

For Patients & Families:

A Surgery Guide

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Welcome

Thank you for choosing Cincinnati Children's for your child's care. We believe that your family and our staff are partners, working together in the best interest of your child.

We take care of children and adults who need surgery or who are having a procedure that requires anesthesia. In this guide, we will use the word "procedure" to describe both surgery and a procedure that requires anesthesia.

This guide will:

- Help you get ready for your child's procedure.
- Give important information about eating and drinking before the procedure.
- Give information about anesthesia.
- Help you find ways to talk with your child about the procedure.
- Provide resources to help decrease foreseeable pain or discomfort after your child's procedure.

While the majority of our patients are children, we recognize that many are not. The information contained in this guide applies to all our patients.

We perform procedures at two locations: our Burnet Campus and Liberty Campus. Ask your provider where your child's procedure will be performed.

We look forward to working closely with you to make your visit to Cincinnati Children's as safe, convenient and comfortable as possible.

Please call with questions or concerns.

Contact Same Day Surgery: BURNET CAMPUS: 513-636-2044 LIBERTY CAMPUS: 513-803-9820

The Staff of Cincinnati Children's

Preparing for the Procedure

In Advance (up to a month)

Checkups

- Have I scheduled a pre-procedure physical exam with my child's primary care provider? (Exam should be no more than 30 days before the procedure.)
- Has my child's primary care provider completed and signed the pre-procedure physical exam form? (Please bring this form with you on the day of your child's procedure.)
- Patients age 18 and over should reference page 9 for specific adult requirements.

Communication

- Have I shared my child's medical history with the provider performing the procedure? (Medications, allergies, reactions to anesthesia, immunizations, hospitalizations, etc.)
- Does the hospital have my current phone number?
- Have I notified the hospital of any special needs?

If your child has developmental or behavioral challenges, such as autism, sensory issues or ADHD:

Contact Child Life: BURNET CAMPUS: 513-636-8298 LIBERTY CAMPUS: 513-803-9820

If you will be traveling and require lodging:

Contact Guest Services:

PHONE: 513-636-5009 or toll free at 1-888-894-1374

Educating Myself and My Child

- Have I reviewed the information in this guide?
- Have I written down any questions, so I can ask the provider or nurse?

Do I understand:

- The reason for the procedure
- · What to expect on the day of the procedure
- Where the procedure is being done (Burnet Campus or Liberty Campus)
- Check in and registration locations (pg. 15)
- What to bring to the hospital (pg. 4)

Have I helped my child understand what to expect? I can:

- Talk to my child about the procedure (pg. 6)
- Participate in the preoperative educational program (pg. 11)
- Review this booklet
- Watch the online video tour, www.cincinnatichildrens. org/surgery-guide
- Other arrangements
- Do I have the insurance authorization I need?
- Do I have someone to care for my other children while I'm at the hospital?

24 – 48 Hours Before Procedure Make sure I review:

- Eating and drinking instructions (pg. 12)
- Information about anesthesia provider and customized anesthesia plan (pg. 18)
- Managing pain after the procedure (pg. 19)

Have I confirmed arrival times and eating and drinking instructions?

Times often change up until the day of the procedure. A hospital nurse will talk to you by phone one to two business days before the procedure to confirm:

- Last times for eating and drinking
- Time of arrival to hospital
- • Campus location: Burnet vs. Liberty

Utilize the Steps to Surgery handout in your folder to document times.

Is my child ready?

- Does my child have a cold, fever, rash or fever blister? If so, call the provider who will be performing the procedure. We may need to reschedule.
- Use of alcohol, tobacco products and recreational drugs can make anesthesia dangerous. Do not use these products.

The night before the procedure

- Remove nail polish, fake nails, fake eyelashes, hair extensions, piercings, jewelry and make-up before bathing or showering. Do not put any of these back on until after the procedure.
- Bathe or shower using antibacterial soap or baby shampoo. Wash your head/hair using antibacterial soap or baby shampoo. Do not use other products including soaps, lotions, powders or perfumes.
- Have your child sleep in freshly laundered pajamas and bedding after bathing or showering.

The day of the procedure

- Dress your child in freshly laundered and loose-fitting clothing. Choose comfortable and weather-appropriate clothing and shoes.
- Avoid hair styles that gather hair on top of head. Avoid decorative, bulky hair ties. Hair can be left loose or braided.

Have I prepared for coming home?

- Do I have clear liquids (juices, popsicles, soft drinks, sports drinks) and things that may help my child be more comfortable after returning home?
- Do I have pain relief medication? Acetaminophen (Tylenol[®]) is available at a reduced rate at the outpatient pharmacies at Burnet and Liberty Campuses.
- Have I planned quiet activities for my child?

• Will I be able to stay home with my child? If not, have I made arrangements for another adult to be there?

Other arrangements

- Do I have transportation to and from the hospital?
- Who else is coming with me? (pg. 15)

It's best to bring only the child scheduled for a procedure to the hospital so that you can:

- · Focus your attention on the child having a procedure
- Limit exposure to germs

If you must bring other children to the hospital, we advise you to have another adult with you to watch them. Children under age 14 must be supervised by an adult at all times. Without this support, you may not be able to be with your child during the start of anesthesia or in the recovery room.

What to bring

For Registration

- The child's legal guardian (parent with legal guardianship or a court-appointed guardian) should be present to sign the necessary forms. If someone legally responsible for the child cannot be present, please call surgery registration in advance to make other arrangements. Burnet Campus: 513-636-8896 | Liberty Campus: 513-803-9809
- A verification of your insurance benefits will be completed on or before the date of service. We will be asking for a co-pay and/or deposit based on the information that we receive from your insurance company. We accept cash, check, or credit cards (including HSA/FSA).
- Child's insurance card or medical card
- Your child's social security number
- Photo ID (required for visitors 16 and older, parents/ guardian and adult patients)
- Completed pre-procedure physical form, signed by your primary care provider

For Your Child

- Containers for glasses, contact lenses, hearing aids, dental retainers
- Comfort or distraction item, such as a favorite toy or blanket, tablet, earphones and music
- For young children: preferred bottle/nipple, pacifier, sippy cup

- Freshly laundered loose, comfortable, weatherappropriate clothes to wear after the procedure
- A list of medications including prescriptions, over-thecounter and herbal medications
- Bring portable oxygen tank if used anytime day or night or if needed during illness
- CPAP/Ventilator Users: bring machine, mask, adapters, circuit and power cord if used anytime day or night

For Yourself

The following items may help you be more comfortable during your child's stay:

- Comfortable clothes and shoes
- Sweater or light jacket
- Medicines you take regularly
- Change for vending machines
- Items that help you pass time, such as books, magazines, knitting
- Cell phone, so staff can reach you when you're off the unit
- Cell phone charger
- Journal for writing notes and questions

We advise you to leave valuables at home. Please be sure to label personal items you bring to the hospital. We'll do our best to help you keep track of them. However, we are not responsible for lost or stolen belongings.

Please do not bring any power strip or surge protectors with you, as these cannot be used in patient areas. Charging blocks and cables are okay.

Tips on Preparing Your Child

Age-Appropriate Information

Your child's developmental age will guide you when preparing your child for the procedure.

Other children in the family will have questions too. Prepare them in the same way, with honest, ageappropriate information that they can understand.

Resources

Refer to:

- Talking About Anesthesia (pg. 7)
- Preoperative Program (pg. 11)
- Online video, www.cincinnatichildrens.org/surgeryguide

Infants (0 – 12 months old)

Bring familiar objects that will comfort your baby:

- · Favorite blanket, toy or pacifier
- Familiar bottle or cup for after the procedure

Toddlers (1 – 3 years old)

Bring familiar objects that will comfort your toddler:

 Allow choices, such as which stuffed animal to bring or what to wear

To help put your child at ease:

- Playing hospital or doctor can be very helpful—listen to a stuffed animal's heart, measure a doll's temperature.
- Reassure your child while staff prepares your child for his/her procedure.

Preschoolers (3 – 5 years old)

Bring familiar objects that will comfort your preschooler.

To help put your child at ease:

• Talk to your child about the hospital

- Playing hospital or doctor can be very helpful—listen to a stuffed animal's heart, measure a doll's temperature
- Be honest. For example, don't tell your child that nothing will hurt.

Elementary School-Age Children (5 – 12 years old)

Bring objects that will comfort or distract your elementary school-aged child.

To help put your child at ease:

- Prepare your child about a week before the procedure.
- Allow your child to ask questions and talk about concerns.
- Be honest. For example, don't tell your child that nothing will hurt.
- Talk about anesthesia (pg. 7)

Teens (13 – 18 years old)

Bring objects that will comfort or distract your teen.

To help put your teen at ease:

- Encourage your teen to ask questions and participate in making decisions
- Be honest. For example, don't say that nothing will hurt, or make promises you can't keep. If you don't know the answer to a question, say you will find out (then do!)
- With your teen, review the checklists and instructions in this booklet so your teen knows what to expect before, during and after the procedure
- Discuss with your teen:
 - Removal of cosmetics, false eyelashes, artificial nails, nail polish, piercings and jewelry.
 - Avoid hair styles that gather on top of head. Avoid decorative, bulky hair ties.
- Talk about anesthesia (pg. 7)

 Discuss with your teen when he/she would like you to come into the Post-Anesthesia Care Unit (PACU) also known as the recovery room.

Please share this safety information with your teen:

- Avoid tobacco products, alcohol and recreational drugs as far in advance of the procedure as possible.
- Alcohol, tobacco products or recreational drugs on the day of the procedure can make anesthesia dangerous.
 Do not use these products.
- Do not drive or use heavy equipment or machinery for 24 hours after the procedure or while taking medicine containing narcotics.
- Alcohol, tobacco products and recreational drugs negatively impact the healing process.

Talking About Anesthesia

See page 18 for information about anesthesia provider and customized anesthesia plan

Here are some simple ways to explain anesthesia to your child/teen:

Anesthesia (Sleepy Medicine)

A special doctor or nurse will give you medicine so you can sleep during the whole procedure. This medicine is called anesthesia (or sleepy medicine). This medicine gives you a special sleep that will make you very tired quickly. This is different than regular sleep. You will not feel, hear or see anything during this special sleep. You will never be alone. Doctors and nurses will be with you all the time.

Ways to Get Anesthesia

You can start anesthesia in two ways:

- You can breathe the sleepy medicine (or sleepy air) with a soft, clear mask over your mouth and nose. You can choose the flavor you want to smell (bubble gum, cherry, strawberry or watermelon).
- You can get sleepy medicine through a small, soft tube called an IV (intravenous). It looks like a small, soft plastic straw. The doctor or nurse puts the IV in a vein, usually in the hand or arm. (Veins are the blue lines you see under your skin). The medicine goes into the straw into your body.

Waking After Anesthesia

You'll wake up after the procedure is done.

- A nurse will be with you when you wake up in the recovery room (or "wake up" room).
- Your parents/guardians will meet you in the recovery room.

Talking About Pain

Here are some simple ways to talk about pain to your child/teen:

You may have some pain in the spot where the procedure occurred. Most pain can be decreased (made less) so that you are comfortable enough to rest.

Tell your nurse, doctor or parents/guardians:

- If you feel pain
- What you think will help with your pain

Some ways your nurse or doctor can help decrease (lessen) your pain:

 Give a pain reliever (medicine): either through the IV (soft plastic straw in your vein) or with a liquid/pill

Term Name	Description	Term Name	Description
STRETCHER	"bed with wheels"	RECOVERY ROOM	"wake up room"
BLOOD PRESSURE CUFF	"arm hug"	IV (INTRAVENOUS TUBE)	"soft, plastic straw"
ANESTHESIA	"sleepy air" or "sleepy medicine"	DRESSING OR GAUZE	"bandage"
INDUCTION ROOM	"sleepy air room"		

Terms to Share | Preschoolers & Elementary Schoolers

- Help you find a comfortable position with pillows and blankets
- Use relaxation techniques such as deep and steady breathing or meditation
- Make use of cool or low heat sources for comfort as recommended by your provider

To help keep your mind off the pain, you can listen to music or do quiet activities (watch a video, use hand-held electronics). Also you can bring things that help you feel more comfortable, like a favorite pillow, blanket, DVD or music.

Information for Patients 18 & Over

Informed Consent & Advance Directives

Patients age 18 or older who have the ability to make an informed decision have the right to make their own medical treatment decisions. They also have the right to draft an advance directive that gives instructions for healthcare in case they are no longer able to participate in treatment decisions.

For more information or copies of advance directive forms, talk to your nurse, doctor or contact:

Admitting PHONE: 513-636-4207 To obtain advance directive forms

Social Services

PHONE: 513-636-4711

For assistance completing the forms, or with questions or concerns about the content of the forms.

Note to Parents of Adult Children

At age 18, children become legally responsible for providing consent for all medical treatments. However, if you or your doctor feels that your child is not able to understand the risks and benefits of medical treatment and cannot make informed medical decisions, you must arrange for a legal guardian to be appointed for that purpose.

To obtain legal guardianship for an adult child, parents must apply to the probate court in the county where the child lives. For more information, please contact a lawyer or the probate court.

Preoperative Instructions for Patients 18 & Over

Adults seen at Cincinnati Children's have special considerations that we would like to address.

Prior to your procedure, we request our adult patients provide us with an updated medical history.

- If you have been seen by your provider (primary care doctor or medical doctor) within the last year, contact their office and ask them to fax us your exam information OR:
- If it has been more than a year since you have had an exam, schedule an appointment with your provider for an exam prior to the procedure. Fax us a copy of your exam information.

Fax the exam information to the Cincinnati Children's Anesthesia Department: FAX: 513-636-3355

- Plan for an adult to be with you upon your arrival to the hospital, stay throughout your procedure, receive discharge instructions, and drive you home. If this adult can't be with you throughout your entire stay, your procedure will be canceled.
- Avoid tobacco products, alcohol and recreational drugs as far in advance of procedure as possible.
- A hospital nurse will talk with you by phone one to two business days before the procedure to confirm:

- Last times for eating and drinking
- Arrival time to hospital
- Campus location: Burnet vs. Liberty
- Times often change up until the day of the procedure. Utilize the Steps to Surgery handout in your folder to document times.
- Call the provider who will be performing your procedure for symptoms of a cold, fever, rash or fever blister. We may need to reschedule.

What should I bring to the hospital?

- A photo ID, your insurance or medical card and social security number.
- A list of medications including prescription, over-thecounter and herbal medications.
- Freshly laundered, loose, comfortable, weatherappropriate clothes to wear after the procedure.
- Glasses for after procedure.
- Containers for glasses, contact lenses, hearing aids, dentures or dental retainers.
- CPAP/ventilator users: bring machine, mask, adapters, circuit and power cord if used anytime day or night.
- Bring portable oxygen tank if used anytime day or night or if needed during illness.
- Completed Advance Directive paperwork (Living Will and/or Durable Power of Attorney for Healthcare), if you have it.

Leave wallet, cash, credit cards and valuables at home.

The night before your procedure:

- Remove nail polish, fake nails, fake eyelashes, hair extensions, piercings, jewelry and make-up before bathing or showering. Do not put any of these back on until after the procedure.
- Bathe or shower using antibacterial soap or baby shampoo. Wash your head/hair using antibacterial soap or baby shampoo. Do not use other products including soaps, lotions, powders or perfumes.
- Sleep in freshly laundered pajamas and bedding after bathing or showering.

The day of the procedure:

 Dress in freshly laundered and loose-fitting clothing. Choose comfortable and weather-appropriate clothing and shoes.

- Avoid hair styles that gather hair on top of head. Avoid decorative, bulky hair ties. Hair can be left loose or braided.
- Use of alcohol, tobacco products and recreational drugs on the day of the procedure can make anesthesia dangerous. Do not use these products.

Be ready to share your health information with your provider, anesthesiologist and nurses:

- Medical history and surgical history (for you and your family)
- Current medications (including vitamins and herbal supplements)
- Allergies

You have a right to keep your health information private. Let us know if there is information you do not want shared with your family/support person.

Important Safety Concerns After Your Procedure

- Do not drive or use heavy equipment or machinery for 24 hours after procedure and while taking medicine containing narcotics.
- Do not make any important decisions or sign important papers during this time.
- Use of alcohol, tobacco products and recreational drugs within 24 hours after anesthesia can be dangerous.

After anesthesia, you have an increased risk for falls. Your sense of balance may be unsteady for 24 hours. The risk for falls continues while you take medicine that contains narcotics. It is important to have an adult with you during this time.

Preoperative Program

Cincinnati Children's invites you to attend an important preoperative program to help you and your child prepare. Children are usually less frightened when they know what to expect. The program is most helpful for children three years old and older. The program and parking are free.

During the preoperative program, you and your child will:

- Tour the preoperative area, operating room and postanesthesia care unit (PACU, or recovery room).
- Learn about medical equipment, anesthesia and what it's like to fall asleep for the procedure.
- Have questions answered.

Burnet Campus

The program is offered weekdays and Saturdays.

For times and registration, call: PHONE: 513-636-8298

If your child will require a stay in the intensive care unit, please tell the scheduler.

When you arrive, check in at any Welcome Center on the first floor to get a visitor sticker before proceeding to the Same Day Surgery waiting area, Location B, Floor 3.

Liberty Campus

The program is offered one evening a week and Saturdays.

For times and registration, call:

PHONE: 513-803-9820

Meet at the Welcome Center, Location A, Floor 2.

Eating & Drinking Instructions

Your child's stomach must be completely empty when the procedure starts. This is to prevent serious problems during the procedure.

Follow the eating and drinking instructions carefully.

- Patients 12 Months & Under (pg. 13)
- Patients Over 12 Months (pg. 14)

If you do not follow the eating and drinking instructions, the procedure may be canceled or delayed.

Pre-op Call

Times often change up until the day of the procedure. A hospital nurse will talk to you by phone one to two business days before the procedure and confirm:

- Eating and drinking instructions
- Time of arrival to the hospital
- · Campus location: Burnet vs. Liberty

Utilize the Steps to Surgery handout in your folder to document times.

For Your Child's Procedure at Burnet Campus:

Call the Same Day Surgery nurse at Burnet Campus two business days before the procedure:

PHONE: 513-636-2044

HOURS: Monday – Friday, 8 am – 2 pm

If we don't hear from you, a nurse will attempt to contact you by phone.

For Your Child's Procedure at Liberty Campus:

A nurse will attempt to contact you one business day before the procedure.

If you have questions or concerns, call Same Day Surgery:

PHONE: 513-803-9820 HOURS: Monday – Friday, 8 am – 2 pm

Time of arrival is very important. If you arrive late to the hospital, your child's procedure may be cancelled or changed to later in the day.

Eating & Drinking Instructions | Patients 12 Months & Under

Time we should arrive at the hospital:

AFTER MIDNIGHT On Day of Surgery

- No meat, eggs, fried or fatty foods.
- Cereal, dry toast, milk and formula are OK for now.



5 HOURS Before Arrival Time

- **ONLY** clear fluids and breast milk (no thickeners or additives) are allowed now.
- Your child must not eat anything more or have other milk or formula.
- Consider waking your child early to breastfeed or give clear fluids while you still can.

OK TO HAVE UP TO 5 HOURS

BEFORE ARRIVAL TIME FOR SURGERY

BEING ON TIME IS VERY IMPORTANT!

3 HOURS Before Arrival Time

- Absolutely nothing by mouth now.
- Your child's stomach must be COMPLETELY empty when the procedure starts. This is to prevent serious problems during the procedure.
- Handy tip: Check the floor, the car and bags nearby for any food or drink that your child could reach.

OK TO HAVE UP TO 3 HOURS

BEFORE ARRIVAL TIME FOR SURGERY

DO NOT GIVE AFTER MIDNIGHT

ON THE DAY OF SURGERY



Meat



Fried Food



Cookies



Fatty Food



Formula



Orange Juice (or any juice with pulp)



Apple Sauce









Water

Popsicles

(no pulp, no milk)



Gelatin (such as Jell-O™)



Breast Milk



Apple Juice (no pulp)



Powdered Drinks (such as Kool-Aid™)



Electrolyte Solution (such as Pedialyte[™])



Eating & Drinking Instructions | Patients Over 12 Months

Time we should arrive at the hospital:

AFTER MIDNIGHT On Day of Surgery

• No meat, eggs, fried or fatty foods.

Gum

Cereal, dry toast, milk and formula are OK for now.



7 HOURS Before Arrival Time

- **ONLY** clear fluids and breast milk (no thickeners or additives) are allowed now.
- Your child must not eat anything more or have other milk or formula.
- Consider waking your child early to breastfeed or give clear fluids while you still can.

BEING ON TIME IS VERY IMPORTANT!

3 HOURS Before Arrival Time

- Absolutely nothing by mouth now.
- Your child's stomach must be COMPLETELY empty when the procedure starts. This is to prevent serious problems during the procedure.
- Handy tip: Check the floor, the car and bags nearby for any food or drink that your child could reach. Supervise tooth brushing to be sure your child doesn't drink.



OK TO HAVE UP TO 3 HOURS BEFORE ARRIVAL TIME FOR SURGERY





Popsicles (no pulp, no milk)



Sports Drinks (such as Gatorade[™])



Gelatin (such as Jell-O™)



Electrolyte Solution (such as Pedialyte[™])



At the Hospital



If you arrive late to the hospital, your child's surgery may be cancelled or changed to later in the day.

Parking Burnet Campus

Parking is free for patient families and visitors. From Burnet Avenue, turn onto the main hospital drive and then follow the signs to the visitor garage (underground). Parking in the B section of the garage maybe most convenient to enter and exit Location B of the hospital. A map of Burnet Campus is available to you on page 27. Have your entrance ticket stamped at a Welcome Center so you won't be charged when you leave.

Valet parking is available at the Location B entrance from 6 am to 6 pm, Monday through Friday. There is a small daily fee for valet parking.

Liberty Campus

Parking is free for patient families and visitors. From Yankee Road, follow the signs to the visitor parking surface lots. Parking on the 1-75 side of the hospital building may be most convenient to enter and exit Location A, Floor 2. A map of Liberty Campus is available to you on page 28.

Checking In & Registering Burnet Campus

Check in at the Welcome Center at Location B, Floor 1 (main concourse) to get a visitor sticker.

Please continue wearing this sticker until leaving the hospital.

After getting your sticker, proceed to Surgery Registration, Location B, Floor 3.

Liberty Campus

Check in at the Same Day Surgery registration desk, Location A, Floor 2.

Visits

The Cincinnati Children's year-round visitor policy balances the need for support from family and friends with the importance of limiting patients' exposure to germs. During peak times of illness in the community, only children scheduled for a procedure should be brought to the hospital. Peak times of illness include flu season, which is from December to March.

Visitors must:

- Check in at the Welcome Center. An attendant will provide a photo name badge.
- Be healthy—free from fever, cough or colds, or stomach virus symptoms and living with persons who are also healthy. Visitors can unintentionally spread germs if someone in their household is ill.
- Wash their hands often, especially before and after visiting a patient (pg. 22).

Visitors in:

- Same Day Surgery
 - May be limited due to the size of the exam room or your child's care needs.
- Post Anesthesia Care Unit:
 - Limited to two support people at the bedside who are over the age of 14.

 If you brought other children with you to the hospital and do not have another adult to watch them, you may not be permitted at the bedside.

Additional visitors may stay in the waiting room.

Visitors to Locations A and B at Burnet Campus must wear a visitor sticker. They will be asked to show their visitor sticker before entering and after exiting elevators for Locations A and B. Some visitors may receive a card to access designated units in the hospital.

Chapel/Chaplains

The hospital chapel and multi-faith worship space (Location A1) and a meditation room (Location B1) are always open. Notices of weekly worship services are posted outside the visitor elevators.

Hospital chaplains in our Department of Pastoral Care are available 24 hours a day.

PHONE: 513-636-7720 AFTER HOURS ON-CALL PAGER: 513-736-1101

Ethics Consultation Services

Sometimes patients, families and healthcare providers have to make difficult choices about medical care. They may be faced with a situation where they are uncertain or disagree about the right thing to do. When families and staff need help thinking through the ethical issues and reaching agreement, the Ethics Consultation Service is a resource. Patients and families can request an ethics consultation 24 hours a day. The service is free.

To contact the consultant on call, call 513-636-4200 or 1-800-344-2462 (toll free) and ask the operator to page the ethics consultant. If you do not receive a call back within 15 minutes, have the consultant paged again.

Pharmacy

Prescriptions can be filled in our pharmacies on both Burnet and Liberty campuses. The pharmacy accepts most insurance plans. The pharmacy also carries a small assortment of over-the-counter medications.

Acetaminophen (Tylenol®) is available at a reduced rate.

Burnet Campus

LOCATION: Location C, Floor 1 (C1) HOURS: Monday – Friday, 9 am – 8 pm; Saturday – Sunday, 10 am – 2 pm. Closed on major holidays. PHONE: 513-636-8808

Liberty Campus

LOCATION: Location A, Floor 2 (A2) HOURS: Monday – Friday, 8 am – 6 pm; Saturday – Sunday, 10 am – 2 pm. Closed on major holidays. To confirm pharmacy hours, please call: PHONE: 513-803-9795

Service Animals

Service animals, such as seeing eye dogs, are permitted anywhere in the hospital except where masks, gowns or gloves are worn. There is a designated area for walking service animals, located within the Family Pet Center. To access this area, visit the Welcome Center at Location B, Floor 1 (B1), and the Protective Services officer on duty will assist you in checking out an access card.

MyChart: Your Child's Health Records

MyChart is a mini-view of your child's Cincinnati Children's medical information. It can help you participate more fully in conversations about your child's care and also help you make more informed decisions.

In MyChart, You Can:

- Pay your bill online
- Exchange messages with your child's healthcare team
- View information about your child's healthcare, including:
 - Information on hospital stays
 - Instructions you received when you left the hospital (discharge instructions)
 - Current medications and instructions for taking them
 - Results for most tests, such as blood tests or X-rays
 - Information about current medical problems (diagnoses)
 - List of allergies we have on file for your child
 - Immunization records, including DTaP, MMR and flu shots

- Medical history and family history
- Future and past appointments scheduled at Cincinnati Children's
- Progress notes that have been shared and growth charts

MyChart contains confidential patient information, so there are restrictions about who may open an account. Accounts can be created in person without an appointment. Children 13 – 17 years old must be present to set up their account.

Sign up for MyChart by visiting the Family Resource Center (Location A1) or any outpatient clinic registration desk.

We're happy to help you with MyChart. For assistance or information, please contact:

PHONE: 513-636-5019 or 1-877-508-7607 (toll free) EMAIL: mychart@cchmc.org WEB: www.cincinnatichildrens.org/mychart APP: available for iPhone and Android phones

The Procedure

Same Day Surgery

Before the procedure, our staff will take measures to ensure that your child is safe and comfortable.

- The Same Day Surgery staff will/may do the following for your child:
- Measure height, weight, temperature and pulse (heartbeat)
- Provide a hospital gown to wear during the procedure
- Obtain a urine sample for a pregnancy test (from all female patients age 12 and over, or from anyone who has started menstruating)
- · Cleanse the procedure area with a special wipe
- Start an intravenous tube (IV)
- For some procedures, a member of the surgical team may mark the procedure site with a special skin marker.

Sometimes delays occur. We apologize for any delays in the start time for your child's procedure. If it is past your expected procedure start time, please communicate with the hospital staff.

Child Life Specialist

To help reduce stress or fears while waiting in Same Day Surgery, child life specialists may assist your family by:

- Explaining the care process
- Providing emotional support
- Teaching techniques to help your child cope and relax
- Providing quiet activities, crafts, games, movies/TV, books and music for your child

Anesthesia Provider

Anesthesia providers, anesthesiologists and nurse anesthetists, work together as a team to deliver anesthesia.

While in Same Day Surgery, an anesthesia provider will carefully evaluate your child. This will include:

Reviewing the reason for the visit

- Evaluating your child's medical history, including anesthesia history
- Determining your child's readiness for anesthesia
- Creating a customized anesthesia plan

Anesthesia

Anesthesia is medicine that makes you "sleep." Anesthesia prevents you from feeling pain or memories of the procedure. Anesthesia is given throughout the procedure by an anesthesia provider.

(For ideas about how to explain anesthesia to your child, please refer to pg. 7.)

Customized Anesthesia Plan

Induction is another word for the start of anesthesia. Anesthesia induction medication can be given through a mask to breathe in and/or an intravenous (IV) tube. Your anesthesia provider will determine whether a mask or IV for induction is the best choice for your child and if the IV will be started in Same Day Surgery or the Operating Room.

Your anesthesia provider will also determine if your child's induction will start in the:

- Operating room without your presence or
- Induction room where up to two parents/guardians may be present

If an operating room start is part of your anesthesia provider's customized plan, our specially trained staff will provide safe care, and comfort to your child during the brief induction.

If an induction room is part of your anesthesia provider's customized plan holding your child's hand and talking softly can be comforting to you both. Do not take pictures/video in the induction room. Your child will fall asleep quickly during induction. While falling asleep some children may:

- Seem agitated
- Move their arms or legs, sometimes forcefully
- Breathe noisily or cough
- Appear dizzy or move their eyes in an unusual way

This is all very normal. Your child will not remember this stage.

Surgical Waiting Area

An Epic computer system tracks your child's location. For privacy, a number will be assigned to your child. You can follow your child's location by the number on the status board (TV screen). Do not hesitate to ask the waiting room staff for an update.

A provider will talk with you in a Surgical Waiting Area consultation room after the procedure.

Post Anesthesia Care Unit

- After the procedure, your child will be moved to the Post-Anesthesia Care Unit (PACU) also known as the recovery room.
- Children and adults who are going to the Intensive Care Unit (ICU) will wake up there.

The length of time for children to wake up from anesthesia varies.

In the PACU

We will reunite you with your child as soon as possible. Children often have a gentler, more comfortable experience when they wake up in their own time.

Your child's nurse will:

- Be at the bedside for the entire recovery period
- Keep your child safe and comfortable

The PACU can be noisy and bright. You may hear children crying. Please know we are working to comfort each child and family.

While in the PACU, your child may:

- Receive oxygen through a mask
- Look pale, puffy or swollen
- Have an upset stomach or vomit
- Feel dizzy and tired
- Have a sore throat or a hoarse voice

- Shiver, even though they're not cold
- · Have a very itchy nose/face

As children waken, some enter a stage called "emergence delirium." This type of restless, irritable wake up can be upsetting for parents to see.

During emergence delirium children may:

- Appear awake but are not aware of what is going on around them
- Cry, thrash, arch their back, or reach out
- Not be comforted by anything you do

Emergence delirium is:

- Common and occurs in children of all ages
- May last for a short time or up to an hour or longer
- Not usually related to pain

Children usually do not remember this stage. Stay calm and speak softly. It may help for your child to see familiar people or a favorite toy while wakening.

Pain After the Procedure

Pain after a procedure is common and expected.

Most pain or discomfort can be decreased so that your child is comfortable enough to rest. Please be an active partner in pain management by:

- Helping us assess and treat your child's pain
- Telling us what comforts your child

For resources to help you decrease your child's pain or discomfort and frequently asked questions about pain:

HANDOUT: Pain After Surgery Health Topic — find in your folder

WEB: www.cincinnatichildrens.org — click on Your Child's Condition then scroll down and click Pain

Going Home

When Can My Child Go Home?

The amount of time it takes to be ready to go home varies from child to child. It may be as soon as 15 minutes, or it could be longer.

Before going home, your child does not need to be fully awake or alert, or able to drink, urinate or walk. However, your child does need to meet these requirements before leaving the hospital:

- Breathing is safe
- Is arousable or awake
- Pain level is satisfactory with pain management plan

Some children have additional requirements before going home. Ask your child's provider or nurse.

Discharge Instructions

You will be given written instructions before your child goes home. Your child's provider and nurse will review home care instructions with you, including:

- · How much activity is permitted at home
- How to care for pain, discomfort or fever
- How to care for bandages and wounds
- When to call your provider
- Information for follow-up appointments
- Important phone numbers

General home instructions for after procedure and anesthesia can be found in your folder that you will receive on the day of your child's procedure.

Unplanned Admissions to the Hospital

Sometimes, a child needs to stay overnight unexpectedly after a procedure. If this happens, we will help coordinate the details with you.

What to eat or drink at home

Offer your child clear liquids then light foods. Advance to regular foods and milk as tolerated. High protein foods promote healing.

Safety

Patient Safety

Patient safety is a top priority at Cincinnati Children's. Here are some things you can do to help us keep your child safe:

- Tell a nurse or doctor IMMEDIATELY if you think your child is having a bad reaction to a medicine, or if you have any questions or concerns about your child's safety.
- Cincinnati Children's campuses are non-smoking/ tobacco free. Smoking and the use of tobacco products or electronic cigarettes is not allowed.
- No latex balloons; you may bring mylar balloons.
- No handguns or other deadly weapons—even if you have a concealed carry license. Law enforcement officers only are exempt from this policy.
- Medical equipment brought from home, used for your child in patient care areas of the hospital, is checked for electrical safety by clinical engineering. Your nurse will arrange for this check.
- Personal electronics/equipment, used in patient care areas, may be checked for electrical safety.

Identification

Your child will be given a name bracelet. Be sure your child wears this bracelet. Nurses will scan the bracelet to confirm your child's identity before giving your child medication.

All Cincinnati Children's employees will wear proper identification. All other individuals; visitors, guests, contractors and others must also wear some form of identification. We ask for your help to keep our environment safe. Please report to a clinical manager or a Protective Services officer any situations you encounter where an individual is not wearing a form of identification.

Asking Questions

- Ask about the benefits and risks of any medicines, tests, treatments or blood transfusions.
- Ask about side effects of medicines or treatments.
- Ask for an explanation of test results.

Photography & Recording at the Hospital

Please do not take photos or make video recordings when your child is receiving medical attention, in the recovery room, or being transported from one area of the hospital to another. This helps protect the privacy of our patients, families and staff, and allows our team to care for children without interruption or delays.

Otherwise, you are free to photograph or record your child while at Cincinnati Children's. But please make sure your pictures do not include other patients, families or visitors, and that your videos do not capture the sounds and conversations of others. Be sure to ask staff members for permission before including them in any photos or recordings, and before posting anything about them to social media.

Safety & Security in Our Buildings

A Few Things to Remember

- All visitors should keep their issued badge or sticker until they leave the hospital.
- Do not leave personal items unattended while in the patient rooms.
- If you see anyone who looks suspicious or is acting peculiar, please inform one of our clinical staff, who will contact Protective Services for dispatch to the area.
- No alcohol, illegal or non-prescribed medications or drug paraphernalia are permitted in the hospital.
- Do not bring toys that resemble weapons, as these are not permitted in the hospital.

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- Visitors should lock and secure their vehicles in the visitor's garage.
- Visitors should not leave items in view or on display in their vehicle while on Cincinnati Children's property.
- Ensure that all hospital staff who interact with your child are wearing a Cincinnati Children's badge.
- Our security officers may ask you questions about your visit.

Overnight Procedures at Burnet Campus (8:30 pm – 5:45 am)

- If you arrive at the hospital after 8:30 pm, enter through Location B. Other doors are locked at this time.
- Security officers at the Welcome Centers control elevator access to the patient floors.

Evacuation Process

In the event of a hospital evacuation, a Cincinnati Children's staff member will assist in the safe transport of your child and will explain how you can help.

If you are not on campus when the evacuation occurs, someone from Cincinnati Children's will contact you with information, including how to reunite with your child.

Concerns about Patient Safety & Quality of Care

If you have a concern about the quality of care or a safety issue, please speak to your child's nurse or doctor, or to the unit manager.

Here are steps you can take if you have a concern or grievance that cannot be immediately addressed by your care team:

Contact Family Relations to speak to a patient advocate: PHONE: 513-636-4700 EMAIL: advocates@cchmc.org

Contact the Ohio Department of Health: PHONE: 1-800-342-0553 EMAIL: hccomplaints@odh.ohio.gov

Contact The Joint Commission, the organization that accredits hospitals nationwide: PHONE: 1-800-994-6610 EMAIL: complaint@jointcommission.org WEB: www.jointcommission.org

Medicare beneficiaries have the right to request a review of their grievances by KEPRO, Ohio's quality improvement organization. Medicare patients may make this request through Family Relations or by contacting the Ohio Medicare Beneficiary helpline.

PHONE: 1-800-408-8557 WEB: www.keproqio.com

Hand Hygiene: Clean Hands Protect Everyone

Germs are everywhere. Hand hygiene is one of the most important ways to protect your child and prevent the spread of infections.

Partner with Us to Stop Germs by Cleaning Your Hands:

- When entering and exiting the room
- Before eating
- After restroom use
- After coughing or sneezing
- When your hands are visibly dirty
- After cell phone use

Ways to Clean Your Hands at the Hospital:

- Scrub with soap and water for 15 20 seconds
- Use hand sanitizing wipes to wipe your hands thoroughly
- Use hand sanitizing foam or gel and rub until dry

Hand sanitizers can quickly reduce the number of germs on hands in some situations, but sanitizers do not eliminate all types of germs. They are not as effective when hands are visibly dirty or greasy.

Remind everyone who comes in contact with your child to clean their hands, too—family, visitors and friends. It's even okay to ask doctors and nurses to wash their hands.

Hospital Policies

Our Promises to You

The perioperative team continually strives to raise the standard of care for our patients and their families. As we pursue perfect care, we promise to:

- Consider you a key part of the healthcare team;
- Respect you and your child. We will provide care and information about the procedure and how to care for your child based on your needs;
- Provide the same quality of care to all families, without regard to race, gender or insurance status;
- Make every effort to prevent unnecessary waiting at any point in the surgical process;
- Be efficient in the scheduling of your child's procedure;
- · Perform your child's procedure as planned;
- Answer all your questions and keep you updated throughout the procedure.

Please help us understand your needs and expectations by sharing any ideas and suggestions you have to make your visit a better one. Talk with any member of the perioperative team or contact the clinical directors.

Burnet Campus

Patti Mercurio, MSN, RN clinical director, Same Day Surgery PHONE: 513-636-8507 EMAIL: patti.mercurio@cchmc.org

Marcia Early, MSN, RN clinical director, Post Anesthesia Care Unit PHONE: 513-803-7169 EMAIL: marcia.early@cchmc.org

Kahne Springborn, MSN, RN clinical director, Operating Room

PHONE: 513-636-7133 EMAIL kahne.springborn@cchmc.org

Liberty Campus

Candice Fletcher Overly, MSN, RN clinical director, Perioperative Services PHONE: 513-803-9898 EMAIL: candice.overly@cchmc.org

At Cincinnati Children's, our goal is to do what is best for your child.

Patients & Parents/Guardians Have the Right to:

- Have a family member or representative of your choice and your physician notified promptly of an admission to the hospital;
- Be treated considerately and respectfully regardless of your race, religion, sex, sexual orientation, gender identity/expression, cultural background, economic status, education or illness;
- Know the names of your Cincinnati Children's physicians and nurses and the care role they play;
- Be told by the physician, in words you can understand, about an illness, treatment and prospects for recovery;
- Receive as much information as you need in order to give or refuse consent for any proposed treatment;
- Have an active role in medical care decisions, including the development and implementation of the care plan, which shall include the management of pain as appropriate;
- Make an informed decision regarding care including, to the extent allowed by law, the refusal of care;
- Privacy in medical care and treatment; this includes the right to be informed why individuals who are not directly involved in the care are present during treatments or discussions and personal privacy in general;
- Receive care in a safe setting, free from all forms of abuse, harassment or corporal punishment;
- Be free from restraint or seclusion used to coerce, discipline, retaliate or for convenience; to have trained staff safely implement permitted restraint or seclusion;
- Confidential treatment of all communications and records regarding care received at Cincinnati Children's; to access information in the medical record in a reasonable time frame;
- Be aware and informed if Cincinnati Children's feels that legal action is necessary to provide treatment;
- Receive a clear explanation of the outcome of any treatments or procedures where the outcomes differ significantly from the anticipated outcomes;
- Expect a response to any reasonable request for help in meeting special needs;
- Request assistance with discharge planning;
- Choose to remove your child or leave the hospital even when the physicians advise you not to, to the extent

permitted by law; you will be required to sign a form that relieves Cincinnati Children's of responsibility for your or your child's welfare;

- Know about any connections between Cincinnati Children's and other institutions, as far as you or your child's care is concerned;
- Consent or refuse to participate in any research project;
- Know what the continuing healthcare needs are after discharge from the hospital or outpatient service;
- Know the charges for services provided, to examine your medical care bills and to receive an explanation of charges.

Patients & Parents/Guardians Have the Responsibility to:

- Provide, to the best of your knowledge, accurate and complete information about all related health matters;
- Formulate advance directives and expect the hospital staff and practitioners who provide care will comply with these directives to the extent allowed by law;
- Be considerate of other patients and staff and to encourage your visitors to be considerate as well;
- Pay for hospital and outpatient services provided, to provide necessary information to process insurance claims and/or to plan for payment of healthcare bills as soon as possible;
- Discuss with a financial counselor the possibility of financial aid to help in the payment of hospital and

Our Commitment to Nondiscrimination

Cincinnati Children's complies with applicable laws and does not discriminate against people or treat them differently on the basis of race, color, national origin, ancestry, religion, age, sex, sexual orientation, marital status, disability, or other unlawful reasons.

Cincinnati Children's provides free:

- Aids and services to help people with disabilities communicate effectively with us, including qualified sign language interpreters, written information in audio or other formats (large print, electronic formats)
- Language services to people whose primary language is not English, including qualified interpreters and information written in other languages.

If you need these services:

- Call 1-800-344-2462 or
- Contact Cincinnati Children's Section 1557 Coordinator, Family Relations, 3333 Burnet Avenue, Cincinnati, Ohio 45229, 513-636-4700, advocates@cchmc.org.

If you believe that Cincinnati Children's has failed to provide these services or discriminated in a prohibited way, you can file a grievance with: Cincinnati Children's Section 1557 Coordinator, Family Relations, 3333 Burnet Avenue, Cincinnati, Ohio 45229, 513-636-4700, advocates@cchmc.org. You can file a grievance in person, by mail, or email. If you need help filing a grievance, Cincinnati Children's Section 1557 Coordinator outpatient bills in cases of financial hardship (contact our financial counselor at 513-636-0201);

- Follow the treatment plan recommended by the practitioner and agreed upon by you;
- Follow Cincinnati Children's policies and procedures concerning patient care and conduct;
- Seek information, to the extent possible, from healthcare providers by asking any questions necessary to reach an understanding of health problem(s) and the treatment plan developed by you and the practitioner.

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 ocrportal.hhs.gov/ocr, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue, SW Room 509F, HHH Building, Washington, D.C., 20201, 1-800-368-1019, 800-537-7697 (TDD). Complaint forms are available at www.hhs.gov/ocr/complaints.

Language Access Services

ATTENTION: If you use American Sign Language, language assistance services, free of charge, are available to you. Call 1-800-344-2462.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística (interpretación y traducción). Llame al 1-513-517-4652.

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-513-517-0656.

Wann du [Deitsch (Pennsylvania German / Dutch)] schwetzscht, kannscht du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff: Call 1-513-517-0665.

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-513-517-0672.

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-513-517-0658.

注意:如果您使用中文,您可以免費獲得語言援助 服務。請致電 1-513-517-0662。

LET OP: Als u Nederlands spreekt, kunt u gratis gebruikmaken van taalkundige diensten. Bel 1-513-517-0653.

ВНИМАНИЕ! Если вы говорите по-русски, то можете бесплатно пользоваться услугами перевода. Звоните 1-513-517-0668.

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-513-517-0655. 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-513-517-0661 번으로 전화해 주십시오.

ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ। फोन गर्नुहोस् 1-513-517-0663।

注意事項:日本語を話される場合、無料の言語 支援をご利用いただけます。1-513-517-0660まで、 お電話にてご連絡ください。

> ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل على الرقم 1-513-517-2722.

DIGNIIN: Haddii aad ku hadashid af Soomaali, adeegyada caawinta luuqada, oo bilaash ah, ayaa laguu heli karaa. Soo wac 1-513-517-0669.

HUBACHIISA: Yoo afaan Oromoo dubbachuu dandeessu ta'e tajaajila gargaarsa afaanii kaffaltii malee argattu. Bilbilaa 1-513-517-0664.

PAUNAWA: Kung nagsasalita ka ng Tagalog, may makukuha kang mga libreng serbisyo ng tulong sa wika. Tumawag sa 1-513-517-0670.

သတိျပဳရန္ - အကယ္၍ သင္သသည္ ျမန္နမာစကား ကို ရဟပါက၊ ဘာသာစကား အကူအညီ၊ အခမဲ့ သင့အတကြ္ စီစဥ္ေဆာင္ရရကြ္ေပးပါမည္။ ဖုန္းနံပါတ္ 1-513-517-0650 သို႔ ခေၚဆိုပါ။

ATTENZIONE: Se parlate italiano, un servizio di assistenza linguistica gratuito è disponibile al seguente numero telefonico: 1-513-517-0659.

Map | Burnet Campus Neighborhood

3333 Burnet Avenue, Cincinnati, Ohio 45229



Map I Liberty Campus Neighborhood



7777 Yankee Road, Cincinnati, Ohio 45044



Get driving directions to our campuses online at **cincinnatichildrens.org/directions.**

Map I Burnet Campus Main Concourse Floor 1



Map | Burnet Campus Main Concourse Floor 2



Map I Liberty Campus Main Concourse Floor 1



Map I Liberty Campus Main Concourse Floor 2



Important Phone Numbers



Burnet Campus

General Information	
TOLL FREE	
Admitting	
Anesthesia Department	
Billing and Financial Assistance	
BILLING CUSTOMER SERVICE	
FINANCIAL COUNSELOR	
Chaplains/Spiritual Care	
AFTER HOURS ON-CALL PAGER	
Child Life	
Emergency Department	
Family Relations	
Family Resource Center	
Guest Services	
TOLL FREE	1-888-894-1374
MyChart Support	
TOLL FREE	
Pharmacy	
Post Anesthesia Care Unit	
Pre-op Call Line	
Preoperative Program	
Protective Services	
Ronald McDonald House	
Same Day Surgery	
Surgery Registration	
Social Services	



Liberty Campus

General Information	
Child Life	
Emergency Department	
Pharmacy	
Post Anesthesia Care Unit	
Preoperative Program	
Same Day Surgery	
Surgery Registration	

Please note that many of the services listed under our Burnet Campus location also serve our Liberty Campus. If your child is having a procedure at Liberty Campus and you need a service listed under the Burnet Campus heading, please call that number and someone will assist you. Inside either hospital, dial the last five numbers only.

My Child's Provider Phone Number:

Your Child's Condition

The Cincinnati Children's website includes helpful information on many child health issues.

GO TO: www.cincinnatichildrens.org CLICK ON: Your Child's Condition



www.cincinnatichildrens.org

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