

# SURGICAL HANDBOOK:

## The Need-to-Know Guide for Your Surgery



NORTHERN MICHIGAN

---

DOING WHAT'S BEST.®



DOING WHAT'S BEST.®

**THANK YOU**

for choosing

McLaren Northern Michigan

for your health care needs.

## TABLE OF CONTENTS

### SCHEDULING YOUR SURGERY

- Pre-surgical Phone Call . . . . . 4
- Pre-surgical Registration . . . . . 4
- Surgical Arrival Time Notification. . . . . 4
- Pre-authorization and Payment Arrangements . . . . . 5
- Notes and Questions. . . . . 5
- Unexpected Illness and Rescheduling . . . . . 5

### PREPARING FOR SURGERY: Planning Ahead

- Pre-surgical Diagnostic Testing. . . . . 6
- Arranging Transportation and Help at Home . . . . . 7
- Petoskey Lodging. . . . . 7
- Advance Directive: Documenting Your Wishes . . . . . 7

### DAY BEFORE SURGERY: Preparing at Home

- Pre-surgical Medication Management. . . . . 8
- Fasting, Showering, Teeth Brushing, Fragrance Policy . . . . . 8

### DAY OF SURGERY: Before You Arrive

- What to Bring to the Hospital. . . . . 9
- What to Wear the Day of Surgery. . . . . 9

### DAY OF SURGERY: At the Hospital

- Parking, Checking In, Surgical Waiting Area. . . . . 10
- Anesthesia . . . . . 10
- Pre-op Area: What to Expect. . . . . 11
- Family Support While Waiting, Cafeteria, Gift Shop . . . . . 11

### DAY OF SURGERY: Pain Management

- Pain Management During Your Stay: Pre- and Post-surgery . . . . 12
- Cold Therapy . . . . . 12

### AFTER YOUR SURGERY: The Recovery Phase

- Outpatient and Inpatient Recovery . . . . . 13
- Prescription Medication and Meds to Beds Program . . . . . 13

### RECOVERING AT HOME: After Discharge

- The First 24 Hours Following Discharge . . . . . 14
- Pain Management at Home . . . . . 14
- Surgical Site Care. . . . . 15
- Common Post-operative Reactions. . . . . 15
- When to Call Your Surgeon . . . . . 15

McLaren Northern Michigan Contact Information . . . . . Back Cover

# McLaren Northern Michigan Surgical Handbook

## Our Approach to Ambulatory Surgery

At McLaren Northern Michigan, providing excellent patient care is our standard. Education of patients and family is an important part of care. This Surgical Handbook was developed to help you prepare for your surgical experience. The more you know about what to expect, the smoother the process and the more comfortable you will be.

McLaren Northern Michigan performs thousands of ambulatory (or outpatient) procedures a year. Ambulatory procedures typically do not require an overnight stay in the hospital. However, your specific procedure may require an inpatient stay. Your care will be provided by a team of specialists that may include surgeons, interventionalists, anesthesiologists, certified registered nurse anesthetists, physician assistants, nurse practitioners, registered nurses, surgical technologists, physical therapists, pathologists, and imaging specialists. These colleagues use the latest surgical techniques, equipment, technology, evidence-based nursing care, and rehabilitation best practices as identified through continuing and advanced education research.

Each individual is unique, so you will receive additional instructions to meet your specific needs. Your active involvement in preparation and the entire surgical process is very important. The long-term benefits of your surgery depend on your dedication to post-operative care and rehabilitation as prescribed. Please use this book as a reference and contact your surgical team with any questions.

Sincerely,

The McLaren Northern Michigan  
Ambulatory Surgical Team



# Scheduling Your Surgery

**SURGERY DATE** \_\_\_\_\_

## 1. PRE-SURGICAL PHONE CALL

**PETOSKEY** patients: schedule your pre-surgical phone interview with the Surgical Admissions Nurse.

- Call Central Scheduling Monday – Friday, 8:30 a.m. – 5 p.m. at 231-487-3100 or 866-487-3100.

**PHONE INTERVIEW: Date** \_\_\_\_\_ **Time** \_\_\_\_\_

**Note:** Please have your medical history and an accurate medication list (including dosage and frequency) available for the interview.

**CHEBOYGAN** patients: expect a phone call **between 9 a.m. and 2 p.m.**, one day to one week before surgery.

## 2. PRE-SURGICAL REGISTRATION At Least 24 Hours Prior to Procedure

You will need to pre-register before surgery. There are two options available to pre-register: *Please have date of surgery and insurance information available.*

- **PHONE:** Call the registration office Monday – Friday, 9 a.m. – 5 p.m. at 231-487-3445 or 866-652-0992.
- **ONLINE:** Visit [mclaren.org/northern](http://mclaren.org/northern) and click on “Online Pre-registration.”

## 3. SURGERY ARRIVAL TIME NOTIFICATION Day Before Surgery

The day before surgery, a surgical staff member will call you at the requested number with a scheduled surgery time. If you are unavailable, unless otherwise directed, we will leave a message.

**PETOSKEY** patients: expect a phone call **between approximately 12 and 2 p.m.**

**CHEBOYGAN** patients: expect a phone call **between 9:30 a.m. and 2 p.m.**

- Patients having surgery on Monday will be contacted on Friday.
- Surgeries after a holiday will be called on the previous business day.

**SURGERY: Arrival Time** \_\_\_\_\_ **a.m./p.m.**

**NOTE:** *Your surgery may be delayed due to issues beyond our control — we appreciate your patience.*



# Preparing for Surgery:

## PLANNING AHEAD

Surgery will take place at either the McLaren Northern Michigan Petoskey or Cheboygan campus. After surgery, you may return home that same day, or be admitted to the hospital. This is based on your specific needs and type of surgery.

**Your entire surgical process can range from 3 - 8 hours.**

Every step of the surgical process is important for your safety and comfort. The time it takes to complete this process can vary, but often takes several hours.

Your surgery will be scheduled based on hospital and physician availability. So that your experience will go smoothly, you must carry out all the instructions before you arrive at the hospital for surgery.

**SCHEDULED SURGERY DATE**

---

**SURGEON'S PHONE NUMBER**

---

## PRE-SURGICAL DIAGNOSTIC TESTING

To confirm you are physically ready for surgery, diagnostic testing may be needed. This may include blood or urine lab testing, x-rays, or an electrocardiogram (EKG). You may get an order from your surgeon's office as a result of your pre-surgical phone call. This testing may be done at McLaren Northern Michigan in Petoskey, or at an outreach location close to your home.

To avoid delays, please let those performing these tests know the date and location of your surgery, and have results sent to McLaren Northern Michigan and your surgeon's office.



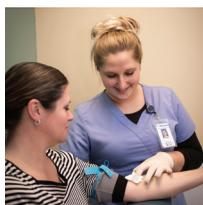
## ARRANGE FOR TRANSPORTATION AND HELP AT HOME

For 24 hours after surgery, patients are **NOT allowed to drive.**

Before your scheduled surgery date, please make arrangements for a responsible adult (18 or over) to take you home.

- **Public transportation may be used ONLY with someone accompanying you.**
- **Surgery will be cancelled unless transportation arrangements are clearly established when you arrive at McLaren Northern Michigan.**
- **All minors undergoing surgery must be accompanied by a parent or legal guardian at all times.**

To assist with care at home, it is recommended that you arrange for someone to stay with you or to be readily available for at least 24 hours after surgery.



McLaren Northern Michigan has the unique opportunity to serve many different counties and understands circumstances may arise when patients may need a local place to stay before or after surgery.

### PETOSKEY LODGING

The following lodging facilities are within a few miles of the hospital and offer reduced rates for patients and families.

- Bay Inn of Petoskey  
2445 Charlevoix Ave, US 31  
231-347-2593 or  
888-231-2500  
bayinnpetoskey.com
- Quality Inn  
1314 US 31 North  
231-347-3220  
choicehotels.com
- @Michigan Inn & Lodge  
1420 US 131 South  
866-270-2184  
info@michiganinn.com
- AmericInn  
2645 Charlevoix Ave, US 31  
231-439-8000  
petoskey.mi@americinn.com

## Advance Directive: DOCUMENTING YOUR WISHES

You have the right to have an Advance Directive, which serves as a Durable Power of Attorney for health care decision-making document. This document expresses your wishes and choices about your future care, and names an advocate. An advocate is someone of your choosing to make decisions for you if you are unable to make your wishes known.

If you have a written Advance Directive, you should give a copy to the hospital before surgery. If you do not, we encourage you to discuss your wishes with your family and physician and complete one. A State of Michigan version is available at: [legislature.mi.gov/documents/Publications/PeaceofMind.pdf](http://legislature.mi.gov/documents/Publications/PeaceofMind.pdf).

## REMINDER

- **DO NOT** smoke tobacco or marijuana, chew tobacco, vape, or drink alcohol for at least 24 hours before and after surgery.
- You may brush your teeth and use mouthwash.

# Day Before Surgery: PREPARING AT HOME

## FASTING

Please follow instructions provided by the Surgical Admissions Nurse.

- Unless otherwise instructed, you may sip clear liquids up to 8oz (water, apple juice, Gatorade, black coffee, or tea; *no cream, sugar, or milk*) up to 2 hours before arrival.
- Human breast milk may be consumed up to 4 hours before arrival.
- Do not eat or chew anything (mints, gum, hard candy, or cough drops) after midnight the night before surgery.

## SHOWERING OR BATHING

A shower is typically needed the night before and morning of surgery, or as directed by your surgeon. This may be with antibacterial or hospital soap as provided by the physician office or through the pharmacy. Be sure to use a clean towel after showering.

## FRAGRANCE POLICY

McLaren Northern Michigan is a fragrance-free facility. We ask everyone who enters — patients and visitors — to avoid wearing fragrances.

## PRE-SURGICAL MEDICATION MANAGEMENT

Before surgery, please be sure your surgeon knows all the medications that you are taking. Include blood thinners such as: Coumadin, Plavix, Pradaxa, Xarelto, Eiquis, Lovenox; Nonsteroidal Anti-Inflammatory Drugs (NSAIDS): ibuprofen (Motrin or Advil), naproxen (Aleve, Naprosyn), aspirin, and herbal medications, supplements, and over-the-counter medications.

You will be instructed about which specific medications to take with sips of water the morning of your surgery.



# Day of Surgery: BEFORE YOU ARRIVE

## WHAT TO BRING TO THE HOSPITAL

- Health insurance card information and driver's license
- Diagnostic test results not performed at McLaren Northern Michigan (such as x-rays, lab work, MRIs)
- Pre-operative assistance devices provided to you such as a cane, brace, crutches, splints, or immobilizers
- A small bag for belongings and storage containers for glasses, contacts, dentures, and hearing aids
- A book, magazine, tablet, or music for relaxation

## FOR PATIENTS WITH SLEEP APNEA WHO USE A CPAP DEVICE

- If you are being admitted overnight to the hospital after your procedure, please bring your machine, mask, tubing, and a record of settings you normally use.

## PLEASE DO NOT BRING THE FOLLOWING

- Valuables including **ALL jewelry** (rings, watches, and body piercings), credit cards, and cash
- Contact lenses (leave at home or give to the person accompanying you for use following surgery)

## PLEASE BE PROMPT

Failure to follow the above instructions may lead to the delay or cancellation of your surgery.

## STEPS TO KEEP YOUR SURGERY ON TIME

- Be Prompt
- Leave All Valuables at Home
- Coordinate Your Escort and Transportation Before Arrival
- Plan Ahead for Your Recovery



## WHAT TO WEAR THE DAY OF SURGERY

- Please wear loose, comfortable, casual clothing and footwear.
- If you are having shoulder, elbow, or hand surgery, or cataract (eye) surgery, a loose button-down shirt is recommended.
- If you are having knee, ankle, or foot surgery, loose fitting sweatpants with a zipper or shorts are recommended.
- You will be provided with a hospital gown for surgery and may be asked to completely undress.
- Please remove colored nail polish (fingers and toes) and makeup before arriving. Clear polish on natural or acrylic nails is permitted.

## FAMILY SUPPORT WHILE WAITING: THE PATIENT LIAISON

In our efforts to continuously improve the quality of care received by each patient, a patient liaison is available to family members and friends through the Ambulatory Surgery staff. The patient liaison can answer questions that may arise about patient care status.

### *FOR PETOSKEY PATIENTS:*

Unless the patient is a minor (under 18), it is not necessary for support persons to stay at the hospital for the entire surgery duration. If choosing to leave during the procedure, support person(s) are encouraged to leave a contact number with the patient liaison.

### *FOR CHEBOYGAN PATIENTS:*

The patient's designated driver or escort must remain on campus during surgery.

# Day of Surgery: AT THE HOSPITAL

## CHECKING IN

- **PETOSKEY** patients: Please check in at the Information Desk located in the McLaren Northern Michigan Main Lobby.
- **CHEBOYGAN** patients: Please check in at the Registration Desk in the Cheboygan Community Medical Center. Cheboygan patients arriving before 6:45 a.m. should check in at the Emergency Department.

The receptionist will direct you and your family to the waiting area. Our admitting staff will complete your admission process.

## SURGICAL WAITING AREA

- You and your family will remain in the waiting area until you are called to the pre-surgical unit. After you are called, your family will wait in the surgical waiting room until your pre-op is complete.
- **PETOSKEY CAMPUS:** McLaren Northern Michigan provides a tracking board in the surgical waiting area, ICU, and cafeteria to follow patients through the surgical process. A member of the pre-op team will discuss this with you and your family once pre-op is complete.

## ANESTHESIA

There are four main types of anesthesia used during surgery:

- Local anesthesia — Typically a one time injection of medication to numb a small area for a procedure.
- Regional anesthesia — Medication is used to numb a larger part of the body and may be given through an injection catheter (small tube). This is often combined with sedation or general anesthesia.
- Conscious or Intravenous (IV) sedation — Medication is provided through the IV to relax you during the procedure. The level of sedation can range from minimal (just making you drowsy) to deep (meaning that you will have no recollection of the procedure).
- General anesthesia — IV and inhaled anesthetic medications are used to render a patient unconscious and unaware during surgery.

The type of anesthesia for each patient is determined by a variety of factors. Your anesthesiologist will discuss options in pre-op. Side effects of anesthesia may include soreness or pain, and possible nausea or vomiting. Our anesthesia team will discuss the many types of medication available to treat side effects and answer any questions you may have.



## PRE-OP AREA: WHAT TO EXPECT

1. You will be greeted by the nursing staff and instructed to change into a hospital gown. Your clothes and personal possessions will be labeled.
  - **PETOSKEY CAMPUS:** Lockers are available for use during inpatient and outpatient procedures, as needed. Please inquire with staff.
  - **CHEBOYGAN CAMPUS:** Clothes and personal possessions will be given to the patient's family member or escort.
2. Patient's permission/request for pregnancy test will be offered to all female patients in their childbearing years.
3. Nursing staff will take your temperature, pulse, respiratory rate, and blood pressure (vital signs) and review and update your electronic patient chart. Surgical site(s) will be clipped and washed with antiseptic soap.
4. An intravenous infusion (IV) will be started to provide a way to give fluids, sedatives, antibiotics, and other medications as necessary.
5. Once you are prepared for surgery, your surgical team will introduce themselves to you: operating room nurse, surgeon, and anesthesiologist. They will discuss your health as it relates to your surgery and explain the procedures.
6. This is an excellent time to ask any last minute questions about your surgery.
7. Your surgeon or an assisting physician will initial the surgical site to confirm with you the surgical site to be operated.
8. You will be asked to remove your glasses, contacts, dentures, and hearing aids before going into the operating room.
9. Your family will be asked to return to the waiting area when your surgical team takes you in for surgery. Visiting children are allowed in the surgical waiting rooms, however, they must be accompanied by an adult at all times.



## Petoskey Campus

### PARKING

Patients may be dropped off at the hospital Main Entrance and check in at the Information Desk. Parking garages are located on either side of the Main Entrance.

Free valet parking is available Monday – Friday, 8 a.m. – 5 p.m.

### CAFETERIA

The Algonquin Room cafeteria is located on the Main Level.

- Monday – Friday
- Breakfast, 6:30 – 9:30 a.m.
- Lunch, 11 a.m. – 1:30 p.m.
- Dinner, 4:45 – 6:15 p.m.
- Ask about weekends

*Light snacks and beverages are available in the vending area located to the left of the cafeteria entrance. Guests and visitors may purchase items from the Room Service menu.*

*All forms of payment accepted.*

### GIFT SHOP

Monday – Friday | 9 a.m. to 5 p.m.

## Cheboygan Campus

### PARKING

Enter at the Cheboygan Community Medical Center. Parking is the adjacent lot with a drop-off area for patients who may need assistance.

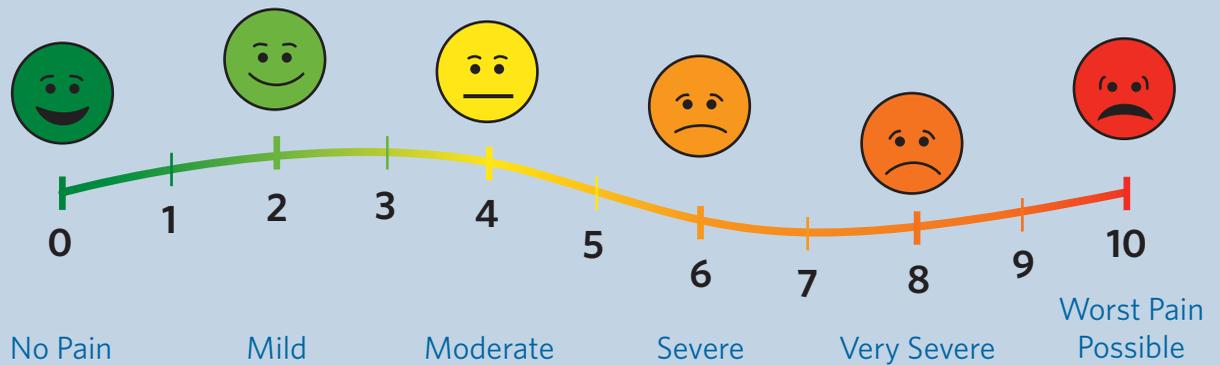
Patients with arrival time before 6:45 a.m. can park in the Emergency Department (ED) Parking Lot and enter through the ED.

### VENDING

Vending is located near the Main Entrance.

## PAIN CONTROL CHART

Throughout pre-op, post-op, and inpatient care, patients are asked to rate pain on a scale from 0-10 based on the following chart.



### COLD THERAPY

Applying cold to the surgical site can decrease pain, swelling, and inflammation. Depending on your specific surgery and recovery needs, cold therapy may be started. Instructions will be provided before discharge, so you may continue it at home.

## Day of Surgery: PAIN MANAGEMENT

### PAIN MANAGEMENT DURING YOUR STAY: PRE- AND POST-SURGERY

You will be asked about pain when you enter the hospital. After providing information about your pain control needs, your medical team will assist to determine the best pain control plan.

As the surgical anesthetic wears off, you can anticipate some pain in your surgical site. Please tell your medical providers when you have pain. Pain medication works best when it is given early and regularly. When you wait until pain is severe, it takes longer to relieve and is harder to manage.

If your physician expects that you will have continued pain after you leave the hospital, pain medication may be prescribed. Upon discharge, your nurse will discuss how to take your pain medication and provide other instructions as needed.



# After Your Surgery: THE RECOVERY PHASE

## OUTPATIENT RECOVERY

Recovery Room nursing staff will provide necessary care and will monitor your return to full awareness.

In order to be discharged from the recovery room to home, you should:

- Stand up and walk without feeling dizzy or lightheaded
- Urinate without difficulty
- Tolerate food and fluid
- Have your pain level under control

## INPATIENT RECOVERY

Some surgeries require time in the hospital ranging from a few hours to a few days. Here are some tips to help with your stay:

- Most patients are expected to get out of bed and walk the night of surgery. A nurse will advise and assist you.  
**Do not attempt to get up alone the first time.**
- Pain medication is an important part of your recovery. Being comfortable makes your post-operative exercises (i.e. coughing, deep breathing, turning, and walking) easier. Several methods of pain management are available. What is best for you depends on the type of surgery and your medical conditions. This will be discussed with your surgeon and nurse.

## PETOSKEY AREA PHARMACIES

WALGREENS PHARMACY  
710 Spring St.  
Petoskey, MI 49770  
231-348-5556

RITE AID PHARMACY  
630 W Mitchell St.  
Petoskey, MI 49770  
231-437-8282

## CHEBOYGAN AREA PHARMACIES

MODERN PHARMACY  
127 N Main St.  
Cheboygan, MI 49721  
231-627-9949

WALGREENS PHARMACY  
991 S Main St.  
Cheboygan, MI 49721  
231-627-1080

WALMART PHARMACY  
1150 S Main St.  
Cheboygan, MI 49721  
231-627-4337

## HOSPITAL QUIET HOURS | 10 p.m. - 4 a.m.

### SHHHH...QUIET, PLEASE

Research proves that a quiet environment contributes to faster recovery and healing.

- Speak quietly
- Close doors gently
- Place all cell phones on vibrate or silent
- Dim lights in patient rooms
- Request that family and friends not call patient room during quiet hours



## THE FIRST 24 HOURS FOLLOWING DISCHARGE

- Go directly home.
- Rest, as you may be groggy or sleepy the rest of the day.
- Do not drive a motor vehicle or operate any machinery for 24 hours.
- Do not drink alcohol or take any illicit substances for 24 hours. Only take what is prescribed by your doctors.
- Use caution when making decisions or signing legal papers as anesthesia does not wear off for 24 hours. It may affect your judgment.
- Follow physician guidelines regarding walking, climbing stairs, and when it is safe to return to work or to your regular exercise routine.
- Make a list of questions as they arise. Discuss with the nurse or your physician who may call you at home after your surgery.
- Get back to your normal diet slowly. Start with liquids and add soft foods as directed. It is best to avoid spicy, greasy, or heavy foods.

## Recovering at Home: AFTER DISCHARGE

Since you may need assistance, make arrangements for someone to help during the initial recovery.

- Organize your daily routine before surgery so personal care items and things used for daily living are easily accessible.
- Before surgery make arrangements for meals. If you are able, freeze meals in advance of your surgery so preparation and clean up are easier.

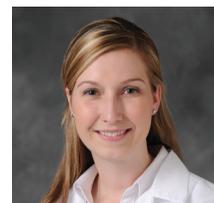
Personal goals, general physical condition, and the nature of your surgery combine to determine a patient's length of stay. The first days and weeks following surgery are most critical as patients move toward achieving recovery goals. Your surgeon and health care team may adjust recovery goals at your first follow-up visit.

### PAIN MANAGEMENT AT HOME

Apply cold therapy to the surgical site in 20- to 30-minute intervals at least 3 times per day or as instructed by your surgeon at discharge.

Take pain medication as prescribed by your surgeon before the pain becomes too severe. It is more difficult to treat severe pain once it is established. If pain medication **does not work, you experience unpleasant side effects, or symptoms worsen**, please call your surgeon's office.

- Medication should not be taken on an empty stomach, as this may cause nausea or vomiting.
- Some patients experience lightheadedness when taking pain medication. Be sure to move slowly when moving from a lying to standing position.
- Take pain medication 30 - 45 minutes before doing recovery exercises.
- Drink at least eight 8 oz. glasses of water every day to stay well hydrated.
- Keep surgical site elevated at or above heart level when possible to reduce pain and swelling.



## SURGICAL SITE CARE

- Keep surgical site area clean and dry at all times.
- Do not wear tight clothing over the surgical site.
- At discharge, follow specific instructions provided by the surgeon regarding surgical site dressing.
- Do not remove sutures. Sutures and remaining steri-strips will be removed by your surgeon.
- Follow discharge instructions about when you may shower.

## COMMON POST-OPERATIVE REACTIONS

*Please accept these reactions as normal.*

- Some pain, soreness, or stiffness.
- Small amount of blood or fluid leaking from the surgical site.
- Bruising along surgical extremity.
- Swelling of the surgical site and surrounding area.

## WHEN TO CALL YOUR SURGEON

- Fever of 101°F or higher.
- Increasing pain or pain uncontrolled with pain medication.
- Excessive bleeding or pus near surgical site.
- Increased swelling and/or redness to the surgical area.
- Persistent nausea and vomiting.
- Decreased sensation to the arms or legs on the same side as surgery.
- Persistent headaches.
- Inflamed anesthesia injection site, such as redness, swelling, oozing, or bleeding.

## SURGEON'S PHONE NUMBER

---

If you are unable to reach your physician and symptoms worsen or continue to persist, call 9-1-1 or go to the nearest hospital emergency department and contact your physician afterwards.



Little Traverse Bay  
LAKE MICHIGAN

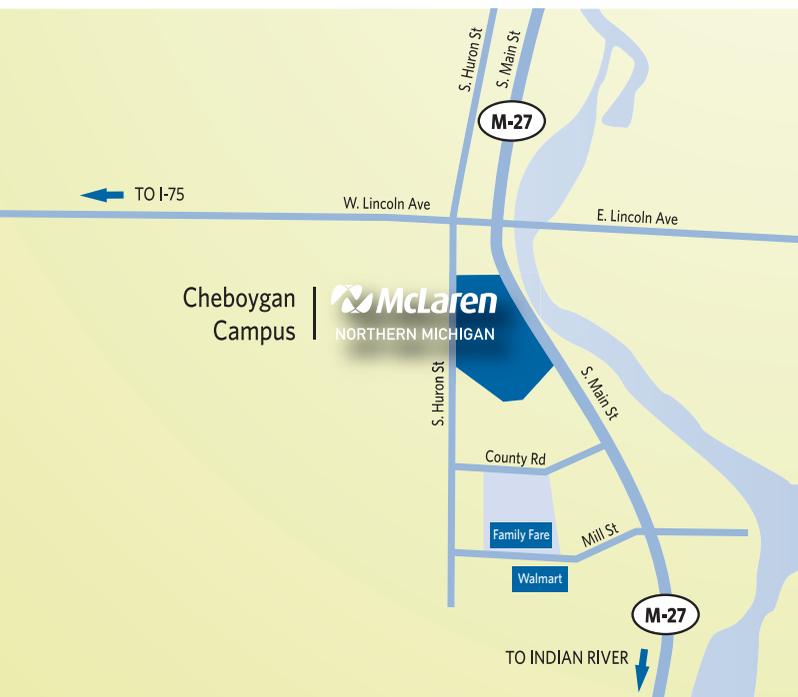


## McLAREN NORTHERN MICHIGAN PETOSKEY CAMPUS

416 Connable Ave  
Petoskey, Michigan 49770

When arriving at the hospital,  
please enter through the  
Main Lobby entrance and check in  
at the Patient Information Desk.

Free valet service is available  
at the Main Lobby entrance  
Monday - Friday, 8 a.m. - 5 p.m.



## McLAREN NORTHERN MICHIGAN CHEBOYGAN CAMPUS

740 S. Main St  
Cheboygan, Michigan 49721

When arriving at the hospital,  
please check in at the  
Registration Desk in the  
Cheboygan Community Medical Center.



DOING WHAT'S BEST.®