



# **PATIENT SURGERY GUIDE**

**2015 Technology Parkway, Mechanicsburg, PA 17050**  
**717.791.2500 Fax 717.791.2505**

West Shore Surgery Center, Ltd. is a limited partnership formed in November of 1998 as a joint venture between PinnacleHealth System and physician limited partners who are actively practicing surgery, podiatry or anesthesiology in Cumberland, York, Perry or Dauphin County, Pennsylvania. The management of the partnership is under the control of its General Partner, PinnacleHealth Medical Services, dba, PinnacleHealth Medical Group. The partnership's Medical Advisory Committee consisting of physicians appointed by the Governing Board, consults with the General Partner on matters pertaining to the interests of the physician limited partners, including the medical standards and policies of the Center.

Hours of operation for West Shore Surgery Center are Monday through Friday, 6 AM to 4 PM. The Center is closed for the following holidays: New Year's Day, Memorial Day, July 4<sup>th</sup>, Labor Day, Thanksgiving Day and Christmas Day.

The Center does not typically close due to inclement weather. In the event of severe winter weather that forces closure of the Center, patients will be notified by phone as soon as possible. West Shore Surgery Center anticipates that patients will use their best judgment as to safe personal travel during inclement weather. Please call the Surgery Center at 717-791-2500, Option #1, if you will not be able to arrive at the scheduled time.

## Mission Statement/Philosophy

It is the mission of West Shore Surgery Center to provide excellence in outpatient surgical care within an environment supportive of customer focus, service and safety.

Toward this end we believe that we must provide a safe, comfortable environment for all patients. We believe that we must adequately assess and meet the psychological, physiological and sociological needs of the patient undergoing an outpatient procedure to maximize the potential for a successful surgical outcome.

We believe that a continuous program of in-service education and training experiences for all personnel must be provided to maintain our ability to continually improve our standard and quality of care and to allow us to keep abreast of developments in the practice of medicine, surgery and nursing. Providing our personnel with opportunities to maximize their professional potential will enable us to continually improve our comprehensive program of outpatient surgical care.

We believe that we carry a unique responsibility to the community to provide and promote consummate ambulatory surgical service for each and every patient we treat.

The West Shore Surgery Center including the parking lot and grounds, is a smoke-free facility.

## Advanced Directives/Living Will

As part of the Medicare ASC Conditions for Coverage, West Shore Surgery Center will query patients regarding advanced directives and document accordingly. To ensure the patient's right to actively participate in and direct healthcare decisions; if a patient presents an advanced directive at the time of surgery, it will be placed in the patient's medical record.

West Shore Surgery Center will provide full resuscitative service for any patient requiring emergency life saving/support measures even if a patient has executed an advanced directive to the contrary.

At the request of the patient or patient's representative/surrogate, the patient or patient's representative/surrogate will be given the official Pennsylvania State advanced directive forms and instructions.

## Preprocedure Phone Interview

A nurse will call you the day prior to surgery (Friday for Monday surgery). If you are difficult to reach or do not have a phone, call the Center at 717-791-2500, Option #1, between 12 PM and 3 PM. The following information will be provided/reviewed during the phone interview:

- Time of arrival to West Shore Surgery Center (WSSC)
- What to bring with you the day of surgery
- How to dress
- When to stop eating and drinking prior to arrival
- Allergies
- What medication should be taken prior to arrival the day of surgery
- Medical history of diabetes; sleep apnea; use of inhalers; height and weight; family or personal history of malignant hyperthermia; presence of implanted medical devices
- Identification of the adult (18 years or older) who will accompany you to the Center and drive you home when discharged
- Specific instructions for pediatric patients

## Holding Food and Drink

- Do not eat or drink anything after midnight the night prior to your surgery, unless otherwise directed by your doctor or nurse during the phone interview. This includes gum, mints, hard candy, smoking and/or tobacco chewing.
- Pediatric and patients scheduled in the late afternoon will be given more specific instructions regarding ingestion of clear liquids. Infants 6-12 months may have 6 ounces of formula up to 6 hours prior to arrival time or breast milk up to 4 hours prior arrival time.

- Do not consume alcohol 24 hours prior to the day of surgery.
- If you have diabetes: hold all diabetes medications, oral and insulin. Check your blood sugar in the morning on the day of surgery and bring the result with you to the Center. Patients who use an insulin pump may wear it and bring your glucometer with you.
- Take your medication with a sip of water as directed by your doctor or nurse during your phone interview.

## The Day of Your Procedure

Arrive at the provided time and report to the registration/waiting area at WSSC, located in the Fredericksen Outpatient Health Center. (see directions in this booklet) Your driver should accompany you to the Center and remain at the Center for the duration of the procedure. Pennsylvania Department of Health regulations require that you be discharged from the Center with a responsible adult; **therefore, you may not take a bus, cab or other public transportation without a responsible adult companion.** In order to protect your privacy and that of others, it is recommended that the number of persons accompanying you is limited to one to two persons. Siblings/children that are not having surgery should be left in the care of other adults at home.

### What to Bring

- Bring WSSC folder and any paperwork provided by the Doctor's office.
- Complete the paperwork prior to arrival.
- Have a list of current medications with you inclusive of over the counter medications, supplements and herbal medications.
- Bring insurance cards and photo identification, for example, driver's license. For pediatric patients bring a copy of the social security card.
- Legal guardians of pediatric patients must bring a copy of the guardianship papers.
- If you have a pacemaker or Automated Implanted Cardiac Defibrillator (AICD), bring the implant card with you.
- If prescribed a rescue inhaler bring it with you to the Center

### What to Wear

- Wear comfortable clothing.
- You may bathe, shower or wash your hair the morning of surgery. It is permissible to brush your teeth without swallowing water in the morning.
- Do not bring anything of value to the Center. WSSC will not be responsible for lost, stolen or missing items.

- Jewelry, body piercing and contact lenses may **not** be worn for surgery or procedures. Please leave those items at home. You should wear glasses as needed; however, bring along a case in which to store them. If wearing contacts to the Center, bring along a contact case. Contact lenses must be removed prior to going into surgery or procedures.
- Do not wear make-up, hair products, perfume, lotions and/or powders the day of surgery.
- Patients undergoing **cataract surgery** do not need to undress, but we ask you to wear a short-sleeved, buttoned front top. This allows for access to monitor heart rhythm and blood pressure. Cataract patients need to follow the physician's instructions for preprocedure eye drops. Failure to do so may result in cancellation of your procedure.
- Pediatric patients may arrive dressed in pajamas. Children may bring a special toy, stuffed animal or blanket for their comfort. It is advisable that parents of young children bring extra diapers, pull-ups or underwear. Parents may bring an empty bottles and/or sippy cup for use in the Recovery Room and the ride home.
- Remove nail polish if surgery involves a limb, hand or foot.
- If you wear dental plates or retainers and are undergoing general anesthesia you will need to remove them prior to going into the operating room. The Center has denture cups available for your use.
- If you wear hearing aids, wear them the day of surgery and bring the hearing aid case with you.

***Several times during your stay the staff will ask your name, date of birth, allergies, procedure, location of surgery and the name of your surgeon. If you are ill prior to or on the day of surgery, call your doctor's office immediately.***

## **Registration**

- Sign-In at the front registration desk and feel free to be seated. Personnel will call you to the registration desk where you will be asked to verify all pertinent information.
- You will receive a wrist band with your name, your doctor's name and your date of birth. Please inspect for accuracy.
- Preoperative staff will escort you from the waiting room to the preop area. With exception of pediatric and/or special needs patients, your family member or driver will remain in the waiting area until your preop procedures are completed. Then your family member or driver may stay with you until the time of your surgery.

## **Preoperative Area**

- For most procedures you will be asked to change into a patient gown and wear a surgical cap.
- You will be weighed and offered the rest room.
- Your vital signs will be taken and an intravenous (IV) line started.
- Women of child-bearing age will be asked to provide the date of their last menstrual period. Some women may be asked to provide a urine sample upon admission for pregnancy testing.
- The preop nursing staff will complete a patient assessment. Paperwork, including the consent form(s) will be reviewed and completed. You will be asked to verify your procedure and the surgery site which will be marked by your surgeon if applicable.
- You will meet the Anesthesiologist who will review your medical history and provide information regarding anesthesia care for your procedure.
- You will also meet your OR/procedure nurse who will verify all information that you have previously provided.
- **Feel free to ask any staff any questions you may have regarding your care or stay at WSSC.**

## **Operating/Procedure Room**

- For your safety, your OR/procedure room nurse will initiate a "time out". At this time your surgeon, anesthesiologist and OR/procedure room team will verify once again the patient identity, procedure, surgical site and/or allergies and any other pertinent information that may include implants, special medication, etc.

## **Recovery and Discharge**

- Following your procedure you will be transferred to the recovery area.
- You will be under the care of a Recovery Room nurse.
- Any pain and/or discomfort will be assessed.
- Medication for pain and/or nausea and vomiting will be provided as directed by doctor's orders.
- A clear liquid drink will be provided.
- Once awake, your family or driver will be escorted to your bedside.
- Verbal and written instructions for after surgery care will be provided by the Recovery Room nurse to you and to your family member. A copy of the discharge instruction sheet(s) will be provided for your reference at home.
- Once recovered from anesthesia, you will be discharged to home in the care of your family member or responsible adult companion.

## **Pain Management**

Pain is a very personal experience and is different for everyone. One person may feel the same type of pain more quickly or more strongly than another person. Our goal is to see that you receive the best pain management that can safely be given to you so your stay with us is as comfortable as possible.

### **We will**

- Teach you how to communicate any pain you feel.
- Ask you about times in the past that you have felt pain and what has worked best for its relief.
- Respect your beliefs and choices about what works best to make you feel more comfortable.
- Teach you about pain medication and other methods to make you feel more comfortable.
- Assess your response to pain medication and pain reducing modalities. We want you to be actively involved in recognizing and helping to relieve your pain. Do not feel that you are not being a good patient or that you are weak when discussing your pain.

### **We ask you to**

- Tell us when you are having pain. Do not wait until the pain is severe. It is best to treat pain early, when it is first recognized.
- Ask us questions about what is being done to relieve your pain.
- Understand that it may not be possible to eliminate all of your pain.

How to describe your pain

WSSC uses a pain scale range from 0-5 (Zero to Five).

Pain-assessment scale



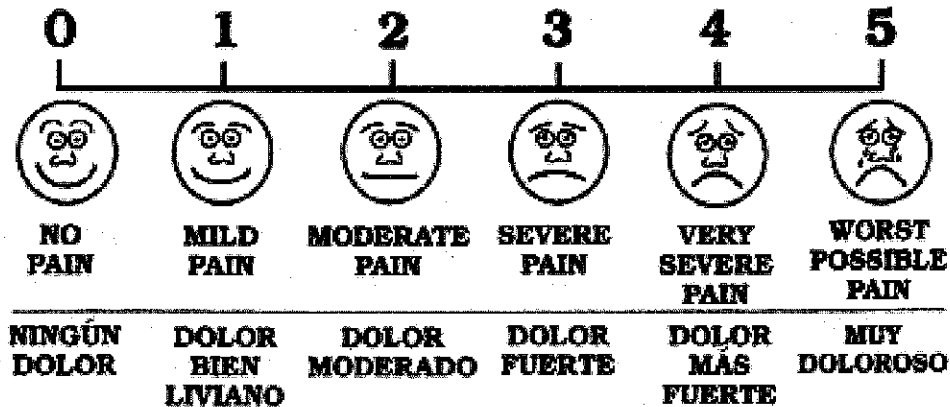
0 = no pain, 1 = mild pain, 2 = moderate pain, 3 = severe pain, 4 = very severe pain, 5 = most severe pain

### **Treating pain**

Pain medications, intravenous and oral are available at WSSC for administration in the Recovery Area. They are administered under the direction of the anesthesiologist and your surgeon. In addition to medications, other pain reducing methods are provided as appropriate to the procedure performed. These include positioning, cold compress application, splinting of the incision area and relaxation techniques.

## Pain management – pediatric patients

Children often cannot or will not talk about their pain to doctors, nurses or other healthcare workers. In these situations we estimate your child's pain level based upon his or her behavior and your knowledge of your child's behavior. A child may also indicate on the pain chart below what face best indicates how they are feeling.



### More information

Information about West Shore Surgery Center is available on our website @ [www.westshoresurgery.com](http://www.westshoresurgery.com)

This booklet, driving and parking directions and other information is available on the website.

## Patients Rights and Responsibilities

### Rights of Patients

In consideration of its recognition of the basic human rights of patients, the staff of West Shore Surgery Center pledges its commitment to the following:

Patients have the right to medical and nursing services without discrimination based on age, race, color, religion, sex, national origin, handicap, disability or source of payment.

Patients will be treated with respect, consideration and dignity by competent personnel.

Patients who do not speak English will have access to an interpreter, via CyraCom.

Patients have the right to know the person or persons responsible for coordinating their care. Upon request, they will be provided with the name of their attending practitioner, the names of all other practitioners directly participating in their care, and the names and functions of other health care personnel having direct contact with them.

Patients have a right to an appropriate level of privacy, including privacy of any information or treatment concerning their medical care. They have the right to be informed of any persons other than routine personnel who might be observing or participating in their treatment.

Patient records and disclosures will be treated confidentially, and all case discussion, consultation, examination or treatment will be considered confidential and conducted discreetly as per HIPAA regulations.



Upon request, the Center will provide the patient or the patient's designee, access to the information contained in the patient's medical record, unless access is specifically restricted by the attending practitioner for medical reasons.

Patients have the right to have their medical records treated as confidential, except as otherwise provided by law or third party contractual arrangements. When it is their right, patients will be given the opportunity to approve or refuse the release of their records as per HIPAA regulations.

Patients have a right to full information, presented in layman's terms, concerning their diagnoses, treatment and prognoses, including information about alternative treatments and possible complications. When it is not medically advisable to give the information to the patient, the information will be given to a responsible person designated by the patient or to a legally authorized person.

If a patient is adjudged incompetent under applicable State health and safety laws by a court of proper jurisdiction, the rights of the patient are exercised by the person appointed under State law to act on the patient's behalf. If a State court has not adjudged a patient incompetent any legal representative designated by the patient in accordance with State law may exercise the patient's rights to the extent allowed by State law.

Patients have the right to receive from their physicians, enough information so that they may understand the procedure or treatment being received to give their informed consent. Except for emergencies, the practitioner will provide all such necessary information for consent prior to the start of the procedure or treatment.

Patients, or if they are unable to give informed consent, a responsible person, have the right to be advised when a practitioner is considering the patient as part of a medical care research program or donor program, and patients, or responsible persons acting in their behalf, will give informed consent prior to actual participation in any such program. A patient, through his own refusal, or that of his responsible representative, may refuse to continue in a program to which he has previously given informed consent.

Patients have the right to participate in decisions involving their health care, except when such participation is contraindicated for medical reasons. This includes the right to refuse drugs or procedures, to the extent permitted by statute, and a practitioner will inform them of the medical consequences of their refusal of drugs or procedures.

Patients have a right to expect emergency procedures to be implemented without unnecessary delay. When an emergency occurs, and the patient is transferred to another facility, a designated responsible person will be notified. The institution to which the patient is to be transferred will be notified prior to the patient's transfer.

Patients have the right to expect quality of care and service from the Center. They have the right to expect that sound management techniques will be implemented within the Center and that these techniques will make effective use of the time of the patient and avoid the personal discomfort of the patient.

Patients have the right to expect effective and timely peri-operative pain management.

Patients have the right to know methods for expressing grievances and suggestions to West Shore Surgery Center. Patients may voice concerns to any member of WSSC staff or management staff. Concerns may be presented to the PA Department of Health, at the following address: Garrison Gladfelter, Director, Acute & Ambulatory Care, PA Department of Health, 625 Forster Street, Room 532, Health & Welfare Building, Harrisburg, PA 17120-0701. The PA DOH hotline for concerns is 1-800-254-5164. The web site for the Medicare Beneficiary Ombudsman is

<http://www.medicare.gov/navigation/help-and-support/ombudsman.aspx>

Patients have a right to know in advance the expected estimated amount of their bills.

Patients have a right to examine and receive an explanation of their bills, regardless of source of payment.

Patients have the right to expect that the Center will provide for their continuing health requirements following discharge, and to be informed of the mechanisms by which these requirements will be accomplished.

Patients have the right to be informed of their rights prior to admission to the Center.

Patients have the right to know what West Shore Surgery Center rules and regulations apply to their conduct and responsibilities as patients.

Patients have the right to change primary or specialty physicians or dentist if other qualified physicians or dentists are available.

Patients have the right to exercise their rights without being subjected to discrimination or reprisal.

Patients have the right to receive care in a safe setting and be free from all forms of abuse or harassment

### **Responsibilities of Patients**

It is the patient's responsibility to read and understand all consents he/she signs. If the patient does not understand, it is the patient's responsibility to ask the nurse or practitioner for clarification.

It is the responsibility of the patient to provide complete and accurate information to the best of his/her ability about his/her health, any medications, including over-the-counter products and dietary supplements, and any allergies or sensitivities.

The patient will follow the treatment plan prescribed by his/her provider and participate in his/her care. The patient is responsible for his/her actions if he/she refuses treatment.

It is the patient's or guardian's responsibility to notify the staff of West Shore Surgery Center if he/ she (or their child or ward) has not followed pre-operative instructions.

It is the patient's responsibility to provide a responsible adult to transport him/her home from the facility and remain with him/her for 24 hours if required by his/ her provider.

It is the patient's responsibility to contact his/her physician directly if he/she experiences any complications following surgery.

It is the patient's responsibility to follow the treatment plan prescribed by his/her provider and participate in his/her care.

Patients are responsible for following Center rules and regulations relating to patient care and conduct. Patients are responsible for being considerate of the rights of other patients, visitors and Center personnel and for assisting in the control of noise, unauthorized smoking, and the number of visitors. Patients are responsible for being respectful of the property of other persons and of the Center.

The patient will accept personal financial responsibilities for any charges not covered by his/her insurance. Patients are responsible to ensure that information regarding their health insurance is up to date and accurate.

It is the patient's responsibility to notify the Executive Director of West Shore Surgery Center if he/she feels that any rights have been violated, or if the patient has a significant complaint or a suggestion for the improvement of services or quality of care. This can be accomplished by completing and returning the Center's Patient Satisfaction Survey or by direct contact.

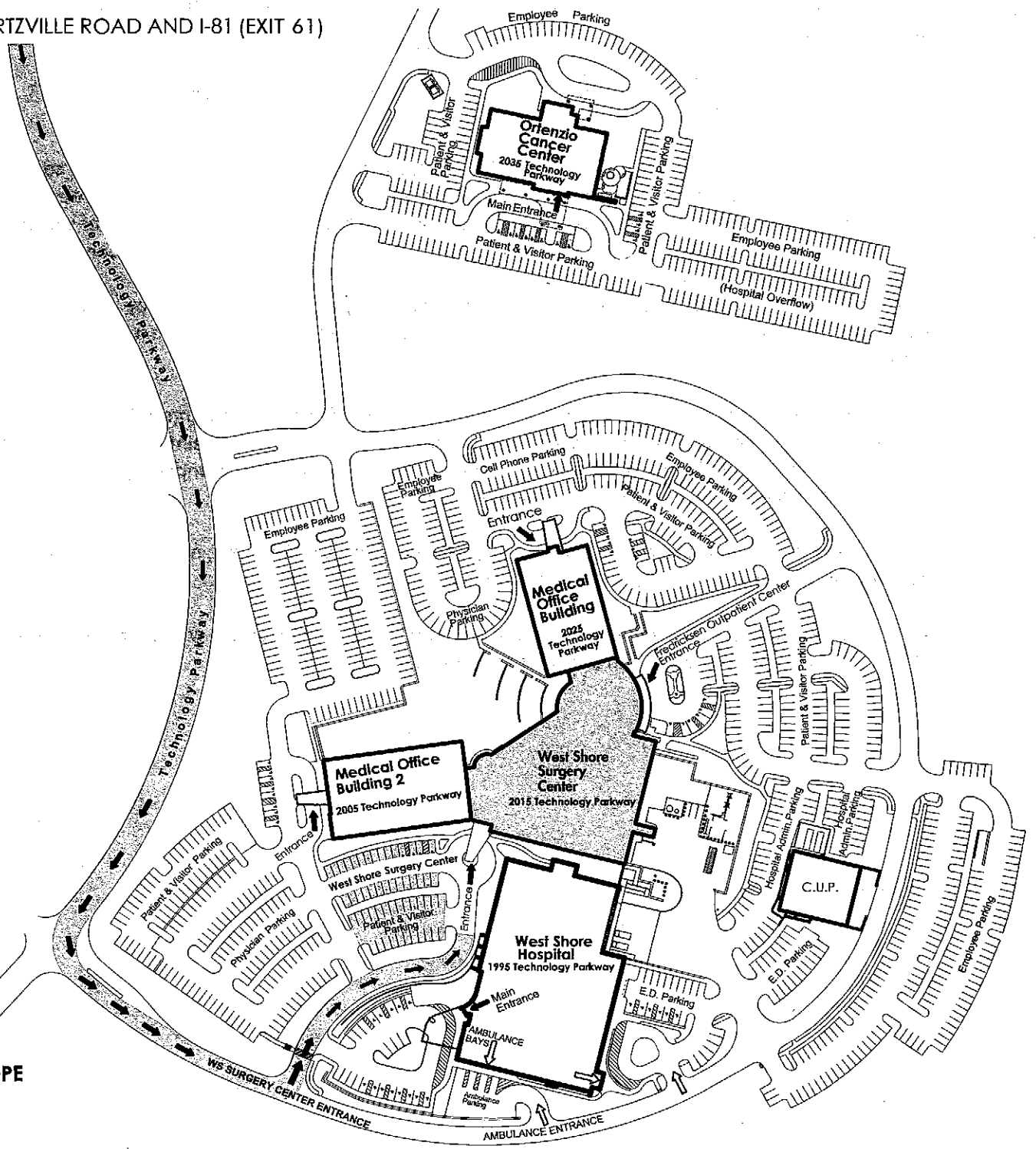
It is the patient's responsibility to inform his/her provider, about any living will, medical power of attorney or other directive that could affect his/her care.

When the patient is a child, adolescent, or ward the parent(s) or legal guardian will assume all of the above rights and responsibilities on behalf of the patient.

**West Shore Campus**  
Technology Parkway | Mechanicsburg, PA.



FROM WERTZVILLE ROAD AND I-81 (EXIT 61)



FROM  
GOOD HOPE  
ROAD