Your Pathway to Recovery:  
Information Guide  
for Ambulatory  
and Inpatient Surgery
This brochure will be useful during each of your hospital visits.

For more information on Interpreters and Language/Communication Services, see page five.

Shown throughout this brochure are photos and profiles of a few of the many thousands of patients who have been treated and cared for at Hospital for Special Surgery.

For an information guide with enlarged font, visit our website at www.hss.edu (view/download a PDF version of the guide).
Dear Patient,

Welcome to Hospital for Special Surgery.

We have developed this guide to help answer any questions you may have about your upcoming surgery. Please take a few moments to review it and reference it when needed.

Thank you for choosing us for your care. As one of the only academic free-standing hospitals in the world exclusively focused on providing orthopedic, rheumatologic, and rehabilitation care, our specialization leads to unsurpassed expertise. Our surgeons perform more than 30,000 surgeries per year, improving mobility and reducing pain for patients who come to us from around the world so they can get back to what they need and love to do.

Whether your first contact with HSS was at our main campus or another location, HSS’s team of uniquely specialized experts – including surgeons, physicians, nurses, rehabilitation therapists, and others – is fully committed to making sure you experience a comfortable stay in the Hospital with a successful recovery following surgery. For your convenience, you will find a list of contact numbers at the back of this book so that you may contact hospital departments associated with your care.

Wishing you good and long-lasting health.

Sincerely,

Louis A. Shapiro
President & Chief Executive Officer
About HSS

Mission
The mission of HSS is to provide the highest quality patient care, improve mobility, and enhance the quality of life for all, while advancing the science of orthopedic surgery, rheumatology, and their related disciplines through research and education. We do this regardless of race, color, creed, sexual orientation, gender identity, or ethnic origin.

Affiliations
Hospital for Special Surgery is an academic research and medical center affiliated with NewYork-Presbyterian Healthcare System and Weill Cornell Medical College.

Sports partners
HSS is the Official Hospital of the New York Giants, New York Mets, New York Knicks, Brooklyn Nets, New York Liberty, and New York Red Bulls. In 2013, HSS was named the first National Medical Center of the United States Olympic Committee’s (USOC) National Medical Network. In this capacity, HSS provides medical care to U.S. athletes. HSS is also the Official Hospital of USA Basketball and one of only three hospitals in the United States designated as a Medical Center of Excellence by FIFA.

History
Founded in 1863 by Dr. James Knight and 20 prominent New Yorkers, HSS is America’s longest established orthopedic hospital.

Unparalleled expertise
■ HSS is a leader in musculoskeletal medicine.
■ HSS has a leading infection prevention program, partnering with doctors, nurses, and operating room staff to continually improve processes for patient safety.
■ HSS has achieved the 99th percentile rank for “likelihood to recommend” for 33 consecutive quarters when benchmarked against the high-performing Magnet peer group.
■ Forty-five clinical registries have been established by HSS scientists to track outcomes and study mechanisms in bone, joint, and autoimmune diseases.

Innovation
■ Pioneered the first modern total knee replacement
■ Developed minimally invasive surgical techniques for the spine, hip, and knee
■ Designed a revolutionary fiber optic probe for distinguishing healthy and diseased cartilage
■ Created new imaging protocols for MRI evaluation of cartilage

Leadership
■ HSS is nationally ranked #1 in Orthopedics in U.S. News & World Report “Best Hospitals 2016-17” issue. HSS is also ranked #2 in Rheumatology in association with NewYork-Presbyterian Hospital. HSS has been among the top ranked institutions in Orthopedics & Rheumatology for 25 consecutive years.
■ HSS has achieved 5-star quality ratings in the categories of total hip replacement, back and neck surgery, and spine fusion surgery.
■ HSS is the first hospital in New York State to receive Magnet recognition for Excellence in Nursing four consecutive times.
■ HSS is committed to providing high quality care and skilled, compassionate, reliable services to our community in a safe and healing environment. For more information about our policy of non-discrimination, visit www.hss.edu.

Michael Oliver – Ankle Replacement
Michael Oliver had been living with psoriatic arthritis for more than 30 years. The disease affects the whole body, but Mr. Oliver had the most pain in his right ankle. When the pain became intolerable, his longtime HSS rheumatologist referred Mr. Oliver to the HSS Foot and Ankle Service, where a surgeon recommended an ankle replacement. Following surgery, Mr. Oliver was soon back to doing what he loves to do. “My life has completely changed. My wife and I danced at a wedding six months later; in eight months I was playing nine holes of golf,” says Mr. Oliver. “I knew that HSS was the best place in the world to go.”

HSS locations
While your surgery will take place at the HSS campus on the Upper East Side in Manhattan, you may first be introduced to HSS at one of our other offices in midtown Manhattan, Long Island, Queens, Connecticut, South Florida, or New Jersey. These offices offer the convenience of HSS specialists in your neighborhood.
Your Rights, Privacy, and Safety

Your rights and responsibilities as a patient in New York State and at HSS

At the Hospital, you will receive a booklet entitled “Your Rights as a Hospital Patient in New York State.” The Statement of Patient’s Responsibilities below is a companion to the Patient’s Bill of Rights and encourages you to participate in your own healthcare. Parent and Legal Guardian rights are posted in the Pediatric areas.

To the extent possible, Hospital for Special Surgery requests that, as a patient, you:

- Provide accurate and complete information about your past illnesses, hospitalizations, medications, and other matters relating to your health, and answer any questions concerning these matters.
- Participate in your healthcare planning by talking openly and honestly about your concerns with your physicians and other healthcare professionals.
- Understand your health problems and treatment to your own satisfaction and ask questions if you do not understand.
- Cooperate with your physicians and other healthcare professionals in carrying out your healthcare plan both as an inpatient and after discharge.
- Participate and cooperate with our healthcare professionals in creating a discharge plan that meets your medical and social needs.
- Inform the Hospital or any of its professionals of the existence of any advance directive (including healthcare proxy, power of attorney, DNR, living will, and/or anatomical gifts) you may have created.
- Provide information relating to insurance and other sources of payment.
- Cooperate and abide by the rules, regulations, and policies of the Hospital.
- Be considerate of your fellow patients, respecting their need for privacy and a quiet environment.

Your privacy is valued

We are committed to protecting the privacy of your health and personal information. As part of a national initiative, HSS is using a standardized way to collect race, ethnicity, sexual orientation, gender identity, and language information. Any information that the Hospital collects is used to provide care tailored to the needs of each patient. This information will help us to review the treatment of all patients and ensure the highest quality of care. If at any time you have questions or concerns about the privacy of your health or personal information, please call the Hospital’s Privacy Office at 212.774.7500.

Questions to ensure your safety

At HSS, we take safety very seriously. Many patients and those accompanying them ask, “Why does everyone keep asking the same questions, over and over?” Actually, this is deliberate on our part. Throughout your continuum of care, your Healthcare Team conducts many information checks, and cross checks, to ensure your safety. This includes accuracy of information, verification of identity, marking the correct surgical site, medication safety, and infection control for your best clinical outcome. We appreciate your patience with our questions and for partnering with us to ensure your highest quality care.

Additional protection for patients

All hospitals in New York State are taking extra precautions to protect patients against influenza. During flu season, HSS staff who have not received their immunization will be wearing protective face masks in patient care areas. In addition, it is strongly recommended that patients receive a flu vaccine for their own protection and the protection of others, including patients, healthcare professionals, and hospital visitors. Likewise, the pneumonia vaccine is strongly recommended for individuals 65 and older or for those who are younger than 65 and living with certain health conditions. Please speak with your healthcare provider to receive information about flu and pneumonia vaccines.

Special Surgery Asks Patients to SPEAK UP

- Speak up if you have questions or concerns, and if you don’t understand, ask again. It’s your body and you have a right to know.
- Pay attention to the care you are receiving. Make sure you’re getting the right treatments and medications by the right healthcare professionals. Don’t assume anything.
- Educate yourself about your diagnosis, the medical tests you are undergoing, and your treatment plan.
- Ask someone you trust to be your advocate.
- Know what medications you take and why you take them. Medication errors are the most common healthcare mistakes.
- Use a hospital, clinic, surgery center, or other type of healthcare organization that has undergone a rigorous on-site evaluation against established, state-of-the-art quality and safety standards, such as those provided by the Joint Commission.
- Participate in all decisions about your treatment. You are the center of the Healthcare Team.

Patients to SPEAK UP

- “Did you wash your hands?” Please do not hesitate to ask this question of your healthcare providers throughout your care at Hospital for Special Surgery. As a patient, you have the right to ask us.
MyHSS Patient Portal

MyHSS is a web-based tool that offers you personal and secure online access to your health information. This patient portal will enable you to engage with your healthcare team and perform the following functions: view upcoming and past appointments, select lab results, and educational materials; review medications, allergies, and current health issues; complete and submit pre-visit questionnaires electronically; request follow-up appointments and prescription refills; pay bills online; and send secure messages to your healthcare team. MyHSS can be accessed via: www.hss.edu/myhss.

Maria Serrantino – Arthroscopic Knee Surgery

Maria Serrantino has long aspired to become a collegiate softball player. When she was younger she endured years of knee pain until tears in her menisci revealed congenital discoid meniscus – a condition in which the cartilage pad found in the knee joint (meniscus) is formed in a disc-shape rather than the usual C-shape. During ambulatory surgeries performed five weeks apart, Maria’s knees were reshaped arthroscopically. Two months later, she was back on the playing field. Maria was awarded a college softball scholarship and went on to continue playing softball and realizing her dreams.
Depending on the kind of surgery you undergo, you will meet a variety of different people from the Healthcare Team.

**Physician Assistant and Nurse Practitioners**

Physician Assistants (PA-C) are medically trained, licensed, board-certified professionals who work with their supervising orthopedic attendings providing pre-, intra-, and post-operative care of our orthopedic patients. PA-Cs treat and manage patients on behalf of their surgeons and may: evaluate patients prior to surgery; assist the surgeon in the operating room; evaluate and round on patients as part of the attending, fellow, resident, PA-C team; collaborate in an interdisciplinary approach with all caregivers; manage patients’ discharge; write patient prescriptions; and respond to any issues that arise.

Nurse Practitioners (NP) are advanced practice registered nurses who have completed a rigorous graduate clinical program and are independently licensed to practice as an NP in New York State. Nurse Practitioners at HSS are board-certified in their specialty and are fully licensed and credentialed to diagnose and treat patients, including ordering tests and X-rays and writing prescriptions. At HSS, NPs collaborate with the Medical Staff and Orthopedic Surgeons in the office and inpatient settings to provide care to patients with specific diseases, such as diabetes and heart disease. Patients with simple post-operative complications or pediatric patients and adult patients who require special assistance with Coumadin therapy may also receive care from NPs at HSS.

**Chaplains and Spiritual Care**

The Spiritual Care team is a multi-faith chaplaincy department providing spiritual care to patients, families, and staff. Spiritual Care focuses on the whole person so that all physical, emotional, and spiritual needs are addressed while you or your loved one is hospitalized. Board-certified Chaplains can be contacted at any time before or during your admission by calling 212.606.1757 or 212.606.1188 after hours. The Spiritual Care office is located on the ninth floor, room 9W-105.

Come visit our chapel (multi-faith) on the first floor, room 1W-021. Our Bikur Cholim Room (Kosher Hospitality Room) is located on the second floor in room 2W-167. Both are open 24 hours.

**Patient Experience Advocates**

Patient Experience Advocates assist patients and caregivers with any questions concerning Hospital policies and procedures. The advocates are available to listen to and act upon any concerns you may have about your care at HSS. To speak to the patient experience advocates, please call 212.774.2403 Monday through Friday, from 9:00 am to 5:00 pm. After 5:00 pm, please dial 212.606.1188 and ask the operator to page the Administrative Nursing Coordinator to assist you.

**Case managers**

Case managers are specialized nurses who provide patients with assistance in discharge planning and coordination of medical needs to assure a smooth transition from the Hospital. HSS case managers can be contacted at any time before, during, or after your admission. Please call 212.606.1271.

**Nutrition care**

Our team of nutritionists (registered dietitians), dietetic technicians, and dietary assistants is available to plan your nutrition care. Upon admission, dietetic technicians will screen you to identify your specific nutrition needs. Nutritionists, in conjunction with the interdisciplinary Healthcare Team, will work closely with you to provide comprehensive nutrition care that promotes recovery. They evaluate the need for special diets and provide thorough education for any medical nutrition therapy. Call 212.606.1293 Monday through Friday or extension 37638 any day during your admission to speak with a member of the Food and Nutrition Services team.

**Interpreters and language/communication disability services**

To ensure your best clinical experience, HSS provides free-of-charge medical interpretation, key document translations, and communication assistance and devices. When you register for HSS services, you will be asked your language of preference, and offered language/communication assistance. Language services are also available to assist applicants for financial aid. For more information in your preferred language please visit www.hss.edu/languageservices.asp and refer to the information at the back of this booklet. HSS also offers services for deaf or hard-of-hearing and blind or visually-impaired patients and families that include the following: braille documents, large-print documents, recorded pre-admission and discharge instructions, and big-button phones.

**Services for patients who travel**

Patients travel to HSS from every state and more than 100 countries. If you are travelling to HSS for surgery, we are committed to making your visit as comfortable and easy as possible. If you live outside the United States and are interested in traveling to HSS for care, please contact the HSS International Center at international@hss.edu or +1.212.606.1186. For further information, please visit the International Center web page at http://www.hss.edu/international-center.asp
Preparing for Surgery and Admission

Surgery requires planning. There are many details to take care of to ensure that your procedure and recovery are smooth. HSS offers patient education materials for many procedures via www.hss.edu, and our staff takes many other steps to ensure that you are prepared for your surgery. We request your assistance and your attention to the following items before surgery.

**Your day-of-surgery support person**

Your designated support person will handle situations associated with your care, such as identifying if certain individuals can or cannot visit during your stay at the hospital, speaking for you if you are unable to do so, and making certain decisions as needed while you are receiving care at HSS.

**Advance directives**

Advance directives are documents that you create to describe the extent of medical treatment you want to receive – or not receive – should you become unable to communicate. Please have all advance directives signed prior to date of surgery. Advance directives include:

- **Healthcare Proxy:** Allows any competent patient over the age of 18 to authorize another person to make healthcare decisions if you lose the ability to decide for yourself. This person should be designated prior to the date of your surgery.

- **Living Will:** Gives specific information about the procedures you would like or not like to be performed if or when you become terminally ill. Please provide a signed Do Not Resuscitate Order (DNR) or Living Will prior to day of surgery.

- **Organ Donation:** Although the topic may be difficult to discuss, it is important to record your wishes and preferences prior to surgery.

For questions or additional information about advance directives, please call the Patient Experience Advocate at 212.774.2403.

**Pre-surgical screening**

Pre-surgical screening or pre-admission testing is a hospital service usually completed within two weeks of your surgical procedure. It may include blood and urine tests, x-rays, and a cardiogram. All patients scheduled for inpatient surgery will also need to have a consultation with a medical doctor.

During the pre-surgical screening visit, a nurse will request information about your medication use, overall health, and surgical history. Please bring all prescription medications and supplements in their original containers to your pre-surgical screening appointment. Our medical staff will need to verify these with you for your safety. Nurses will also provide instructions related to expectations of the specific surgical procedure. In addition, patients scheduled to have spine, total hip, and total knee surgery may be scheduled by their surgeon's office to attend an education class for more detailed preparation.

Due to numerous appointments on the pre-surgical screening day, unless otherwise directed, please eat a good breakfast and wear comfortable clothes and shoes. Please bring a bag lunch if you will be donating blood.

**Mandatory pregnancy test**

All females who are menstruating and females in menopause who have menstruated within the year will be required to give a urine sample (on the day of surgery) to test for pregnancy.

**Prior to surgery**

Several days before your surgery you may receive phone calls from a few hospital departments, including Pharmacy, Admitting/Patient Access, Case Management, and/or Patient Accounting. A Registered Nurse from the Hospital will call you the day before your scheduled surgery (or on Friday if scheduled for Monday) to tell you the time and place to arrive at HSS, discuss your specific preparations for surgery, and answer any questions you may have. Be sure to document the location of your surgery and check in with the reception desk of the appropriate floor upon your arrival.

In order for us to contact you, it is vital that you provide your doctor with a phone number where you can be reached the day before surgery. This may be a home, work, cell, or hotel number. For recorded pre-operative information concerning your admission to the Hospital, call 212.606.1630.

**What to bring with you**

Please pack lightly. Belongings that fit into one small bag will be secured and stored for you while you are in the operating room. HSS will provide a storage bag for this purpose. HSS staff is unable to store multiple bags. On the day of surgery, please bring:

- The legal ID you used when scheduling surgery with your doctor, health insurance card, and prescription cards.
- Any forms that you may have been asked to complete.
- Any lab reports/x-rays, if requested.
- List of medicines, including over-the-counter and herbals.
- Immunization status information.
- Telephone numbers of people you may wish to call.
- Information on your primary care physician, including his or her name, phone, and fax.
A copy of your advance directives, if you have them.

Non-slip shoes (athletic footwear).

Comfortable clothing for discharge. You will be provided with a hospital gown during your stay.

Eyeglasses instead of contact lenses, as they are easier to take care of.

Dentures – we will provide a container for these, which you must use.

A credit card for television, phone calls, and other charges not covered by insurance. If possible, make arrangements for someone to hold this for you. If not, your Healthcare Team will secure the card for you. HSS accepts MasterCard, Visa, and American Express.

Following surgery, you may require an assistive device for walking. You may either bring your own (if your physician says it will be appropriate after surgery) or purchase one through the Rehabilitation Department.

Sleep apnea settings and face mask.

What NOT to bring with you

Please do not bring any valuables, such as jewelry.

All body piercings should be removed from your person prior to arriving at the hospital.

All medications will be administered to you by a healthcare professional. Please do not bring any medications on your surgery admission day unless directed by the HSS pharmacist, who will contact you prior to surgery. Self-medicating during your hospital stay may lead to serious consequences including overdose, drug interactions, medication timing issues, and other serious events. Be sure to have a conversation with your physicians about the necessity to stop or continue particular medications prior to surgery. Please leave all narcotic controlled substance medications at home (e.g., Ambien, Percocet, Kadian, Valium, etc.). The Hospital must strictly enforce this policy to be in compliance with New York State Department of Health regulations. If you have any questions or need to make special arrangements, please do not hesitate to contact the pharmacy department at 212.606.1371 or 212.606.1372.

Eating and bathing
Your physician will confirm specific instructions, but most patients should have no solid foods after midnight. You may drink clear liquids up until three hours prior to coming to the Hospital, unless you have been instructed differently by your physician. Please bath or shower the night before, but do not shave or apply lotions to the surgical area.

Your day of surgery
Your surgeon will determine the time of your surgery. However, to adequately prepare, you will be told to arrive two to three hours before your scheduled surgery time. We respectfully request that only one visitor accompany you on the day of surgery. We will ask any additional visitors to wait in our main lobby. Visitors under the age of 14 will not be permitted in recovery areas. For visitor information, refer to page 13 in this booklet.

Verification of identity
 Upon admission to the Hospital, you will receive a wrist band that will include your name, date of birth, and other pertinent information. Your Healthcare Team will ask you many times throughout the course of treatment to verify your name and date of birth to ensure the accuracy of information on your wrist band. Stating and restating your name can seem repetitious, but these questions are for your protection and safety.

Sign your site
For your safety, hospital policy requires your surgeon to initial the surgical site to be operated on. Other team members will also confirm the site before the surgery begins. Your identification will be confirmed numerous times and your wrist band, which contains your name and date of birth, will also be signed. Verification of your surgical site will be documented on your Operative and Anesthesia Consent Form.

No smoking policy
The use of nicotine products (i.e., cigarettes, cigars, gums, e-cigarettes, or patches) has been shown to increase risk of complications following surgery. They can interfere with bone and wound healing by decreasing blood flow to the surgical site. They can also increase the risk of blood clot formation. Please discuss smoking cessation with your doctor, as we will not allow you to smoke during your hospital stay, and encourage you not to do so during your recovery. If you are a smoker, HSS staff will inquire if you would like counseling and/or treatment.

HSS is a smoke-free campus, which means that smoking is not permitted anywhere in and around the Hospital and its facilities. Please ask your visitors to plan appropriately before visiting with you at the Hospital. We thank you for your cooperation.

Information for friends and family
Important information for visitors is available on page 13 of this guide.
Your Ambulatory Surgery

What is ambulatory surgery?
Ambulatory surgery is also called outpatient surgery. It is designed as a service in which a patient arrives at the Hospital, has surgery, recovers, and usually goes home all in one day, without an overnight stay. Your Healthcare Team will want to know that you have an escort home who will also help once you arrive home, especially in the first 48 hours after your procedure.

Prior to surgery
As your surgery date approaches, there are several important things to keep in mind. If you have not heard from HSS by 7:00 pm the day before your scheduled procedure, please call 212.606.1710 and explain that you are awaiting pre-surgical information.

The Hospital is required to ensure you have an escort home.

- **Arrange for Pick-up.** By law and for your safety, the Hospital requires that ambulatory surgery patients arrange for someone to escort them home. Your surgery may be cancelled if you have not established this arrangement upon registration.

- **Get Help at Home.** If possible, arrange for someone to stay with you at home or to be available for at least 48 hours to assist you with activities of daily living.

- **Plan for Physical Therapy.** Even before your surgery, discuss with your surgeon your need for physical therapy and take the time to learn about outpatient rehabilitation facilities.

Be sure to follow pre-surgical directives for fasting, showering, or bathing, as indicated by your Healthcare Team.

Day of surgery
When you arrive at the main lobby of HSS, the receptionist at the Information Desk will direct you to the Patient Access Office in the main lobby. There, the admitting assistants will complete your admission process and place a hospital I.D. bracelet around your wrist. Please ask your Patient Access greeter about HSS Express Check-In upon arrival to the Patient Access Office. After completing check-in, you will be directed to the appropriate location for your surgery.

- **What to Wear:** Please wear casual, loose-fitting clothing and athletic footwear. You will be provided with a hospital gown and are allowed to wear underwear during your procedure.
  - If you are having upper extremity surgery on your shoulder, elbow, or hand, a loose button-down shirt is recommended.
  - If you are having lower extremity surgery on your knee, foot, or ankle, loose-fitting sweatpants or shorts are recommended.

Patients and their visitors will remain in the waiting area until called to the pre-surgical holding unit. Once the patient is called for surgery, visitors will be directed to waiting areas or our front lobby. After surgery, your physician will speak to your visitors about your condition. They will be notified when you are taken to the recovery room and when they can see you. Please remind your visitors to remain in the waiting area or to leave word at the desk if they must leave.

After surgery
In the recovery room (also called the PACU and described on page 10), the nursing staff will provide the necessary care for you and monitor your return to full awareness. In order to be discharged from the recovery room to home, you must meet our established discharge criteria:

- Stand up and walk without feeling dizzy or lightheaded, tolerate food and liquids, have the ability to urinate, have your post-operative pain controlled, and achieve physical therapy goals.

Regardless of the type of anesthesia you receive, you will stay at the Hospital until your condition is stable and it is safe for you to leave.

Discharge
When you are ready to leave, the person escorting you home will be asked to bring the car to the main hospital entrance. We ask that the driver please be patient if there is a wait in the driveway. At times, it might become necessary for the driver to drive around the block while waiting for you. HSS surgical personnel will escort you to the car and assist in your departure.

You will not be allowed to drive yourself home. Keep the number of people who accompany you to one or two. We follow national standards that do not permit children under the age of 14 to accompany you on the day of hospital discharge.

If your driver does not plan to wait at the Hospital during your surgery, please give your nurse a phone number where he or she can be reached. Individuals picking up patients upon hospital discharge should bring pillows for patients to use during transport.

At times, patients may need to stay overnight following surgery or a procedure. However, staying overnight in the hospital may not mean that you have been admitted to the hospital as an inpatient. The services received may be outpatient ambulatory surgery extended stay services. The decision to bill care as an outpatient or inpatient is in accordance with your insurance plan’s guidelines.
Your Inpatient Surgery

What is inpatient surgery?
Inpatient surgery is any surgery where a patient needs to remain overnight or longer after the surgery is completed for care and is admitted to the Hospital as an inpatient.

Prior to surgery
If you have not heard from HSS by 7:00 pm the day before your scheduled procedure, please call 212.606.1710 and explain that you are waiting for your pre-surgical phone call. Be sure to follow pre-surgical directives for fasting, showering, or bathing, as indicated by your Healthcare Team.

Day of surgery
When you arrive at the main lobby of HSS, the receptionist at the Information Desk will direct you to the Patient Access Office in the main lobby. There, the admitting assistants will complete your admission process and place a hospital I.D. bracelet around your wrist. You will then be directed to the appropriate location for your surgery.

• What to Wear. Please wear casual, loose-fitting clothing and athletic footwear. You will be provided with a hospital gown and are allowed to wear cotton underwear during your stay.

After surgery
While in the recovery room, the anesthesiologist and nursing staff will monitor your post-operative care and your return to full awareness.

The surgeon will also talk with your caregiver or visitor following surgery. If they are not able to wait at the Hospital, please let your surgeon’s office know where they can be reached and provide a telephone number to contact them.

Overnight stays at HSS
For more information about overnight stays and private room accommodations, please call Ambassador Services at 212.606.1610.

Planning ahead for your discharge
After surgery, most patients return home with home care services. Your case manager will make the necessary referral for home care services with an agency of your choice, as well as one that participates with your insurance carrier. As per your insurance carrier, you may be required to pay a co-payment for all visits in the home. Many insurance plans do not cover home health aide services. If you feel that you will require assistance with activities of daily living after discharge, you should speak with your family/significant others to determine if they can be of assistance to you and can support you during your transition to home for a minimum of two weeks. If you prefer, you can pay privately for additional home care services. A list is available to you through your case manager.

Discharge
Discharge time is 11:00 am. Before you leave the Hospital you should have:

• Your belongings, including any cash or valuables you may have left in the safe, as well as your cane, crutches, or walker. If any of your personal medications are with the nurses or stored at the Hospital, make sure you get them back at this time.

• All prescriptions for medications from your doctor.

• The document “Inpatient Discharge Care Information,” which contains important information about your discharge. Please read it carefully and ask questions if you do not understand anything.

Your surgeon may have additional instructions for you to follow after surgery.

Post-discharge care
If your doctor determines that you should go home to recover after your Hospital stay, your Healthcare Team can be an essential resource in helping you assess your personal needs (including personal and family circumstances) and make appropriate, realistic decisions and plans for your continuing care. Case managers are available to assist with your discharge from the Hospital, and you can contact them at any point.

Post-Operative Care Program
The Post-Operative Care Program (POCP) is here to help you recover safely following surgery. If you experience an issue following surgery, please call your physician’s office first. If your physician is not available and it is Monday – Friday 9:00 am to 8:00 pm, please call the HSS POCP at 212.606.1188 and ask for Beeper #76697. POCP nurse practitioners work with your physicians to give you the care you need. The POCP is here for you for six months after your surgery.

If you have chest pain, shortness of breath, palpitations, blurred or double vision, or new weakness, go directly to the emergency room.

Transportation
Most insurance companies do not cover transportation after surgery. If you do not have anyone to drive you home, the Case Manager can review the transportation options and associated costs and schedule transportation for you. You will need to provide a credit card number to the transportation company prior to discharge. For further information, please call the Case Management Department at 212.606.1271.
Anesthesia, Pain Management, and the PACU

Anesthesia and pain management

By using a multidisciplinary approach, our Anesthesia and Pain Management team wants to ensure your surgical experience at HSS is safe, comfortable, and positive. Good anesthesia and pain management techniques help our patients achieve better surgical outcomes after orthopedic procedures, and also may reduce the rate of other postoperative complications.

Anesthesia

The anesthesiology specialist is with the patient for the entire time – from the moment the patient enters the operating room until the patient is comfortable in the recovery room. This is done to ensure the anesthetic is working perfectly and the patient is calm, comfortable, and stable.

The two most common types of anesthesia used at HSS are “regional” and “general.” Prior to administering anesthesia, the anesthesiologist will discuss risks and benefits and answer any questions you may have.

Regional anesthesia is a technique where a portion of the patient’s body is rendered insensitive (or numb) to surgical stimuli. Although some patients prefer to be awake during the surgery, most prefer to receive a sedative and sleep for the entire procedure. You can discuss these options with your doctor prior to surgery.

General anesthesia is when you are completely asleep during your procedure.

With all forms of anesthesia, you will feel minimal, if any, pain during your surgical procedure. The anesthesia will take a while to wear off. In the meantime, you will stay in the recovery room or PACU where you will be cared for until you are awake and alert.

Pain management

All patients have a right to pain management. As a patient at Hospital for Special Surgery, you can expect:

- Information and education about pain and pain relief measures.
- A concerned staff, committed to effective pain prevention and pain relief measures.
- Health professionals who routinely incorporate pain control as part of your overall care.
- We will listen to your expressions of pain and promptly act upon them.
- State-of-the-art pain management, as appropriate for the patient’s age.
- Your personal, cultural, spiritual, and/or ethnic beliefs will be incorporated into your care.

You (the patient) should:

- Ask your healthcare provider or nurse what to expect.
- Discuss pain relief options with your healthcare provider prior to surgery. (Tell us what has worked or has not worked for you before, or about any side effects from pain medications you have experienced.)
- Tell your healthcare provider if you have been taking pain medication at home and, if so, how much.
- Ask for pain relief when pain first begins.

Your healthcare provider will regularly assess your pain using the numerical pain scale below, by asking, “What is the severity of your pain right now on a scale from 0 to 10?”

Your answer will help determine the proper pain management to ensure adequate pain control. We will work with you to achieve your established goals for effective pain management and strive to maintain your pain at a level you can tolerate.

As you are getting ready for discharge from the Hospital, remember to discuss with your healthcare provider how your pain will be managed at home.

Post-Anesthesia Care Unit (PACU)

After your surgery, you will require immediate and careful monitoring while you gradually recover from the anesthesia. This care will be given in one of the recovery areas, which we call the PACU (Post-Anesthesia Care Unit). During your stay in the PACU, you may receive physical therapy and nutrition services, as well as all other patient care services in a timely and appropriate manner.

A Patient and Nurse Liaison will accompany your visitor to the PACU during visiting times. Visiting hours are extremely limited during this time for the benefit, comfort, and safety of our patients, and therefore may vary by location. Please check with a Patient Liaison in the Atrium regarding visiting hours and guidelines. All visitors to the PACU must be 14 years or older.

Overnight stays in the PACU

Please be aware that from time to time, patients may be required to stay overnight in the PACU. For information about patient accommodations, please refer to page 8 and, for the Neighborhood Directory with information for visitors and other accommodative resources, please refer to page 13. For financial information about hospital accommodations, refer to page 14.

Numerical Rating Scale for Pain

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<th>0</th>
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<tr>
<td>No Pain</td>
<td>Worst Pain</td>
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Mark Baer developed severe pain in his left leg caused by a complete deterioration in his hip joint. He tried everything to manage it, but the arthritis progressed. “You can get along for a while,” says Mr. Baer, “but then suddenly it gets terrible.” So Mr. Baer decided to come east to undergo a hip resurfacing procedure at Hospital for Special Surgery. He’s back to telemark skiing and snowboarding and is now able to participate in many other sports, including running. “I went from complete immobility to a complete recovery.”
Inpatient Hospital Stay

For those staying at Hospital for Special Surgery for a few days, we suggest you consider some services you may want or need while you are here.

**Private room request**
No matter your location after surgery, you will receive the finest quality of care. The PACU is specially designed to monitor your progress after surgery until you transfer to a room. At the appropriate time, the staff in the PACU will transfer you to a patient room. Please note that while you may have requested a private room, we have only a limited number available, and requesting a room does not guarantee that you will receive one. We apologize for any disappointment. We will do our best to fulfill your request for private accommodations.

**Television and telephone services**
Television and telephone services are available in your room for an additional fee. Once you are in your room, you may call extension 1442 from an internal phone for assistance. Patients can make telephone calls to the following area codes without third-party billing: 212, 347, 516, 631, 646, 718, and 917.

**Internet**
The Hospital provides free wireless Internet access, which is available in all patient rooms and waiting areas. However, the Hospital does not provide patients or visitors with access to desktop computers or laptops, and the Hospital does not take responsibility for computers that patients and visitors bring to the Hospital. The Hospital asks patients and visitors who wish to take advantage of the Hospital’s free wireless Internet access to please plan ahead. Patients may want to ask a specific person to oversee responsibility for personal laptops during their stay.

**Inpatient rehabilitation**
Rehabilitation after your surgery is an important part of your recovery. Early mobilization is important to regain your normal activities of daily living. Our Inpatient Rehabilitation team of physical and occupational therapists provides expert care during your hospital stay. If ordered by your physician, your rehabilitation will begin the day of, or the day following, your surgery. Your therapist will review your post-operative rehab instructions with you based on your surgeon’s recommendations.

**Private duty nursing**
For added comfort and convenience, you may elect to supplement our excellent nursing staff with a private duty nurse. This can be arranged through the Private Duty Nursing Office and is based on availability. The service is available 7 days a week, 24 hours a day. For more details, including a full list of private caregivers available and their costs, please call 212.774.7187 Monday through Sunday from 7:00 am to 11:00 pm.

**Cindy Sherlock – Spine Reconstruction**
At the age of 30, Cindy Sherlock’s scoliosis began to impinge on her ability to breathe. HSS’s spinal surgeons performed fusion surgery with spinal instrumentation to straighten her spine. Following surgery, Cindy went on to have two children – a son, Liam, and a daughter, Remington – and today enjoys a full and active life.
We believe that those supporting patients on the day of surgery play a vital role in the healing process. Patients may choose who will and will not be permitted to visit them and may also communicate to Hospital staff any restrictions they would like to place on visitation. Patients may designate others to make visitation decisions on their behalf. The Hospital welcomes visitors without regard to age, race, color, ethnicity, national origin, religion, culture, language, sex, sexual orientation, gender identity or expression, physical or mental disability, or socioeconomic status.

Visitor waiting areas
We know the comfort and support of loved ones is important to you, and it is important to us, too. That is why we welcome visitors to waiting areas on the day of surgery. However, due to space restrictions, we respectfully request that only one visitor accompany you on the day of surgery. We will ask additional visitors to wait in the main lobby. In addition, we adhere to national guidelines and do not permit children under the age of 14 or pets to visit patients.

The waiting areas are located adjacent to all of HSS’s operating rooms and procedure areas and are managed by Patient Liaisons who will answer questions you or your visitors may have and update your loved ones on your progress. Your surgeon may contact your visitors in the waiting area. We have many complimentary services available to make your visit as comfortable as possible.

Visiting hours
24 hour visitation is allowed in all inpatient units, including the fifth floor Orthopedic Special Care Unit (OSCU) and Step Down Unit (SDU). Hospital policy permits each patient to receive two visitors (14 years and older) at a time. For our pediatric patients, the Hospital permits 24 hour visitation by parents, legal guardians, or other appropriate adult companions. Upon request, sleeping accommodations are provided for one parent or designated adult companion to remain overnight with the pediatric patient.

Visiting hours for the recovery areas (Post Anesthesia Care Unit or PACU) on the first, fourth and ninth floors vary by location. Please ask your healthcare professional or a representative on each surgical floor for details.

Belaire guest facility
The Belaire is a guest facility located across the street from the main HSS building with easy access to the Hospital via a sky-bridge over 71st Street. Accommodations are provided in studios or one- or two-bedroom suites.

For more information, a full price list, and to make a reservation, please contact the Belaire Guest Facility at 212.606.1989.

Other accommodative resources
For more information on parking; transportation; neighborhood resources, such as restaurants and shops; and HSS partner hotels, please visit www.hss.edu/C2C or refer to the HSS Neighborhood Directory guide at http://www.hss.edu/neighborhood-directory.asp.

Other Patient and Guest Facilities
In addition to the waiting areas, your visitors are welcome to use the following:

Bikur Cholim Room (Kosher Hospitality Room)
Located on the second floor of the main HSS building in room 2W-167, this is a Jewish hospitality room that contains a refrigerator, microwave, snacks, and beverages for our Jewish faith patients and visitors who keep kosher or are observant. Open 24 hours.

Sabbath elevator
Available for our Jewish faith patients and visitors in the main building of the Hospital.

Hospital chapel (Multi-faith)
Located off the lobby on the first floor (Room 1W-021). Open 24 hours.

Café
Located in the Belaire Building on 71st Street. Open Monday through Friday from 7:00 am to 6:00 pm.

Coffee/snack stands
Located in the lobby of the main building and on the fourth and ninth floors.

ATM
Located in the main lobby of the Belaire Building.

International Center
This department is dedicated to facilitating access to all hospital services and assures a comfortable stay for all international patients. For further information, please call 212.606.1186.

Patient library
HSS’s Patient Library delivers books to patients during their Hospital stay. Call 212.606.1227 for more information.

Parking
Patients traveling by car can be dropped off and picked up in the Hospital's driveway outside the main lobby. Since street parking is extremely limited, it may be necessary to park in a commercial garage nearby. Rates may vary. Please contact the Hospital at 212.606.1377, visit www.hss.edu/C2C, or refer to the Neighborhood Directory for more information about parking facilities or public transportation. The Hospital does not offer parking validation.
Hospital for Special Surgery participates in many insurance plans. If the Hospital does not participate with your particular insurance plan, you still may have coverage subject to the availability of “out-of-network” benefits. Please confirm this information with your plan.

If you need further assistance in determining your benefits, please call the HSS Insurance Advisory Service at 212.774.2607 or visit the website at http://www.hss.edu/insurance.asp. This program can serve as a liaison between you, your insurance carrier, and the Hospital to provide information regarding your insurance coverage.

**Financial assistance**

If you do not have health insurance or have limited insurance coverage and are concerned that you may not be able to pay in full for your care, HSS may be able to help. We provide financial aid to patients based on income, assets, and needs. In addition, HSS may be able to help you obtain free or low-cost health insurance or work with you to arrange a manageable payment plan. For more information about financial assistance, call 212.606.1505. HSS offers free-of-charge Language Services and other communication assistance (see page five).

**Insurance verification**

Our Pre-Registration team will make preparations prior to your date of service to insure prompt and accurate claim processing. You will be called to verify current demographic information (name, address, birth date, etc.) and insurance information. We will also discuss your options regarding payment of non-covered balances, including deductible and coinsurance amounts. Credit card payment in advance is recommended to expedite intake on your date of service. Our Insurance Verification Unit is available Monday through Friday from 9:00 am to 7:00 pm at 212.774.2561.

**Bills for services**

You will receive several different bills covering the professional (physician) and hospital charges.

For example:

- Hospital bills cover the cost of room and board and the use of equipment, lab tests, radiology and imaging tests, and professional support staff, i.e., nurses, nutritionists, physical therapists, case managers, etc.
- Pre-surgical testing charges are billed separately, as are associated costs for blood donation and private duty nursing.
- Professional bills are the costs associated with the surgeons and other physicians, some of whom interpret/analyze diagnostic tests. These are billed directly to you from the physicians’ offices, such as surgeons, rheumatologists, anesthesiologists, cardiologists, internists, neurologists, pathologists, radiologists, hospitalists, and other consulting physicians, or by an external billing company.

If you have questions regarding Hospital bills, please call our Customer Service unit in the Patient Accounting department toll free at 844.252.1772, Monday through Friday from 9:00 am to 4:00 pm. If you would like to make a payment online, please visit our secure online payment website at www.hss.edu/payments.asp.

**New York State mandatory surcharge**

Most patient responsibilities for Hospital services are subject to a mandatory surcharge payable to New York State. This will be included on your Hospital bill.

**Durable medical equipment**

Any durable medical equipment – such as a hospital bed, wheelchair, cold therapy devices, braces, crutches, canes, and walkers – is provided by outside vendors to patients for use at home and must be paid for directly to the vendor.

**Private room accommodations**

For information about cost and availability of private hospital rooms at HSS, please call 212.606.1610.
Providing Feedback to HSS

We hope that you will be satisfied with the care you receive at Hospital for Special Surgery. As you know, HSS has achieved a national reputation for excellence in orthopedics and rheumatology, and for its overall care and attention to the patients’ experience. We have arrived at this position through excellence in individual performance and teamwork.

Feedback from our patients has been a critical component in helping us achieve and maintain this excellence. We listen and we respond to concerns, especially when we learn of new opportunities for future improvement.

We utilize services from Press Ganey Associates, Inc. to help gather information about our patients’ experiences at HSS. Shortly after your discharge, you will receive a survey from Press Ganey asking you about your experience at HSS. We would be very grateful if you could complete and return this survey, as it is a vital way of helping us identify areas where we can improve our services.

Hospital for Special Surgery is accredited by The Joint Commission.

Should you have a concern about patient care and/or safety in the Hospital or in the Laboratory, or to share any feedback about your care at HSS, you are encouraged to contact the Executive Office of Hospital for Special Surgery by phone at 212.606.1236. We also welcome letters sent to:

Hospital for Special Surgery
535 East 70th Street
New York, NY 10021

If your concerns are not resolved, you may contact The Joint Commission by either calling 800.994.6610 or emailing complaint@jointcommission.org or the New York State Department of Health by calling 800.804.5447. Medicare patients can also contact Livanta at BFCC-QIO Program by calling 866.815.5440.

In addition, you have received a booklet entitled “Your Rights as a Hospital Patient in NY State,” which includes additional resources to assist you in reporting a concern, problem, or complaint.

Staying connected

Can we help someone else? Now, or later, you may have family members or friends who may need an orthopedist (in any specialty area), rheumatologist, physiatrist, or pain management specialist. For information on appointments or general education information, please call 877.477.3627 or email prs@hss.edu.

Visit our website at www.hss.edu for the best patient educational content for all areas of musculoskeletal conditions and treatments. Offering nearly 1,000 original articles, lectures, videos, and interviews, all content is physician-driven and created to help those with short-term or longer-term musculoskeletal problems.

Engage with the HSS community on social media. Like us on Facebook, follow us on Twitter and Instagram, subscribe to our YouTube channel, and read the latest articles on “The Playbook” blog (www.hss.edu/playbook).

You can also share how your experience and treatment at HSS got you back in the game of life on our “Back in the Game” website at backinthegame.hss.edu. Whether it’s running, carrying your children or grandchildren, cooking, traveling, or just living life less interrupted by pain, your story will help other patients seeking treatment.

Thank you for coming to Hospital for Special Surgery for your care.

Misha Dichter – Hand Surgery

When world-renowned pianist Misha Dichter found he could no longer play his favorite concerto because of Dupuytren’s contracture – a condition in which the fingers contract toward the palm and cannot be extended – he knew he had to have the best possible hand surgeon. Says Mr. Dichter, “Find the one that you feel comfortable with and then totally entrust yourself to that person.” Mr. Dichter found the expertise he was searching for at Hospital for Special Surgery. The results of surgery were spectacular, as was Mr. Dichter’s return to the stage.
Getting to HSS

1 Hospital for Special Surgery
   535 East 70th Street

2 Belaire Building / Belaire Guest Facility
   525 East 71st Street

3 Caspary Research Building
   541 East 71st Street

4 River Terrace
   519 East 72nd Street

5 East River Professional Building
   523 East 72nd Street

6 Dana Center
   510 East 73rd Street

7 East River Place
   525 East 72nd Street

8 NY Blood Center
   310 East 67th Street

9 Ambulatory Care Center
   475 East 72nd Street

10 75th Street Campus
   429 East 75th Street

11 Spine Therapy Center
   405 East 75th Street

FDR Drive: Driving south, exit at 71st Street.
Driving north, exit at 63rd Street, go north on York Avenue.
Parking garages located at these sites
Local MTA bus routes indicated by
Nearest MTA subway located by

Other Locations

HSS Long Island
Outpatient Center
333 Earle Ovington Boulevard, Suite 106
Uniondale, NY 11553
Tel: 516.222.8881
Fax: 516.222.6893

HSS Paramus
Outpatient Center
140 East Ridgewood Avenue, Suite 175 S.
Paramus, NJ 07652
Tel: 201.599.8000
Fax: 201.599.8002

HSS Queens
Outpatient Center
176-60 Union Turnpike, Suite 190
Fresh Meadows, NY 11360
Tel: 718.591.7090
Fax: 718.591.8919

HSS Stamford
Outpatient Center
1 Blachley Road
Stamford, CT 06902
Tel: 203.705.2400
Fax: 203.705.2993

Integrative Care Center
635 Madison Avenue, 5th Floor
New York, NY 10022
Tel: 212.224.7900
Fax: 212.755.5634

HSS Spine & Sport
600 Heritage Drive, Suite 110
Jupiter, FL 33458
Tel: 561.253.8737
Fax: 561.253.8966

HSS Sports Rehabilitation
at IMG Academy
5500 34th Street West
Bradenton, FL 34210
Tel: 941.749.8760
Fax: 941.749.8761

Ambassador Services – Palm Beach
250 Royal Palm Way
West Palm Beach, FL 33480
Tel: 561.469.5594
Fax: 561.469.5598
Important Telephone Numbers

General Information  212.606.1000
Patient Information  212.606.1377
Admitting/Patient Access  212.606.1241
Belaire Guest Facility  212.606.1989
Chaplains/Pastoral Care  212.606.1757
Executive Office  212.606.1236

Food & Nutrition  212.606.1293
Insurance Advisory Program  212.774.2607
International Center  212.606.1186
Language Services  212.606.1760
Nursing Administration  212.606.1231
Nursing Call Center  212.606.1710
Patient Accounting (Billing)  212.606.1772

Patient Education  212.606.1263
Patient/Visitor Services  212.774.2403
Pharmacy  212.606.1371
Privacy Office  212.774.7500
Private Duty Nursing  212.774.7187
Service Excellence  212.774.2392

Language Services  212.606.1760
Hospital for Special Surgery is an affiliate of NewYork-Presbyterian Healthcare System and Weill Cornell Medical College.

535 East 70th Street
New York, NY 10021
www.hss.edu