service
- In-room refrigerator stocked with juices and bottled water
- Basket of personal grooming items including complimentary bathrobe and slippers
- Serene park views

Available for an additional fee. For more information and/or to request a deluxe suite, call (212) 420-3010.

Valet Parking at the Petrie Division:

- Drop-off/Pick-up location: First Ave. at 16th St., main entrance
- Weekdays: 6 am to 6 pm
- Vehicles safely stored in Propark's indoor garage on East 17th St.
- Available for an additional fee

Helpful Telephone Numbers

The area code for all telephone numbers is 212.

	Petrie	PACC	BICCC— West Side
Main Number/General Information	420-2000	420-2000	604-6000
Admitting Office	420-4749	844-8245	604-6048
Billing—Hospital Component	256-3400	256-3400	367-1801
Confirm Procedure*	420-4557	844-8248	604-6073
Cancel Procedure**	420-2970	844-8245	604-6070
Emergency Department	420-2840	420-2840	420-2840
Ralph Gore Blood Bank	420-2826	420-2826	420-2826
Interpreter Services	420-3839	420-3839	420-3839
Pastoral Care	420-2759	420-2759	420-2759
Patient Financial Counseling	420-3801	844-6041	367-1814
Patient Information	420-2650	420-2650	420-2650
Patient Representative	420-3818	420-3818	420-3818
Presurgical Testing	844-8240	844-8240	844-8240
Private Duty Nurse	420-2716	---	---
Sign Language	844-8445	844-8445	844-8445
Social Work	420-2770	420-2770	604-6097
TV/Telephone Service	420-2684	---	---

* A hospital staff member will call to confirm your surgery and arrival time the afternoon or evening before your surgery. If you are having surgery at Petrie or BICCC—West and do not receive a call by 4 pm, please contact the hospital at the number indicated for the location of your surgery. If you are having surgery at PACC, please wait until 6 pm before calling the number above.

** If cancelling a procedure more than 24 hours in advance, please contact your surgeon's office directly.

Petrie Division:

By Car

Take any major artery to 14th St. Proceed to East 14th St. and First Ave. Take First Ave. to 17th St. Metered parking is available with a limited number of parking spaces on 17th St. just off First Ave. Valet parking also is available (see page 18).

By Subway

The nearest subway station is the First Ave. station on the L line. The Medical Center also is a three-block walk from the 4, 5, 6 and R, N subway stops at 14th St., Union Square Station.

By Bus

Take the First or Second Ave. routes (M15) to 17th St. or any 14th St. bus (M14) to First or Second Ave.

Phillips Ambulatory Care Center (PACC):

By Car

Take any major artery to 14th St. Proceed to Union Square and Park Ave. South. Parking is available in the Zeckendorf Towers (entrance on 15th St. between Irving Place and Union Square East) and 110 E. 16th St. Associates (entrance on 16th St. between Irving Place and Union Square East). Parking on the street in Union Square is limited.

By Subway

The nearest subway station is the Union Square Station directly across the street from PACC. Take the L, N, Q, R, 4, 5 or 6 to 14th St., Union Square Station.

By Bus

Take the Park Ave. buses or any 14th St. bus (M14) to Union Square.

BICCC–West:

The nearest subway is the 14th St. stop on the A, C, E and L trains. Exit the station and go north on Eighth Ave. to 15th St. Turn left on 15th St. We are midway between Eighth and Ninth Aves.

Beth Israel Housing:

Gilman Hall, 17th St. and First Ave. (212) 523-2752. There are eight studio and two-bedroom apartments. They are available on a first-come, first-served basis.

Nearby Hotels:

Petrie Division and PACC

Union Square Inn (no elevator)
209 E. 14th St. (between Second and Third Aves.)
New York, NY 10003
(212) 614-0500

Hotel 17
225 E. 17th St. (between Second and Third Aves.)
New York, NY 10003
(212) 475 2845

W New York Union Square Hotel
201 Park Avenue South at 17th St.
(212) 253-9119

BICCC–West Side Campus

Hampton Inn–Chelsea
108 W. 24th St. (between Sixth and Seventh Aves.)
New York, NY 10011
(212) 414-1000

Holiday Inn
125 W. 26th St. (between Sixth and Seventh Aves.)
New York, NY 10001
(212) 430-8500 or (888) 465-4329

Maritime Hotel
363 W.16th St. (at Ninth Ave.)
New York, NY 10011
(212) 242-4300

Beth Israel

Continuum Health Partners, Inc.

Beth Israel Medical Center

www.BethIsraelNY.org

Milton and Carroll Petrie Division (Petrie)

First Ave. at 16th St.

New York, NY 10003

Tel: (212) 420-2000

Phillips Ambulatory Care Center (PACC)

10 Union Square East

New York, NY 10003

Tel: (212) 420-2000

Beth Israel Comprehensive Cancer Center–

West Side Campus (BICCC–West)

325 W. 15th St. (between Eighth and Ninth Aves.)

New York, NY 10011

Tel: (212) 604-6000