



# Having Surgery at Brandywine Hospital



**Brandywine Hospital**

TOWER HEALTH

Advancing Health. Transforming Lives.

# Day of Surgery

## "Do's & Don'ts"

Post this on your refrigerator, home memo center, mirror, or elsewhere as a reminder!

### Do

- **Report to the 3rd Floor Short Procedure Unit.**
- **Bring legal form of photo identification, insurance card, and any payment needed.**  
Visitors will need identification as well. Limit personal items.
- **Take medicines as instructed by anesthesiologist or nurse on the morning of surgery.**
- **If being admitted to the hospital after surgery,** ask someone to bring your overnight bag to the hospital room after your procedure.
- **If being discharged the same day as your surgery,** you must have a responsible adult drive you home after your procedure. Public transportation is allowed only if you have an adult to ride with you.

### Don't

- **Do not eat after midnight:**
  - Food or liquids other than a sip of water with meds if indicated.
  - Candy, gum, or mints.
- **Do not drink within two hours of your surgery.**
- **Do not bring or wear jewelry.**
- **Do not wear contact lenses.**
- **Dentures must be removed prior to surgery.**

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# Be a Partner in Your Safety

Your safety is very important to us. While you are in the hospital, your entire healthcare team will focus on keeping you safe.

Research has proven that our efforts will be more effective if you and your family join us.

We are happy to have you join us on **YOUR** safety team!

## Prevent Hospital Infections

### Superbugs

A superbug is a germ that causes a bacterial, viral, or fungal infection, but doesn't respond to usual treatments. These bugs make you sicker longer and increase your risk of serious complications. Common strains include MRSA, E. coli, and VRE. Superbugs spread from person to person by touching hands or objects. Learn how to protect yourself with the prevention tips below.

### Take Steps to Reduce Your Risk During Your Stay

According to the U.S. Department of Health and Human Services, one in 25 patients gets a healthcare-associated infection while staying at the hospital. The chart on the next page lists common infections and steps you can take to prevent them. Please note: Urinary and central line blood catheters will only be used when necessary and removed as soon as possible.

Type	How It Starts	Symptoms	Prevention
<b>Catheter-Associated Urinary Tract Infections</b>	Germs enter your urinary tract while using a tube to drain urine.	<ul style="list-style-type: none"> <li>■ Fever</li> <li>■ Burning</li> <li>■ Pain</li> <li>■ Bloody or frequent urination</li> </ul>	<ul style="list-style-type: none"> <li>■ Clean hands before touching area.</li> <li>■ Keep urine bag below level of bladder to prevent backflow.</li> <li>■ Don't tug, pull, twist, or bend the tube.</li> <li>■ Secure catheter to your leg and ask every day if it's still needed.</li> </ul>
<b>Surgical Site Infections</b>	Germs affect the site of your surgery – either on your skin or internally.	<ul style="list-style-type: none"> <li>■ Redness</li> <li>■ Pain</li> <li>■ Drainage of cloudy fluid</li> <li>■ Fever</li> </ul>	<ul style="list-style-type: none"> <li>■ Do not shave surgery site (irritation increases risk of infection).</li> <li>■ Clean hands before touching area.</li> <li>■ Bathe with CHG wipes as instructed.</li> <li>■ Don't let visitors touch or dress your wound.</li> <li>■ Ask your nurse to show you how to care for your wound.</li> </ul>
<b>Central Line-Associated Bloodstream Infections</b>	Germs enter your bloodstream through a large tube that's inserted in a vein near your neck, chest, or groin.	<ul style="list-style-type: none"> <li>■ Red skin and soreness at site</li> <li>■ Fever</li> <li>■ Chills</li> </ul>	<ul style="list-style-type: none"> <li>■ Clean hands before touching area.</li> <li>■ Tell a nurse if your bandage comes off, looks wet or dirty, or if your skin looks sore.</li> <li>■ Avoid touching tube or letting visitors touch tube.</li> <li>■ Ask that tube be removed as soon as possible.</li> </ul>
<b>Ventilator-Associated Pneumonia</b>	Germs enter your lungs through a tube in your mouth, nose, or neck used to help you breathe.	<ul style="list-style-type: none"> <li>■ Cough</li> <li>■ Mucus</li> <li>■ Fever</li> <li>■ Chills</li> <li>■ Shortness of breath</li> </ul>	<ul style="list-style-type: none"> <li>■ Clean hands before touching area.</li> <li>■ Ask if it's safe to raise the head of your bed.</li> <li>■ Know how often the inside of your mouth needs to be cleaned and tell a nurse when it hasn't happened.</li> <li>■ Ask that tube be removed as soon as possible.</li> </ul>

## Five Ways to Fight Infections

### Take Charge of Your Care

The hospital is a place you come to get well, but you can also come in contact with germs that can make you feel worse. Reduce your chances of infection by taking these safety precautions.

#### 1. Clean your hands:

- after touching hospital objects or surfaces
- before eating
- after using the restroom

**2. Ask hospital staff members to clean their hands.** This should be standard practice, but don't be afraid to remind them. Ask visitors to clean their hands too!

**3. Cover up if you are sick.** If you get an infection, limit the spread of germs by sneezing and coughing into tissues, promptly throwing them away. Avoid touching other people. Ask the staff if there is anything else you should do – like wear a surgical mask – to prevent the spread of germs.

**4. Keep an eye on bandages or dressings.** If a dressing on a wound or IV becomes loose or wet, let your nurse know. Also, if you have a catheter or drainage tube, tell your nurse if it becomes loose or dislodged.

**5. Keep your vaccinations up to date.** Make sure you are as protected as possible from the spread of infection. Check with hospital staff about whether it's safe for you to receive any vaccines you might need.

### Cleaning Tip

Use soap and water or alcohol-based hand sanitizer under your nails, between your fingers, and on the palms and backs of your hands. Rub for 15 seconds (the time it takes to sing "Happy Birthday") or until alcohol is dry.

### About Antibiotics

Antibiotics are used for bacterial infections. Viral illnesses like the flu and common cold can not be treated with antibiotics. While you're in the hospital, your doctor will review and make changes to your medicines – including antibiotics. This helps to make sure you're taking antibiotics in the safest and most effective way. Talk to your doctor or nurse to learn more.

# Before Surgery

## Your Pre-Admission Evaluation

### What It Is

You may be required to visit our Pre-Admission Testing (PAT) Center before your surgery. If this is needed, someone from the Pre-Admission Testing Office at the hospital will call you to set up your appointment.

You will also be given a preoperative health review form. Please be sure to fill this out in advance and have this available during your appointment.

During the Pre-Admission appointment, you:

- will speak with a nurse.
- have your medical history reviewed.
- have your medicines reviewed. Please bring a medication list with the name of the medication, dose, and frequency.
- may need blood tests, urine tests, and an EKG prior to your surgery, if ordered by your surgeon; if you had blood work performed within the past one month or an EKG within the past six months of your surgery, please notify the Pre-Admission Testing Office at 610-383-8745.

## Your Pre-Anesthesia Evaluation

Before surgery, a Pre-Anesthesia Evaluation will help to make sure you are ready to receive anesthesia. The anesthesiologist or nurse practitioner will review your medical history, perform a physical exam, and discuss your anesthesia care. The details from your Pre-Anesthesia Evaluation will be available to the Surgical Care team. Please feel free to ask any questions you may have at the time of the Pre-Anesthesia Evaluation.

## Pregnancy

Surgery when you are or may be pregnant requires extra care by your healthcare team. The safest option is to wait until after the baby is born to have surgery. If you are or may be pregnant at the time of your scheduled procedure, be sure to discuss this with your surgeon and anesthesiologist as early as possible before your surgery.

# Patient Checklist

## What to Bring

- Completed preoperative health review form.
- A legal form of photo identification, such as a driver's license.
- Health benefit identification cards.
- Required copays, if indicated.
- A list of all the medicines —prescription drugs, over-the-counter medicines, herbal remedies, vitamins, and diet pills— that you are currently taking. We need to know the exact name of the medicine, the strength, the dose you take, and how often you take it. (This information can be found on the label of all prescription drugs and other medications.)
- List of all allergies you have to food, drugs, or latex, including any sensitivities to adrenaline or epinephrine.
- Any test results that your surgeon may have given you to take to the PAT Center.
- A copy of your advance directive or living will.

<b>ANY PHARMACY</b>		(100) 555-1212
		ANY TOWNSVILLE, USA
RX 6918213-4321		
Maria Patient		Dr. Jones
Refills: 2		
<b>AMOXICILLIN</b>	<b>250MG</b>	
TAKE ONE CAPSULE BY MOUTH		
EVERY EIGHT HOURS		
Dose		How Often
Name of Medicine		Strength

## Where to Come

Enter through Women's Imaging Center and Outpatient Services entrance and report to "Registration" to register without having to pre-register.

- Check-In:** Check-in with the receptionist when you arrive. Sign the book and report to the Radiology Waiting Room. Your name will be called when it is your turn to register.

# Preparing for Surgery

It is normal to feel nervous about surgery. It may help to know that your surgical team is very experienced and will use its knowledge and skill to make certain that you have the safest possible operation. Please review and follow these steps to prepare for your surgery.

- If you smoke, quit or cut down 24 to 48 hours prior to surgery. Healing time is reduced for nonsmokers.
- Do not drink liquor, beer, or wine for at least two days before your surgery.
- Leave all jewelry at home.
- If you are having surgery on your back, spine, neck, left hand, left arm, left shoulder, or left breast, you may not wear your wedding band on the day of your surgery. If you cannot remove your wedding band, please visit a jeweler now, or we will have to cut off the band on your day of surgery.
- If you have a fever, cold, or rash, call your surgeon. Your surgery may need to be delayed or canceled.
- Arrange for a relative or friend to drive you to the hospital and pick you up afterward. For your safety, you must have a designated driver to take you home. You will be able to use public transportation or a taxi for your ride home **only** if you have a responsible adult with you.
- If children under the age of 12 will be coming with you to the hospital, please be sure that you also bring along an adult who will be responsible for their safety and behavior. You may wish, instead, to leave young children at home with a babysitter.
- Ask your doctor if you should take your regular medicines before your surgery.
- The anesthesiologist or nurse will also review your medicine list and instruct you on what medications are to be taken the morning of your surgery. Take these medicines with a sip of water.
- If you take any medicine that would thin your blood (aspirin, Plavix<sup>®</sup>, Brilanta<sup>®</sup>, Eliquis<sup>®</sup>, Coumadin<sup>®</sup>, Motrin<sup>®</sup>, Ibuprofen<sup>®</sup>, Advil<sup>®</sup>, Celebrex<sup>®</sup>), check with your surgeon as to when you should stop these medicines.
- Do not eat anything or drink after midnight the night before surgery unless your surgeon or anesthesiologist tells you differently. This includes candy, mints, and gum. No food or liquids.

**Please pay special attention to the information on pages 4 and 5. We may have to cancel your surgery for your safety if you don't follow these preparation steps.**

# Night Before Surgery

It may surprise you, but research shows drinking Gatorade® or Powerade® can help you get better faster after your operation. Feeling better usually means going home sooner too.

- Please remember to use the Chlorhexidine Gluconate (CHG) wipes as directed the night before and the morning of your surgery.
- You will receive a phone call two hours prior to your scheduled procedure telling you that you will be admitted after surgery.

## Special Note for Patients with Diabetes

- If you have diabetes, you will have your blood sugar checked before and after your procedure.
- You will be instructed about what to do with your diabetic medicine.
- Before your discharge, you will receive instructions on how to manage your diabetes at home.

## About Pain

Talk with your surgeon about what pain to expect after your surgery. Pain is part of the healing process. We know that preventing complications depends on your breathing deeply and walking after surgery. Treating pain will help you stay on track and heal faster with less risk of problems.

It is normal to have some pain after surgery. Usually as you heal there is less pain. You should need less pain medicine after the first couple of days.

There are many ways to control pain with and without medicine. Tell us about what has worked well for you in the past. You may try heat, cold, different positions, or walking. Some people use relaxation methods with music or mindful breathing. Talk to your doctor if your pain is not under control.

## For Cosmetic Surgery Patients

Arrangements for payment of both the physician and hospital bills must be made in advance of cosmetic surgery. Your surgeon's office will explain this in detail.

# Day of Surgery

There is a handy “Do's and Don'ts” reminder card inside the front cover. You may wish to hang this on your refrigerator, home memo center, mirror, or elsewhere as a reminder.

## What to Do at Home

- Do not eat any food or liquids after midnight, including candy, gum, and mints.
- Take any medicines that your surgeon or pre-admission nurse advised you to take. Drink just enough water to take the medicine.
- You may brush and rinse your teeth. Remember: do not swallow the water.
- Wash with the CHG wipes as directed.
- Dress in comfortable, loose clothing.

## What to Bring

- Legal form of photo identification, such as a driver's license.
- An adult to see you home safely. Please limit the number of people accompanying you to one or two.
- A parent or legal guardian if you are age 17 or under.
- A case labeled with your name for eyeglasses/contact lenses, hearing aids, and dentures.
- Robe, slippers, and personal items if an overnight stay is planned. Please bring only what you need for one day. You may bring your cell phone and charger or a personal electronic device. Public WIFI is available in all areas of the facility.

## Checking In

- Enter through the Main Entrance. Take the Lobby Elevator to the 3rd Floor. Make three right turns and the Short Procedure Unit is on the left.
  - You will then be directed to the waiting room.
- **Preparation:** Following registration, you will be escorted to the Prep Area. Your family can wait for you in the family waiting area.
  - You will be asked to change into a hospital gown.
  - Your clothing will be placed in a clear garment bag and locked with your patient ID tag.
  - If you are being admitted to the hospital, your clothing will be delivered to your room.

- If you are going home the same day, your clothing will be returned to you in the recovery area.
- Please remove your eyeglasses or contact lenses. If you wear a hearing aid or dentures, ask if you need to remove them.

Before your procedure you and your surgical staff will confirm your name, the type of surgery you are having, and the body part to be operated on. Your surgeon will mark the correct spot on your body.

## Notes for Your Family

Family may wait in the OR Waiting Area.

- Ask how long the surgery will take.
- If you will be driving the patient home the day of surgery, ask if you must wait at the hospital during surgery. If not, be sure to leave a telephone number where you can be reached.

## Surgical Anesthesia Care

During your surgery, you are carefully monitored and treated under the direction of an anesthesiologist. The anesthesia may be one or more of these types:

- 1. Monitored Anesthesia Care (MAC)** – Your surgeon numbs a specific area with local anesthetic while we provide deep sedation to keep you comfortable.
- 2. Regional (Spinal or Epidural)** – Groups of nerves to a specific area of your body are temporarily made numb. You may also be given MAC sedation to keep you comfortable.
- 3. General** – You will be made temporarily unconscious, so your brain doesn't receive pain signals from your body. Occasionally, this may also be the "back up" plan if MAC or Regional are not enough.

# During Surgery

## About the Operating Room

- The operating room is a special area where your surgery will take place. You will be taken there on a patient gurney.
- Your surgeon will be helped during the surgery by a team that includes an anesthesiologist or nurse anesthetist, surgical nurses, and technologists.
- You may be connected to some equipment during your operation to help the staff monitor you.
  - A blood pressure machine may record your blood pressure.
  - An intravenous line –a small plastic tube inserted into a vein in your hand or arm– may give you fluid or medicine.
  - A heart monitor watches the rhythm of your heart during the surgery.
  - An oxygen monitor measures the oxygen in your blood.
  - A machine may be used to help you breathe.
- When the surgical team is ready, the anesthesia medicine will be given.



# After Surgery

## Waking Up

After your operation, you will be taken to a recovery area. While recovering, you will be closely watched as the anesthesia wears off. This may take several hours based on your surgery.

When you are ready, you will either be moved to your hospital room, or return to the Short Procedure Area until you are ready to dress and go home.

## Pain Control

Your comfort is very important to us. As part of your care, nurses will routinely ask you to rate your pain on a scale of 0 to 10.

### Pain Assessment Scale

- 10 — Worst Pain Possible, Unbearable
- 9
- 8 — Intense, Dreadful, Horrible
- 7
- 6 — Miserable, Distressing
- 5
- 4 — Nagging Pain, Uncomfortable, Troublesome
- 3
- 2 — Mild Pain, Annoying
- 1
- 0 — No Pain



If you need more pain medication, ask your nurse immediately. You may have a pain pump which allows you to give yourself medicine as needed.

# What to Expect

- If you are nauseous or vomiting after surgery, medicine can be given to help you feel better.
- You may have a sore throat because of a breathing tube used during the operation.
- If you had an intravenous line, your hand or arm may be tender.

## Guidelines for Visitors

- Please eat before coming to the hospital. Refreshments are available in the cafeteria.
- You will need identification to get a visitor pass as you enter the building.
- If you feel faint, let us know.
- If you need to leave, let us know.
- Notes for parents:
  - If the patient is age 12 and under, or has special needs, one adult is welcome to visit in our recovery area. This person must wear a hospital-provided ID bracelet at all times.
  - Children under 12 who accompany or visit a patient must be with another adult responsible for their safety at all times. Hospital staff members are not available to watch children.

## Tips for Recovery

Follow your doctor's instructions. If you do not understand them, please ask for help before you go home.

These three general tips will also help you get well faster.

- Coughing and deep breathing: please do this several times each hour after you wake up. It helps prevent lung problems like pneumonia. Using a pillow against your incision may help.
- Walking and moving your legs: most times, you will get out of bed the same day or the day after your surgery.
  - If you are recovering at home, change your position slowly, and increase your activity as you are able.
  - If staying in the hospital, you will be helped the first time you walk. Call for help before getting up. You may be unsteady at first.

- Eating healthy foods: begin with liquids after your surgery. If you can tolerate drinking, then you may advance to solid foods.
  - If you are recovering at home, start with light meals.
  - If staying in the hospital after your surgery, you will be given a menu and asked for your meal selections.



# ICOUGH: Preventing Complications

Research shows by doing these simple things you can prevent problems and heal more quickly. Our staff will remind you to help you stay on track.



## Incentive Spirometer Exercises

Deep breathing exercises will help keep your lungs healthy.

- Place the mouthpiece in your mouth and seal your lips around it.
- Inhale slowly and deeply.
- Remove the mouthpiece from your mouth and exhale.

This breathing exercise needs to be done 10 times each hour while awake.



## Cough and Breathe Deeply

Taking deep breaths and coughing will help to clear your lungs. This helps the lungs do the important job of delivering oxygen to the tissues in your body.



## Oral Care

In addition to brushing your teeth, use mouthwash twice daily to keep your mouth clean from germs. You should brush your teeth and use mouthwash several days before your hospital stay and then continue after you are sent home from the hospital.

# U



## **Understand** ICOUGH Practices

It is important for you and your family to take an active part in your care. We want your pain to be controlled to help you take deep breaths and cough. Do breathing exercises and make sure that you get out of bed and walk.

# G



## **Get** Out of Bed and Walk the Hallway

Getting out of bed and walking at least three times per day will help prevent complications. Walking will help clear secretions from your lungs and improve your circulation so that you may regain your strength.

# H



## **Head** of Bed Elevation

It is important to keep the head of your bed elevated greater than 30 degrees. Being in this position will help your breathing.



## Going Home

Be sure you and your driver listen to your discharge instructions. You will be given written instructions to help you remember what to do. Please ask questions if anything is not clear.

You may also call your surgeon's office after surgery if you have questions during your recovery.

## Use, Storage, and Disposal of Opioid Pain Medicine

### Use Opioids Safely

- Opioids are strong painkillers. They are used for severe pain. Take only for your surgical pain.
- There is a danger of dependence, addiction, or overdose if not used appropriately.
- Ask your surgeon if you may take other pain medicine like acetaminophen (Tylenol®) or Ibuprofen (Motrin®, Advil®).
- Take opioids only when your pain is not better after taking over-the-counter medicines.

- Do not mix opioids with alcohol or other medicines that make you sleepy.
- Try to stretch the time between taking the opioids as your pain improves.
- Your pills are only for you. Sharing with or selling to anyone is against the law.
- Most addictions start with stolen pain medication from someone who had surgery.

## Store Opioids Safely

- Hide or lock up your opioid medicines, if possible.
- Avoid kitchens and bathrooms where others could easily get to this medicine.
- Keep track of how many pills you have on hand.

## Dispose of Unused Opioids Safely

- Dispose of unneeded or unwanted medicine through drug take-back programs across Pennsylvania.
- Drugs are collected at convenient locations, helping to keep them off the streets, out of your house, and out of landfills.

# Your Surgical Care Team

You will see many people working together to care for you during and after your surgery. Here are a few of the different types of people you will see.

**Surgeon:** Doctor performing your surgery.

**Anesthesiologist:** Doctor who puts you to sleep, wakes you up, and gives the okay for you to have surgery done.

**Certified Registered Nurse Anesthetist (CRNA):** Nurse who helps to put you to sleep and wake you up. During surgery, he or she monitors your breathing, heart rate, blood pressure, oxygen levels, and pain.

**Anesthesia Technician/Licensed Practical Nurse (LPN):** This person helps the anesthesia providers during your surgery.

**Operating Room Registered Nurse:** Nurse who identifies you and your surgical procedure as well as helps the surgeon during your surgery. He or she also helps to keep you safe while you are asleep.

**Surgical Technologist:** Trained individual who helps during your surgery by assisting and handing instruments to the surgeon.

# Your Checklist Before Going Home

## Be Sure to Ask About:

- Stitches, staples, incision care, bandages, and dressings.
- Bathing and showering.
- Pain:** what to expect, what to do.
- Signs of infection.
- What to eat.
- Physical activity.
- Resuming sexual relations.
- Driving.

## Incision Care

- Follow your surgeon's instructions about caring for your incision, the area where the surgeon cut into your body.
- Keep the incision clean and dry.
- Wash your hands before and after any incision care.
- Some leaking of liquid is normal from the incision.
- Slight redness and swelling of the incision is also normal.

## Call Your Surgeon Right Away If:

- You have a fever higher than 101°F (39°C).
- Your incision becomes redder, swollen, painful, or has a bad-smelling discharge.
- Your incision bleeds a lot (remember: a pink to dark red discharge is normal).
- Your incision opens. Lightly press a clean cloth to the incision to control bleeding.
- You feel too sleepy, dizzy or groggy; this may mean the pain medication is too strong.
- You have pain an hour after taking pain medication; this may mean it is not strong enough.
- You have side effects from your medication, such as nausea, vomiting, or an allergic skin reaction.
- Your pain is so severe you cannot walk around, take deep breaths, and cough or function.

**If you cannot reach your surgeon, call the Emergency Department of Brandywine Hospital at 610-383-8138.**

# Important Telephone Numbers

**Surgeon's Office:** \_\_\_\_\_

- Call if you have any medical questions about your surgery.
- Call if you need to cancel the surgery or PAT appointment, or if you have any questions about either appointment.

**OR Report Times:** If you have questions regarding your report time, please call **610-383-8462**.

**PAT - Pre-Admission Testing:** **610-383-8745**

**Billing Questions:**

- Call if you have any questions about your hospital bill.

**Short Procedure Unit:** **610-383-8462**

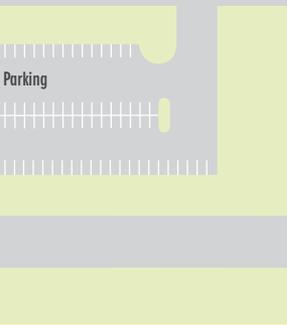
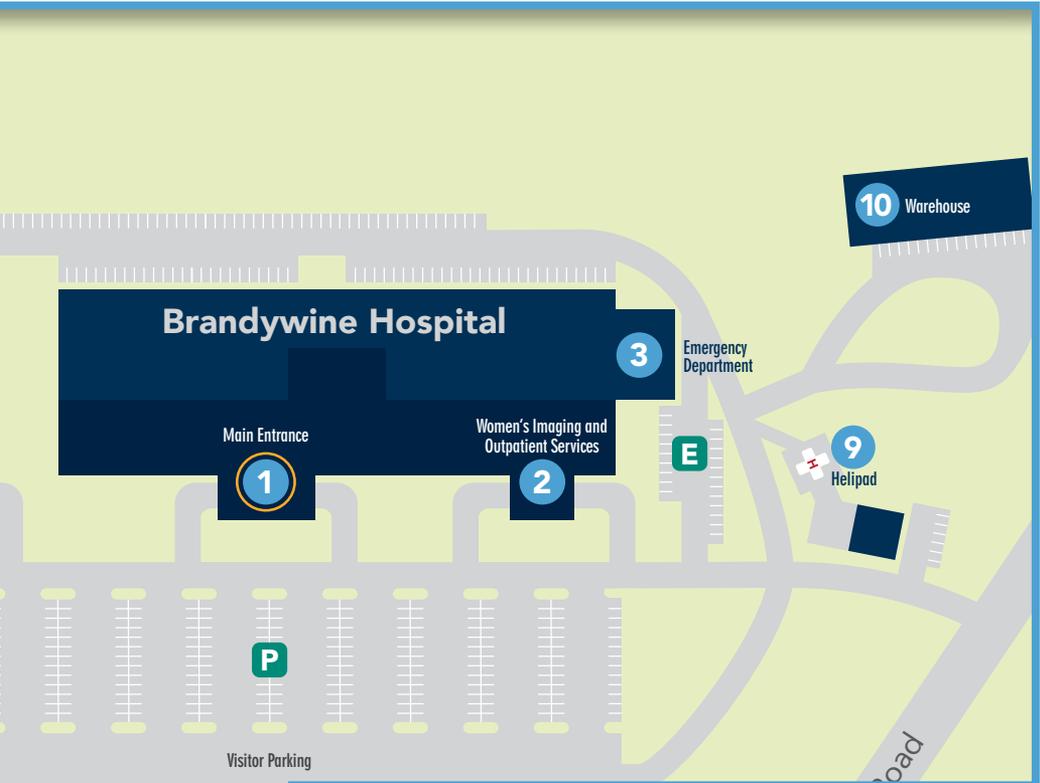
**Chief Quality Officer:** **610-383-8062**

**Emergency Department:** **610-383-8138**

- Call if you cannot reach your surgeon and you experience any of the problems listed under the **"Call Your Surgeon Right Away If"** section on the previous page.

# Campus Map






**Brandywine Hospital**

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TOWER HEALTH  
 Advancing Health. Transforming Lives.

[Brandywine.TowerHealth.org](http://Brandywine.TowerHealth.org)

# Patient Rights & Responsibilities

## Your Rights

We believe that our patients, their families, friends, and support persons should be treated with respect, understanding, and compassion. These are your rights as our patient – reflecting our commitment to maintaining your personal dignity.

- You, or your representative when appropriate, have the right to be informed of all your rights at the earliest possible moment in the course of your hospital stay.
- You have the right to receive respectful healthcare from competent professionals without unnecessary delay, no matter your race, ethnicity, national origin, culture, language, age, creed, physical or mental disability, sex, sexual orientation, personal values, beliefs, preferences, gender identity or expression, socioeconomic status, or source of payment.
- You have the right to receive complete information about your illness and treatment in words you can understand so that you can be involved in your care planning and treatment. Your entire healthcare team is committed to giving you information and answering your questions. When not medically advisable to communicate this information to you, this information will be provided on your behalf to your next of kin or other appropriate person.
- You have the right to know the names of all the people taking care of you and their functions.
- You have the right to have a family member, friend, or support person notified promptly about your admission to the hospital.
- You have the right to have your personal doctor notified promptly about your admission, and be kept up-to-date about your illness and treatment.
- You have the right to be told by your doctor of any test, procedure, or treatment that has risks, and to give informed consent for this test, procedure, or treatment to be done. In emergencies, or if you are too ill or otherwise cannot understand this information, you have the right to have your family member, friend, or other support person told.
- You have the right to say “no” to any treatment, and to leave the hospital at any time. You have the right to hear from your doctor what may happen if you refuse the treatment or leave. There may be times that care must be provided based on the law.
- You have the right to make choices now and to document those choices in case you become too ill to speak for yourself later. This right to choose is called an Advance Directive. You may choose someone to make healthcare decisions for you. You may also choose what treatments you would like or not like to have done.
- You have the right to be told by your doctor about any research or donor program that may be helpful to you. You have the right to have all of your questions answered, and then to give informed consent if you wish to become part of the research or donor program. You also have

the right to refuse to continue in such a program at any time. If you are too ill or otherwise unable to understand this information, a legally responsible party will receive the information, provide consent, and/or discontinue your participation in the research or donor program.

- You have the right to see all information in your medical record within a reasonable time of your request. If your doctor feels you should not see this information for medical reasons, you have the right to have someone else review your record.
- You have the right to keep your medical record and other healthcare information confidential. You need to know that we are required by law to share some types of information. We also need to provide information to your benefits plan in order for your care to be covered.
- You have the right to be informed about continuing healthcare needs to be addressed following your discharge, as well as about recommended methods for addressing those needs.
- You have the right to personal privacy.
- You have the right to visitation from family members, friends, or other support persons. You have the right to restrict or limit your visitors. Visitation may be restricted or limited when visitors would interfere with your care or the care of other patients.
- You have the right to receive care in a safe setting and to be free from all forms of abuse, harassment, neglect, or mistreatment.
- You have the right to be free from restraints or seclusion of any form imposed as a means of coercion, discipline, convenience, or retaliation by staff.
- You have the right to get information about the pain you may experience and ways to prevent or reduce your pain. You also have the right to prompt response when you tell us about pain you are having.
- You have the right to have interpreting services provided at no charge if you do not speak English.
- You have the right to have a sign language interpreter or other devices to assist you and ensure effective communication provided at no charge if you are deaf or hard-of-hearing.
- You have the right to full information about your hospital bill if you request it.
- You have the right to full information and counseling on the availability of known financial resources for your healthcare.
- You have the right to know what hospital rules and regulations apply to your conduct as a patient.
- You have the right to expect emergency procedures to be implemented without unnecessary delay.
- You have the right to assistance in obtaining consultation with another physician at your request and your expense.
- You have the right to expect good management techniques at the hospital to use your time effectively and avoid personal discomfort.

- You have the right to good quality care and high professional standards that are continually maintained and reviewed.
- You, when medically permissible, have the right to be transferred to another facility only after you or your representative have received complete information concerning the need for and alternatives to such a transfer. The institution to which you would be transferring must first accept you for transfer.
- You have the right to access an individual or agency authorized to act on your behalf to assert or protect your rights as set forth in this document.
- You have the right to be informed about unanticipated outcomes of care, treatment, and services.
- You have the right to access and receive an accounting of disclosures regarding your own health information as permitted by law.
- You have the right to share your concerns about the care or services you are receiving. If you have a problem or complaint, you may talk with your doctor, nurse, or any member of your healthcare team. You may also call our Chief Quality Officer at 610-383-8062. You have the right to contact the Pennsylvania Department of Health, Room 532, Health & Welfare Building, 625 Forster Street, Harrisburg, PA 17120. Phone: **800-254-5164**.
- You have the right to contact hospital management if a concern you have about patient care or safety has not been addressed. If your concerns cannot be resolved through the hospital, you may also contact the Joint Commission at [https://www.jointcommission.org/report\\_a\\_complaint.aspx](https://www.jointcommission.org/report_a_complaint.aspx). Fax: 630-792-5636. Mail: Office of Quality and Patient Safety, The Joint Commission, One Renaissance Boulevard, Oakbrook Terrace, IL 60181.

## Our Responsibilities to You

Brandywine Hospital or Tower Health accepts these responsibilities as part of our mission to provide you with the healthcare services you need.

- We will provide the best healthcare possible in a safe, clean, quiet, and pleasant environment.
- We will provide education to help patients and their families understand the illness, what they can do about it, and, when possible, how to stay healthy after recovery.
- We will provide you with options for treatment that may be needed at another facility, as an outpatient, or at home.
- We will provide mental health, spiritual and social services if requested by you or your doctor.
- We will provide a Patient Advocate to receive suggestions on how we can improve our services.
- We will provide you with a Patient Information booklet to help you and your family learn what to expect during your hospital experience.

## Your Responsibilities to the Hospital

To help us help them, our patients have responsibilities to provide the hospital with certain information and support.

- Please keep your appointments with us.
- Please play an active role in your care.
- Please be open and honest with us about the health and pain management information we give you. Let us know immediately if you do not understand it, or if you feel that you cannot follow the instructions we give you.
- Please tell your doctor and healthcare team about any changes in your health, including any pain you may be experiencing.
- Please report any concern you may have regarding your safety to any member of your healthcare team, Chief Quality Officer at 610-383-8062 or to hospital management.
- Please be considerate of our other patients by following our guidelines on the number of visitors, visiting hours, noise level, and tobacco-free environment. Please be sure that your visitors are considerate also.
- Please help us protect confidentiality and personal privacy – yours and that of our other patients.
- Please provide the benefits plan information necessary to process your hospital bill.
- Please pay your part of the hospital bill as soon as possible. If you think you will have problems with your bill, please let us know.

### These rights and responsibilities apply to all patients, including children.

- When the patient is a minor, the parent or guardian assumes these rights on behalf of the child.
- When an adult patient is unable to exercise these rights, that patient's legally responsible representative may exercise these rights on behalf of the patient.

If you have any concerns about your Patient Rights and Responsibilities, please call the Patient Advocate Office at 610-383-8545 or [BrandywineAdvocate@towerhealth.org](mailto:BrandywineAdvocate@towerhealth.org).

Revised 3.18

## Discrimination is Against the Law

Tower Health System complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Tower Health System does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

## Tower Health System:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters via phone language line telephone
  - Information written in other languages

If you need these services, contact the Risk Manager at Brandywine Hospital. If you believe that Brandywine Hospital has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: The Risk Manager either in person, by mail: 201 Reeceville Road, Coatesville, PA 19320; telephone: 1-610-383-8419; Fax: 1-610-383-8543; TTY: 1-800-654-5988; or email: BrandywinePARiskManager@towerhealth.org. If you need help filing a grievance, the Risk Manager is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue, SW, Room 509F, HHH Building, Washington, DC 20201; **1-800-368-1019, 800-537-7697 (TDD)**. Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

**Attention:** Language assistance services, free of charge, are available to you. Call **1-610-383-8000**. (TTY: **1-800-654-5988**).

**Español (Spanish): Atención:** si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-610-383-8000**. (TTY: **1-800-654-5988**; Spanish TTY: **1-844-308-9291**).

**繁體中文 (Chinese): 注意:** 如果您使用繁體中文, 您可以免費獲得語言援助服務。請致電 **1-610-383-8000**. (TTY: **1-800-654-5988**).

**Tiếng Việt (Vietnamese) CHÚ Ý:** Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-610-383-8000**. (TTY: **1-800-654-5988**).

# Glossary of Useful Terms

**Advance Directive** – formal document that states your choices for healthcare if you are unable to speak for yourself, or that names someone to make those choices for you.

**Ambulatory Patient** – see Outpatient.

**Anesthesia** – medication to prevent pain during surgery and medical procedures. There are three different types: general, regional, and monitored sedation.

- **General Anesthesia** – medication that puts the entire body “to sleep” for surgery.
- **Regional Anesthesia** – medication that numbs certain areas of the body so pain cannot be felt during surgery.
- **Monitored or Conscious Sedation** – anesthesia that allows you to remain conscious, or to sleep lightly during a procedure.

**Anesthesiologist** – a medical doctor who specializes in administering anesthesia medications.

**Blood Transfusion** – giving you blood to replace any that may be lost during surgery.

**Consent to Procedure** – legal form that the patient signs before the operation agreeing to have the surgery and anesthesia recommended. This form is signed only after the patient discusses the risks, benefits, and possible alternatives with the doctor.

**ECG or EKG** – electrocardiogram, a test that gives basic information about how your heart is working.

**Inpatient** – patient who stays at the hospital a day or more before or after surgery.

**Intravenous or IV Infusion** – the delivery of medications, fluids, or blood directly into the body through an IV line that is inserted under the skin.

**IV** – abbreviation for intravenous.

**OR** – abbreviation for operating room.

**Outpatient** – patient admitted and discharged from the hospital on the day of surgery.

**PACU** – post-anesthesia care unit. The PACU is an after-surgery recovery room where patients stay until the anesthesia wears off.

**PCA** – patient-controlled analgesia. The patient pushes a button to get pain medication through an IV line.

**Pneumonia** – a serious lung disease that sometimes follows surgery. Controlled coughing can help to prevent it.

**Same-Day Surgery** – surgical procedure for an outpatient under either local or general anesthesia or conscious sedation; you will go home the same day of your operation.

**Walk-In/Walk-Out Surgery** – Outpatient surgical procedure under local anesthesia; you will go home the same day of your operation.



# Brandywine Hospital

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TOWER HEALTH

Advancing Health. Transforming Lives.

[Brandywine.TowerHealth.org](https://www.Brandywine.TowerHealth.org)