

# UPMC | SOMERSET

# **Language Interpretation Services**





### Interpretation Services Available

You have access to interpretation services 24 hours a day, 7 days a week at no cost to you. This chart includes languages commonly spoken in our community. Additional languages are available. For more information or to request language interpretation services, please ask a care team member.

Spanish	Indique su idioma. Llamaremos a un intérprete. El servicio es gratuito.
Nepali	आफ्नो भाषालाई इगित िनुनहोस।् एक  दनभाषषया बोलाइनेछ। दनभाषषया तपाईँलाई कन नै पनन लाितमा  प्रदानिरिएको छ।
Arabic	لغتك. وسيتم االنصال بمترجم فوري. نقدم خدمه الترجمة الفورية مجانا لك
Russian	Укажите язык на котором Вы говорите и для Вас вызовут переводчика. Услуги переводчика предоставляются бесплатно.
Haitian Creole	Endike lang ou a. Y ap rele yon entèprèt. W ap jwenn entèprèt la gratis.
Swahili	Onyesha lugha yako. Mkalimani atapigiwa simu. Mkalimani hutolewa bila gharama kwako.
Vietnamese	Hãy chỉ vào ngôn ngữ của quý vị, một thông dịch viên sẽ được gọi đến, quý vị sẽ không phải trả tiền cho thông dịch viên.
Mandarin	请指定您的语言, 我们会提供免费的口译服务
Pashto (Afghanistan)	خپلي ژبي ته اشاره وکړئ. يو ترجمان به وغوښنل شي. .ترجمان تاسو ته وړيا چمتو کيږي
Uzbek	Oʻz tilingizni koʻrsating. Tarjimon chaqiriladi. Tarjimon sizga bepul taqdim etiladi.
French	Désignez votre langue du doigt. Un interprète sera contacté et mis à votre disposition gratuitement.
French Portuguese (Brazil)	
	disposition gratuitement.  Aponte para o seu idioma. Um intérprete sera chamado e providenciado
Portuguese (Brazil)	disposition gratuitement.  Aponte para o seu idioma. Um intérprete sera chamado e providenciado gratuitamente para você.  و المائة عند المائة
Portuguese (Brazil)  Dari (Afghanistan)	disposition gratuitement.  Aponte para o seu idioma. Um intérprete sera chamado e providenciado gratuitamente para você.  زبان خود را معین کنید. یک مترجم شفاهی فراخوانده خواهد شد. ارائه مترجم شفاهی بدون هزینه برایتان خواهد بود.

# **Table of Contents**

Language Interpretation
ServicesInside Front Cove
Preparing for Your Surgery3
Important Information
The UPMC Disabilities Resource Center
Service Animals2
Testing Before Surgery5
Before Your Surgery6
Day of Your Surgery
When You Arrive
Anesthesia
The Surgery10
After Surgery10
Thank You10

# **Preparing for Your Surgery**

We know that preparing for any surgery can be stressful. Knowing what to expect before, during, and after surgery can help ease some of your fears. We are here to guide you through every step of the process.

### **Surgery Education Video**

Please scan the QR code using the camera on your smartphone or visit

UPMC.com/SurgeryEducation to watch an important video on what to expect before, during, and after your surgery and how you can prepare for it. You will learn about the different types of anesthesia you may receive and the steps to care for yourself before and after surgery to help speed up your recovery.



# **Important Information**

For your health and safety, please follow the instructions below. If you do not follow the instructions, your surgery may need to be postponed or canceled.

- Medicines Some medicines, vitamins, and herbal supplements should be stopped before surgery. Please check with your surgeon or primary care provider (PCP) before surgery. Please only take medicines as instructed by your doctor and preadmission nurse.
- Changes in Your Health Let your surgeon's office know if you have any symptoms of a cold, fever, or infection, or if you have any changes in the level of your pain, numbness, or sensitivity.
- What to Bring Remember to bring your x-ray/CT/MRI films and blood band the day of your surgery if you are told to do so.

Anesthesia - If you are having any type of sedation or anesthesia, you cannot drive and must have a responsible adult take you home. If you are taking public transportation (such as the bus or UBER®), you must have a responsible adult accompany you. You must have a responsible person 18 years or older stay with you for 24 hours after your surgery.

#### The UPMC Disabilities Resource Center

The UPMC Disabilities Resource Center (DRC) makes sure that health care is accessible to people with disabilities, including those who are deaf, hard of hearing, blind or have low vision, or those with mobility, speech, intellectual, cognitive, or behavioral disabilities. We offer accessibility, communication, and hearing assistance resources. Please let a staff member know of your needs.

### **Service Animals**

Service animals, as defined by the Americans with Disabilities Act, are welcome in all public areas within UPMC facilities and in your room. Animals must be housebroken and under the control of their owner. If the owner is unable to care for the animal during their stay or visit, another person must be designated to do so. UPMC staff are not required to care for service animals.

For more information, visit **UPMC.com/DRC** or call **412-605-1483**.

# Rovers: A Tool to Support Your Care

You may see us using mobile phones while caring for you. These devices are called Rovers. They are a secure, mobile extension of our electronic health record system.

Rovers help us provide safer and more accurate care right at your bedside. Even when we are using them, we are still listening and focused on you. If you have any questions, please ask.

We believe in, support, and promote dignity, inclusion, and belonging.
Kindness and respect are expected from—and for—all who enter our doors.

## **Testing Before Surgery**

Your surgeon may ask that you have testing done before your surgery. This is to make sure that you are safe for surgery. Some of these tests may include blood tests, EKGs, x-rays, or CT scans. You may also be asked to schedule other tests if your surgeon thinks they are needed.

# **UPMC Somerset Testing Hours of Operation**

Monday through Friday: 6:30 a.m. to 5 p.m. Saturday: 6:30 a.m. to noon

### **Testing and Blood Work:**

After scheduling your surgery, you will need to have all testing completed within 30 days before your surgery. Blood work can typically be done within 45 days.

- You must check in 15
  minutes before close for
  blood work and 30 minutes
  for EKGs and x-rays. You
  should also bring a paper
  copy of the ordered testing.
- We do not accept appointments for preoperative testing. This is a walk-in service.

 If you are having your testing done at another facility, please make sure all results are given to your PCP and your surgeon.

Preoperative History and Physical (H&P): You must have this within 30 days of surgery. This may be done by your PCP or surgeon.

- Bring a list of your medicines, including overthe-counter medicines, vitamins, and herbal supplements.
- Be prepared to fill out paperwork about your medical history so your provider has the most updated information.

Medical Clearance: If your surgeon orders this you must see your PCP or other medical specialist for this service. If you are unable to see your PCP before surgery, call your surgeon's office. If you take any diabetes, weight loss, or blood thinning medicines, talk to your prescribing doctor or surgeon about how much to take and/or when to stop taking them before surgery.

# Before Your Surgery Perioperative Phone Call

You will receive 2 phone calls from your care team before your surgery.

### Call 1: Preparing for Surgery

A preadmission nurse will call you 4 business days before your surgery (see page 5 for details). This call will take about 30 to 40 minutes. Expect a call from the preadmission nurse between 8 a.m. and 4 p.m. on:

-----·

Please have all of the following information available:

- A list of all your medicines, including over-the-counter medicines, vitamins, and herbal supplements
- The name and phone number of your primary care provider
- The name and phone number of your pharmacy
- A list of your allergies, including medicines, food, and latex, or what reaction you have
- Your medical history and past surgical experiences
- Any special needs (such as translators, accommodations, etc.)

Please ask your clinical care team about any unit-specific guidelines, including current visiting hours and restrictions, which may vary.

#### Call 2: Your Arrival Time

You must call the preadmissions nurse 1 business day before your surgery to find out what time you need to arrive for surgery (see below for details).

Your surgery is scheduled on:

To find out the time of your surgery, please call **814-443-5740** between 11:30 a.m. and 1 p.m. on:

Please contact the Preadmission Department with any questions: Monday through Friday: 7:30 a.m. to 4 p.m.

Phone: 814-443-5740

If no one answers, please leave a message and someone will return your call as soon as possible. If you have to cancel on the day of your surgery, please call **814-443-5740** and your surgeon's office to let them know.

### **Important Things to Know**

- Please note that your scheduled surgery time is subject to change.
- Do not eat any solid food after midnight. This includes chewing gum, breath mints, candy, or lozenges (cough drops).
- If you are diabetic and you feel your blood sugar is low, check your blood sugar (if you have a glucometer). You may have 4 oz. of clear apple juice if your blood sugar is low.
- Do not smoke, chew tobacco, or vape 24 hours before surgery.
- Do not drink alcoholic beverages 24 hours before surgery.
- Do not use recreational drugs or medical marijuana 24 hours before surgery.
- Be sure to follow any home preparation prescriptions, such as bowel preparations.
- Please follow the guidelines for cleansing with chlorhexidine (CHG) or an antimicrobial soap (such as Dial®). You will receive more instructions before surgery.

 You may need to arrive 1 to 3 hours before your surgery time depending on your surgery and anesthesia needs.

# Day of Your Surgery

- Leave all valuables, including money and credit cards, at home.
- Wear comfortable clothing that is clean, loose-fitting, and easy to remove.
- Do not use any lotions, perfumes, deodorant, makeup, powder, nail polish, hair products, or aftershave.
- Do not wear jewelry, including rings. Remove all body piercings. If you have a skin piercing, please tell your surgeon to see if removal is necessary before your surgery date.
- Do not wear contact lenses.
   Bring your glasses and a case.
- If you use a constant positive airway pressure (CPAP) machine at home, you will need to bring it the day of your surgery if you are staying overnight.
- If you have a pacemaker, bring your card.

- Bring any inhalers from home; all other prescriptions will be provided by the hospital pharmacy.
- Free parking is available in the parking lot next to the hospital. Please follow the signs into the hospital. You must go to the 1st floor to enter the hospital.

### When You Arrive

- **1.** When you arrive, enter the hospital through the Main Entrance and check in at the desk.
- 2. Go to the Surgical Waiting Room on the 2nd floor and check in with the staff at the window. When your name is called, a staff member will take you to a private room where you will remove all clothing and undergarments and change into a gown.

- **3.** A member of the care team will take your vital signs and complete any other orders your surgeon has asked for.
- **4.** You will see members of the surgical and anesthesia teams, who will explain the details of the surgery and anesthesia, including the risks and benefits. Please ask any questions you may have about your surgery. If you are having anesthesia, a care team member will get your IV started.
- **5.** Your support person(s) may visit you while you are waiting to be taken to the operating room (OR) once you are fully prepped by the care team. A nurse will call them back when they are able to visit you.

#### **Anesthesia**

An anesthesia specialist will talk with you about anesthesia, which is used to relax you and block pain. They may also start an IV in your vein. There are several types of anesthesia that may be used for surgery:

- Local anesthesia numbs a small part of the body for minor procedures. You may get a shot or cream applied to the area to block pain. You may stay awake during the procedure.
- Regional and neuraxial (epidural or spinal) anesthesia blocks pain to a larger part of your body. You may also get medicine to help you relax or sleep. Types of regional anesthesia include:
  - > A nerve block, which is a shot to block pain around a specific nerve or group of nerves, often used for surgeries on the hands, arms, feet, legs, or face.
  - Epidural or spinal anesthesia, which is a shot near the spinal cord and the nerves that connect to it. It blocks pain from an

- entire region of the body, such as the belly, hips, or legs.
- Conscious sedation helps you relax and makes you sleepy, but often you are not fully asleep. It is usually given by IV. This type of medicine allows you to recover quickly from your procedure and return to regular activities sooner.
- General anesthesia affects your brain and body. You may get it through an IV in your vein or by breathing it in. You will be asleep and will not feel pain during the surgery or remember it afterward.

The type of anesthesia used depends on your health history and the type of surgery. Major side effects are rare, especially if you are in good health. Minor side effects like sore throat, vomiting, or headache might occur.

After the procedure, the anesthesia medicines will be stopped. How fast it wears off depends on the anesthesia used, your age, health, and how you react to it. Everyone is different

### **The Surgery**

- You will be taken to the Operating Room (OR) and cared for by speciallytrained staff.
- No support persons are allowed in the OR. After your surgery, your surgeon will let them know how you are doing.
- Support persons should stay on campus at all times during your procedure. If your support person leaves the waiting area, they should let the nurse know and leave a phone number where they can be reached.

room. Your support person(s) will be able to see you when you leave the PACU.

If your support person(s) needs a place to stay near the hospital, there are hotels close by. You can ask a member of your care team for more information and help with finding accommodations.

#### **Pharmacy**

The UPMC Somerset
Outpatient Pharmacy is
located on the 1st floor at the
Main Entrance. It is open
Monday through Friday from
7:30 a.m. to 4:30 p.m.

## **After Surgery**

You will be taken to the Post-Anesthesia Care Unit (PACU). Your length of stay in the PACU depends on the type of surgery you had and anesthesia you received. Please let your nurse know how you are feeling, and what kind of pain you are in.

### **Overnight Stay**

If the care you need after surgery requires you to stay overnight, you will be moved from the PACU to a hospital

### Thank You

Thank you for choosing UPMC for your care. Our goal is for you to have a successful surgery, so please let us know if you have any questions.

For more patient and visitor information, please visit UPMC.com/SomersetVisitors.



**UPMC Somerset** 225 South Center Ave. Somerset, PA 15501

814-443-5740 UPMC.com/Somerset

UPMC policy prohibits discrimination or harassment on the basis of race, color, religion, ancestry, national origin, age, sex, genetics, sexual orientation, gender identity, gender expression, marital status, familial status, disability, veteran status, or any other legally protected group status. Further, UPMC will continue to support and promote equal employment opportunity, human dignity, and racial, ethnic, and cultural diversity. This policy applies to admissions, employment, and access to and treatment in UPMC programs and activities. This commitment is made by UPMC in accordance with federal, state, and/or local laws and regulations.