

HOW TO PREPARE FOR YOUR SURGERY

PLANNING FOR YOUR SURGERY

Pre-registration

To help ensure your surgery registration and check-in are as smooth as possible, please pre-register for your surgery by calling 301-754-8300 or visiting HolyCrossHealth.org/reg.

Pre-operative Work

Per your surgeon's instructions, you may need to schedule a pre-operative physical with your primary care physician, cardiac clearance, and/or lab work or other tests, within 30 days of your scheduled procedure. In order to keep you, your doctor and our care team safe, we are requiring every surgical patient to have a COVID-19 test prior to surgery. Plan ahead, so you are not trying to arrange these requirements at the last minute.

Who Will Call You Before Your Surgery

Holy Cross Health's Central Scheduling, Insurance Verification and Financial Clearance departments will help clear you for surgery. A **registration representative** will call you to verify your demographic and insurance information. Please have your insurance cards and procedure date available. To reach this department, call 301-754-8300.

A **presurgical nurse or scheduler** also will call you to discuss your procedure and to address any special needs, such as assistance for physical disabilities, translation services, etc. You will be asked about allergies, previous illnesses, previous surgical procedures and medications. To contact this department at Holy Cross Hospital, call 301-754-7859 for inpatient surgeries and 301-754-7292 for outpatient surgeries. To contact this department at Holy Cross Germantown Hospital, call 301-557-6827.

Financial Assistance Program

Holy Cross Health provides financial assistance to individuals who cannot pay for necessary care or do not qualify for programs that would provide coverage such as Medicaid, MCHP, etc. The financial

assistance application is available online in English, Spanish, French and Mandarin at HolyCrossHealth.org. For more information, call 301-754-7195 at Holy Cross Hospital or 301-557-6195 at Holy Cross Germantown Hospital.

THE DAY BEFORE YOUR SURGERY

Review again your doctor's pre-operative or pre-admission instructions and follow them carefully.

If you are having a procedure that requires you to fast, do not eat or drink anything after the time specified. Remember that when the instruction says, "nothing to drink," this includes water, coffee and juice. You may brush your teeth, but do not swallow the water.

If you are taking aspirin products or any other medications, discuss with your surgeon whether these medications should be discontinued prior to surgery.

Try to get a good night's sleep the day before surgery. If you feel ill or develop a fever, call your surgeon. Your surgeon will decide if it is safe to proceed with surgery.

THE DAY OF YOUR SURGERY

Shower at home the morning of surgery. Use cleansing wipes as directed by your nurse/doctor. Do not wear makeup or jewelry. Remove any body piercings and contact lenses.

What to Bring with You

- Personal identification (such as a driver's license)
- Insurance card(s)
- Co-payment or deductible required by your insurance
- Your physician's orders
- Any referrals or authorizations required by your insurance carrier

If you will be admitted to the hospital after surgery, bring a bag with your belongings but leave it in the car until after surgery. Your loved one can take it to your room after surgery.

What to Leave at Home

- Prescribed medication(s) you are taking, unless instructed otherwise by your physician
- Valuables such as jewelry, watches, wallet, extra money and credit cards (except what is needed for your co-payment or deductible)

The hospital is not responsible for any patient belongings.

What to Wear

You may want to wear loose-fitting clothes which will be more comfortable to put back on after your procedure.

Who Should Accompany You

If you are having a procedure that requires anesthesia or a sedative, a responsible adult must accompany you when you leave the hospital. You will not be able to drive home or take any other form of transportation by yourself. Taxi, Lyft and Uber services home is not permissible unless with adult accompaniment. Please make these arrangements before you arrive.

If you do not have someone available to take you home after your procedure, here is a list of services that provide transportation for a fee:

Butler Medical Transport.....888-602-4007

M&M Medvan301-938-6702

Where to Park at Holy Cross Hospital

At Holy Cross Hospital, the parking garage is located to the left of the main hospital entrance. Valet parking is available at the main entrance.

Parking Rates at Holy Cross Hospital:

Parking is free for the first hour. If longer-term parking is required due to an extended inpatient stay, a longer-term pass is available, valid for seven days from date of purchase. This allows unlimited entry and exit from the garage.

Parking passes may be purchased from the hospital cashier in the main lobby Monday through Friday, between 8 a.m. and 7:30 p.m. For current parking rates, visit HolyCrossHealth.org.

Street parking in the community surrounding the hospital is by resident permit only. Anyone who parks on the community streets risks being ticketed or towed by the county.

Parking Process at Holy Cross Hospital:

When entering the garage, take a parking ticket. Before leaving the hospital, you will need to pay for parking using one of three kiosks, located in the following areas:

- Outside the main lobby of the hospital by the garage elevator on the top/fourth floor of the garage
- Inside the main lobby of the Physician Specialty Building on the top/fourth level of the garage (first floor of the hospital)
- Ground floor lobby of the Physician Specialty Building, near the entrance to the Emergency Center

Kiosks accept cash and credit cards. After paying, you will insert the now-paid ticket into the ticket slot at the gate, which will rise for exit.

Where to Park at Holy Cross Germantown Hospital

At Holy Cross Germantown Hospital, parking is free of charge in the surface lot in front of the hospital.

Where to Enter

Enter through the main entrance of the hospital. Staff members at the information desk located inside the main entrance will assist you in getting to your destination.

What to Expect

Consent forms and policies: All patients are given a number of forms and policies to review and sign on the day of admission. Some patients may receive this paperwork ahead of time from their physician. Expect to review and sign a consent form

and receive other important information while at the hospital.

Co-pays: Be prepared to visit the cashier's office or Patient Registration department on the day of admission to pay any co-payment or deductible required by your insurance carrier. This amount should be indicated to you during the pre-registration process; however, we recommend you contact your insurance carrier to confirm any amounts owed prior to services being rendered. You may pay with cash, check or credit card.

DURING YOUR SURGERY

Use of Physician Assistants

Your surgeon may utilize a Physician Assistant (PA) during your surgery. A PA is a medical professional who works as part of a team with a doctor. A PA is a graduate of an accredited PA educational program who is nationally certified and state-licensed to practice medicine with the supervision of a physician.

At Holy Cross Hospital and Holy Cross Germantown Hospital, PAs assist in surgery, perform procedures, complete physical examinations and provide follow-up care for patients while they are in the hospital. As part of the surgical team, PAs provide increased clinical support so your surgeon has the resources needed to operate efficiently, and provide safe and quality clinical care.

Fees for professional services, including PA services, associated with your care at the hospital will be billed directly to you, as applicable. Their services will generally be billed separately from the hospital's services.

AFTER YOUR SURGERY

After surgery, you will go to the recovery room where you will receive constant care. As the anesthesia wears off, you may experience sounds louder than usual, blurry vision, dry mouth or chills. Your blood pressure will be checked frequently, and you will have an intravenous infusion or, depending on your procedure, you may have other medical devices in place. If you experience pain, ask your nurse for medication.

After recovery, if you are to be discharged, you will return to the Ambulatory Surgery department until

you are ready to be discharged. Or, after recovery, if you are to be admitted to the hospital, you will be taken to your private room.

To respect our patients' privacy, we limit visitors in the recovery area to special circumstances, such as when there is a need for an interpreter or a prolonged stay. Once a patient returns to the Ambulatory Surgery department prior to discharge, visitors are limited to two to ensure the well-being, privacy and safety of all our patients.

Ask your physician if you will need home care following discharge. If you have needs or concerns regarding your post-operative plan, please speak with your physician's office. Also, see the list of Patient Resources on this page.

Remember to take the discharge instructions, given to you by your nurse, home with you.

Prescriptions given to you as you leave the hospital may be filled at the pharmacy of your choice. At Holy Cross Hospital, you may have them filled at the hospital's outpatient pharmacy located on the first floor.

Holy Cross Hospital's outpatient pharmacy is open from 7 a.m. to 4:30 p.m., Monday through Friday, and from 9 a.m. to 3 p.m. on Saturday and Sunday (closed on major holidays). Most prescription plans are honored. Most major credit cards are accepted. To contact the pharmacy, call 301-754-7820.

PATIENT RESOURCES

Resources Provided in the Home

Home Care and Hospice.....301-557-4663 (HOME)
House Calls..... 301-754-7849 or 301-754-7965

Resources Available Outside the Home

Caregiver Resource Center.....301-754-7152
Health and Wellness Classes301-754-8800
Medical Adult Day Center301-754-7150
Senior Source Programs.....301-754-8800

Support Groups

Visit HolyCrossHealth.org for a complete list of community-sponsored support groups.