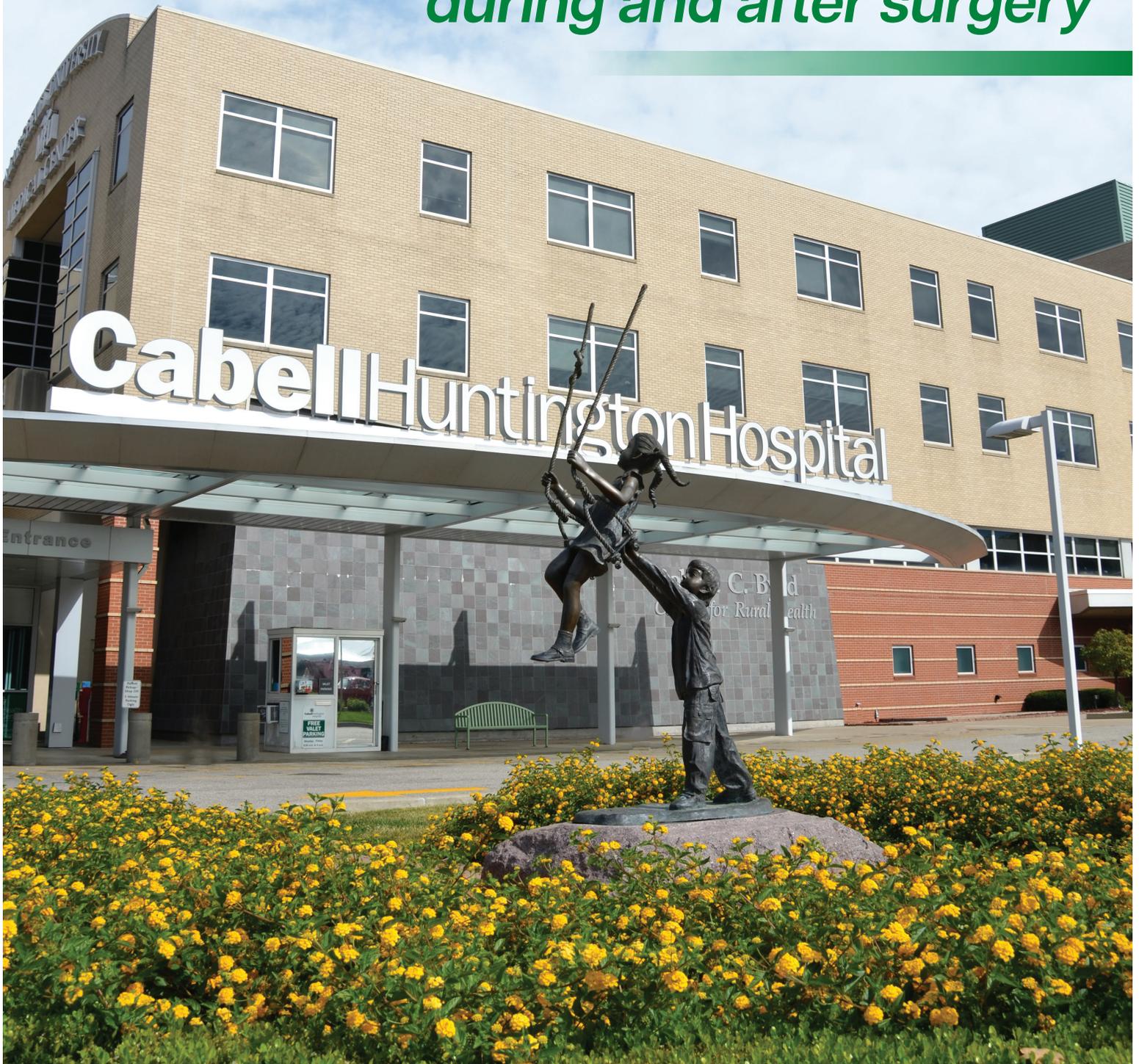




Health
NETWORK

**CABELL HUNTINGTON
HOSPITAL**

*What to expect before,
during and after surgery*



Our goal in Pre Admission Testing (PAT) is to ensure that you are safely prepared for your procedure.

We want to exceed your expectations and address any questions or concerns that you may have to your satisfaction. If you would like to discuss your care, please contact the PAT department at 304.526.2293.

Things to bring with you the day of your procedure

- Insurance cards and ID
- Any paperwork from your doctor which may include consent forms
- Eye glasses, contact lenses, hearing aids or dentures along with their storage cases
- Please bring oxygen if you use it either continuously or on an as needed basis.
- If you use CPAP at night, bring your machine and mask.
- If you use an insulin pump, please bring supplies and a full reservoir.
- If you have any type of stimulator or device, please bring the remote with you on the day of surgery and notify the surgery staff upon arrival.

Parking

At Cabell Huntington Hospital, parking is **FREE**. You may park in any of the designated areas for patients and visitors. This includes parking in our new garage.

Free valet parking is available at our main entrance Monday through Friday from 8:30 a.m. to 5 p.m. The number for our shuttle service is 304.544.7433. If when utilizing the shuttle service, you are unable to return to the valet station before 5 p.m., the security department will secure your car keys after hours and take you directly to your car. They can be reached at 304.526.2223.

Where to report on the day of your procedure

If your procedure is at Cabell Huntington Hospital: (Main Operating Room or Endoscopy Department)

- You must first register in person for your procedure. If you have not done so prior to the day of your procedure, please stop by the hospital registration area on the ground floor. Enter through the Marshall University Clinical Practice Center, walk past the information desk and turn left at the Perk Place coffee shop. At the end of that hallway, you will see the registration check-in desk. Once registered, you will be directed to the outpatient surgery/endoscopy reception desk.
- If you have already registered in person prior to the day of your procedure, you may report directly to the outpatient surgery desk. Take the West elevator, located across from the cafeteria to the second floor. When the doors open, you will see the outpatient surgery desk on your right and the endoscopy reception desk on your left.

Endoscopy Patients- SHELL Building Location:

Enter the Shell building through the main entrance on the ground floor. If you haven't registered in person, please stop by the Shell building registration area on the right side of the ground floor. After completing registration, take the elevator to the first floor for your procedure. When the doors open, you will see the endoscopy reception desk on your right.

If you enter through the Parking Garage Second Floor Walkway, take the elevators located on the right. If you haven't registered, take the elevator to the ground floor for registration. After completing registration, take the elevator to the first floor for your procedure.

When the doors open, you will see the endoscopy reception desk on the right.

**If you have been notified that you will need an EKG prior to your procedure, please report to Cabell Huntington Hospital's registration desk on the ground floor. Enter through the Marshall University Clinical Practice Center, walk past the information desk and turn left at the Perk Place coffee shop. At the end of that hallway, you will see the registration check-in desk. Once registered, you will be directed to the Cabell Pre Admission Testing (PAT) Department. Once your testing has been completed, report to the Shell Building.*

If your procedure is at the Cabell Surgery Center:

The Cabell Surgery Center is located across from the main hospital campus at 1201 Hal Greer Blvd. Huntington, WV 25701. There is a parking lot located in front of the building, as well as a free Marshall Health parking garage behind the Surgery Center on 15th Street. You will check in at the reception desk, which is on the immediate left as you enter the front doors of the building.

What to expect on the day of your procedure

It is normal to be nervous on the day of your procedure. It is very important that you understand the procedure that you are having done to ensure that your recovery is as safe and fast as possible. On the day of your procedure, you will meet all the members of your procedure team including your physician, anesthesiologist, nurse anesthetist, preoperative nurse, OR nurse and various other healthcare professionals. Please feel free to ask any member of the healthcare team about any questions or concerns that you may have.

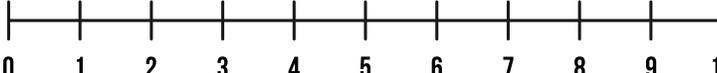
Important Reminders/Patient Safety

Pain Management

We understand that you may have pain for many different reasons. We believe that you have the right to treatment of your pain during your stay with us. Our goal is to make you as comfortable as possible so that pain does not interfere with your recovery or impact your quality of life.

So that our staff can offer you the best care for your pain, tell your nurse:

- When pain first begins
- The severity of your pain
- If your pain is not relieved
- If you have any worries about taking pain medications

PAIN LEVEL SCALE	Choose the face that best describes how you feel					
						
	0 No Pain	2 Mild Pain	4 Moderate Pain	6 Severe Pain	8 Very Severe Pain	10 Worst Pain Possible
Choose a number from 0 to 10 that best describes your pain						
						

Medication Safety

- Do not allow anyone to give you medications without first checking your hospital ID bracelet and asking your name.
- Ask the name of each medication you are given and why it is needed.
- Always look at the medication before you take it. If it doesn't look like you think it should, ask why. It may be a generic brand, or it may be a new medication for you.
- Ask for information about side effects that could be caused by the medication you are receiving, especially new medications, and report any problems you experience to your nurse immediately.

Preventing Falls

- Before standing, sit up for a few moments to be sure you are not light headed or dizzy.
- Ask for help when getting out of your bed or chair and using the restroom.
- Don't lean on furniture, doorknobs, bedrails or other items for support.
- ALWAYS wear slippers with non-slip rubber soles.

Reducing the risk of surgical site infections

As a patient, you are the most important member of the team responsible for your health care. If you have been scheduled for surgery, here are some ways you can help prevent infections.

Before you go to the hospital

- Stop smoking.** Smoking may increase your chance of developing a lung infection following surgery and may inhibit healing by not allowing enough blood flow to the fresh wound. If you would like assistance with smoking cessation, call 1-800-QUIT-NOW. WV smokers can also enroll online for services by visiting <https://wvtobaccoquitline.com/> or by calling 304-583-4010.
- Monitor your blood sugar.** Keeping a normal blood sugar before and after your scheduled procedure lowers your risk for infection.
- Site preparation.** During your PAT visit, depending on the type of procedure you are having done, you will be given chlorohexidine cloths or a hibiclens chlorohexidine solution along with detailed instructions for their use. Follow all instructions to the best of your ability. Do not shave the surgical site. Shaving has been shown to cause skin irritation that increases the risk of infection. If hair must be removed before surgery, ask that clippers be used instead of a razor.
- Clean the environment.** Clean the area in which you will be recovering after surgery. Dusting, vacuuming, and mopping can help decrease the germs that can get into your wound. Use only freshly washed bed linen and towels and wash cloths.
- Personal hygiene.** Germs live under your fingernails so make sure you clean underneath and clip them to a short length.
- Let your doctor know if there have been any changes in your health before surgery. These changes may include high fever, sore throat, colds, breathing problems, chest pain, skin infections or wounds.**

While you are in the hospital

- Hand hygiene.** Wash your hands before and after touching your incision, and you should remind visitors, especially your nurses and doctors, to wash their hands. If you don't see a health care employee clean their hands, ask them to do so before touching you.
- Dry surgical dressing.** If you notice your dressing has become loose or is wet, ask a nurse to change it for you. Bandages should stay clean and dry to help protect your skin.
- Wound care.** Before you go home, make sure you understand the details of how your doctor wants your wound cared for. Ask the following questions:
 - 1) When can I remove the surgical dressing?
 - 2) When can I take a shower?
 - 3) How often should I change the dressing?
 - 4) Do I have enough supplies to change my dressing until my follow up appointment with my doctor?
 - 5) Can I put anything on or into my wound to help it heal?

When you go home

- Hand hygiene.** Be sure to wash your hands frequently, especially before and after touching the wound. If someone is changing the dressing for you, be sure they wash before and after. The wound may itch, so keep your fingernails short and clean so germs don't get into your wound.
- Love your pets from afar.** Do not allow pets to sleep with you, or be near your wound. They can carry germs that can be very bad for your new surgical wound. Keep them off your freshly washed bed linen.
- Wound care.** Do not pick at the glue-like dressing over the incision, or any small pieces of tape that may be across the incision. These are to stay on until they fall off on their own. Do not put any creams on or into your wound without permission from your doctor. Shower daily with Dial antibacterial soap once allowed by your surgeon and use a clean bath towel and wash cloth each time. (No tub baths)
- Signs and symptoms to report.** These may include fever (101.5 or higher), increased pain at the site, drainage, foul odor, and redness or swelling around the incision site. You should call your doctor, or come to the ER to be seen if you experience any of these.
- Maintain a normal blood sugar.** This helps provide better wound healing.

Hand hygiene is one of the top ways to prevent infection



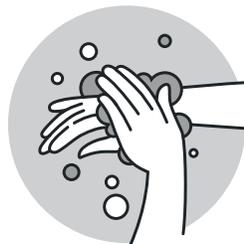
1. Get your hands wet



2. Apply the proper amount of liquid soap



3. Lather your hands



4. Wash the outer surface of your right hand with your left palm, change hands.



5. Wash the inside of your fingers



6. Grasp the thumb of your right hand with your left hand, wash in a circular motion. Change your hands.



7. With the fingertips of your right hand, rub your left palm, change hands.



8. Grasp the wrist of your right hand with your left hand, wash in a circular motion. Change your hands.



9. Rinse your hands under running water.



10. Dry your hands with a towel. The duration of the procedure is 40-60 seconds.

PATIENT RIGHTS AND RESPONSIBILITIES



At Marshall Health Network (MHN) facilities, we are committed to giving you quality care without regard to your age, race, sex, religion, color, disability, national origin, sexual orientation, gender identity or source of payment. You should become an active participant in your health care. To do this, it is important that you understand your rights and responsibilities. The staff at MHN wants the best care for you, and for your stay to be as comfortable as possible. If you have concerns about services provided, or if there is any way we can better serve you, please contact the patient relations coordinator at 304.526.2273.

Rights

Responsibilities

<p>You have the right to information about our organization's rules and regulations, a safe environment, and the name and title of anyone providing you with service.</p>	<ul style="list-style-type: none"> • You/your family are responsible for following rules and regulations as detailed in this poster and on medical center signage. • You and your family/visitors have the responsibility to report and/or remove any items that are illegal or may be detrimental to the health and safety of yourself or other patients and visitors. Firearms (both open and concealed) are prohibited on Marshall Health Network campuses, pursuant to West Virginia Code 61-7-14. Other prohibited items include, but are not limited to: <ul style="list-style-type: none"> - Weapons and objects that can be used as weapons, including knives, box cutters, straight razors, etc. - Contraband and illegal substances • For the health and safety of the patient, these "items should not be used during your visit: <ul style="list-style-type: none"> - Medications brought from home (including both prescription and over-the-counter medications, supplements and herbal remedies) - Cigarettes, cigars, matches and other smoking items • Discourage friends and family from accompanying your visit if they are sick or have been exposed to a communicable disease such as chicken pox.
<p>You have the right to be well-informed about your illness, possible treatments and likely outcomes and to discuss your care with your doctor. If there are questions that remain after this discussion, you have the right to seek an opinion from another doctor. If there is a dilemma that is irresolvable, you have the right to change doctors.</p>	
<p>You have the right to access the information contained in your medical record within the limits of the law.</p>	
<p>You have the right to obtain from your doctor information necessary to give or refuse informed consent prior to the start of any procedure or treatment.</p>	
<p>You have the right to refuse treatment. If you refuse treatment, you have the right to other appropriate care and services that our organization provides or transfer to another healthcare provider.</p>	
<p>You have the right to an advance directive (living will, medical power of attorney and/or organ donation) to express your choices about your future care if you cannot speak for yourself.</p>	
<p>You have the right to a Bioethics Committee consultation to assist you, your family, your doctor and the staff with difficult decisions involving your care and treatment.</p>	<p>You have a responsibility to make informed decisions and to ask as many questions as you need to fully understand your condition and treatment options.</p>
<p>You have a right to personal privacy. Your medical information will be kept confidential subject to the requirements of law and our organization's policy and operations.</p>	<p>Report to the healthcare team any changes in your condition on a timely basis.</p>
	<p>For access to medical records, please ask a member of the registration desk who will assist you.</p>
	<p>You have the responsibility to provide the healthcare team with complete and accurate information about your health, past illnesses, hospital stays and medications.</p>

Rights

Responsibilities

You have the right to appropriate assessment and management of pain.

You have the right to be free from restraints except when necessary for medical treatment, for your own or others' safety, or when required by laws, to have care provided by qualified, competent staff and to be free from all forms of abuse or harassment.

You have the right to receive information about charges billed to your account.

You have the right to request information about any business relationship MHN has with other healthcare providers or educational institutions that may influence your treatment or care.

You have the right to obtain information as to the existence of any professional relationships among individuals, by name, who are treating you.

Concerns regarding care, treatment, services or patient safety issues can be reported to:

WV Office of Health Facility Licensure and Certification
1 Players Club Drive, Suite 301, Charleston, WV 25311
1.304.558.0050 or Fax: 1.304.558.2515

Via the website: navigate to <https://ohflac.wvdhhr.org/complaint.html> Click on Health Facility Complaint Form

Written complaints against West Virginia health care facilities can be mailed to:

Attention: Hospital Complaint Intake
Office of Health Facility Licensure & Certification
1 Players Club Drive, Suite 301, Charleston, WV 25311
West Virginia Medical Institute (WVMI) 1.304.346.9864 or
1.800.MEDICARE

The Joint Commission:

Via the website: Navigate to www.jointcommission.org
Click on Submit a NEW patient safety event or concern

By mail to: Office of Quality and Patient Safety, The Joint Commission, One Renaissance Boulevard, Oakbrook Terrace, IL 60181

You are responsible for outcomes if treatment is refused or the plan of treatment is not followed. You are responsible for informing your physician if you believe you cannot follow the treatment plan.

Inform the staff if you are interested in completing an Advance Directive. For assistance or more information about Bioethics Committee consultations, call Pastoral Care at 304.526.2000 x3730.

You and your family have the responsibility to respect the rights, privacy, and confidentiality of other patients and health care personnel. This includes not smoking, controlling noise and distractions and limiting visitors.

You have the responsibility to provide information about your pain, communicate regarding unrelieved pain, participate in the management of your pain and accept responsibility for outcomes if treatment is not followed.

You have a responsibility to follow appropriate MHN policies that you are informed about.

Tobacco use is not permitted on Marshall Health Network campuses. This facility has a tobacco-free campus, so smoking, use of tobacco products, and the use of smoking cessation aids and nicotine delivery systems unapproved by the Food and Drug Administration (FDA) are prohibited on the hospital's campus. If you are a smoker, FDA-approved smoking cessation aids and programs are available to assist with smoking cessation by contacting our Respiratory Care Department at 304.399.2881. The National Cancer Institute also has information specialists available to answer smoking-related questions by calling toll-free, 1.877.448.7848.

You are responsible for providing information about your ability to pay for services and working with the provider to arrange payment.

• A financial counselor is available at 304.691.1029.

If you have a question about your physician's financial relationship with other providers involved in your care, you may contact Administration of Marshall Health at 304.691.1602.



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www.cabellhuntington.org · 304.526.2000