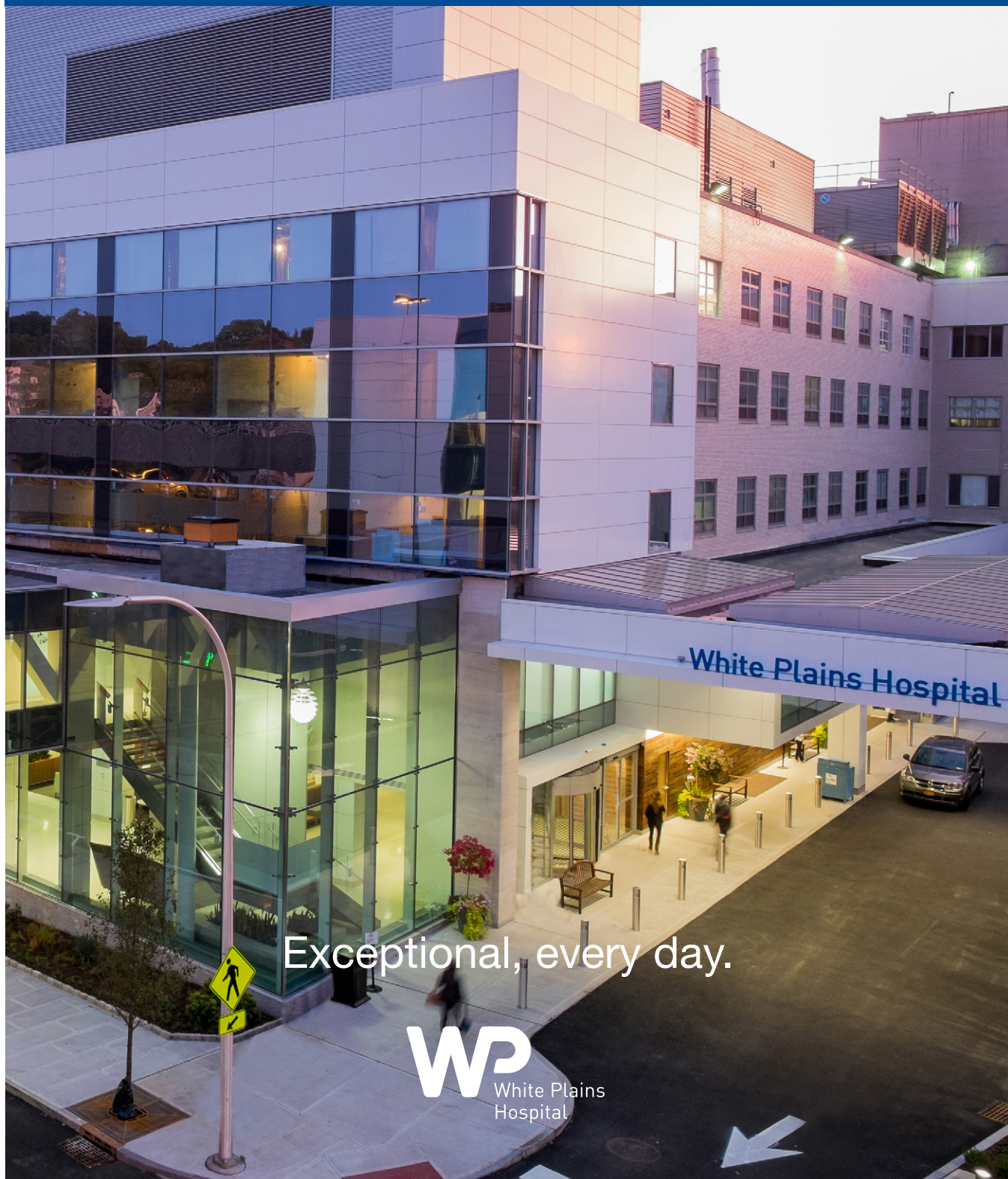


# Welcome to White Plains Hospital **SURGERY GUIDE**



Exceptional, every day.





# White Plains Hospital Surgery Guide

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# Welcome

Dear Patient:

Thank you for choosing White Plains Hospital for your upcoming surgery. This booklet is intended to help answer commonly asked questions and provide you and your caregiver with important information that you will need before, during and after surgery. We understand planning a surgery can be stressful for patients and family members. Our goal is to provide you with all the information you need to ensure you feel comfortable and informed about your procedure.



White Plains Hospital takes pride in working together as a team to provide our patients with outstanding care. From the moment you walk in the door, I hope you will find that the hospital staff is committed to providing you with an exceptional experience that promotes your health and healing. Our highly trained physicians and Magnet designated nurses, as well as other members of your care team, collaborate to ensure you receive the highest level of safety, quality care, and service.

I hope you will take the time to read through this booklet. It is full of useful information — including a handy checklist of things to remember before your surgery (starting on page 4), as well as information on anesthesia, what to expect before, during and after your surgery; and useful material about practical concerns such as billing and finding your way to and around White Plains Hospital.

If you have any questions about your surgery, medications, pre-operative preparations or post-operative care please speak to your physician, nurse or other member of your healthcare team. They are here to help, and value patients and family members as essential partners in the care process.

On behalf of the White Plains Hospital care team, we wish you a speedy recovery.

Sincerely,

A handwritten signature in blue ink that reads "Susan Fox". The signature is fluid and cursive, with a long horizontal line extending from the start of the name.

Susan Fox  
*President and CEO*

# Surgical Quality

The surgical program at White Plains Hospital has a long history of providing high quality care. White Plains Hospital participates in the National Surgical Quality Improvement Program (NSQIP) to ensure that we are providing the best possible surgical care. NSQIP is the leading surgical quality program throughout the country with almost 742 hospitals enrolled. We are one of 45 hospital participants in the state of New York and the only hospital in Westchester County and the Hudson Valley to partake in this initiative. Our surgeons have trained at some of the most prestigious institutions across the country and we are proud that we have attracted some of the best surgeons in their field to practice at White Plains Hospital. With our expanding expertise across almost every surgical sub-specialty, we are able to meet a wide range of patients surgical needs.



Kaare Weber,  
Chief of Surgery



Mitch Reuben,  
Chief of Anesthesia

Hand-in-hand with exceptional surgeons, White Plains Hospital is home to the White Plains Anesthesia Group, a division of Westchester Anesthesiologists. Our board-certified anesthesiologists ensure high quality and exceptional care to each patient requiring anesthesia services. The White Plains Anesthesia Group participates in the FIDES Quality Assurance program to monitor quality data, patient outcomes and meet hospital regulatory requirements. This program provides our anesthesiologists the ability to continually improve practices and exceed patient expectations.

White Plains Hospital is dedicated to providing exceptional surgical care and uses best practices to ensure patient safety and improve outcomes. We thank you for choosing White Plains Hospital for your surgical care and wish you a quick recovery.

Sincerely,

Kaare Weber, MD

Mitchell Reuben, MD



# Pre-Op Patient Check List

Please use the checklist below as you prepare for your surgery. We appreciate your help with the following items and look forward to working with you throughout your surgical experience, from preparation for your surgery through to your recovery.

For any questions or concerns about any of these items, please call our Chart Review Department at (914) 681-2144.

## **AS SOON AS POSSIBLE:**

- Please contact your insurance carrier to inquire about your hospital coverage and benefits. The hospital's participation with your insurance carrier is not a guarantee of 100% coverage. You may be responsible for a deductible, co-insurance, and/or co-payment.
- Quit smoking if you smoke cigarettes or use other tobacco products. For information on quitting smoking, please see the "Quitting Smoking Before Your Operation" on page 16.
- Please call White Plains Anesthesia Group at 914-428-5454 prior to your surgery to make sure your insurance is accepted.
- If your surgeon has instructed you to see your Primary Care Physician, please make this appointment within the 30 days prior to your surgery to meet the pre-operative requirement.

## **TWO-THREE WEEKS BEFORE YOUR SURGERY:**

- Call the Admitting office to pre-register at 914-681-1140.

## **ONE WEEK BEFORE YOUR SURGERY:**

- Female patients requiring a pregnancy test must have the test completed anywhere from 1-7 days prior to surgery. Pregnancy tests completed 8 or more days prior to surgery will not be accepted and must be repeated.
- Arrange for a responsible adult to accompany you and drive you home the day of your surgery. It is required that a responsible adult accompany you and drive you home upon your discharge. The telephone number of your designated driver must be given to the Ambulatory Surgery Department nurse. Surgery will not be performed unless these arrangements have been made. A taxi driver alone is not considered a responsible adult. If you take a taxi, another responsible adult must be available for discharge instructions.
- Consult with your doctor regarding when or if you should take medication prior to surgery.



### **THREE DAYS BEFORE YOUR SURGERY:**

- For your safety, White Plains Hospital requires all preoperative evaluations be reviewed 72 hours prior to surgery. It is your obligation to ensure that any pre-operative evaluations by your primary care physician or medical specialist (such as your cardiologist) are received by the hospital 72 hours prior to your surgery. You can call the White Plains Hospital chart review department at **(914) 681-2144** to confirm that the hospital received all necessary paperwork.

### **TWO DAYS BEFORE YOUR SURGERY:**

- Please do not shave near the operative site during the 48 hours prior to your surgery. Shaving can cause small nicks or cuts where bacteria can enter and potentially infect the surgical incision site.

*continued*

## **ONE DAY BEFORE YOUR SURGERY:**

- Prior to surgery it is important to cleanse your skin. We recommend using an antibacterial solution called Chlorhexidine Gluconate (CHG) [Brand name is Hibiclens]. CHG is not to be used internally or above the neck – do not get in your ears, eyes or nose. If you are allergic to CHG please do NOT use it and let your surgical team know.
  - If your surgeon provided you with CHG washcloths, please follow the instructions provided, and use them the night before surgery and again on morning of surgery. Regular soap (bar soap, body wash, etc.) deactivates CHG, so please stop the use of regular soap at least 2 hours prior to your first use of CHG. You will be able to use regular soap again, after your surgery.
  - If you did not receive CHG washcloths, please purchase a small bottle of Hibiclens at your local pharmacy and use in the shower the night before surgery and again on the morning of surgery. Regular soap (bar soap, body wash, etc.) deactivates Hibiclens, so please stop the use of regular soap at least 2 hours prior to your first use of Hibiclens. You will be able to use regular soap again after your surgery.
- Please do not eat or drink anything other than clear liquids after midnight, the night before your surgery, unless otherwise instructed by your surgeon. This includes chewing gum, hard candy and mints.

## **THE DAY OF YOUR SURGERY:**

### **At home:**

- Bring a complete list of any medications you may be taking including injections, aspirin, compounds containing aspirin, anti-inflammatories, herbal preparations and over the counter vitamins.
- If you develop a cold, fever, or rash, notify your surgeon. Your surgery may be postponed.
- Please do not bring any valuables with you to the hospital other than the items listed below.
  - Some items you should bring with you include:**
    - Insurance card
    - Means to cover co-pays, if required (cash, check or credit card)
    - Any assistive devices you require (glasses, hearing aids, crutches, walker, cane, etc.)
    - C-Pap/Bi-Pap if you use at home and will be staying overnight at the hospital
- Please remove all piercings and jewelry and leave at home. These can pose the possibility of injury if worn during surgery.



- After midnight, you may have clear liquids ONLY up to two hours prior to your surgery unless your surgeon has instructed you otherwise.

**Clear liquids include:**

- Water (Plain or carbonated)
  - Apple Juice or Cranberry Juice
  - Gatorade or PowerAde
  - Black Coffee or Black Tea (NO Milk)
- Shower the morning of your surgery using Hibiclens or CHG Washcloths (use antibacterial soap instead ONLY if you are allergic to Chlorhexidine Gluconate).
  - On the morning of your surgery please do not use any hair products, makeup, perfume, cologne, after-shave or scented lotions.
  - We encourage you to brush your teeth the morning of surgery.
  - Dress in loose, comfortable clothing (sweatpants, etc. that can accommodate any bandages that may need to be applied after your surgery) and flat supportive shoes. If you wear dentures, a partial plate, contact lenses or any other prosthesis you may be asked to remove them before surgery. Your nurse will label the items and keep them in a safe place until your return.
  - Please provide enough travel time in order to arrive at the hospital 90-120 minutes prior to your scheduled surgery.



## Anesthesia Services at White Plains Hospital

The White Plains Anesthesia Group, a division of Westchester Anesthesiologists, provides anesthesia services at White Plains Hospital. As you are about to undergo your surgical procedure, we would like to provide you with information about your anesthesia care and the anesthesiologists who will provide it. We assure you we will impart the highest standards to safeguard your surgical experience and set the stage for a complete and comfortable recovery. Patient safety is and always will be our main priority.

Below you will find a comprehensive guide to any questions you may have though further information is available at <http://www.wcanesthesia.com>. As you are about to undergo surgery and anesthesia, we would like you to have all the information you require to be knowledgeable and reassured regarding your procedure.

### Who is your Anesthesiologist?

The White Plains Anesthesia Group is comprised of physicians who are Board Certified or Board Eligible through the American Board of Anesthesiology. The anesthesiologists of White Plains Anesthesia Group have trained at our nation's finest institutions for pediatric anesthesia, obstetric anesthesia, thoracic anesthesia, cardiac anesthesia, pain management and regional anesthesia for orthopedics. A certified Registered Nurse Anesthetist may also be involved with your care.

### What is the role of the anesthesiologist at White Plains Hospital?

Our primary role is to insure your SAFETY AND COMFORT in the "peri-operative period" — the time just before, during and immediately after your surgery. We are responsible for the safe administration of anesthetics and analgesics to patients of all ages, including infants, women in labor, and seniors who present with various types of medical and surgical conditions. We also assist in the treatment of post-operative pain and the medical management of critically ill patients. If you require anesthesia services while in the operating room at White Plains Hospital, you will be assigned an anesthesiologist and certified registered nurse anesthetist who will be responsible for your care. Constant vigilance is necessary to insure your well-being. State-of-the-art monitoring devices are used to aid us in this task.

### What can I do to prepare myself for anesthesia and surgery?

The most important thing that you can do to prepare for your surgery is to know your medical and anesthesia history. This includes any medical or surgical conditions you have now or had in the past, as well as your experience with previous anesthetics. Please bring a written list of medications with dosages on the day of surgery.

Your surgeon may refer you to your primary care physician for a full medical evaluation in order to insure that you are in the optimal state of health at the time of your surgery. Your primary care physician will inform you which medications can and should be continued until the time of surgery, and which should be discontinued well in advance. If you are instructed not to eat or drink anything prior to your surgery, you may still take those particular medications with one SMALL sip of water the morning of your surgery.

Your doctors will instruct you very thoroughly, but please also take the time to carefully read the portions of this guide that pertain to you. As an informed patient, you can have as much influence as we do to ensure that you experience a safe procedure and a complete and comfortable recovery.

### **What are the different types of anesthesia?**

A general anesthetic renders you unconscious, and you will be unaware of anything. Spinal, epidural, and nerve blocks are types of regional anesthetics, which anesthetize only a portion of your body. Monitored anesthesia care (MAC) involves continuous monitoring of your vital signs along with the administration of intravenous medication to keep you relaxed and comfortable while your surgeon administers a local anesthetic. The best and safest approach depends on the type of surgery, your age and medical condition, and to the extent possible, your personal preference. Your anesthesiologist will assess these factors and together with you and your surgeon to choose the safest and most suitable anesthetic option for you.

### **How is anesthesia administered?**

Since the majority of surgery performed today at White Plains Hospital takes place on the same day of admission, the initial visit with your anesthesiologist takes place at that time. During the pre-operative interview, your anesthesiologist will review your medical history and discuss the anesthetic options available to you. After you have met both your anesthesiologist and operating room nurse and have reviewed your procedure with the surgeon, we commonly administer a sedative for your comfort before wheeling you into the operating room. All patients receiving anesthesia will have an intravenous line (I.V.) placed. This involves an injection of local anesthetic on the skin using a very small needle, followed by the placement of the I.V. through this numbed area. The anesthetic is then administered through the I.V.

### **Anesthesia administered to children**

To avoid upsetting younger children and infants, a “mask induction” is usually performed. This involves breathing the anesthetic gas through a mask. The I.V. will then be placed after the child is asleep. When appropriate for the surgery and the age of the child, one parent stays in the operating room during the mask induction until the child is asleep to help minimize the child’s separation anxiety.

### **Fasting Guidelines**

An empty stomach is crucial for the safety of all patients, including infants and children undergoing anesthesia. Preoperative fasting times are different for children compared to adults. For the safety of our patients, the White Plains Anesthesia Group has adopted the American Society of Anesthesia guidelines for NPO (nothing by mouth) status in perioperative patients. Please refer to the table below. Any violation of these guidelines can result in delay or cancellation of your procedure.

### Ingested Material Minimum Fasting Period

Clear liquids (black coffee [no milk!], tea, water).....	2 hours
Breast milk.....	4 hours
Infant formula .....	6 hours
Nonhuman milk .....	6 hours
Light meal.....	6 hours
Heavy fatty meal (hamburger, fries, etc.).....	8 hours

### What can I Expect After the Surgery and Anesthesia?

Immediately after surgery, you will be accompanied by your anesthesiologist to the postanesthesia care unit (PACU, or commonly referred to as the “recovery room”). Under his/her supervision, the PACU nurses will continue to monitor your vital signs and keep you comfortable, administering pain medications and sedatives as needed. When your PACU nurse and anesthesiologist feel you are adequately recovered from your anesthetic, you will be transferred to your hospital room or back to the ambulatory holding unit.

### Possible Side Effects

The body eliminates today’s anesthetics very rapidly. The feeling of anesthesia “hangover” is usually minimal and may be due to the post-operative medications you receive. Other common side effects include dry or sore throat, nausea and sometimes, vomiting. We recommend that if you are allowed to eat post-operatively, you do so lightly for the first 12-24 hours.

### When can I be with my child after the surgery?

We realize that parents are anxious to be with their children immediately after the surgery. Nevertheless, time spent in the post anesthesia care unit, under the supervision of an anesthesiologist, is necessary for the safety of the pediatric patient just emerging from anesthesia. The PACU nurses, however, make every effort to reunite you with your child as soon as it is safe to do so. Please note that we make every effort to make your child comfortable post-operatively, but many children awaken “cranky” after anesthesia.


### Pain Relief After Surgery







It is important to mention what has worked for you in the past and what has not. If you have a history of chronic pain, you may be less sensitive to pain medication -a phenomenon called tolerance. Regional anesthesia with local anesthetics may be a good supplement for you if this is the case. Pain control following your surgery is a priority for your physicians and staff at White Plains Hospital. While you should expect to have some pain and discomfort after your surgery, we will make every effort to minimize your pain safely.

### Why is Pain Control so important after surgery?

Pain control helps you recover faster and may reduce your risk of developing certain complications after surgery, such as pneumonia and blood clots. If your pain is well controlled, you can start moving sooner and get your strength back more quickly. This will allow you to complete important tasks such as physical therapy and deep breathing exercises.

**Pain Rating Scale**



					
0	1-2	3-4	5-6	7-8	9-10
No Pain	Mild Pain	Moderate Pain	Severe Pain	Very Severe Pain	Worst Possible Pain

## **What techniques are used to control pain if you are staying in the hospital?**

- 1. Regional Anesthesia:** We offer a variety of nerve blocks that can be used to control post-operative pain. These blocks may be administered by a single injection or by continuous infusion. Your anesthesiologist will discuss with you whether a nerve block is appropriate for your case.
- 2. Non-Narcotic Pain medications:** We offer a variety of both intravenous and oral pain medications. These are often given in combination to maximize their effect. These drugs are well tolerated and have much fewer side effects than traditional narcotic pain relievers.
- 3. Intravenous (IV) Pain Medication:** After surgery, your doctor may keep your IV catheter in place to deliver pain medication while you are in the hospital. Traditional narcotic pain relievers (for example, morphine or dilaudid) are used when your pain can not be controlled by previous methods. You may be offered a patient-controlled analgesia (PCA) – a system that allows you to give yourself a fixed dose of the medication by pushing a button. This way you don't have to ask a nurse for each dose of pain medication. The PCA system has built-in safeguards to prevent you from overdosing on pain medication. If you push the button more than once within a set period of time, the dispenser ignores the second request. This gives each dose of pain medicine enough time to work before you receive another dose. Also, when there's more medication than you need in your bloodstream, you become too sleepy to press the button. When you are no longer drowsy from medication, you will be able to safely give yourself another dose. That's why friends or family should never push your PCA button. No one but the person receiving the medication should ever administer a dose.

**Pain Medications: Taken by Mouth:** At some point during your hospital stay, you will probably be switched to oral pain medications in the hospital in order to prepare you for outpatient rehabilitation or going home. Examples of these medications include narcotics such as Oxycodone, NSAIDS such as Celebrex, and other analgesics such as Tylenol, Lyrica and Ultram. These may be ordered to come at a specified time, or you may need to ask your nurse to bring them to you. Make sure you know if you need to ask for the medication!

**IMPORTANT!:** Do not wait until your pain is severe before you ask for pain medications

## **What Techniques are used to Control Pain at Home?**

**Oral Medications** You may be given prescriptions for pain medications to take at home. These may or may not be the same pain medications you took in the hospital. Talk with your doctor about which pain medications will be prescribed at discharge and which ones have worked for you in the past.

## **Billing Information**

The White Plains Anesthesia Group is a separate entity from the hospital and services will be billed separately. All insurance carriers except out-of-state Medicaid programs are billed by our office. A list of participating insurance carriers can be found on our website at [www.wcanesthesia.com](http://www.wcanesthesia.com). Please call our business office with any questions you may have regarding your insurance coverage for anesthesia services at 914-428-5454.



## What to Expect Upon Arrival

Unless otherwise instructed, report to the Admitting Office on the main floor of the hospital to sign in the day of surgery. Please provide enough travel time in order to arrive at the hospital 90-120 minutes prior to scheduled surgery time. You will be asked to sign insurance forms and medical consents at Admitting. You should be prepared to pay for possible co-payments with cash, check or credit card.

From the Admitting Office, you will be escorted to the reception area in the Ambulatory Surgery Department on the 3rd Floor in the Flanzer Pavilion. A staff member will take your vital signs and review your prior medical/surgical history with you. During your stay, you may be asked the same questions multiple times from different caregivers. This is for your safety, and part of our practice to ensure the best possible care.

Prior to entering the Operating Room (OR), you will change into a gown and meet your surgeon as well as your anesthesiologist and other members of your care team. You will be asked once again about your health, previous surgeries, allergies, medications you are taking, and other conditions you may have such as diabetes or high blood pressure. This is also an opportunity for you to ask any remaining questions you may have about anesthesia or your procedure. At this time, you will be taken to the OR on a stretcher.

# During and After Your Surgery

## THE OPERATING ROOM

In the Operating Room your heart rate, blood pressure and oxygen level will be monitored. The anesthesia team member assigned to you will then administer medication previously discussed with you and your surgeon.

## WHAT TO EXPECT POST-SURGERY

- After surgery you will be taken to the Post Anesthesia Care Unit (PACU), a special unit designed to monitor your health after surgery. Your vital signs will be monitored every 15 minutes. Your nurse will let you know when you can return to the Ambulatory Surgery Department or be transferred to a hospital room.
- Do not drive or operate machinery for 24 hours after surgery (unless otherwise instructed).

## Post Anesthesia Care Unit (PACU) Visitation

The PACU is a busy open unit with patients being admitted and discharged throughout the day. We request that only one to two family members visit the unit.

- Patients need time for rest and nursing care immediately after surgery. Therefore, family visitation is limited to no more than five minutes at a time. Please note, it may take up to an hour from the time surgery is completed before a PACU visit is allowed.
- PACU visiting arrangements may be modified depending on the activity in the unit at that time, as certain situations in the PACU may take priority over family visitation. If any PACU patient needs special nursing attention, we may ask family members to leave or delay their visit. Thank you for understanding.
- Please respect other patients in the PACU by staying at the bedside of your family member.
- White Plains Hospital policy prohibits the use of cell phones, smartphones, cameras, video cameras or any other devices in the PACU area.

*Thank you for following these guidelines, which will help us ensure patient safety, privacy and comfort.*



## Discharge

Your discharge time may vary depending on whether you are a same day patient (a patient going home on the day of surgery), a 23 hour stay (a patient who is observed in the hospital for less than 24 hours), or an inpatient (a patient who is admitted to the hospital for more than one night). In all cases, patients must meet the criteria for safe discharge as defined by White Plains Hospital.

Again, if you are a surgery patient going home the same day, you must have a responsible driver to drive you home upon discharge. Your healthcare team will provide you with individualized discharge instructions and information on follow-up care.

You will also be provided with information about what to do if you experience any unforeseen complications as a result of your surgery, such as bleeding and symptoms to look for that may indicate an infection.



# Understanding Your Health Just Got Easier

We understand planning for surgery can be stressful. To ensure you feel comfortable and informed about your procedure, your White Plains Hospital health care team has assigned you an online education tutorial called Emmi.

## WHAT ARE EMMI TUTORIALS?

This is a series of online videos that walk you through important information about a health topic, condition or procedure. They are web-based and can be accessed wherever you have internet access, including smartphones, tablets and computers. You are the most important member of your health care team so you should have all the information you need.

## ACCESS TO EMMI

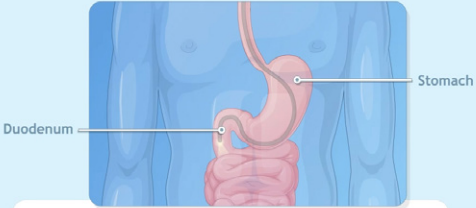
You will receive an email and/or phone call with the instructions you need to log on to view the tutorial. Once you register, you can view the Emmi tutorial at your convenience and as many times as you wish. Please share these videos with your family and friends who will be assisting in your care. The tutorials are roughly 15 to 30 minutes in duration.

## READY TO GET STARTED?

Check your e-mail or voice mail for an 11 digit access code to watch your Emmi educational tutorial.

## NEED HELP?

A technical support team is available to answer any questions you may have.  
Email: [support@emmisolutions.com](mailto:support@emmisolutions.com)  
Call: 866.294.3664



Stomach

Duodenum


This will allow your doctor to look closely at your digestive system for any problems.

Upper GI Endoscopy v1.0  
©2011 Emmi Solutions, LLC



If anything is unclear or confusing, please ask someone on your healthcare team to explain.

What to Expect During Your Hospital Stay v1.0  
©2010 Emmi Solutions, LLC



You can tell your doctors or nurses about anything you've forgotten the next time they check on you.

Patient Safety v2.0  
©2011 Emmi Solutions, LLC



# Quitting Smoking Before Your Operation

If you smoke, plan to quit smoking as soon as you know you may need to have surgery. The sooner you quit smoking before surgery, the more benefits there are.

## **SMOKING CAN INCREASE YOUR RISK OF SURGICAL COMPLICATIONS. THESE COMPLICATIONS INCLUDE:**

- Increased risk of lung problems such as pneumonia
- Increased risk of heart problems such as high blood pressure, elevated heart rate and irregular heart beat (arrhythmias)
- Decreased oxygen in your blood
- Increased risk of blood clots
- Increased risk of wound complications such as delayed healing, wound infections, cell and tissue death and hernias at the wound site

## **WHEN SHOULD I QUIT?**

- Before surgery is the best time to quit and the quit rate is much higher for those who quit before surgery
- Quitting 8 weeks before surgery can help improve your airway function
- Quitting 4 weeks before surgery can help decrease your surgical complication rate by 20-30%
- Quitting 1 day before surgery can help improve your blood pressure and heart rate

## **HELPFUL RESOURCES TO QUIT:**

- Call the Quit Line at **1-800 QUIT NOW (1-800-784-8669)**
- Government Quit Smoking Resources:
  - <http://teen.smokefree.gov/>
  - <http://espanol.smokefree.gov/>
  - <http://women.smokefree.gov/>
- American Lung Association
  - [www.lungusa.org](http://www.lungusa.org)
- Center of Disease Control
  - [www.cdc.gov/tobacco/state\\_system/index.htm](http://www.cdc.gov/tobacco/state_system/index.htm)
- National Cancer Institute Tobacco line
  - 1-877-448-7848 (also in Spanish)
- American Society of Anesthesiologists
  - [www.asahq.org/stopsmoking/provider](http://www.asahq.org/stopsmoking/provider)

# Preventing Surgical Site Infections (SSI)

## **WHAT IS A SURGICAL SITE INFECTION?**

After surgery, an infection can develop in the part of the body where surgery took place – this is called a surgical site infection. Most patients who have surgery do not develop an infection. Although rare, SSIs can be serious. We want all patients to be aware of the possibility of an SSI and take preventive actions.

### **Some common SSI symptoms include:**

- Cloudy fluid that drains from your surgical wound
- Fever
- Pain, redness, and warmth around the surgical area
  - As your body heals, it is usual to see some redness and swelling at your incision. Do not be alarmed.
  - If redness and swelling persists and is associated with pain, fever or cloudy fluid draining from your incision, please call your doctor for further instructions.

### **How can I prevent an infection?**

There are many things you can do to help prevent an infection from occurring:

- Follow all of the instructions in this guide, and any other instructions your surgeon gives you. This guide will provide you with important steps you can take to decrease your chances of developing an infection.
- Do not shave your skin up to 48 hours prior to your surgery.
- Wash your hands with warm soap and water or with an alcohol based hand sanitizer before and after meals, before and after using the bathroom, after you sneeze, cough or blow your nose, and before and after any incision care you may have been instructed to do by your surgeon after surgery.
- Do not touch your incision or dressing unless otherwise instructed by your nurse or physician/provider.
- Any healthcare provider that examines you should wash their hands before and after the exam.

### **FOR MORE INFORMATION:**

[www.cdc.gov/HAI/pdfs/ssi/SSI\\_tagged.pdf](http://www.cdc.gov/HAI/pdfs/ssi/SSI_tagged.pdf)  
[www.facs.org/patienteducation](http://www.facs.org/patienteducation)

# Contact Numbers

**White Plains Hospital Admitting Office**

**(914) 681-1140**

**White Plains Anesthesia Group**

**(914) 428-5454**

**White Plains Hospital Chart Review**

**(914) 681-2144**

**White Plains Hospital Ambulatory Surgery Department**

**(914) 681-1291**

**FOR MORE INFORMATION**

Visit our website at: [wphospital.org](http://wphospital.org)



## General Hospital Information for Patients and Visitors

- White Plains Hospital is a smoke free facility. There is no smoking permitted anywhere on the WPH Campus. This includes the parking garage and sidewalks.
- White Plains Hospital is happy to offer free WiFi to our patients and visitors. Look for wireless signal “WPHGuest” on your wireless devices while you are in the hospital.
- White Plains Hospital participates in the American College of Surgeons (ACS) National Surgical Quality Improvement Program (NSQIP). You may be contacted by phone and/or postal service anywhere from 1 week-3 months after surgery to gather information on your outcomes after surgery through a NSQIP and/or Press Ganey patient experience survey. Your information remains confidential and we value your input.
- As our vision for White Plains Hospital continues to grow, we are expanding and renovating our campus to meet the needs of our community now and in the future. Please pardon our appearance while these exciting changes are underway. All of these changes are designed to enhance the level of care for our patients in a healing environment.
- White Plains Hospital provides, free of charge, language interpreter services, telecommunication and amplification devices, as well as sign language services to deaf and hearing-impaired persons. Please ask a healthcare professional for assistance.

**PARKING:** Parking is available in the garage located near the main entrance on Davis Avenue. Valet parking is also available. There are also several municipal parking lots nearby, including one on Longview Avenue at Maple Avenue and one on Lexington Avenue at Maple Avenue (near the fire house). Both lots are within a few blocks of the hospital.

**VISITING HOURS:** Visiting hours on Medical/Surgical Units are 10am–9pm. On the ICU and CCU units, visiting hours are 10am–6pm and 8pm–9pm. Visitors are asked to call into the unit from the waiting area prior to entering.

**CAFETERIA:** The cafeteria is located on the main floor of the hospital and offers breakfast, lunch, dinner, and snacks. Hours: Monday–Friday: 7am–7pm; Saturday and Sunday, 9:30am–7pm.

**EVERYDAY HEALTHY CAFÉ:** The Everyday Healthy Café is located in the lobby. The café serves drinks, meals, and snacks and is open Monday–Friday, 6:30am–7:30pm and Saturday and Sunday, 7am–5pm.

**GIFT SHOP:** Newspapers, magazines, toiletries, soft drinks and other gift items can be purchased at the gift shop, located on the main floor in the lobby. Hours: Monday, 9:30am–5:30pm; Tuesday– Friday, 9:30am–7pm; Saturday and Sunday, 12noon– 5pm.

**FLOWERS:** Flowers can be purchased from our gift shop and delivered to patient rooms. Please note that flowers are prohibited in intensive care units.

**ATM:** An ATM is located on the main floor across from cafeteria.

**WHEELCHAIRS:** Wheelchairs are available for patients and visitors. Transporters or ambassadors are available to assist with wheelchairs.



# Surgical Services Billing Guide

The following information is intended to help you better understand the billing process and whom to contact if you have questions. Please be advised that you may receive multiple bills for services provided to you at White Plains Hospital.

You will receive a bill from the hospital for all services provided. Depending on the services or treatment provided, you may also receive a bill for the professional, diagnostic or treatment services provided by physicians in the following specialties:

## **Anesthesiology**

White Plains Anesthesia Group: **(914) 428-5454**

If you have questions related to billing for these services, please contact the appropriate billing office listed above.

Questions related specifically to your hospital bill should be directed to the Patient Accounts Office, Monday through Friday between 9am and 4pm at the following number: **(914) 681-1004**

You may also contact the billing department via e-mail at: [billing@wphospital.org](mailto:billing@wphospital.org)

For emergency or inpatient services, in addition to the above billing(s), you may receive a bill from a consulting physician (specialist) who may have provided services. The request for these services is always based on medical necessity and your health and safety are paramount. It is important to note that unfortunately not all physicians on staff may participate in your personal plan and this may result in additional out-of-pocket expenses. For billing questions or assistance with the appeals process for services denied by your plan please call the billing number on the consultant's or specialist's bill.

We hope this information will help make the billing process easier for you.

# Traveling to White Plains Hospital

## **DIRECTIONS**

For GPS, enter: 20 Davis Avenue, White Plains, NY 10601

### **From the North**

Take Route 684 South to Route 287. White Plains. Follow Route 287 to Exit 8, Westchester Avenue. Continue on Westchester Avenue and turn left onto Bloomingdale Road and then right onto Maple Avenue (the next major Intersection at the Neiman Marcus store). Travel for 6/10 of a mile (9 traffic lights) and make a right onto Davis Avenue. The entrance to the Hospital's parking garage is on the left side of the street.

### **From the West**

Take the New York State Thruway South to Exit 8 (Cross Westchester Expressway Route 287 East). Take Exit 8W (White Plains). After exiting, turn left and cross traffic into the right hand lane on Bloomingdale Road. At the first light (at the Neiman Marcus store), turn right onto Maple Avenue. Travel for 6/10 of a mile (9 traffic lights) and make a right onto Davis Avenue. The entrance to the Hospital's parking garage is on the left side of the street.

### **From the South and East**

Take the New England Thruway to Exit 18B, Mamaroneck Avenue, towards White Plains. Continue on Mamaroneck Avenue to Maple Avenue. Turn left. Travel for 3/10 of a mile (4 traffic lights) and make a right turn onto Davis Avenue. The entrance to the Hospital's parking garage is on the left side of the street.

### **From the South**

Take the Hutchinson Parkway Exit 23, Mamaroneck Avenue (NOT MAMARONECK ROAD) and follow signs for White Plains. Continue on Mamaroneck Avenue to Maple Avenue. Turn left. Travel for 3/10 of a mile (4 traffic lights) and make a right turn onto Davis Avenue. The entrance to the Hospital's parking garage is on the left side of the street.

### **By Train (Metro-North Railroad-Harlem Line)**

Take the Harlem Line of Metro-North to the White Plains train station. The hospital is about three-fourths of a mile from the station. Taxis are available at the station for the three minute ride to the hospital.

*If you would like more information about having surgery at White Plains Hospital or directions to any of our other locations, please visit our website at [wphospital.org](http://wphospital.org)*





## Entering the Hospital

The White Plains Hospital parking garage is on Davis Avenue, across the street from the main entrance of the hospital. Valet parking is available.

When you enter the hospital, reception in the main lobby will provide you with a visitor pass to wear. Please keep this visible at all times while in the hospital.

On the day of surgery, please check in at the Admitting Office on the main floor. Once you have registered, you will be directed to the Ambulatory Surgery reception area on the 3rd Floor.

# Recognizing Exceptional Staff

## WAYS TO HONOR STAFF

White Plains Hospital provides many ways to acknowledge staff who provided exceptional, compassionate care. Many patients tell us about housekeeping staff, food servers, parking attendants, and other employees who made a difference in their hospital experience by providing comfort, warmth, support, and kindness to them and their loved ones.

If you make a gift in recognition of special care or send a letter acknowledging certain staff, we will inform each person you honor of your gift. He or she will also receive an angel pin to wear proudly as a symbol of your gratitude. Any amount is greatly appreciated, and the gift amount will remain confidential.

You can also visit <http://www.givetowphospital.org/Ways-of-Giving/How-to-Honor-Staff/> or call **914-681-1040** to make a donation.

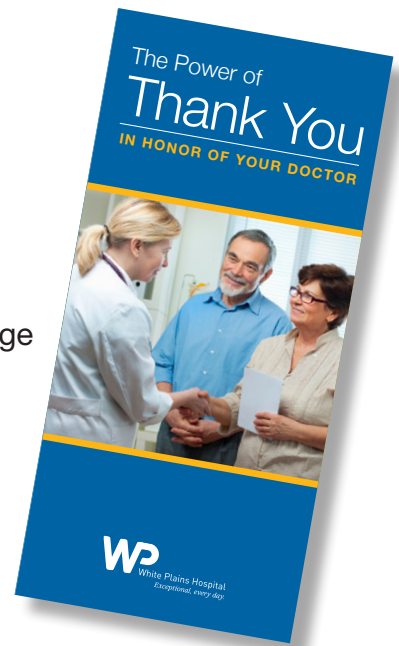
**Share Your Story** We love when patients and families share their stories of unique or special experiences at White Plains Hospital. Telling your story about an exceptional clinician, nurse, or staff member serves as inspiration for all of us to go above and beyond in caring for members of our community. You can send a letter to Susan Fox, President and CEO of White Plains Hospital, at: 41 East Post Road White Plains, NY 10601. You can also share your story at <http://www.wphospital.org/about-us/patient-stories#yourStory>.

## HELP PICK OUR NEXT DAISY

Do you want to recognize an extraordinary nurse who made an enormous difference during your time at White Plains Hospital? You can!

The DAISY award is a nationwide program that rewards and celebrates the extraordinary clinical skill and compassion given by nurses every day. White Plains Hospital is proud to be a DAISY award hospital partner recognizing one of our nurses with this special honor on a quarterly basis.

Patients, visitors, nurses, physicians and employees may nominate a deserving nurse by filling out a short form and submitting it. Please stop by the nurses' station or call **914-681-2079** for more information or to pick up a form.



## YOUR SURGICAL SUMMARY

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SURGERY DATE

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ARRIVAL TIME (AM/PM)

ESTIMATED SURGERY TIME (AM/PM)

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SURGEON

---

PROCEDURE

---

ADMISSION TYPE (SAME DAY/23 HOUR STAY/INPATIENT)

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SURGICAL SCHEDULER NAME

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SURGICAL SCHEDULER CONTACT NUMBER (PHONE AND FAX)

### Your Pre-op Requirements

(All Pre-operative paper work must be received 72 hours before surgery)

Internist's Optimization Required

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MD NAME

MD PHONE

MD FAX

Cardiac Optimization Required

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MD NAME

MD PHONE

MD FAX

Pulmonary Optimization Required

---

MD NAME

MD PHONE

MD FAX

Other Optimization Required

---

MD NAME

MD PHONE

MD FAX

### Special Instructions

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ESTIMATED DISCHARGE DATE/TIME

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POST-OP APPOINTMENT

\* Bring a complete list of any medications you may be taking, including prescription, over the counter, and herbal remedies



41 E Post Road, White Plains, NY 10601

[www.wphospital.org](http://www.wphospital.org)

