

HSS

Welcome to
**The Wilson Family
Hand & Foot Surgery Center**



Visitor Information Guide

Welcome to the Wilson Family Hand and Foot Center. While the patient you are visiting is being cared for by our medical staff, we want to ensure that you are well taken care of. The information below outlines what can be expected during your time with us. Make yourself comfortable. The patient is being well taken care of, and we are here to assist in any way we can. A Patient Liaison is on duty from 6:00 am-7:30 pm Monday-Thursday and 6:00 am-6:00 pm Friday. At other times, please pick up the phone located on top of the desk and a post-anesthesia care unit (PACU) nurse will be able to assist. (There is no need to dial, as it automatically calls that area.)

For their safety, children under 14 are not permitted to visit in preoperative rooms, recovery or inpatient rooms, nor are they permitted to be left unattended in the waiting area.

CHECK-IN AND PRE-OP

Upon entry into the unit, visitors will be asked for their name and contact number and receive visitor passes from the Patient Liaison. They will also be supplied the patient identifier number for status tracking, if confirmed by the patient. To enhance communications on day of surgery for visitors who may be stepping out or only coming for patient discharge, text message updates may be sent to a patient designated recipient. The text message option will be activated upon patient check in by the patient liaison.

The patient will be escorted into the pre-op area by a member of the clinical team for their pre-op assessment. This usually takes close to an hour. When completed, visitors can then be escorted into that area to visit with the patient until they are ready for surgery.

Due to space limitations, no more than two visitors may sit with a patient prior to surgery unless the nurse in charge agrees to make an exception.

Please note: Food and beverages cannot be brought into this area.

WHILE YOU WAIT

Patient Liaisons at the Atrium desk are here for you! If you have any questions or concerns, please do not hesitate to speak with us, as your needs are important to us. In the event that the Patient Liaison is not at the desk during evening hours, you can speak to a PACU (recovery room) nurse by picking up our phone located on top of the front desk. This phone will automatically dial into the nurses' station in the PACU.

The Pyramid Café is located in the main lobby and serves Starbucks beverages and assorted food/snack items. The Belaire Café (HSS cafeteria) is located across 71st Street at 525 E. 71st Street. You are welcome to bring your beverages/snacks back into the Atrium. There are many other places nearby to enjoy a meal, so just ask and we will be happy to assist. Please take a copy of the HSS Neighborhood Directory, which can also help you find things to do and places to go while you are with us.

If you do leave the area for any reason, please stop first at the front desk to let us know.

PACU (RECOVERY ROOM)

The time in the recovery room following a patient's surgery is very important. The clinical team will be carefully monitoring the patient and attending to their clinical needs. We will let you know when the patient is transferred to this area, and the patient's nurse will advise us as to when you can visit. Please keep in mind that you will not be able to visit the patient immediately, as the nurse will be completing the assessment

and the patient most likely will be resting/sleeping. Visits usually begin once the patient is awake. At the proper time, the patient's nurse will inform us when you can visit and we will escort you to the bedside. (Please see below in reference to chairs in the recovery area.)

Rest is very important for our patients. Visitors are allowed **one** at a time into the PACU (with the exception of pediatric patients, who may have two bedside visitors). Generally, bedside visits are kept short (10 minutes or so) as the patient needs to rest post-surgery. Specific situations may arise in which the clinical team requests that visitors be present, such as during physical therapy or discharge instructions. Ongoing updates from the Patient Liaison can be provided in the Atrium, and additional PACU visits are permitted at the discretion of the clinical team.

For the safety of our patients, visitors and staff, there are no visitor chairs available in the recovery area. If standing is an issue for you, please let us know and, once the patient can have a visitor, we will escort you to the patient's bedside and then escort you back to the Atrium where you will be more comfortable while the patient completes the recovery process. We will do our very best to update you on the patient as you request. For your safety, please do not sit on any stools that may be in the area, as they are for use only by the clinical team and can pose a safety hazard.

While visiting in pre-op and PACU, we ask that you please be sensitive to the privacy of our patients and refrain from any type of cell phone use, including but not limited to taking photos or recording video.

PREPARING FOR DISCHARGE FROM PACU

Once your patient has completed their post-op recovery, they will be preparing for discharge (patients who are being admitted will be transported to their assigned room). Phase II is referred to as the period prior to discharge. Patients may have their visitors with them in this area as plans are made for discharge.

If you require any additional information, please do not hesitate to approach a Patient Liaison. We wish the very best to your patient as they recover.

HOW TO REACH US

Patient Liaison Desk: 646.797.8301
(Mon-Thurs 6 am-7:30 pm, Friday 6 am-6 pm)

PACU: 646.797.8878 (for after-hours only)

24-Hour Patient Information: 212.606.1377

Family Resource line: 212.774.7547

WE ASK BECAUSE WE CARE

Feedback from our patients and visitors is very important and can be shared with us at:

hss.edu/AtriumSurvey or email: serviceexcellence@hss.edu

