



While Your Loved One Is Having Surgery at UWMC - Montlake

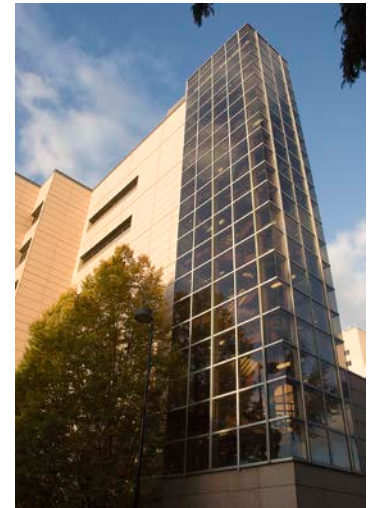
For visitors in the pre-op, surgical, and post-op areas

This handout describes what to expect while your loved one is having surgery and what UWMC resources you may find helpful.

Welcome to University of Washington Medical Center (UWMC) - Montlake campus. We are glad you are here to support your friend or family member during their surgery. We know that this can be a stressful time for families. We want you to be as comfortable as possible while your loved one is here.

Before Surgery

- Sometimes cell phones can affect medical equipment or disturb others. For the safety and comfort of all, please turn off your phone in patient care areas. You may use your phone in hallways and waiting rooms.
- Scented products may cause harmful reactions in patients, staff, and visitors. Please do **not** use hair products, cologne or perfume, lotion, or any other scented product on any day you come to the hospital.
- Your loved one will be prepared for surgery in the pre-op (short for “pre-operative”) area. This is an important time for the patient’s nurse and medical team to talk with them.
- Different members of the healthcare team may ask your loved one the same questions. This is done to ensure the patient’s safety.
- Our pre-op area has limited space and a lot of activity. Staff in this area work hard to protect the privacy of your friend or family member, as well as the other patients in the area.



Welcome to UWMC - Montlake. We are glad you are here to support your loved one.



Our staff will show you where you can wait while your loved one is having surgery.

- You are welcome to be at your loved one’s bedside. If there is a need for you to step out of the room, we will let you know.
- We have space for 1 adult visitor at a time. If 2 or more people are in your group, please visit just 1 at a time.

During Surgery

- We ask family and visitors of surgery patients to wait in a surgery waiting room. Our staff will show you where this is.
- Our goal is to keep you posted about your loved one’s progress during surgery. Our staff will be in contact with you.
- See the “While You Are Visiting UWMC” section on page 4 of this handout for a list of resources and services you may find helpful.

Keeping Track of Your Loved One

Each patient receives a code name that contains the first 2 letters of their last name, their day of birth, and the first 2 letters of their first name. Here is an example:

Patient Code for John Smith		
<i>Last Name</i>	<i>Birth Date</i>	<i>First Name</i>
SM ith	January 8 , 2020	JO hn
Patient Code = SM 08 JO		

A monitor in the surgery waiting room will help you know where your loved one is. Here are words you may see and what they mean:

- *Scheduled* Patient is scheduled for surgery
- *Arrived* Patient has checked in to UWMC
- *Patient in OR* Patient is in the operating room (OR)
- *Surgery Ending* Surgery is almost done
- *Patient out of OR* Surgery has ended and the patient is out of the OR
- *Patient to Main Recovery* Patient is in the Main Recovery Room
- *Patient to Pavilion Recovery* ... Patient is in the Pavilion Recovery Room
- *Patient to ICU* Patient was transferred to the ICU
- *Patient to _____* Patient is now in this location.



The nurse will make sure that your loved one's wishes about visitors are respected.

After Surgery

- Your loved one's surgeon will talk with you after the surgery, either in the waiting room or later in your loved one's room.
- Your loved one may be in the OR for a while after the surgeon has come to speak with you. The surgical services team will care for them there.
- The patient's location for recovery will be shown on the monitor. After leaving the OR, your loved one may be moved to:
 - A Post-Anesthesia Care Unit (PACU). This will be either the Main Recovery Room or Pavilion Recovery Room.
 - The Intensive Care Unit (ICU).
- If your loved one is going home right after surgery, we will contact you to help with the discharge process.

The PACU

- Most times, you will be able to visit your loved one in the PACU, if you wish. This will be after they have received care to ensure their safety as they wake up from anesthesia and have their pain treated, if needed.
- If you haven't spoken with the nurse yet and the patient has been in the PACU for 1 hour, you are welcome to call the PACU. Use the phone in the waiting room and call the number posted there.
- There is limited space in the PACU area, so each patient may have only 1 adult visitor at a time.
- Some patients may not want to have visitors during their PACU stay. The nurse will make sure that the patient's wishes about visitors are respected.
- Many patients receive care in the PACU at the same time. Protecting patient privacy is very important. You may be asked to step out of the room at times to ensure privacy for all.
- Please be aware that the PACU is a busy unit with many different sounds. Some people may find the activity and noise disturbing. If this is true for you, you may want to visit your loved one after they have arrived in their hospital room.

Visiting Your Loved One

Your visits help your loved one feel better during their hospital stay. You can help by providing support and learning how to care for them when they leave the hospital. The nurses on your loved one's hospital unit will explain hospital visiting policies.

Infection Control

Many of our patients are at a higher risk of catching diseases after surgery. To help keep your loved one as safe as possible:

- Use soap and water or hand gel to wash your hands before and after visiting the patient.
- We encourage you and your loved one to ask healthcare providers if they used hand gel or washed their hands before coming into your loved one's room.
- If you feel ill, please do **not** visit. Wait until you are healthy.

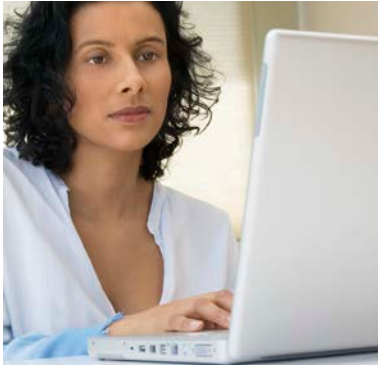
While You Are Visiting UWMC – Montlake Campus

Here are some resources you may find helpful while you are visiting UWMC - Montlake campus:

- The **hospital cafeteria**, called the Plaza Café, is on the 1st floor. It is open every day from 6:30 a.m. to 7 p.m.
- **Food vending machines** are near the Pacific elevators.
- The **espresso stand** nearest to the surgery waiting area is on the 3rd floor next to the Cascade elevators. It is open weekdays from 6:30 a.m. to 9 p.m. and weekends from 8 a.m. to 4:30 p.m.
- The **Gift Shop** is on the 3rd floor next to the Cascade elevators. The Gift Shop is open weekdays from 6:30 a.m. to 9 p.m., and weekends from 8:30 a.m. to 5 p.m.
- The **Health Information Resource Center** is next to the Gift Shop on the 3rd floor. The center provides internet access, health education materials, a printer, and a fax machine for patients and families to use.
- Patients who are having outpatient (day) surgery might have their prescriptions filled at the **Pavilion Pharmacy** (see map on last page). Check with the nurse. The Pavilion Pharmacy is open weekdays from 8 a.m. to 5:30 p.m. It is closed on weekends and holidays.



The Health Information Resource Center is on the 3rd floor of the hospital, across from the Information Desk.



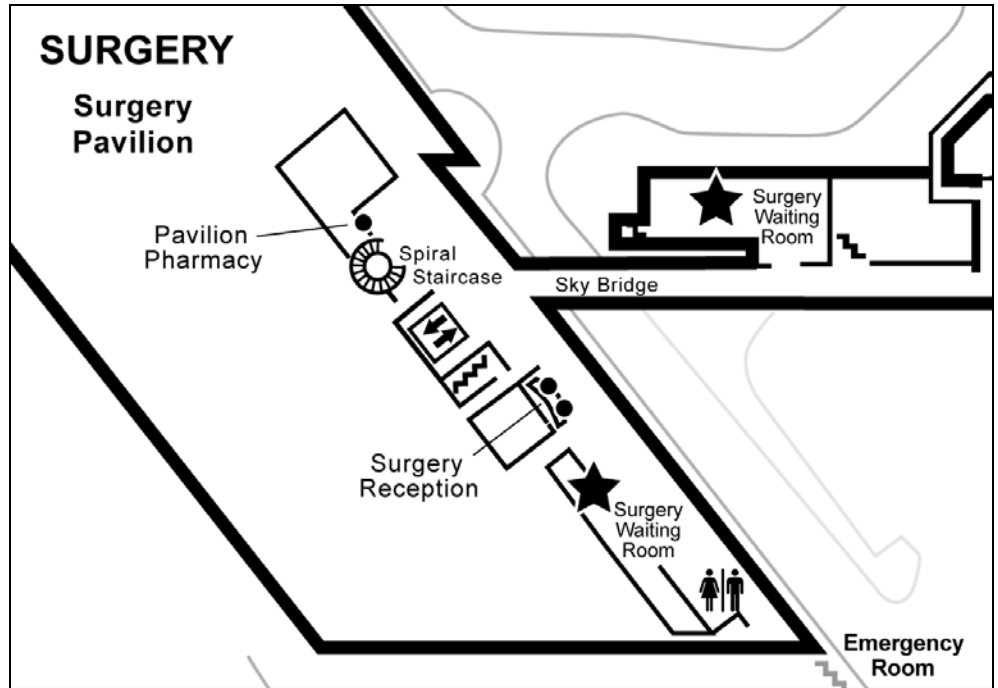
Free wireless (Wi-Fi) internet access is available in most areas of the hospital.

- The **Outpatient Pharmacy** is on the 3rd floor by the Cascade elevators. It is open weekdays from 8 a.m. to 10 p.m. and weekends from 8 a.m. to 8 p.m.
- **UWMC is a smoke-free hospital.** We are committed to providing a safe, smoke-free environment for our patients, visitors, and staff members. Smoking is not allowed anywhere on hospital grounds.
- **Free wireless (Wi-Fi) internet access** is available in most areas of the hospital. The name of the Wi-Fi service is **Patients and Visitors**. Use your wireless device to search for the Patients and Visitors network from your internet browser (such as Internet Explorer or Chrome). You do not need a username or password to use this network.
- It is OK to use your cell phone in the surgery waiting room, but reception may be limited. We have a land line phone for you to use there. Calls to area codes 206, 253, and 425 (and some to area code 360) are free.

Type of Call	How to Call
206 numbers	Press 9, then the 7-digit number.
253, 425, and some 360 numbers	Press 9, then the 10-digit number.
Long-distance collect and credit card calls	Press 9, then 0 to talk with an operator.
Calling card call	Press 9, then 0 and the 10-digit number. Listen for the progress tone, then press your calling card number.

Waiting Rooms

Stars (★) in the map below show areas where you can wait while your loved one is having surgery.



Surgery waiting rooms are on the 2nd floor of the Surgery Pavilion and on the sky bridge.

Questions?

Your questions are important. Call your doctor or healthcare provider if you have question or concerns.