



Patient and family surgery guide



Baylor Scott & White

MEDICAL CENTER

FRISCO

Joint ownership with physicians

What you will find in this patient guide

- 4 About our hospital
- 4 The personal touch
- 4 -5 Surgery checklist
- 5 Packing list
- 6 Following surgery checklist
- 6 Caregiver checklist
- 6-8 Preparing for surgery
- 9 Safety
- 9 Care team
- 10 Arriving for surgery
- 10 During surgery
- 10-11 After surgery
- 11 Pain management
- 11 Activity and ambulation
- 12 Possible side effects or complications - recognizing and preventing
- 13 Patient and visitor information
- 13 Resources
- 13 Comments and compliments
- 14 Fees and medical insurance

Welcome,

We believe that healthcare should be about you and your family. We strive to deliver healthcare compassionately and to act with absolute integrity. Our team of professionals will work closely with you and your family to provide an ideal patient experience. We want to help you heal quickly and get back to the life you enjoy.

We want to put your mind at ease by including you as an active participant in your care. Our goal is to involve you in every aspect of your care. We will rely on you to give us accurate information regarding your medical history, home medications and pain level and to voice any concerns you may have during your stay. *It is important to remember that you play a significant role in your recovery.*

Our goal is to make you feel comfortable and secure throughout this process. Please ask any questions or share any concerns with the staff so that we can make this experience the best for you. We are committed to you, our patient, and want you to receive quality care during your visit with us. Thank you for allowing us to care for you. It is our privilege to be your healthcare provider.

The information in this guide will help you prepare for surgery and to recover following surgery. Please read through this material several times. Identify any topics you want to discuss with your physician or with the hospital staff. Write down any questions you have, and be sure to ask your nurse and physician. We are here to help you through this experience and to meet your individual needs.

Sincerely,

Trevor Castaneda

Chief Executive Officer

Baylor Scott & White Medical Center – Frisco



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Chief Executive
Officer

Baylor Scott &
White Medical
Center – Frisco



**We care deeply
about your
experience!**

After you return home, you may receive a survey to complete in the mail. We ask that you complete and return the survey. Your input helps us to recognize those who provide exceptional care and areas in which we can improve.

We appreciate your assistance with providing us your valuable feedback.

About our hospital

Baylor Scott & White Medical Center – Frisco

Complimentary valet services

Patients and visitors may use our complimentary valet services at the main entrance of the hospital. Valet services are available Monday – Friday from 6:00 AM – 6:00 PM.

Guest information

Our hospital’s main entrance is open seven days a week, 24 hours per day. We do not have set visiting hours, but we ask that your family and friends be sensitive to your recovery needs. Children under 12 must be accompanied by an adult.

Inpatient rooms

All rooms are private and furnished with a couch that folds into a bed if an adult family member would like to stay overnight.

Dining

During your stay with us, you will order your food through our Dine on Demand service. A room ambassador will take your order, or you may place an order at any time by dialing extension **5757** on your hospital room phone. Each patient meal also comes with a complimentary guest meal if a family member would like to eat with you.

Tobacco-free campus

Our campus is tobacco-free with no designated smoking areas. Our goal is to promote a healthy lifestyle for our patients, staff and families.

The personal touch

Much of the information in this surgery guide is about clinical care and instructions. It is important to understand what to expect, what to do to be safe, and what you will experience after surgery. We are here to help reduce your apprehension surrounding your surgery. Please let us know how we can best meet your needs and help you on your road to recovery. Our goal is to treat each patient’s individual needs.

Surgery checklist

Please use these pages of the booklet as your “TO DO” list to help you prepare for surgery and your post-op time.

Prior to surgery

- Medical clearance appointment date/time: _____
- Specialist appointment (if applicable) date/time: _____
Surgery date/time: _____ Arrival time: _____
- Complete all pre-operative testing.
- Remove all jewelry and piercings and leave them at home.
- Shower the night before and the morning of surgery with the skin cleansing solution.
- Do not apply lotions, creams or powder to the surgical area.

- ❑ Follow your surgeon's and anesthesia provider's directions regarding eating or drinking before surgery.
- ❑ Leave valuables, such as credit cards, checkbooks and cash at home. Only bring the money you may need for the gift shop.
- ❑ Identify a support person as a caregiver. Share information about the day and time of surgery with them. Let them know when you will need a ride home.
- ❑ Get your home ready before you have surgery:
 - Place clean sheets on the bed
 - Have clean laundry available – towel, washcloths and pajamas/nightgowns.
 - Prepare extra meals and have available in refrigerator or freezer, or schedule a food delivery
 - Prepare a clean home to return to, with special care in cleaning the shower area.
- ❑ Plan for help at home with childcare, pet care and house cleaning.

At the hospital before surgery, you may be asked to remove eyeglasses, hearing aids, dentures, prosthetics, wigs and religious articles. The hospital will provide a container to hold your items to leave in the custody of family or friends. We also have secured lockers available to store items.

Discuss returning to work with your physician and employer. Plan for job coverage as needed. Know ahead of time if your employer will require a return-to-work note.

Packing list - what to bring to the hospital

- ❑ Comfortable and loose-fitting clothing, such as pants with elastic or drawstring waist, a loose-fitting dress or a robe
- ❑ Non-skid slippers
- ❑ Cosmetics and hair care supplies
- ❑ Extra-long cell phone charger
- ❑ Bring your breathing machine (CPAP) if you have sleep apnea.
- ❑ Bring a copy of:
 - Signed Healthcare Proxy and Advance Directives forms
 - Insurance card and driver's license
 - This surgery guide. Our staff will use it to teach you how to care for yourself following surgery
- ❑ Bring your medications in their original containers so you can resume them following surgery if prescribed by your physician. Leave the following medications at home:
 - Sleep or anxiety medications
 - Pain medications
 - Supplements or over-the-counter medications.

Following surgery checklist

Following surgery checklist

- Eat a diet high in fruits and vegetables, grains, and cereals to promote healing and prevent constipation.
- Resume previous medications and start new medications as directed by your physician.
- Care of the surgical incision: Keep the bandage/dressing covering your incision clean and dry. Your physician may instruct you to remove the dressing when home. You or a family member must inspect your surgical site(s) at least once daily to monitor for complications.
- Shower daily with soap and gently wash around your incision. Pat the area dry after showering.
- Your surgeon will instruct you if follow-up is required to remove surgical stitches or staples.
- Emotional support: Let your family and friends know how you are feeling. Tell your physician and nurses what you are experiencing. We are all here to help and support you.

Caregiver checklist

Caregiver checklist

How to help your family or friend when they return home following surgery:

- Read this surgery guide.
- Be prepared to assist your family/friend to the car, to a chair at home or to bed.
- Provide food and drinks.
- Provide a quiet, calm environment if requested or provide distraction through television, computer or radio.
- Discuss plans for recovery with the patient.
- Be prepared to provide a ride home for the patient.

Preparing for surgery

Preparing for surgery

This guide is designed for patients preparing for surgery. Your surgeon will discuss the specific procedure planned for you, how it will be performed, how long it will take, and possible risk factors. Please obtain all of the information that you need to feel comfortable about the surgical procedure and to feel confident in your healthcare team.

- **Scheduling your surgery:** Your physician will schedule your surgical procedure at the hospital. The physician's office will inform you of the time of the procedure and when to be at the hospital. Contact your physician for any questions regarding the surgery date or time.
- **Provide your surgeon** with information about your full medical history, including any prescribed medications and over-the-counter medications. You may need a pre-operative medical clearance exam from your primary care physician. This exam may involve important tests to determine if your body is ready for surgery.
- **Give your surgeon** any information that could impact the care you receive after surgery, such as living alone and needing care at home, special diets, having a service animal, opposition to blood transfusions, or the need for an interpreter.

- **Registration and financial process:** The hospital staff will call you to review insurance and personal information. Please have your social security number and insurance cards available. If you have more than one insurance company for health coverage, bring information on both insurance carriers. When at the hospital, the staff will ask you to sign a consent for treatment; they will also provide you with HIPAA and Patient Rights information. Our staff will discuss the Healthcare Proxy and Advance Directive forms with you.

One month before surgery

- If you require a letter of medical necessity for your employer or need durable medical equipment, please submit your request in writing to your physician's office.
- Purchase immune-nutrition recovery drink. Your surgeon's office will give you instructions regarding this drink.

Two weeks before surgery

- Two or three weeks before your surgery, you will have a medical evaluation performed by your primary care physician, an internist or a specialist. This evaluation may include lab tests, a chest X-ray or an electrocardiogram. The results of these tests will allow your physician to decide if you are ready for surgery.

Ten days before surgery

Your physician(s) and nurses will review all your home medications, over-the-counter medications, vitamins, herbal medications and dietary supplements. Your physician(s) will provide instructions regarding:

- What medications to continue
- What medications to stop and when to stop taking them.
(Some medications need to be stopped 10 days before surgery, while others can be stopped the day before.)

In most cases, you must discontinue the use of any aspirin, aspirin-containing products, ibuprofen or certain anti-inflammatory drugs 10 days before surgery. Also, please stop taking fish oil, Ginkgo biloba or ginseng. Most arthritis medications should also be discontinued as they tend to increase bleeding during and after surgery. Please discuss with your physician any medication that might impact your procedure, including medication that you might be taking for other health issues, including diabetes, cardiac care or pain management.

Get medication instructions from your physician(s) in writing. If you don't follow these directions strictly, complications can occur, and the surgery may have to be rescheduled or canceled.

Five days before surgery

- Stop smoking. Even a few days without cigarettes will help your body recover from surgery faster.
- Do NOT shave, wax or use hair removal products near the surgical area.
- Drink one immune-nutrition recovery drink three times per day for five days.

The night before and the day of surgery

- If your physician or surgeon told you to take any medication the morning of surgery, take it with a small amount of clear water—just enough to wash the pills down.
- Do NOT eat or drink anything after midnight except a carbohydrate drink (not red colored) three hours before surgery. Your surgeon's office will give you instructions regarding this drink.

Directions for bathing and use of 2% chlorhexidine gluconate cloth

(Use the following directions unless your physician has told you otherwise.)

Please note that you should not use this product if you are allergic to chlorhexidine gluconate. Please keep this solution out of your eyes, ears, mouth, mucous membranes and vaginal/perineal area.

The night before surgery

- Skin prep – Shower with a chlorhexidine gluconate solution the night before surgery. Wash your body thoroughly following directions on the bottle. Pour the cleaning solution on your hand or a washcloth. Move away from the shower stream to avoid rinsing off the cleaning solution too soon. Rub it gently over your body from your neck to your legs and then rinse. Do not use any other soap. Do not apply lotion, cream or powder to the surgical area after your shower.
- Wear clean pajamas or a nightgown.

The morning of surgery at home

- Shower with the chlorhexidine gluconate solution the morning of surgery. Wash your body thoroughly following directions on the bottle. Pour the cleaning solution on your hand or a washcloth. Move away from the shower stream to avoid rinsing off the cleaning solution too soon. Rub it gently over your body from your neck to your legs and then rinse. Do not use any other soap. Do not apply lotion, cream or powder to the surgical area after your shower.

At the hospital

- The hospital staff may give you cleaning cloths and ask you to concentrate cleaning on the area of skin that will be involved in the surgery. If you have any questions, please ask your pre-operative nurse.

When to notify your doctor

If you cannot keep your scheduled appointment for surgery, please contact your doctor's office immediately. If you suspect that you are pregnant or experience any changes in your health, such as a cough, fever or cold, or if you have an abrasion, cut, scrape, bug bite or open wound close to the site of your surgery, please contact your doctor immediately.

Safety

Safety is a very important aspect of your care at our hospital.

- You will be asked to confirm your identity multiple times using two identifiers, usually your name and date of birth.
- Armbands for identification and allergies will be secured on one arm and must be worn throughout your hospital stay.
- Before surgery, you will be asked to confirm your procedure or surgery and surgical site with your surgeon and nurses.
- Safety equipment, such as bedrails, IV pumps to administer fluids, medications and IV site protection, may be used for your safety.
- Staff will be available to assist you in sitting on the side of the bed or in a chair, ambulating to the bathroom, or walking down the hallways as able.
- Staff will provide information regarding any new medications prescribed by the physician for use at home following discharge.
- Staff will instruct you on how to care for your surgical site incision before discharge.
- Hand washing is one of the most important activities to prevent infections. Hospital staff and physicians will wash their hands or use gel sanitizer before and after providing care to you. Please remember to wash your hands also.
- Remind your family and friends NOT to visit you in the hospital if they have a fever, cough or the flu.

Care team

Your care team may consist of:

- Your surgeon, or his or her representative, who will see you before surgery and every day that you are in the hospital
- The hospital-based physician who may provide pre-operative assessments and post-operative care in coordination with your surgeon
- Your anesthesia provider will see you before surgery and following surgery. They will discuss the type of anesthesia you will receive and discuss any complications you have had in the past.
- Our registration and business office staff will contact you to help you pre-register and provide you with an estimated financial responsibility before your scheduled surgery. Patients are expected to pay a deposit toward their financial responsibility before surgery.
- Pre-admission testing staff – If you are having your pre-operative testing done at the hospital, please call [214.407.5166](tel:214.407.5166) to schedule an appointment four to 10 days before your scheduled procedure. Should you choose to have your testing done elsewhere, a nurse will review any information from your physician or surgeon and will ask questions about your full medical history, including any medications you are taking. This conversation may occur over the phone or at our Pre-Admit Clinic.
- Nurses will perform an admission assessment, provide care throughout your stay and provide discharge instructions.
- Our chaplain will be available for spiritual and emotional support.
- Your social worker will be available for emotional support and to arrange clinical home health services, as needed.
- Dietary concierge staff will come to your room and take your food order.

Arriving for surgery

Arriving for surgery

- Arrive at the main hospital lobby at the time given to you by your surgeon. Following registration, we will escort you to the pre-operative area.
- You will meet with the anesthesiologist and nurses who will ask questions to confirm your medical history. They will explain the pre-operative process and what you may experience in the operating room. The pre-operative nurse will complete the necessary paperwork. Additional tests may be completed during your time in the pre-operative area.
- Once some initial information is gathered, your family may stay in the pre-operative area until you are taken to the operating room for your procedure. If you are admitted for an overnight stay, an adult family member or friend may stay with you.

During surgery

During surgery

- **Anesthesia:** Just before going to the operating room, you will receive sedation medication.
 - General anesthesia – After going to sleep, a breathing tube may be placed in your windpipe to assist your breathing during surgery. The anesthesiologist will monitor this tube throughout the procedure and remove it as soon as possible.
 - Epidural or spinal anesthesia – This anesthesia will numb the lower part of your body so that you will not feel any pain. You may be sedated and may be able to hear your surgeon.
- Your family and friends will wait in the hospital's main lobby. Refreshments and comfortable seating are available. Your progress will be tracked throughout surgery and communicated to your family.
- Hospital staff will be available to answer any questions regarding your status.
- When the procedure is complete, your surgeon will meet with your family to share information.

After surgery

After surgery

- **In the recovery room:**
 - Nurses will be with you during this time and will check your pulse, blood pressure, breathing and pain level frequently.
 - When awakening from anesthesia, you may be drowsy.
 - Your throat may be sore due to the breathing tube placed for anesthesia.
 - You may experience some pain, pressure and tenderness.
- **If a day surgery procedure:**
 - Nurses will continue to monitor your progress to ensure you are ready to be discharged home.
 - Your nurse will continue to teach you what to do when you get home. Ask questions. Refer to sections in this guide to get the information you need to feel comfortable and safe when discharged to go home.
 - Have your family or friend caregiver available to hear discharge instructions. Receive a copy of discharge instructions regarding medications and care of surgical incision in writing.

- **If admitted:**
 - Nurses will continue to monitor your progress to ensure you are ready to be discharged home.
 - Tell your nurse about any discomfort, tenderness, pressure or bleeding that you are experiencing.
 - You will be encouraged to sit on the side of the bed, sit in a chair, and ambulate to the bathroom and hallways.
 - If you have a catheter placed during surgery, it will generally be removed within 24 hours of surgery. Upon removal, your nurse will check that you can empty your bladder.
 - You will be asked to take deep breaths and cough to help expand your lungs and prevent fluid building up, which can cause infection. You may be given a handheld device to assist in taking deep breaths.
 - Your nurse will continue to teach you what to do when you go home. Ask questions. Refer to sections in this guide to get the information you need to feel comfortable and safe when discharged to go home.
 - Please plan who will be providing your transportation home. Discharges typically occur before 11:00 AM.

Pain management

- After surgery, some mild to moderate discomfort is normal, especially in the first few days of recovery. You may experience some pain at the location of the surgical incision. Please communicate your pain level and needs to your nurse so that the best medication can be provided to manage your pain effectively.
- You will be given medication to manage your discomfort and will transition from IV pain medications to pain medications taken orally. It is important to manage your discomfort so that you can get out of bed and walk and to practice your deep breathing exercises. As your incision heals, you should feel less discomfort each day.
- Our facility also offers pain management alternatives to use in conjunction with or as a replacement for pain medication. These alternatives could include music therapy, warm compresses or cold packs.

Activity and ambulation

- A gradual increase in movement/exercises is important to your recovery. Make a daily plan to get up out of bed and walk around. Walking is the best exercise.
- Do not lift objects more than 10 pounds (including children, laundry and pets) for four weeks unless instructed otherwise by your physician(s).
- Avoid standing for long periods of time, including vacuuming, ironing or shopping.
- Do not drive a car for two weeks or until you are no longer taking narcotic pain medications unless instructed otherwise by your physician(s).
- Protect the surgical area. Ask your physician very specific questions regarding what is permitted following your surgery.
- Plan to see your physician within two to four weeks after surgery. The hospital staff will provide you with information to make an appointment.

After surgery

Pain management

Activity and ambulation

Possible side effects or complications – recognizing and preventing

What to look for	What to do
<p>Infection</p> <ul style="list-style-type: none"> • The surgical incision is reddened and warm to touch • Drainage from incision • Edges of incision start to pull apart • Fever above 101 degrees • Foul-smelling or bloody drainage • Increased or persistent pain not relieved by pain medication 	<p>Contact your physician</p>
<p>Constipation</p> <ul style="list-style-type: none"> • Not having a bowel movement for several days post-op • Not having at least three bowel movements in the week after surgery • Stool that is hard or dry • Straining to have a bowel movement 	<p>Include water and high-fiber foods in your diet</p> <p>Chew gum to increase movement through your colon</p> <p>Walk to increase activity and movement through your colon</p> <p>Ask your physician for medication (stool softener, laxative)</p> <p>Discuss pain medication options</p>
<p>Difficulty urinating</p> <ul style="list-style-type: none"> • Increased frequency of urination • Burning or pain with urination • Increased urgency • Bloody or cloudy urine • Cannot empty your bladder 	<p>Contact your physician</p> <p>Increase your fluid intake</p>
<p>Deep vein thrombus – a blood clot in the leg</p> <ul style="list-style-type: none"> • Pain or tenderness in one of your legs, usually the calf • Swelling of leg • A heavy ache in one leg • Not able to bear weight on the affected leg • Warm, reddened skin on the back of the affected leg 	<p>Contact your physician to be seen immediately</p> <p>Go to the ER</p>
<p>Pulmonary embolus – a blood clot in the lung</p> <ul style="list-style-type: none"> • Shortness of breath • Difficulty breathing • Coughing, especially coughing up blood • Chest pain and rapid heart rate 	<p>Contact your physician to be seen immediately</p> <p>Call 911 and go to the ER</p>
<p>Emotional changes</p> <ul style="list-style-type: none"> • Profound feelings of sadness • Loss of interest in daily activities • Not sleeping or sleeping too much • Not eating 	<p>Discuss your feelings with your physician, family or friend.</p> <p>Seek immediate help at an ER if you have any feelings of harming yourself or others.</p>

Patient and visitor information

- There are no established visiting hours, but consideration must be given to the patients and their need for rest during their recovery.
- Out of courtesy for the patients, please limit cell phone use in patient care areas.
- 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.
- Carl's Café is open to visitors for breakfast from 6:30 - 10:00 AM and for lunch from 11:00 AM - 2:00 PM. Dinner is served from 5:00 - 8:30 PM. Meals may be purchased with cash, debit card or credit card.
- Our gift shop, Lori's Gifts, is available on the first floor of Building 2 from 9:00 AM - 5:00 PM, Monday - Friday, and 10:00 AM - 6:00 PM, Saturday and Sunday.
- Vending machines are located in the Imaging Services waiting area.

Resources

- Local hotels and local restaurants: City of Frisco link FriscoTexas.gov
- Clinical referral agencies can be found online at Medicare.gov/HomeHealthCompare/Search.html
- Private duty home health agencies may also be located online or through the hospital social work staff.
- Baylor Scott & White Medical Center - Frisco: BSWHealth.com/Frisco

Helpful phone numbers

Hospital Main Number	214.407.5000
Registration	214.407.5271
Pre-Admission Testing.....	214.407.5166
Emergency Room.....	214.407.5322
Post-Surgical Unit Director	214.407.5606
Chief Nursing Officer	214.407.5190
Business Office (Billing)	214.407.5359

Comments and compliments

We appreciate your feedback. Our employees actively use our patient's feedback in order to meet the needs of all patients better. Your comments allow us the opportunity to grow. You will receive a survey about your hospital visit after you return home. Please fill this survey out and return it as indicated. We value your input.

Our nurses and hospital staff strive to make your stay a pleasant experience. If you feel someone has gone above and beyond to care for you or your family member, please take the time to fill out an "Excellence in Service" card. Cards are at the nurses' stations and our front desk.

We pride ourselves on the customer service we provide for our patients and their families. If, at any time, you are not satisfied with your care, please let us know immediately.

Patient and visitor
information

Resources

Comments and
compliments

Fees and medical insurance

Your facility bill may include charges for services provided in various departments. Our facility accepts most major commercial insurance as well as Medicare and Medicaid.

Our business office will verify your insurance benefits, obtain authorization from your insurance company, and calculate your financial responsibility based on your insurance plan. Our facility collects payments for deductibles, copayments and your out-of-pocket expenses before arrival or at patient registration. If upon review your deductible has been fulfilled, you will be issued a refund. Many insurance companies require pre-authorization for surgery.

Online payment is available after your surgery on our website at BSWHealth.com/Frisco.

Professional services are billed separately, including your surgeon, physician, anesthesiologist, laboratory, facility, and radiology or imaging.

If you have any questions regarding fees or insurance, please feel free to call our business office directly. In certain circumstances, payment plans can be arranged through our third-party lender CareCredit. Please speak with a financial specialist before admission by calling [214.407.5359](tel:214.407.5359).

Please be sure to bring your ID, insurance card(s) and all medicine bottles to the hospital on the day of surgery.

Thank you for your dedication in preparing for your surgery. We look forward to working with you.

Our mission

To provide the opportunity to every individual within Frisco and the surrounding communities the opportunity to receive quality healthcare services, designed with excellence and safety foremost, delivered with dignity and demonstrated with respect to those we serve.

[BSWHealth.com/Frisco](https://www.BSWHealth.com/Frisco)



Joint ownership with physicians

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Baylor Scott & White Medical Center - Frisco is an affiliate of United Surgical Partners International and partnered with local physicians. Physicians are members of the medical staff and are neither employees nor agents of Baylor Scott & White Medical Health or any other subsidiaries or affiliates.

Photography may include models or actors and may not represent actual patients. Baylor Scott & White Medical Center - Frisco is proud to have a number of quality physicians invested in our facility. Their investment enables them to have a voice in the administration of policies in our facility. This involvement helps to ensure the highest quality of surgical care for our patients. Your physician may have a financial interest in the facility. A list of physician owners is available on request. ©2020 Baylor Scott & White Health. 99-ALL-52615.MOD_19243. 2/20.