

Thank you for choosing North Memorial Medical Center for your care. This guide will help you prepare for your procedure. Preparing properly for your procedure helps decrease delays and avoid the chance of it being canceled. We will do everything we can do to make your experience as comfortable as possible. If you have any questions before you come to North Memorial, please contact your surgeon or primary care doctor.

Where Your Procedure Will Take Place

Your procedure will be at the Patient Care Center at North Memorial Medical Center in Robbinsdale. For directions to North Memorial call our Directions Line at (763) 287-6305

Once Your Procedure is Scheduled

Once your procedure is scheduled, there are several steps you should take to prepare for it:

Make an appointment for your preoperative history and physical. Most patients need to do this. Be sure to check with your doctor if it is necessary for you. Your surgeon or primary care doctor can do the history and physical. It must be done within 7 days of your procedure.

Keep your history and physical appointment. Your procedure will be delayed or canceled if your history and physical is not done. Request a copy of your history and physical from your doctor, put it in your North Memorial envelope and bring it to the Patient Care Center on the day of your procedure.

Notify your doctor if you experience a significant change in your health. Examples include experiencing a cold, fever or sore throat.

Complete the yellow Anesthesia Preoperative Assessment form. Put the form in your North Memorial envelope and bring it to the Patient Care Center on the day of your procedure.

If you are planning to go home the same day as your procedure, arrange for an adult to drive you home and stay with you. You **MUST** have someone drive you home after your procedure, and you **MUST** have an adult stay with you for 24 hours. For your safety, you will not be able to drive or leave the hospital alone.

A Short Time Before Your Procedure

You will receive a call from the hospital's admitting department for pre-admission information. Please have the following available:

- Insurance numbers.
- Name, address and phone number of your employer.
- Your social security number.

About three days before your procedure a registered nurse will call you, or you may call the nurse at (763) 520-7820 or (877) 749-7820. The nurse will:

- Review your medical history.
- Review medications you will take the morning of your procedure.
- Review your paperwork with you.

Pediatric patients and families will receive an invitation to the Teddy Tour, which helps many children feel more comfortable with the hospital. The Teddy Tour includes:

- An informational video.
- A tour of the hospital and operating room.
- Time for questions and answers.

Teddy Tours are conducted every Wednesday at 6:00 p.m. Reservations are required for the tour, and parents are encouraged to schedule their child's tour for the Wednesday prior to his or her procedure. Call (763) 520-5830 to register or for more information.

What You May Eat and Drink Before Your Procedure

Age 2 years to adult:

NO SOLID FOODS, milk products or juices with pulp after midnight.

You may have clear liquids until six hours before your procedure and then nothing by mouth. Clear liquids are water, pop, apple juice, black coffee or tea.

If you are obese, pregnant, diabetic or have a hiatal hernia with reflux, you should NOT eat or drink after midnight.

Please do not chew gum, take lozenges or eat hard candy before your procedure.

Age 6 months to 2 years:

NO milk products, breast milk, infant formula, solid foods or juices with pulp six hours before the procedure.

Clear liquids may be taken up to three hours before the procedure. Clear liquids are water, pop or apple juice.

Infant to 6 months:

NO milk products, breast milk, infant formula, solid foods or juices with pulp four hours before the procedure.

Clear liquids may be taken up to two hours before the procedure. Clear liquids are water, pop or apple juice.

The Morning of Your Procedure

Take the following medications the morning of your procedure:

- Pain medications if needed. Heart medications.
- Blood pressure medications.
- Seizure medications.
- Asthma medications (please bring your inhaler with you).

Take medications with a SMALL sip of water only.

Bring your North Memorial envelope with the following papers with you on the morning of your procedure:

- A copy of your preoperative history and physical (if this was given to you at your doctor's office).
- Your insurance information and cards.
- The completed yellow Anesthesia Preoperative Assessment form.

In addition, the morning of your procedure:

- Leave all jewelry, purses, wallets or anything else of value at home.
- All body piercing should be removed before your procedure.
- Remove any makeup.
- Remove nail polish if your arm or leg is involved in the procedure. Acrylic nails are OK.

Contact lenses, glasses and dentures will be removed just before your procedure.

The Patient Care Center strives to be a fragrance-free unit. While deodorant is encouraged, please refrain from using perfumes, aftershaves or strong-smelling soaps on the day of your procedure.

When You Arrive at North Memorial Medical Center

Park in the hospital ramp next to the main entrance. Street parking is not available. Bring your parking ticket with you; it will be stamped for free parking. Take the ramp elevators to the Plaza (PL) level. Enter the atrium, take the atrium elevators to the first floor, and go to the Patient Care Center. Check in at the check-in desk. Look for the sign that reads "1st Check-in?".

Pain Management

Pain management is an important part of your care. Following your procedure, you may not be entirely free of pain. Our goal is to keep your pain at a tolerable level — and keep you as comfortable as possible. You have the right to expect accurate information about pain prevention and to receive pain relief measures.

Pain Scale

Using the pain scale to describe your pain can help your physician and nurse know if your treatment is working or if a change is necessary. After your procedure, please rate your pain on a scale of 0 to 10 according to the pain scale (0=no pain 10=worst possible pain).

When talking about your pain, be sure to give accurate information to get the best relief.

- Describe your pain in terms of:
- Where the pain is located.
- How bad the pain is.
- What the pain feels like (ache, throb, burn, etc.).
- What makes the pain feel better or worse.

Also, please tell your physician or nurse about any prescription or over-the-counter medications, supplements or remedies that you take.

Patient Rights and Responsibilities

North Memorial endorses the Patients' Bill of Rights. Patient representatives are available to assist you with any concerns or questions regarding your rights as a patient. You may contact a patient representative at (763) 520-5095, or ask to speak with your nurse or unit manager.

Patients also have the responsibility to:

- Be considerate of the privacy and rights of others.
- Provide current and complete information about past illnesses, hospitalizations, medications and other health-related matters.
- Understand and question information regarding treatment and procedures.
- Take responsibility for your actions if you should refuse recommended treatment.
- Notify us if you have a health care directive, and provide us with a copy.
- Know the name of the person providing your treatment. All staff must wear photo identification.
- Continue care with follow-up appointments.