



# Surgical Services Patient Information



**Frisbie** Memorial Hospital

*It's about People. Technology. Trust.*



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# Welcome

Welcome to the Surgical Center at Frisbie Memorial Hospital. Our team of physicians, nurses and staff want to assure you, our patient, that your experience here at Frisbie will be one of caring and healing. Your personal interest is our main concern, and we will strive to make you as comfortable as possible.

Our patients choose Frisbie, not only for our surgical expertise, but also for the cozy and caring atmosphere of the self-contained Surgical Services unit, which provides privacy, comfort and easy access to all of the members of your surgical team.

This patient information booklet has been prepared to address any questions that you may have concerning your surgical experiences. If you have additional questions, please feel free to call and discuss them with our Preoperative Nursing staff at (603) 330-8936.

## **Preoperative Communications**

If you have not been scheduled for an onsite preoperative screening, you will be contacted by nursing personnel by telephone for a brief preoperative assessment. You may contact nursing personnel between the hours of 8am and 4pm at (603) 330-8936 if you have any questions.

Hospital Access personnel will contact you by telephone prior to the day of surgery to request personal and billing information. Please have your insurance card on hand.

For patients under 18 years of age, we offer a pediatric information session (Pedi Party) and a tour of the surgical services department on the first and third Wednesday of each month from 6pm to 7pm. Please call our Scheduling department at (603) 330-7966 to register.



## Arrival Time

The hospital will call each Same Day Surgery patient, or those to be admitted the day of the surgery, between 2:00 pm and 5:00 pm the day before your surgery to confirm your surgery arrival time. We regret that we cannot provide more advance notice of our admission time due to emergency additions and cancellations to the operating room schedule. If your doctor has specified that you are to be admitted before the date of your surgery, your physician's office will let you know when arrive to the hospital for admission.

The Surgical Center has its own entrance and opens at 6:00 am. Please do not arrive before this time. Please check-in at the Surgical Center's Reception Desk when you arrive on the day of your surgery.

MATERNITY PATIENTS SHOULD REPORT TO THE MAIN PATIENT ACCESS AREA LOCATED ON THE FIRST FLOOR LOBBY OF THE HOSPITAL, NOT THE SURGICAL CENTER.

## Consent for Services

You will be asked to sign a Consent for Services form during the registration process. You may also be required to sign Frisbie's Notice of Privacy Practices.

## What to Bring

Same Day Surgery patients do not need to bring any personal items to the hospital, as the surgery usually does not necessitate an overnight stay. If an overnight stay is required, you should bring a bathrobe, slippers and personal toiletries. Please remove all jewelry including any piercings. It is requested that you **DO NOT** bring valuables such as credit cards or large sums of money. Frisbie Memorial Hospital will not be responsible for lost items. Please remember to bring your insurance card and a photo ID with you on the day of your surgery.

## Visitors in Surgical Services

Each patient is allowed a maximum of two visitors for comfort prior to surgery as well as after surgery to help you transition from Same Day Surgery to home. Visitors should be reminded that Frisbie is a smoke-free campus.

## Smartrack

Smartrack technology allows family members to follow a patient's progress during their surgical procedure. A large monitor located on the wall in the Surgical Services waiting area provides information on where the patient is during the surgical process, including when they have been moved from the operating room to the recovery room.



## Transportation Arrangements

You must make arrangements for someone to drive you home from the hospital. Also, due to the medications that are given during and after the procedure, patients should have someone available for 24 hours after the procedure.

## Preparing for Surgery ~ Prepared Patients Fare Best

Being prepared means actively participating in decisions regarding your care. Research shows that patients who are more involved in their care tend to have a better hospital experience than patients less prepared. It is important to take a part in every decision about your health care and to stay informed. You have the right to make decisions regarding the medical treatment you receive while in the hospital. However, there may be circumstances that prevent you from making these decisions yourself. For these situations, there are Advance Directives.

## Advance Directives

An advance directive, also called a living will, is a legal document that provides guidance to health care providers about your wishes should you become unable to make or communicate decisions. An advance directive, called Durable Power of Attorney for Healthcare, appoints a representative or agent to make decisions for you. If you have already completed these documents, please bring a copy with you to the hospital. If you have not yet completed these documents, but are interested in learning more, the hospital will provide information to you. A care manager also will be available to answer questions.

### Information on Legal Guardianship

Legal guardians are responsible for letting the provider know about guardianship. When scheduled for surgery, the legal guardian will need to bring legal proof of guardianship. If the legal guardian is unable to come with you to the hospital, the hospital will mail a letter and the necessary forms prior to the procedure. These documents must be completed and returned to the preoperative department at Frisbie Memorial Hospital **prior** to the day of surgery. You may fax the completed forms to (603) 332-8770, or mail to:

**Frisbie Memorial Hospital  
Pre-Op Department  
11 Whitehall Road  
Rochester, NH 03867**



You will also receive a phone call from the anesthesiologist to go over the Informed Consent for Anesthesia form. During the day of surgery, if the legal guardian is unable to be at the hospital the morning of surgery, they must be available by telephone in case the anesthesiologist or surgeon have additional questions or concerns that need to be discussed.

### Information About Insurance

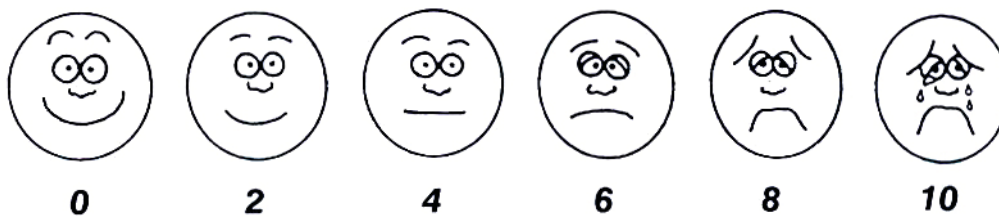
We suggest that you read your health care insurance policy and member handbook carefully. Make sure you understand the information regarding benefits, coverage and limits. See if your plan has a magazine or newsletter as these can be a good source of information regarding how your plan works and about important policies that affect your care.

Know the rules of your insurance plan before you need it. Unless it is a medical emergency, your health plan or primary care doctor probably will have to give advance approval (pre-admission certification) for you to go to the hospital. Otherwise, the cost of your hospital care will be your responsibility. Most insurance companies provide their toll free number on the back of members' insurance cards.

### Pain Management after Surgery

It is normal to experience pain after a surgical procedure. To help manage your pain, it is important that you not wait until your pain level is too severe before asking for pain relief because it will be much more difficult to get your pain level back under control. Please notify the hospital staff if you are experiencing pain/discomfort. You will be able to use the Faces Rating Scale for Pain Level below to describe your pain. Also, because of the anesthesia and/or pain medications that you may be receiving, you may be temporarily at risk for falling. Please call and request assistance from the nursing staff if you need to get up.

FACES RATING SCALE FOR PAIN LEVEL





## Discussions to have with Your Physician

- Why do I need this surgery?
- Are there alternative treatments available?  
What are the risks/complications to be aware of?
- What about a second opinion?
- What type of anesthesia will I need?
- How long is the recovery period?
- What should I expect/ be concerned about after my surgery?
- What about the medications I take currently?
- How much pain will I have after the surgery?
- How will my activities be limited?
- When will I be able to resume my normal activities?

## Discussions to have with Your Insurance Company

- Are my doctors and the hospital part of the network?
- Does my plan require a referral?  
Is this surgery covered under my plan?
- Will I have expenses to pay out of my pocket (co-payments, deductibles, balance billing)?
- Do I need to obtain an “authorization/certification” number?
- Are private rooms covered?
- What other benefits are available to me to assist in a smooth discharge from the hospital (medical equipment, home nursing care, physical therapy, etc.)?
- Will the insurance plan provide someone to oversee my care to make sure my needs are being met?
- Are second opinions encourage or required?
- How does the plan handle getting a second opinion about whether the surgery or another treatment is needed?

## Filing a Patient Concern ~ Patient Instructions

1. If you have a concern during your hospital stay, you are encouraged to speak with the department manager or designee.

2. If you prefer to write a letter, please address it to the:

**Risk Management Department  
Frisbie Memorial Hospital  
11 Whitehall Road  
Rochester, NH 03867**

3. You may call the Frisbie Memorial Hospital **Patient Concern Line** at (603) 330-7939. Your call will be answered by the end of the next business day. All inpatient messages will be referred to the department manager for follow-up and resolution.

4. If we are unable to immediately address your concern, we will respond to you in writing within seven (7) days of receiving the complaint. When resolution cannot be achieved within the seven-day timeframe, you will receive a second letter that addresses your concern.

## Important Hospital Phone Numbers

- Hospital Main Number ..... 603-332-5211
- Care Management..... 603-335-8144
- Medical Records ..... 603-335-8470
- Patient Accounts..... 603-335-8155
- Scheduling..... 603-335-8197
- Financial Counselor (if your last name begins with A-K) ..... 603-335-8109
- Financial Counselor (if your last name begins with L-Z)..... 603-335-8885
- Patient Transportation Services..... 603-335-8882



