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PREPARING FOR YOUR SURGERY

AT MICHIGAN MEDICINE · Information for Patients and Caregivers





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WELCOME

Thank you for choosing to have your surgery at Michigan Medicine. Our goal is to provide exceptional quality care in a supportive environment that focuses on your individual needs. This booklet will help you understand what will happen before, during and after your surgery. It contains helpful information for you and your family about the facility and resources, and provides pockets to help keep paperwork together.

To ensure a safe, positive surgical experience and help prevent cancellation of your surgery, it is very important for you to read and follow all instructions you receive before your operation. Please bring this booklet and any required paperwork with you on the day of your surgery.

Why choose Michigan Medicine?

Michigan Medicine is home to one of the world's leading academic medical centers. This integrative organization focuses on delivering care, educating the next generation of healthcare leaders, and advancing research and medical innovations.

Michigan Medicine offers high-quality care, world-class facilities, partnerships with research and the opportunity to work with the best and brightest educators. Since we are a teaching hospital, our residents, guided by attending surgeons, serve as part of your care team. We focus on safety to provide you with an early and full recovery.

Team-Based Care

Here are some of the people who may be involved in your surgical care:

Attending Doctor (MD/DO): An experienced doctor in charge of the medical team and your care

Fellow (MD/DO): A doctor who has graduated from medical school, completed a residency and is specializing in one particular area of medicine

Resident (MD/DO): A doctor-in-training who has graduated from medical school and completed an internship

Anesthesiologist: A doctor who is trained in the practice of medicine dedicated to the relief of pain and total care of you before, during and after surgery

Advanced Practice Providers (APPs):

Certified Registered Nurse Anesthetist (CRNA): An advanced practice nurse who specializes in anesthesia care

Nurse Practitioner (NP): An advanced practice registered nurse who has advanced training and education, enabling him or her to provide a broad range of health care services

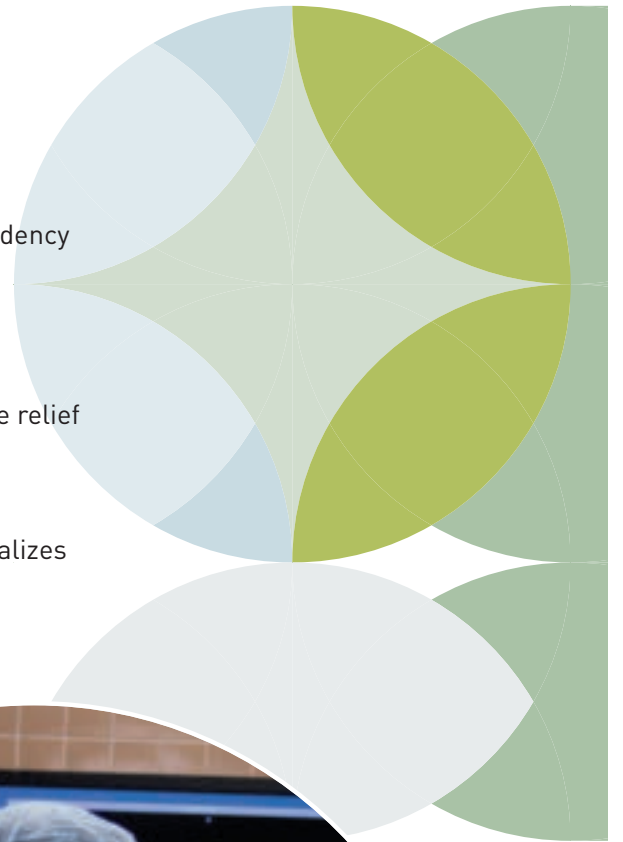
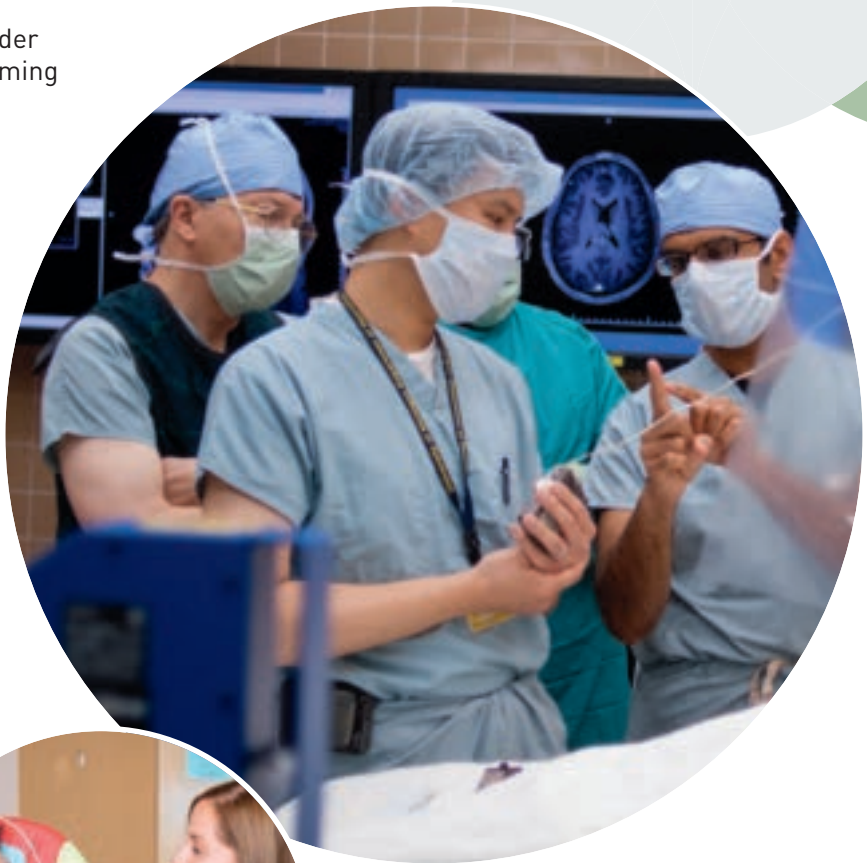
Physician Assistant (PA): An advanced practice provider who works under the supervision of doctors, performing some of the same functions as MDs/DOs

Registered Nurse (RN): An individual who is educated and licensed by the state to provide nursing care

Patient Care Tech (PCT): An individual who works closely with you in conjunction with the nurse

Certified Child Life Specialist: A trained professional who helps children and their families cope with healthcare experiences. They are skilled at providing developmentally appropriate support, preparation, and therapeutic play opportunities to decrease anxieties associated with surgery.

The care team works together before your surgery and through your recovery process. This team approach works well to provide you the best care possible. As you read through this book, you will see that you are also an important, integral member of this team.



BRIGHTON CENTER FOR SPECIALTY CARE (BCSC)

7500 Challis Rd, Entrance #2, Brighton, MI 48116



Amenities at BCSC:

- Picasso Café
- Child and Family Life
- Outpatient pharmacy
- Optical shop
- Free guest Wi-Fi access

What are my instructions before surgery?

- BCSC will contact you two business days before your surgery at the preferred number in your medical record. If you wish to be contacted at a different phone number or you do not hear from the preoperative nurse, please call **(810) 263-4440**.
- During the call, a nurse will provide you with instructions. Please take notes in the space below provided (*right*) and pay strict attention to the times.
- On the day of your operation, please call **(810) 263-4440** if you become ill or should need to cancel your surgery for any reason. Before the day of your operation, please contact your surgeon's office.
- Park in the surface parking lot at entrance #2.
- Check in at the reception desk.
- You must have a Responsible Adult Companion (RAC) 18 years or older to stay at BCSC while you are here and escort you home. Taking a bus, cab, rideshare (i.e. Uber or Lyft) or insurance-paid transportation is only allowed if you are with your RAC.

My arrival time:

My surgery time:

Time to stop all solid food or milk:

Time to stop all water or clear liquid:



Please make sure your voicemail is accepting messages and your ringer is on.

MOTT CHILDREN'S HOSPITAL & VON VOIGTLANDER WOMEN'S HOSPITAL

1540 East Hospital Drive, Ann Arbor, MI 48109



What are my instructions before surgery?

- Mott / Von Voigtlander Women's Hospital will contact you one business day before your surgery at the preferred number in your medical record. If you wish to be contacted at a different phone number or you do not hear from the nurse, please call:
(866) 936-8800 if you are age 22 or older
(877) 368-1316 if you are age 21 or younger
- During the call, a nurse will provide you with instructions. Please take notes in the space provided (*right*) and pay strict attention to the times.
- On the day of your operation, if you become ill or should need to cancel for any reason, please call:
(734) 936-8470 if you are age 22 or older
(877) 368-1316 if you are age 21 or younger
- Before the day of your operation, please contact your surgeon's office.
- If you have a child undergoing surgery, please visit: <https://www.mottchildren.org/mott-patient-visitor-guide/preparing-surgery> for a video and helpful tips to help prepare your child for surgery.
- Park in parking structure P4 or use valet parking. Please allow additional time for parking.
- Check in at the reception desk on floor 4.
- You must have a Responsible Adult Companion (RAC) 18 years or older to stay at the hospital while you are here and escort you home. Taking a bus, cab, rideshare (i.e. Uber or Lyft) or insurance-paid transportation is only acceptable with your RAC.

Amenities at Mott/ Von Voigtlander Women's Hospital:

- Valet parking
- Mott Get Away and Play cafeteria with Subway restaurant
- Carousel Gift Shop
- Child and Family Life
- Family center with activities for children
- Free guest Wi-Fi access

My arrival time:

My surgery time:

Time to stop all solid food or milk:

Time to stop all water or clear liquid:



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EAST ANN ARBOR AMBULATORY SURGERY AND MEDICAL PROCEDURES CENTER (EAA)



4270 Plymouth Road, Entrance 4
Ann Arbor, MI 48109

Amenities at EAA:

- Coffee shop
- Pharmacy
- Gift shop
- Free guest Wi-Fi access

What are my instructions before surgery?

- EAA will contact you two business days before your surgery at the preferred number in your medical record. If you wish to be contacted at a different phone number or you do not hear from the nurse, please call **(734) 232-3053**.
- During the call, a nurse will provide you with instructions. Please take notes in the space provided (*right*) and pay strict attention to the times.
- On the day of your operation, please call **(734) 232-3054** if you become ill or should need to cancel your surgery for any reason. Before the day of your operation, please contact your surgeon's office.
- Park in surface parking lot #15 or #16.
- Check in at the reception desk.
- You must have a Responsible Adult Companion (RAC) 18 years or older to stay at EAA while you are here and escort you home. Taking a bus, cab, rideshare (i.e. Uber or Lyft) or insurance-paid transportation is only acceptable with your RAC.

My arrival time:

My arrival time:

My surgery time:

Time to stop all solid food or milk:

Time to stop all water or clear liquid:



Please make sure your voicemail is accepting messages and your ringer is on.

FRANKEL CARDIOVASCULAR CENTER (FCVC)

1425 East Ann Street, Ann Arbor, MI 48109



Amenities at Frankel Cardiovascular Center:

- Valet parking
- Healthy Heart Café
- Gift shop and Mardigian Wellness Center
- Free guest Wi-Fi access
- Atrium filled with beautiful plants and running water

What are my instructions before surgery?

- Frankel Cardiovascular Center will contact you one business day before your surgery at the preferred number in your medical record. If you wish to be contacted at a different phone number or you do not hear from the nurse, please call **734-232-5149**.
- During the call, a nurse will provide you with instructions. Please take notes in the space provided (*right*) and pay strict attention to the times.
- If you become ill or should need to cancel your surgery for any reason, please contact your surgeon's office.
- Park in parking structure P5 or use valet parking. Please allow additional time for parking.
- Check in at the surgery reception desk on floor 4.
- If you are having outpatient surgery, you must have a Responsible Adult Companion (RAC) 18 years to escort you home. Taking a bus, cab, rideshare (i.e. Uber or Lyft) or insurance-paid transportation is only acceptable with your RAC.

My arrival time:

My surgery time:

Time to stop all solid food or milk:

Time to stop all water or clear liquid:



Please make sure your voicemail is accepting messages and your ringer is on.

MICHIGAN MEDICINE PREOPERATIVE CLINIC · 11

LIVONIA CENTER FOR SPECIALTY CARE (LCSC)

19900 Haggerty Road, Suite #100, Livonia, MI 48152

Amenities at LCSC:

- Waiting area with vending machines
- Free guest Wi-Fi access

What are my instructions before surgery?

- LCSC will contact you two business days before your surgery at the preferred number in your medical record. If you wish to be contacted at a different phone number or you do not hear from the nurse, please call **(734) 462-1888**.
- During the call, a nurse will provide you with instructions. Please take notes in the space provided (*right*) and pay strict attention to the times.
- On the day of your operation, please call **(734) 462-1888** if you become ill or should need to cancel your surgery for any reason. Before the day of your operation, please contact your surgeon's office.
- Park in the surface lot in front of the building.
- Check in at the reception desk in suite #100
- You must have a Responsible Adult Companion (RAC) 18 years or older to stay at LCSC while you are here and escort you home. Taking a bus, cab, rideshare (i.e. Uber or Lyft) or insurance-paid transportation is only acceptable with your RAC.

My arrival time:

My surgery time:

Time to stop all solid food or milk:

Time to stop all water or clear liquid:



Please make sure your voicemail is accepting messages and your ringer is on.

UNIVERSITY HOSPITAL (UH)



1500 E Medical Center Drive Ann Arbor, MI 48109

Amenities at UH:

- Valet parking
- UH Café (open 24/7)
- Einstein Brothers & Subway restaurants
- Gift shop
- ATM machine
- Spiritual care and chapel
- Outpatient pharmacy
- Free guest Wi-Fi access

What are my instructions before surgery?

- UH will contact you one business day before your surgery at the preferred number in your medical record. If you wish to be contacted at a different phone number or you do not hear from the nurse, please call **(866) 936-8800**.
- During the call, a nurse will provide you with directions. Please take notes in the space provided (*right*) and pay strict attention to the times.
- On the day of your operation, please call **(734) 936-8470** if you become ill or should need to cancel your surgery for any reason. Before the day of your operation, please contact your surgeon's office.
- Park in P2 parking structure or use valet parking. Please allow additional time for parking.
- Check in at surgery family reception ID 201 – look for red column (1st Floor)
- If you are having outpatient surgery, you must have a Responsible Adult Companion (RAC) 18 years or older to escort you home. Taking a bus, cab, rideshare (i.e. Uber or Lyft) or insurance-paid transportation is only acceptable with your RAC.

My arrival time:

My surgery time:

Time to stop all solid food or milk:

Time to stop all water or clear liquid:



Please make sure your voicemail is accepting messages and your ringer is on.

HOW SHOULD I PREPARE FOR SURGERY?

One to two weeks before surgery:

- Walk daily. Walking strengthens your heart and lungs in preparation for surgery.
- Stop smoking. Smoking increases your chances of pneumonia and breathing difficulties after surgery.
- Do not shave or use hair removal products around the surgical site for at least three days before surgery. Shaving and hair removal products can irritate the skin and could lead to infection.
- Keep nails clean, trimmed and free of polish or artificial nail products. These may harbor germs and increase infection risk.
- If you are having outpatient surgery, please arrange for a Responsible Adult Companion (RAC) to accompany you to the hospital or surgery center. This person needs to be available as soon as you are ready to be discharged, must listen to your discharge instructions and escort you home. Taking a bus, cab, rideshare (i.e. Uber or Lyft) or insurance-paid transportation service is not permitted unless the RAC is with you. Failure to follow these instructions may result in cancellation of your procedure. For your safety, we also recommend that you make arrangements for someone to stay with you for 24 hours after surgery.
- If you have young children, please arrange to leave them at home and have someone take care of them while you are having surgery and recovering.
- Call your surgeon if you develop a fever, cold, skin rash or infection. Surgery may have to be postponed.

Please note:

The operating room schedule is finalized **one business day** before surgery at:

- University Hospital
- CS Mott Children's Hospital
- Von Voigtlander Women's Hospital
- Frankel Cardiovascular Center

Operating room schedules are finalized **two business days** before surgery at:

- Livonia Center for Specialty Care
- East Ann Arbor Ambulatory Surgery and Medical Procedures Center
- Brighton Center for Specialty Care



Please make sure your voicemail is accepting messages and your ringer is on.



Day before surgery:

(Or two days before surgery at Livonia, East Ann Arbor and Brighton):

- You will receive a call from the nursing staff of the surgery department. They will review important preoperative instructions with you and tell you when to report to the hospital/surgery center.
 - **Have your medication list and this booklet ready when the nurse calls you. If your surgery is scheduled on a Monday, you will receive this call on Friday. If you are scheduled the day after a holiday, someone will call you on the last working day before the holiday.**
 - **Plan to arrive at the time you receive from the nurse. Note:** your surgery time may change from the time that was given to you by your surgeon's office.
 - **Please remain available by phone the day before and day of your procedure. It may be necessary to contact you to change your surgery time should an earlier case be cancelled or delayed. If you are using a cell phone, make sure your ringer is turned on, your voicemail is set up and you are able to retrieve messages.**
- In the evening, shower or bathe with an antibacterial soap, such as Dial, Safeguard, or the soap you received at your clinic visit. Wash your hair with any shampoo and dry off with a clean towel. Do not apply any deodorant, lotions, creams, powders, makeup or perfume to your skin.
 - Dress in clean clothes and sleep with clean linens on your bed.
 - Remove any jewelry, including body piercings, wedding and engagement rings, and leave it at home. This is to prevent the need for cutting off a ring if hand swelling occurs, to prevent burns when electro-cautery units are used during the procedure and to prevent losing your valuables.
 - If you have any last-minute questions for your anesthesiologist or surgeon, write them down in this booklet so you can discuss them in the preoperative area the day of surgery.



Day of surgery:

- **Do not eat anything after midnight.** This includes mints, gum, candy, cough drops and chewing tobacco.
 - **Do not chew gum as it increases stomach acids, which may lead to nausea after surgery.**
 - **Water is permitted up to four hours before your scheduled surgery time unless your surgeon gives you special instructions. If you received instructions to drink clear liquids (any liquids you can see through), you may drink:** water, black coffee, black tea (no milk, cream or lemon permitted), clear juice (no pulp) and carbonated beverages.
- Shower or bathe with an antibacterial soap, such as Dial, Safeguard, or the soap you received at your clinic visit. Wash your hair with any shampoo and dry off with a clean towel. Do not apply any deodorant, lotions, creams, powders, makeup or perfume to your skin.
- Dress in freshly laundered, loose fitting clothes.
- Brush your teeth and rinse your mouth.
- Do not bring any tobacco products or e-cigarettes with you. All hospitals and clinics are smoke-free. Smoking is prohibited on all hospital grounds.
- Please check your personalized preoperative instructions for what medications you can take. If you have been instructed to take medications, take these with a sip of water.
- You do not need to bring your home medications with you. Please do bring a list of your prescriptions with you. If you are being admitted to the hospital after surgery, your current medications will be provided by the hospital. We will check your medication list to verify we have the most current information.
- If you are packing an overnight bag or suitcase, please know that your family or RAC will be responsible for all your belongings while you are in surgery.
- Bring any special equipment with you (i.e. tracheostomy supplies, crutches, spirometer, CPAP or BiPap mask and machine).
- If you have an Advance Directive/Living Will/Durable Power of Attorney, please bring a copy with you to keep on file, if you have not already done so.



WHAT CAN I EXPECT IN THE PREOPERATIVE (PRE-OP) AREA?

You will be asked to remove all clothing, including underwear and bra, and change into a hospital gown, socks and a cap. A staff member will give you a plastic bag for your clothing. Any overnight bag, suitcase or other belongings will need to be kept by your family member or RAC.

- For your safety, we will repeatedly ask you to identify yourself using name and birthdate. An ID band will be placed on your wrist.
- A preoperative nurse will review your chart and your knowledge about the procedure, and complete any preoperative tests, if indicated. Please inform your preoperative nurse if you prefer to discuss your health/operative procedure without family/friends present.
- A preoperative nurse will verify your medication list. Be prepared to tell the nurse the last date and time you took each of your medications.
- A Patient Care Tech will check your vital signs (blood pressure, pulse and temperature).
- A preoperative nurse will start an intravenous (IV) line for fluids and medications.
- A preoperative nurse will reconfirm you have a responsible adult companion (RAC) to accompany you home if you are going home the same day.
- You will meet with any or all of the following at this time: anesthesiologist, certified registered nurse anesthetist (CRNA), operating room nurse and your surgeon.
 - **If you have a history of motion sickness or nausea and vomiting following anesthesia, it is important to inform the anesthesiologist before surgery. It may be possible to give you medication before or during surgery to decrease the likelihood of this occurring.**
- If your surgery is specific to one side of your body (right or left), your surgeon will mark your surgical site.
- Once the surgical team and the operating room are ready, you will be taken to the operating room, and your family member or RAC will be asked to return to the surgery reception area.
- If you are being discharged to home after surgery and wish to have your prescriptions filled at our pharmacy, your family member or RAC should do this while you are in surgery.

Every effort is made to honor the planned surgery schedule. If necessary, however, allowances must be made for unexpected or emergency situations. Please be assured that if your scheduled surgery or procedure is affected by an emergency situation, we will make every effort to accommodate you as soon as possible.



WHAT WILL HAPPEN INSIDE THE OPERATING ROOM (OR)?

Once in the operating room, you will be connected to special equipment to monitor your blood pressure, heart rate and oxygen levels.

- Just before surgery begins, everyone in the operating room will take a final “time out” and check that you are the correct person, that they are doing the correct procedure on the correct body part and that any special equipment needed is available.
- After your surgery is complete, you will be taken to the post anesthesia care unit (PACU) to recover and wake up.



WHAT SHOULD MY RESPONSIBLE ADULT COMPANION (RAC) KNOW?

When you and your RAC sign in at the surgery reception area, you will receive a beeper and a patient tracking code with instructions explaining how your RAC can follow your progress through all stages of surgery on the electronic tracking board. When the procedure is complete, the surgeon will meet with your RAC in the reception area consultation room to provide an update.

- It is very important to identify one person as the RAC to communicate with the surgeon, as well as the operating room and PACU staff.
- Your surgeon will speak to your RAC when your surgery is complete. At this time, you will still be in the operating room where the anesthesiologist will get you ready to go to the PACU. It may be another 20 to 30 minutes before your arrival in the PACU. From the time you arrive in PACU, it may be another two hours before your RAC is called back to visit.
- In most surgery reception areas, your RAC and family are welcome to watch television, use a cellphone or computer, or bring in food from the cafeteria or elsewhere. Due to many fasting children in the Mott Children’s Waiting Area, however, we ask that food and drink remain out of sight.
- Wi-Fi is available, and you will receive instructions on how to access the internet when you arrive.
- Visitors can talk to our surgery reception staff with any questions or concerns. They are trained to assist your family and visitors while you are in surgery or the PACU.



WHAT SHOULD I EXPECT IN THE POST ANESTHESIA CARE UNIT (PACU)?

The PACU is a critical care unit where people who were administered anesthesia during their surgery or procedure are taken to recover. In this unit, nurses will monitor vital signs closely, observe your recovery, and administer fluids and pain medications as needed. The nursing staff in the PACU are skilled in recognizing and managing problems in people after receiving anesthesia.

Monitoring equipment:

- Most people will have an intravenous catheter.
- Most people will be on a cardiac monitor that looks like a computer screen with many cables and wires attached to it. The monitor has alarms that alert the staff to any changes. Often the alarm goes off due to moving or interference. Staff will let you and your visitors know if an alarm needs to be addressed.
- You will have monitors attached to you that take your vital signs every five to 15 minutes. You may receive oxygen via a mask or nose prongs to help you breathe, as necessary.
- Some people have tubes, drains and medical equipment attached. These will be explained to you by your medical team.
- Your surgical site will be examined.

Managing pain:

Pain is common after surgery. Your nurse will routinely ask you to rate your level of pain. Based on your level of pain, we will give you pain medication to make you feel more comfortable and make your pain tolerable. By using a pain scale, we get feedback on what degree your pain is controlled.

You may have the following symptoms in the PACU:

- After having a surgical procedure and receiving anesthesia, you may have a sore throat from a breathing tube, have nausea or discomfort, or be cold. The PACU nurse is trained to address these issues.
- Anesthesia medications may cause changes in your blood pressure, heart rate, breathing and blood sugars. If you are having one of these treated, please understand this is normal in the PACU. The PACU nurse is trained to treat these occurrences as you recover from anesthesia.
- You will feel sleepy, and your mouth may be dry.
- You may experience shivering following surgery. Your PACU nurse will provide you with warm blankets and, if necessary, a special blanket that circulates warm air.
- You may have nausea and vomiting. If you experience nausea or vomiting in the PACU, your nurse will give you medication through your IV line to alleviate your discomfort.

After your vital signs are stable, your pain is tolerable and you are more awake, you will be either discharged home or to your hospital room. Every person's length of stay in the PACU is different, but on average, it is usually one to three hours. This depends on factors such as type of surgery, your response to surgery and anesthesia, and medical history. Most people remember very little regarding their recovery room experience. If you need to stay longer than expected, your family need not worry. A longer stay may be necessary to ensure you receive the best care possible.



Visitation in the PACU:

Visitation is limited in the PACU because it is a large, open area and it is difficult to maintain privacy for patients. We will allow your designated RAC to visit for a short period of time. Your RAC should plan to give information or updates to any remaining family or friends who are present in the waiting area.

When the PACU nurse has you settled in the unit, they will call the surgery reception area to update your family. When your nurse determines that a visit is safe, the nursing staff will call your RAC for a brief visit. You may require x-rays immediately after surgery or sometimes, emergencies occur in the PACU. In these instances, your RAC may be asked to return to the surgery reception area. When entering the PACU, visitors must be accompanied by a staff member.

- Visitors should not bring food or drink into the PACU.
- Visitors must feel comfortable in a medical setting and remain calm and supportive to you.
- Visitors should follow all directions of PACU staff.
- Visitors should remember how important it is that you rest after surgery. Rest helps you receive the full benefit of your pain medication.
- The PACU is a large room where many people recover at the same time. Bed areas are separated by curtains. The environment may be noisy, due to the large volume of patients, staff, machines and activity.

Leaving the PACU:

Depending on the type of surgery or procedure, a person is either discharged from the PACU to an appropriate inpatient room for an overnight stay or discharged to home.

- If going home the same day of surgery, we recommend you have someone look after you for the next 24 hours.
- You will not be permitted to drive for at least 24 hours. You will not be released to ride home in a bus, cab, rideshare (i.e. Uber, Lyft) or insurance-paid transportation unless you have an RAC to escort you home.
- A nurse will review instructions for care at home with you and your responsible adult companion. You will receive a written copy of the discharge instructions to care for yourself at home.

Inpatient room assignments:

- People who are staying at the hospital will be assigned a room as soon as one is available. Although surgery is prescheduled in most cases, rooms are not assigned until the person is ready to leave the PACU and a room is available.
- Discharge time from the hospital may be as early as 10 a.m. Please check with your inpatient nurse so you can have transportation available when discharged.
- Our discharge planners will meet with you in the inpatient unit to set up any special care or supplies needed when you go home.



WHAT ARE MY CARE INSTRUCTIONS AFTER SURGERY AND AT HOME?



- Walk every hour while you're awake. It reduces the risk of pneumonia and blood clots in the legs. Walking also improves intestinal, heart and lung functions.
- Wash your hands. Before changing dressings or touching the wound, wash your hands. Keep your surroundings clean, wear clean clothes and keep pets away from the wound.
- Cough and breathe deeply. Doing so strengthens respiratory muscles and keeps lungs clear.
- Begin bathing/showering as soon as your surgeon allows.
- Keep your dressing clean and dry.
- Specific postoperative instructions will be provided to you by your medical team upon discharge home.

How do I care for my incision?

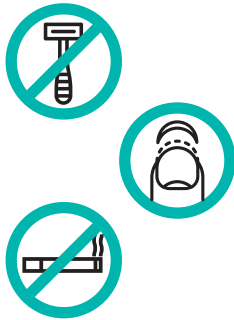
- Please see the surgical site infection sheet on the following page.
- You can also visit the careguides from your clinician website at <https://www.careguides.med.umich.edu> and search "surgical site" to find the handout.



HOW TO PREVENT INFECTIONS FROM SURGERY

Taking steps to prevent infections from surgery is very important to your recovery and overall health. Follow the instructions below in the weeks and days leading up to your surgery to prevent possible infections during the surgical procedure. Ask your surgeon about other specific instructions related to your surgery.

Before surgery



- Do not shave or use hair removal products around the surgical site for at least 3 days before surgery. Shaving or hair removal products can irritate the skin and could lead to infection.
- Keep nails clean, trimmed and free of polish or artificial nail products. These may carry germs and increase infection risk.
- Quit smoking and vaping and avoid second hand smoke. People who smoke or who are exposed to smoke get more infections. Talk to your care team about how you can quit before your surgery and what tools are available to help quit smoking. It is recommended to stop smoking 4-6 weeks before surgery.

Day before surgery



- In the evening, shower or bathe with a liquid or new bar of antibacterial soap such as Dial or Hibiclens or the soap provided to you at your clinic visit.
- Wash your hair with any shampoo and dry off with a clean towel.
- Do not apply any deodorant, lotions, creams, powders, makeup or perfume to your skin.
- Dress in clean clothes and sleep with clean linens on your bed.

Day of surgery



- Shower or bathe with a liquid or new bar of antibacterial soap such as Dial or Hibiclens or the soap provided to you at your clinic visit.
- Do not apply any deodorant, lotions, creams, powders, makeup or perfume to your skin.
- Dress in freshly laundered, loose fitting clothes.
- Brush your teeth and rinse your mouth. This reduces your chances of pneumonia after surgery.

After surgery



- Keep your incision clean and dry. Always wash hands before and after changing dressings or touching the incision.
- Do not take a bath or submerge your incision in water (such as in a pools or hot tubs) until cleared by your doctor. Ask your surgeon about when it is safe to start showering.
- Wear clean clothes and keep pets away from your incision.

Disclaimer: This document contains information and/or instructional materials developed by Michigan Medicine for the typical patient with your condition. It may include links to online content that was not created by Michigan Medicine and for which Michigan Medicine does not assume responsibility. It does not replace medical advice from your health care provider because your experience may differ from that of the typical patient. Talk to your health care provider if you have any questions about this document, your condition or your treatment plan.

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PHONE DIRECTORY

Admissions and Bed Coordination Center	(734) 936-6039
After Hours Paging Operator	(734) 936-6267
Brighton Center for Specialty Care Preop Line	(810) 263-4440
Business, Insurance and Financial Assistance	(855) 855-0863
Cardiovascular Preop Line	(734) 232-5149
East Ann Arbor Health Center Preop Line	(734) 232-3053
Guest Assistance Program	(734) 764-6893
Hospital Information (Operator)	(734) 936-4000
Kellogg Eye Center	(734) 936-9316
Livonia Surgery Center	(734) 462-1888
Lost & Found	(734) 647-8448
Med Inn	(800) 544-8684
Mott Preop Line	(877) 368-1316
Patient Relations	(734) 936-4330
Parking and Transportation	(734) 764-7474
Patient Visitor Accommodations	(734) 936-0135
Registration Verification	(734) 936-4990
University Hospital Preop Line	(734) 936-8800

IMPORTANT WEBSITES:

Online Patient Portal: <https://www.myuofmhealth.org>

Maps & Directions: <https://www.uofmhealth.org/maps-directions>

Patient and Visitor Guide:
<https://www.uofmhealth.org/patient-visitor-guide-0>

HOW DO I LOG INTO MY PATIENT PORTAL?

The patient portal is where your health information and today's technology come together. If you already have a patient portal account, please log in to review all necessary information from your care team.

If you do not have an account, visit <https://www.myuofmhealth.org> to create one.

- **If you have an activation code, create your account by clicking on "sign up with activation code."**
- **If you do not have an activation code, click "sign up online" to start the account creation process.**



MICHIGAN MEDICINE
UNIVERSITY OF MICHIGAN

Discrimination is Against the Law!

Michigan Medicine complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex.

Michigan Medicine does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

Michigan Medicine provides free aids and services to people with disabilities to help communicate effectively while receiving care, such as:

- Qualified sign language interpreters; and
- Written information in other formats (large print, audio, accessible electronic formats and other formats).

Michigan Medicine provides free language services to people whose primary language is not English, such as:

- Qualified language interpreters; and
- Information written in other languages.

If you need these services while at Michigan Medicine, contact Interpreter Services at 734-936-7021.

If you believe that Michigan Medicine has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with:

Patient Civil Rights Coordinator
Michigan Medicine
2901 Hubbard
Ann Arbor, Michigan 48109-2435
Phone - (734) 936-6439
Fax - (734) 347-0696
Email - MichMed_patients_rights@med.umich.edu

You can file a grievance in person, by mail, fax, or email. If you need help filing a grievance, the Patient Civil Rights Coordinator 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. This can be done electronically, through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue SW
Room 509F, HHH Building
Washington, DC 20201
1-800-368-1019, 800-537-7607 (TDD)

Complaint forms are available at:

<http://www.hhs.gov/ocr/office/file/index.html>.

