

Snapshot: Day of Surgery



Compassionate



Welcoming



Innovative Care

The Ambulatory Surgical Team works to provide you and your loved ones with the highest quality care and state-of-the-art communication to ensure your visit to HSS is as comfortable as possible. Please come to us with your questions and special requests – we are here for you!

Patient Liaison Services Desk:

212.774.2179

(Monday to Friday, 5:30 am - 8:00 pm)

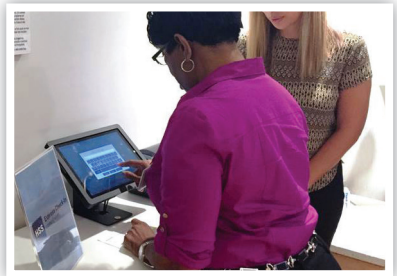
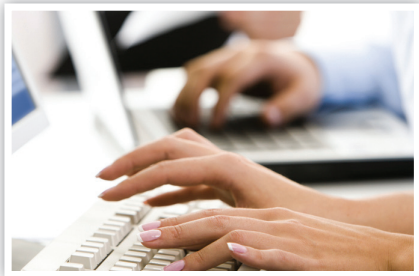
Recovery Room:

212.606.1154

(after 8:00 pm only)

Arrival and Check-In

- Upon arrival to the main hospital, proceed to Patient Access Services located on the 1st floor for registration.
- Once registration is complete, Patient Access staff will send you to the 9th floor ambulatory surgical area.
- When you arrive on the 9th floor, you will be greeted by a Patient Liaison. This individual will ensure all visitors are well-informed of the step-by-step process for visiting patients. Text messages, email notifications and phone calls are provided for remote visitors to assist with the logistics of patient pickup.



What to Expect Before Your Surgical Procedure

- When you are called into surgery, you will first be brought into the holding area alone (with the exception of patients 17 years of age and under). After the physician assistant and nurse complete their assessment, up to two visitors will be brought into the holding area with you.
 - For safety and verification, our staff may ask you repeated questions regarding your procedure, current medications and medical history.
 - A staff member will prep the operative area(s) before you are brought into the OR.
 - You will have an opportunity to speak with your surgeon and anesthesiologist before your procedure.
 - In some cases, rehabilitation staff and/or vendors (icing devices, braces, etc.) may see you in this area. If not, they will follow up with you (or your loved ones) in the recovery room, if necessary.
 - Your nurse will confirm which pharmacy you would like to have your medications sent to.
 - During surgery, your visitor(s) will be kept comfortable and well-informed of the surgical process by Patient Liaisons in the family atrium (see Family Atrium Amenities).
 - Please note, visitors younger than 14 years old are not permitted in the holding area or recovery room.
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What to Expect After Your Surgical Procedure

- Everyone recovers differently; some patients may recover faster while others need more time.
- One visitor is permitted in the recovery room to allow for decreased stimulation and a quiet environment for our post-operative patients. Cell phone use should be minimal in patient care areas. If the patient is under 18 years old, two visitors are permitted at the bedside.
- We're happy to offer patients food and drink as soon as we're safely able to do so.
- We encourage and recommend your visitor to be present during discharge teaching for additional support at home.

- You may or may not see your surgeon after the procedure.
- A member of the healthcare team can answer any questions you may have.
- It is a requirement that patients must be accompanied by an adult escort at time of discharge.

- Pain:

- Pain is different for everyone. If you have pain in the recovery room, we will medicate you according to your pain level. Experiencing pain after surgery is normal.
- Some pain medications can cause drowsiness, dizziness and/or nausea, but we'll work with you to help prevent these symptoms as best we can.
- Our goal is to work with you to be proactive in obtaining appropriate pain management.

- Anesthesia:

- If you receive sedation, it's normal to feel drowsy and lightheaded. Some patients may become forgetful when first waking up. We encourage you to rest until these side effects subside.
- Depending on what you and your anesthesiologist agree upon, you may feel numb in one or more of your extremities when you're in the recovery room. This is expected and aids in obtaining appropriate pain management.

- Medications:

- Your recovery room nurse will review all new medications prescribed and address your current medication regime at home.
- Take your medications as prescribed by your healthcare provider.

What to Expect at Home

- You will receive a call the day after surgery from a nurse to see how you're progressing and to answer any questions you might have.

- Anesthesia:

- Rest and hydrate as best you can for the first 24-48 hours. Some anesthetics can take up to 24 hours to leave your system so residual drowsiness, lightheadedness and nausea may occur. It's highly recommended that someone is with you during this time.
 - Some nerve blocks given by anesthesia are meant to last up to 24-36 hours. We will educate you before you leave the recovery room on how to monitor this at home.
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Family Atrium Amenities:

We offer the following amenities for you and your loved ones while waiting in our family atrium.

- Free Wi-Fi
- Laptop workstation/benchttop
- Computer and USB outlets
- Cell phone charging station
- Discount cards for food and coffee, as well as easy access to cafeteria
- Selection of magazines and newspapers
- Relaxing view of the East River and Roosevelt Island



HSS

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