A patient’s guide to Surgery
SURGERY INFORMATION
Your surgery at Baylor Frisco is on:

__________________________________________
Day of the week

____________________________________________
Date                                                    Time

Baylor Frisco will attempt to contact you by phone prior to your scheduled surgery date.

SPECIAL INSTRUCTIONS
☐ You will need pre-operative testing
☐ Baylor Frisco hours of scheduling:
  Monday - Friday, 7:00 am - 5:30 pm

Other:____________________________________________
________________________________________________
☐ You will not need pre-operative testing.

PRE-REGISTRATION
If you would like to pre-register prior to arriving at Baylor Frisco please visit our website at http://www.bmcf.com/register2.aspx and click on the top right corner link titled Register. The registration process will still need to be completed when you arrive for surgery.

You will see a section just left of our Register link called HealthSource. This online resource is a health channel specifically designed to provide you with tools, support and relevant information about your condition. It will allow you and your family to make informed health care decisions as our commitment to your health goes beyond diagnosis and treatment.

CANCELLATION POLICY
If you are unable to keep your appointment, please notify your physician as soon as possible. We welcome your consideration of this request.
Your doctor has scheduled your upcoming surgery at our facility. Baylor Frisco is a technologically advanced hospital where surgeons perform a broad range of procedures.

Our facility offers a safe, convenient, quality, caring, smoke-free environment for outpatient and inpatient hospitalization. Fully licensed by both the State of Texas and the Federal Medicare program, and accredited by The Joint Commission, Baylor Frisco serves Collin County and surrounding areas. Our central location offers easy access for patients and doctors traveling from any direction.

At Baylor Frisco you will receive personalized attention from caregivers and benefit from healing in your own private room.

**YOUR HOSPITAL ROOM**
- All larger-than-average private rooms
- Oversized windows provide generous light
- CareView™ System
- Free visitor wireless Internet network
- All rooms have a 30-inch LCD television

**YOUR HOSPITAL TEAM**
- All registered nursing staff
- All board certified or board eligible physicians
- All emergency physicians boarded in emergency medicine

**ADDITIONAL HOSPITAL AMENITIES**
- Concierge
- Wi-Fi
- Free parking and valet service
- Pastoral care services
- Free notary service to patients
- ATM
- Smoke-free campus

**IF YOU HAVE ANY QUESTIONS**
We want you to feel comfortable and informed about your surgery, and want your experience at Baylor Frisco to be as pleasant as possible. Please feel free to call us anytime if you have any questions or concerns. We also welcome your comments and suggestions about your experience with us. Our main phone number is 214.407.5000. For more about Baylor Frisco please visit BaylorHealth.com/Frisco or bmcf.com.

Baylor Frisco has received quality awards and accreditations including those below.
Preparing for surgery

A member of our staff will attempt to call you prior to your surgery date in order to confirm the date of your surgery, complete a pre-admission questionnaire, provide you with your pre-operative instructions and review your medication instructions.

Please inform the staff member of any daily medications, including the dosage, you currently are taking, especially for heart, diabetes or blood pressure problems. Be sure to mention any over-the-counter drugs such as Aspirin, Bufferin, Nuprin, Advil or Motrin and any herbal medications you take. You will be given instructions by your surgeon and/or anesthesiologist for medications you may take the morning of surgery.

For your safety and protection, you will not be allowed to drive a motor vehicle home from the facility unless otherwise instructed. If your surgery involves a general anesthetic or other type of sedation, please arrange for a responsible person to remain at the hospital during surgery. You may want to have a spouse or friend stay with you the first night following surgery. If the patient is a child, it is best to have someone along with the driver to help care for the child on the trip home.

IF THE PATIENT IS A CHILD, PLEASE REMEMBER:
• One or both parents (or guardians) must remain at Baylor Medical Center at Frisco while the child is at our facility.
• A parent or guardian must sign an informed consent for the surgery if the child is under 18.
• Guardians must bring written proof of guardianship on the day of surgery; without this documentation, surgery may be delayed.

Before your surgery

IMAGING / RADIOLOGY TESTING:
Baylor Medical Center at Frisco is committed to safe, quality services in all areas supporting your surgical care. This is especially true in essential supporting services like medical imaging. Advanced imaging technologies are found at Baylor Frisco; this includes in-surgery imaging technology that your doctor may use to guide your operation such as X-ray or ultrasound images.

Medical imaging tests like chest X-ray, CT scans or MRI scans are important tools for your doctor to plan your surgery, so have these tests completed at Baylor Frisco prior to your day of surgery. Your images and reports will be available to your doctor prior to your surgery date and available in the surgical suite during surgery if needed.

LABORATORY TESTS:
Your doctor may order pre-operative lab tests to assist in screening and preparing you for surgery. These may include specific blood tests, and chest X-ray, which can be done at Baylor Frisco. It is important to have pre-testing completed prior to your surgery - preferably 2–3 days before surgery. Surgery may be delayed without these required test results.

Fees and medical insurance

Baylor Frisco bills for services incurred during your visit. Your bill may include charges for services provided in various areas. Baylor Frisco accepts most major commercial insurance, HMP/PPO plans, Medicare, Workers Compensation and Medicaid. We collect deductibles, copayments and a portion of your out-of-pocket expenses prior to arrival or at registration. We will then bill your insurance carrier for our facility fee charges. After their consideration, you will be billed for the balance. Baylor Frisco also accepts Discover, American Express, Visa, MasterCard, CareCredit, personal checks, cashier’s check and cash.

If you have questions regarding fees or insurance, please feel free to call us. In certain circumstances, payment plans may be arranged; please speak with our financial specialist prior to admission by calling 214.407.5454.
The night before surgery

- For your safety, please **DO NOT EAT OR DRINK** anything after 12:00 midnight (including water) the night before your surgery, unless otherwise instructed by your surgeon or anesthesiologist. This includes hard candy, gum, chewing tobacco, ice chips, or prescription medications unless ordered by your doctor.
- Bathe or shower the night before and the morning of your surgery to minimize the chance of infection. Teeth may be brushed, but **DO NOT SWALLOW WATER**.
- Refrain from smoking 12 hours prior, and do not consume alcohol 24 hours prior to surgery.

**WHEN TO NOTIFY YOUR DOCTOR:**

If for any reason you cannot keep your scheduled appointment for surgery, contact your doctor immediately. If you suspect that you are pregnant or you experience any changes in your health such as a cough, fever, or a cold, please contact your doctor immediately.

When you arrive at Baylor Frisco

- Upon arrival at Baylor Frisco, please use the front parking area or valet service and enter the facility through the front door. You will be greeted by our concierge who will guide you through the registration process.
- Please have your insurance card and identification available. The registrar will then review your pre-admission information and complete the check-in process, including collecting any copayments or deductibles as indicated by your insurance benefits. Please be prepared to cover these expenses prior to surgery.
- Arrange for cash or a check to be held by friends or family waiting for you in case a prescription is written and needs to be filled at a pharmacy after you are discharged.
- Please have your doctor notify scheduling no later than 72 hours prior to your surgery if you will need an interpreter or will require further assistance due to hearing, speech, or visual impairments.
- Leave your valuables, including jewelry and watches, at home.
- Do not wear contact lenses or make-up.
- If you are taking prescription and/or over-the-counter medications, vitamins, or herbal supplements, please bring a complete list containing the dosage(s) or the actual medicine bottles. Please use the patient medication list at the back of this guide.
- If you are being admitted to the hospital after surgery, bring prescription medications in original pharmacy containers.
- If you received a packet of information and forms from your doctor, please bring this packet with you.

The day of surgery

Please plan to arrive promptly at the time you were instructed by your surgeon. After you have completed your registration, one of our nurses will spend time with you to answer any questions you might have, help with preparation for surgery, and escort you to the procedure area.

Your nurse will escort you to a private patient location where you will be asked to put on a special gown and cap. Your clothing and other belongings will be placed in a personal bag. If you have not previously signed a consent form in your doctor’s office, you will be asked to do so at this time.
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. However, infections can develop in about 1 to 3 out of every 100 patients who have surgery.

Some of the common symptoms of a surgical site infection are:
- Redness and pain around the area where you had surgery.
- Drainage of cloudy fluid from your surgical wound.
- Fever.

CAN SSIs BE TREATED?

Yes. Most surgical site infections can be treated with antibiotics. The antibiotic given depends on the bacteria (germs) causing the infection. Sometimes patients with SSIs also need another surgery to treat the infection.

WHAT ARE SOME OF THE THINGS HOSPITALS ARE DOING TO PREVENT SSIs?

To prevent SSIs, doctors, nurses, and other health care providers:
- Clean their hands and arms up to their elbows with an antiseptic agent just before the surgery.
- Clean their hands with soap and water or an alcohol-based hand rub before and after caring for each patient.
- May remove some of your hair immediately before your surgery using electric clippers if the hair is in the same area where the procedure will occur. They should not shave you with a razor.
- Wear special hair covers, masks, gowns, and gloves during surgery to keep the surgery area clean.
- Give you antibiotics before your surgery starts. In most cases, you should get antibiotics within 60 minutes before the surgery starts and the antibiotics should be stopped within 24 hours after surgery.
- Clean the skin at the site of your surgery with a special soap that kills germs.

WHAT CAN I DO TO PREVENT SSIs?

Before your surgery:
- Tell your doctor about other medical problems you may have. Health problems such as allergies, diabetes, and obesity could affect your surgery and your treatment.
- Quit smoking. Patients who smoke get more infections. Talk to your doctor about how you can quit before your surgery.
- Do not shave near where you will have surgery. Shaving with a razor can irritate your skin and make it easier to develop an infection.

At the time of your surgery:
- Speak up if someone tries to shave you with a razor before surgery. Ask why you need to be shaved and talk with your surgeon if you have any concerns.
- Ask if you will get antibiotics before surgery.
AFTER YOUR SURGERY:

• Make sure that your health care providers clean their hands before examining you, either with soap and water or an alcohol-based hand rub.
• If you do not see your providers clean their hands, please ask them to do so.
• Family and friends who visit you should not touch the surgical wound or dressings.
• Family and friends should clean their hands with soap and water or an alcohol-based hand rub before and after visiting you. If you do not see them clean their hands, please ask them to do so.

WHAT DO I NEED TO DO WHEN I GO HOME FROM THE HOSPITAL?

• Before you go home, your doctor or nurse should explain everything you need to know about taking care of your wound. Make sure you understand how to care for your wound before you leave the hospital.
• Always clean your hands before and after caring for your wound.
• Before you go home, make sure you know who to contact if you have questions or problems after you get home.
• If you have any symptoms of an infection, such as redness and pain at the surgery site, drainage, or fever, call your doctor immediately. If you have additional questions, please ask your doctor or nurse.

After surgery

For your safety and well being, you must have an adult drive you home after surgery. We cannot permit you to leave unescorted.

The medical staff will discharge you when they determine you are in stable condition, however, you could still feel sleepy, slightly dizzy, or nauseated. These are possible (and normal) side effects of anesthesia and can last for 12–24 hours post surgery.

At home after surgery

We suggest that you eat lightly for the first 24 hours after your procedure. Be sure to follow any specific post-operative instructions your doctor gives you regarding diet, rest, activities and medication. The hospital will provide you with a written summary of these instructions. In addition, a member of our staff will attempt to call 1–3 days after surgery to see how you are doing.

Dizziness and nausea are normal after receiving anesthesia; therefore, you should wait 24 hours after returning home before:

• Driving or operating equipment
• Signing important papers
• Making significant decisions
• Drinking alcoholic beverages
• Taking any medication not prescribed or acknowledged by your surgeon

If you have any questions or concerns, please contact your surgeon.
Pain management

Baylor Medical Center at Frisco believes that managing pain is an important part of quality care. Good pain management requires cooperation and communication between physicians, nurses, other team members when appropriate, and the patient. Patients have the right to have their reports of pain accepted and acted upon by health care professionals. They have the right to have pain controlled, no matter what its course or how severe it may be.

PATIENTS SHOULD BE PREPARED FOR US TO ROUTINELY:

• Ask for a description of their pain (see suggested words to describe on the following page)
• Ask about pain including intensity, location, duration, and what makes the pain better or worse
• Ask if treatments are relieving their pain to their satisfaction
• Discuss treatment options and goals for pain management

WE CAN BEST HELP TO RELIEVE PAIN IF PATIENTS:

• Tell us when they have pain and answer our questions when asked
• Take pain relief medicine when the pain first starts
• Tell us if the treatments are working or not
• Tell us about any side effects from pain treatment, such as nausea, constipation, vomiting, sleepiness or slow breathing
• Tell us about all pain medications they are taking, including over-the-counter medications
• Tell us about their cultural preferences or beliefs that influence their pain management plan
• Tell us of any concerns about their pain treatment

COMMON PATIENT MYTHS THAT ARE BARRIERS TO PAIN MANAGEMENT:

• Fear of addiction: Many patients worry about psychological dependence, but pain experts have shown that very few patients become addicted.
• Fear of tolerance to pain medications or more pain means you are getting worse: Patients may be concerned that pain medications will not be as effective if pain recurs or becomes more severe. With effective use of pain management, tolerance can be avoided.
• Fear of being viewed as “weak”: Patients may worry about being viewed as psychologically and physically weak due to the use of pain medications. Without pain, their quality of life is better.
• Acceptance of pain as something to live with: No one has to live with unmanaged pain.

QUESTIONS PATIENTS WILL BE ASKED ABOUT THEIR PAIN:

Describe the pain in detail using words from below.

Aching  Squeezing
Radiating  Penetrating
Numb  Miserable
Sharp  Tender
Throbbing  Shooting

INTENSITY: RATE YOUR PAIN

• Patients can rate their pain using examples from the pain scales below.
• If 0 is no pain and 10 is the worst pain imaginable, (or 0 to 5 on faces scale) what is your pain level now?
• In the last 24 hours?

NUMERICAL PAIN INTENSITY SCALE

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<th>10</th>
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<td>No Pain</td>
<td>Mild</td>
<td>Moderate</td>
<td>Severe</td>
<td>Very Severe</td>
<td>Worst Possible</td>
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WONG-BAKER INTENSITY FACES SCALE

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<td>No Hurt</td>
<td>Hurts A Little</td>
<td>Hurts A Little More</td>
<td>Hurts Even More</td>
<td>Hurts A Whole Lot</td>
<td>Hurts Worst</td>
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Location:
• Where is your pain? Be specific.

Duration:
• Is the pain always there? (continuous pain)
• Does the pain come and go? (breakthrough pain)
• Do you have both types of pain?

Aggravating and alleviating factors:
• What makes the pain worse? What makes the pain better?

How does the pain affect your life?
This includes sleep, appetite, energy, activity, relationships or mood.

If your pain medicine causes any of the following symptoms, please notify your caregiver:

Nausea or vomiting  Constipation  Weakness  Itching
Sleepiness  Bladder problems  Confusion

IT IS IMPORTANT THAT:

• Only the patient uses the button on the patient controlled analgesia (PCA) device to administer a dose of pain medication.
• Patients speak to their physician or other health care providers about available strategies and techniques to manage their pain, in addition to their pain medication.

Controlling pain will increase the patient’s chances for faster recovery, assist them in coping with their illness, and improve our ability to be helpful to the patient.
**CareView™ System reference guide**

**STAY CONNECTED DURING A HEALTH CRISIS, TREATMENT AND RECOVERY.**
This communications system offers patients a convenient way to stay connected to family and friends and enjoy TV entertainment through PatientView and NetView. It also gives Baylor Frisco nurses and doctors a way to offer additional care through patient monitoring. NurseView enables nurses to respond quickly to a patient’s needs by using a touch monitor at the nurse’s station. And, SecureView enhances patient safety and security so you and your family can have real peace of mind.

**PatientView**
Visit with family and friends and correspond with loved ones via video. Parents and grandparents who may be far away can see you on their monitor so you can get support and encouragement from the people who matter most. PatientView is password-protected, prompting patient permission to be viewed.

**NetView**
A high-speed internet connection gives you access to this entertainment package. You can check e-mails, browse favorite sites, shop online and stay in touch with family and friends through social networking sites by using a wireless keyboard.

**TO GET STARTED WITH CAREVIEW:**
1. Turn the TV on to Channel 3
2. Press CareView/TV, F2 on the keyboard. This brings you to CareView’s main menu.

**TO USE PATIENTVIEW:**
1. Use the arrow keys on the keyboard to navigate and highlight the PatientView Icon. Once the Icon is highlighted, press the left or upper mouse button to continue.
2. Instruct your family and friends who have been given your password to call you and then:
   - Have them go to [www.bmcf.com](http://www.bmcf.com) and click on the CareView System link to access the CareView System.
   - Click PatientView Visitors Login.
   - Have them enter their name and the password you gave them.
   - Enter and select Request Permission. A large popup window will appear on your screen, allowing you to accept or deny visitor access.
3. Select ‘yes’ or ‘no’ from the popup window to grant visitor access. A real-time image of you in the hospital room will appear on the visitor’s screen.
4. You can also communicate with family and friends through the Message Board by entering a message in the Message Box at the bottom of the screen and clicking Send. The Message Board can be used as a family communication network during your stay to keep family and friends updated.
5. Push Deny Visitor Viewing or F4 on the keyboard to deny visitor access. Visitors will not be able to view you, but will be able to leave a text message by using the message board.

**TO USE NETVIEW:**
1. Turn the television to Channel 3 and push CareView/TV, F2 on your keyboard.
2. Select NetView to access the internet.

If you require privacy in the room:
1. Push F7 on the keyboard to deny Nurses’ Station viewing for 20 minutes.
2. Push F8 on the keyboard to resume Nurses’ Station viewing.
Patient visitor information

- During patient surgery, family and guests may wait in the lobby.
- Complimentary coffee and pastries are available in the lobby.
- There are no established visiting hours, but consideration must be given to the patients and their need for rest during their time of recovery.
- Out of courtesy for the patients, please limit cell phone use in patient care areas.
- The gift shop is located in POS II, in the hallway north of Carl’s Café.
- While in surgery, visitors under the age of 12 must be supervised by an adult.
- Parents of patients under age 18 must remain in the building.
- Children of adult patients are not allowed to stay overnight.
- Vending machines are located in the Imaging Services waiting area.
- Carl’s Café is open to visitors for breakfast from 6:30 am – 10:00 am and for lunch from 11:00 am – 2:00 pm. Dinner is served from 5:00 pm – 8:30 pm.
- Meals may be purchased with cash, debit card or credit card.
- Inpatients may have one free meal delivered to their room for a guest.
- We are a smoke free facility.
- Please enter the hospital through the main entrance.
- Security escorts are available by calling 214.407.5000 or come to the main lobby desk.

Directions to Baylor Medical Center at Frisco

- Baylor Frisco is located just west of Dallas North Tollway on Warren Parkway.
- Valet service is complimentary and available from 6:00 am – 6:00 pm, Monday – Friday.
- Our concierge can help direct you to the location of your scheduled procedure, a patient’s room, or lounge areas.
- Registration and front desk open at 5:30 am.
**Patient medication list**

Date____________________________________
Name __________________________________________________ Signature ________________________
Medication Allergies:

Please provide information regarding all medications, herbal supplements, and vitamins that you are currently taking or are prescribed by your physician.

If you are unsure of any information below, please bring in the medication bottles so that we may have an accurate and current record.

**DEFINITIONS:**
- **Dosage:** amount of medication prescribed (number of mg, units, grains, teaspoons, drops, etc.)
- **Time of day taken:** time medication should be taken (6a, 2p, 10p, before meals, bedtime, etc.)
- **When last taken:** place the date and time you last took the medicine in this column.

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<th>MEDICATION</th>
<th>ROUTE TAKEN (MOUTH, IV, ETC.)</th>
<th>DOSAGE</th>
<th>FREQUENCY TAKEN</th>
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**Patient medication list continued**

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We appreciate your assistance in providing you with excellent care!
Helpful phone numbers

Baylor Medical Center at Frisco ........................................ 214.407.5000
Administration .............................................................. 214.407.5015
Registration ................................................................. 214.407.5066
Billing ........................................................………………… 214.407.5357
Payments ...................................................................... 214.407.5454
Emergency Department ................................................. 214.407.5230
Endoscopy (GI) Lab ......................................................... 214.407.5120
Financial Specialist ........................................................ 214.407.5454
Gift Shop ...................................................................... 214.618.4994
Guest Services ............................................................... 214.407.5000
Imaging Services ............................................................ 214.407.5071
Medical Records ........................................................... 214.407.5375
Pain Management .......................................................... 214.407.5000
Pastoral Care ................................................................. 214.228.2328
Physician Referral .......................................................... 1.800.4BAYLOR
Public Safety ................................................................. 214.407.5080
Scheduling ................................................................. 214.407.5121
Sleep Center / Respiratory Therapy .................................. 214.407.5293
Weight Loss Surgery Center ............................................. 214.407.5260
Urgent Care Center .......................................................... 214.407.5322