A GUIDE TO

Your Surgery or Procedure



UPMC | WILLIAMSPORT

Welcome

Welcome to UPMC and thank you for choosing us for your care. This book will help you know what to expect before, during, and after surgery. Please let us know if you have any questions or concerns. We are always here to help!

UPMC Patient Portals

Our free patient portals offer quick, easy, and secure access to your health information 24/7. Message your provider, schedule appointments, view test results, and more. To sign up, visit **UPMC.com/PatientPortals**.

Surgery Education Video

Please scan the QR code 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 what you can do before and after surgery to help speed up your recovery.

Arriving for Surgery

UPMC Williamsport
700 High St., Williamsport, PA 17701
Main Hospital Number: **570-321-1000**

Parking: Free parking is available in front of the hospital. Valet parking is available at the Main Entrance on High St., Monday through Friday from 6 a.m. to 5 p.m.

When you arrive: Enter the hospital through the Main Entrance and take the Main Elevators to the 4th floor. When you come off the elevator, check in at registration.

Scan the QR code to view a map of UPMC Williamsport.

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

My Appointment and Medicine Information

Preoperative (Pre-Op) Appointments

Pre-Op Phone Call:_____ (see page 4 for details)

Primary Care Provider (PCP) Visit: _____

Center for Perioperative Care (CPC) and/or Surgery Optimization Clinic (SOC) Visit (if applicable):

_____

Pre-Op Arrival Call

On the **business day before your surgery**, the hospital will contact you between **noon and 4 p.m.** If you do not hear from the hospital by **4 p.m.**, please call **570-321-3600**.

Surgery Information

Surgery: _____

Surgery Date: _____ Arrival Time: _____a.m. _____p.m.

Surgeon: _____

Surgeon's Phone Number: _____

Who is coming with you to the hospital on the day of surgery and making sure you get home safely?

Name: _____ Phone Number: _____

Testing Before Surgery

You will need to have the following tests done before surgery.

___ Chest x-ray Date: _____

___ EKG Date: _____

___ Lab tests Date: _____

___ Other: _____ Date: _____

Medicines Before Surgery

Take each medicine with a sip of water on the day of surgery: _____

_____

_____

Do not take the following medicines, including insulin and other injectable medicines:

_____ (date of last dose) _____

_____ (date of last dose) _____

_____ (date of last dose) _____

_____ (date of last dose) _____

_____ (date of last dose) _____

Please bring this information with you to all your appointments, tests, and the hospital on the day of surgery.

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Before Surgery

Testing Before Surgery

Your surgeon may ask that you have testing done before your surgery. These tests may include blood tests, EKGs, x-rays, and CT scans. You may also be asked to schedule other tests if your surgeon thinks they are needed. It is best to complete testing at least 2 to 4 weeks before surgery to make sure your doctors have time to review the results. If you do not complete required testing, your surgery may need to be rescheduled.

UPMC Williamsport Testing Hours of Operation
Blood work - Monday through Friday: 8 a.m. to 5 p.m.
EKGs - Monday through Friday: 8 a.m. to 3:30 p.m.; X-rays - Monday through Friday: 7:30 a.m. to 5 p.m.

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 closing for blood work and 30 minutes before closing 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 primary care provider (PCP) and surgeon.

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

Medical Clearances: Your surgeon may request that you see a medical specialist to make sure you are safe for surgery. This may include a cardiologist (heart doctor), a pulmonologist (lung doctor), or your diabetes health care provider. If your care team asks you to do this, please call right away to schedule an appointment.

Pre-Op Phone Call

You will receive a call from a nurse 1 to 4 weeks before your surgery date. This phone call will take 30 to 45 minutes. Please have all the following information available for the call:

- A list of all your medicines, including over-the-counter medicines, vitamins, and herbal supplements
- A list of any allergies you have (such as to medicines, foods, or latex) and how your body reacts
- Your medical history, past surgeries, and anesthesia concerns
- The name and phone number of your pharmacy
- The name and phone number of the person who will drive/accompany you on the day of surgery
- Any special needs (interpreters, accommodations, etc.)

Medicines

You will receive instructions about which medicines you should take the morning of surgery. There are some medicines you may have to stop taking before surgery. These may include:

- Some blood pressure medicines.
- Blood thinners.
- Diabetes medicines.
- Weight management medicines.
- Water pills.

If you are unclear about which medicines you should stop taking before surgery and when, talk with your surgeon, prescribing doctor, or anesthesia provider. If you have diabetes, it is best to talk with the doctor who prescribes your diabetes medicine.

Improving Your Health Before Surgery

Improving your health before surgery can reduce your risk of surgical complications and help you recover faster. To help improve your health before surgery, be active, choose healthy foods, quit smoking, using tobacco products, and vaping, and work to lower your stress levels. **Scan the QR codes to learn more.**

Eating enough protein before surgery can help keep your muscles strong, improve healing after surgery, and prevent infections and other complications.

Quitting smoking, using tobacco products, and vaping before surgery can lower your risk of breathing problems, heart problems, and infections. It can also help your incisions heal better after surgery.

Health conditions: Health conditions such as uncontrolled diabetes, sleep apnea, and high blood pressure can make surgery harder and cause more problems afterward. Work with your care team before surgery to manage any existing health conditions and help improve your recovery.

Diabetes: Uncontrolled diabetes may slow healing and increase your risk of infection.

Sleep apnea: Sleep apnea can raise the risk of heart and breathing problems after surgery.

High blood pressure: High blood pressure may slow healing and increase the risk of complications after surgery.

Who to Call for Questions

Call the Preadmission Department at **570-321-2121** with any questions **Monday through Friday from 8 a.m. to 4:30 p.m.** If no one answers or you are calling off hours, 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 **570-321-3600** and your surgeon's office to let them know.

Note: Let your surgical care team know if you have any symptoms of a cold, fever, or infection, have recently started or completed an antibiotic, or have any changes in the level of your pain, numbness, or sensitivity.

Day Before Surgery

Pre-Op Arrival Call: On the **business day before your surgery**, the hospital will contact you between **noon and 4 p.m.** If you do not hear from the hospital by **4 p.m.**, please call **570-321-3600**. During this call, you will speak with a nurse who will let you know what time you should arrive for surgery, when you should stop eating and drinking, and what medicines you should continue taking (if any). They will also answer any questions you may have.

Please note: Sometimes the operating room (OR) schedule can change unexpectedly. If your procedure time changes, our pre-op team will keep you and your support person(s) informed.

- **Do not** smoke, use tobacco, or vape 24 hours before surgery.
- **Do not** drink alcoholic beverages or use recreational drugs (including medical marijuana) 24 hours before surgery.
- **Do not** shave the area, or near the area, where the surgery will be done. Shaving can cause skin irritation, which can lead to infection.
- Follow any special bathing instructions from your care team. These may include using chlorhexidine (CHG) or an antibacterial soap. If you need to use CHG before surgery, follow the instructions on page 7.

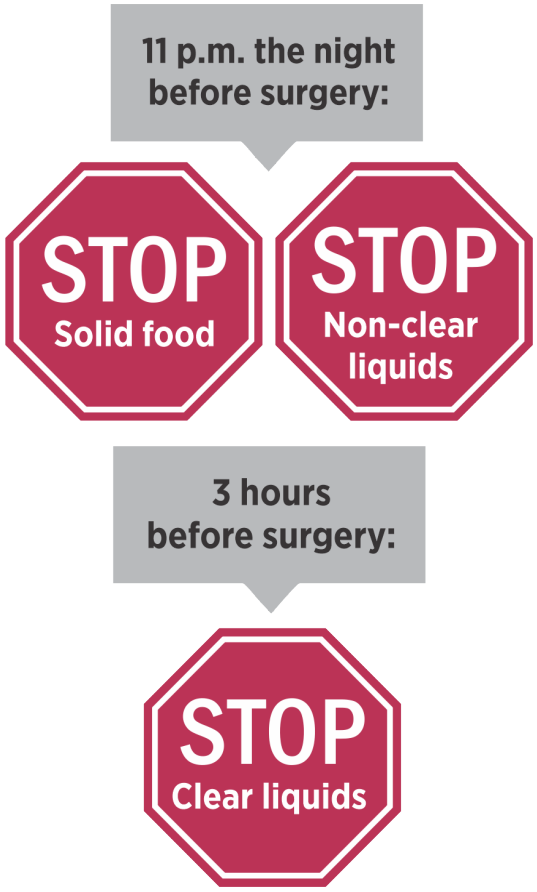
When to Stop Eating and Drinking

For your safety, follow these instructions unless your surgeon tells you otherwise:

- **Do not** eat solid food or drink **non-clear** liquids **after 11 p.m.**
- You can drink **clear liquids** up to **3 hours before** your scheduled surgery time. Clear liquids include:
  - Water.
  - Black coffee and tea. **Do not** add milk, dairy products, honey, or creamers. You may add sugar.
  - Electrolyte beverages such as Gatorade® (any color except red). If you have diabetes, please drink a low sugar option.
  - Clear soda.
  - Sparkling water.
  - Apple juice.

Note: If you have diabetes and feel like your blood sugar is low, check it (if you have a glucometer). If your blood sugar is below 70, you may drink 4 oz. of juice (without pulp) or Gatorade® (any color except red).

If you do not follow these instructions, your surgery may need to be rescheduled.



You cannot have anything by mouth 3 hours before surgery, except certain medicines with a sip of water. During your pre-op arrival call, a nurse will let you know which medicines you may take.

Using Chlorhexidine (CHG) Before Surgery

Before surgery, it is important to clean your skin to reduce the risk of infection. Chlorhexidine (CHG), also called Hibiclens® or Dyna-Hex®, is an antiseptic skin cleanser that helps clean the skin and remove bacteria that could enter your incision (cut) during your procedure and cause an infection. Using CHG before surgery helps to prevent surgical infections. If you need to use CHG, you will get it from your pharmacy or doctor's office when you schedule your procedure.

Starting on _____ you will use CHG for _____ days.

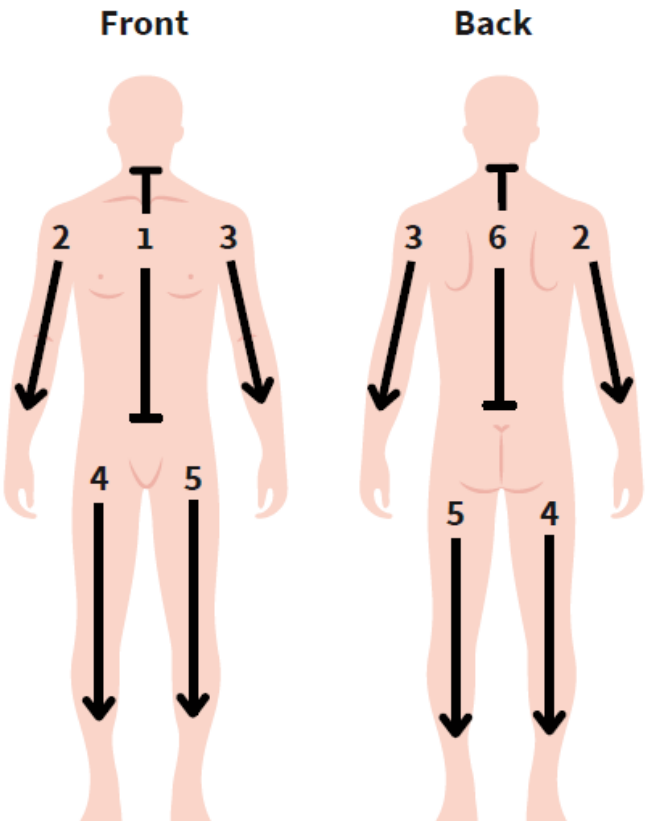
How to Use CHG

You will need: ___ 2 clean washcloths ___ Regular soap ___ 1 bottle (4 oz.) of chlorhexidine (CHG)

Follow these steps to use CHG:

1. Using the first washcloth, wash your whole body in the shower with your normal soap. You may wash your hair with your normal shampoo.
2. Rinse and **do not** use that washcloth again.
3. Turn the water off or move away from the shower spray.
4. Pour enough CHG to cover your skin onto the second clean, wet washcloth or directly on your skin. **Do not use CHG on your face, eyes, ears, mouth, or genitals.**
5. Wash the area where you will be having surgery. Scrub in circular motions and be sure to get in all skin folds. **Note:** CHG will not lather.
6. Wash the rest of your body, from your chin to your toes, ending with the groin area. Scrub in circular motions and be sure to get in all skin folds.

   Using the picture to the right, wash in order following the numbers 1 to 6.
7. Once you are finished, let the CHG stay on your skin for 3 minutes.
8. Turn the shower back on or move back under the shower spray and rinse the CHG off your body completely.
9. After using the CHG, pat yourself dry with a freshly washed towel. **Do not** apply skin products such as lotion, powder, or deodorant.
10. Dress in clean clothes and sleep on clean sheets.



Possible Side Effects of CHG

- Your skin may feel sticky or itchy. That feeling should go away after your skin dries.
- If you have continued itchiness, burning, redness, or other allergy symptoms, please stop using CHG and contact your doctor.
- If you are allergic to chlorhexidine, you can use an antibacterial soap like Dial® to shower.

Language Interpretation Services

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 तपाईंलाई कन नै पनन लाितमा प्रदानिरिएको छ।
Arabic	لغتك. وسيتم االتصال 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)	خپلې ژبې ته اشاره وکړئ. يو ترجمان به وغوښتل شي. ترجمان تاسو ته وړيا چمتو کيږي.
Uzbek	O’z tilingizni ko’rsating. Tarjimon chaqiriladi. Tarjimon sizga bepul taqdim etiladi.
French	Désignez votre langue du doigt. Un interprète sera contacté et mis à votre disposition gratuitement.
Portuguese (Brazil)	Aponte para o seu idioma. Um intérprete sera chamado e providenciado gratuitamente para você.
Dari (Afghanistan)	زبان خود را معین کنید. یک مترجم شفاهی فراخوانده خواهد شد. ارائه مترجم شفاهی بدون هزینه برایتان خواهد بود.
Turkish	Dilinizi gösterin. Bir tercüman çağrılacak. Tercüman size ücretsiz olarak sağlanacaktır.
Kinyarwanda	Erekana ururimi rwawe. Umusemuzi azahamagarwa. Umusemuzi atangwa nta kiguzi kuri wowe.
American Sign Language (ASL)	 Point to your language. An interpreter will be called. The interpreter is provided at no cost to you.

Day of Surgery

Important Information

- Leave all valuables, including money and credit cards, at home.
- Wear comfortable clothing that is clean, loose-fitting, and easy to remove.
- **Do not** wear jewelry, including rings. Remove all body piercings.
- When you brush your teeth the morning of surgery, swish and spit; **do not** swallow.
- **Do not** wear contact lenses. Bring your glasses and a case.
- Dentures, partials, and hearing aids will need to be removed before most procedures, so bring your case(s) with you.
- If you use a constant positive airway pressure (CPAP) machine at home, you will need to bring it (including your mask and tubing) on the day of your surgery if you are staying overnight.
- Bring any prescription eye drops and inhalers from home; all other medicines will be provided by the hospital pharmacy.

If you are getting any type of anesthesia, you cannot drive a vehicle and must have a responsible adult take you home. If you are taking public transportation (such as the bus or Uber®/Lyft®), you must have a responsible adult accompany you.

- Up to **2 support persons** may be with you on the day of your surgery.
- **Anyone entering the hospital will need to bring a valid driver's license or other valid form of ID.**

After Registration

- When your name is called, a staff member will take you to a private area where you can change into a hospital gown.
- A member of the care team will then take your vital signs (blood pressure, pulse, breathing rate, and temperature) and complete any other orders your surgeon has asked for.
- You will see your surgeon and a member of the anesthesia team who will explain the details of your surgery and anesthesia, including the risks and benefits. Please ask any questions you may have about your surgery.
- A care team member will start your IV. The IV is used to deliver fluids and medicines during surgery.
- Your support person(s) may stay with you while you wait to be taken to the operating room (OR).
- Support persons are not allowed in the OR, but should stay on campus at all times during the procedure. If they leave the waiting area, they should let the receptionist know and leave a phone number where they can be reached.
- After surgery, your surgeon will let your support person(s) know how you are doing.

Please note: Sometimes the OR schedule can change unexpectedly. If your procedure time changes, our pre-op team will keep you and your support person(s) informed. Thank you for your patience and understanding.

Anesthesia

Anesthesia is a way to control pain and keep you safe and comfortable during a procedure. Anesthesiologists, anesthesia residents, and certified registered nurse anesthetists (CRNAs) give anesthesia using a combination of different medicines to produce specific effects. These medicines are used to block pain and may help you relax, feel sleepy, forget parts of the procedure, or make you fully unconscious. There are several types of anesthesia that may be used for your surgery. The type you will receive depends on the kind of surgery you are having and your overall health.

- **Local anesthesia** numbs a small part of the body for minor procedures. You may stay awake during the procedure or receive light sedation (medicine to help you relax).
- **Neuraxial or regional anesthesia** blocks pain to a larger part of the body. You may also receive medicine to help you relax or sleep during the procedure.
  - **Neuraxial anesthesia (epidural or spinal)** involves a shot near the spinal cord and the nerves that connect to it. It blocks pain from the entire lower region of the body, including the belly, hips, and legs.
  - **A nerve block** is a shot used to block pain around a specific nerve or group of nerves. It is often used for surgeries on the hands, arms, feet, and legs. Nerve blocks are also given to help control pain after surgery.
- **Conscious sedation (twilight)** helps you feel more relaxed, but often you are not fully asleep. It is given through an IV and allows for a quicker recovery after the procedure.
- **Deep intravenous (IV) sedation** makes you sleep very deeply during the procedure. You will receive extra oxygen, but you will be able to breathe on your own. Your muscles are not fully relaxed, and you may not remember the procedure afterward.
- **General anesthesia** affects your whole body. You will be fully asleep and will not feel any pain during the procedure. Your muscles will be completely relaxed, and a breathing tube or machine may be used to help you breathe. You will not remember the procedure afterward.

Questions for Your Anesthesia Team

_____

_____

_____

_____

_____

_____

Mobile Devices to Support Your Care

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

These devices 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.

Service Animals

Service animals, as defined by the Americans with Disabilities Act, are welcome in all public areas within UPMC facilities. 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**.

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.

After Surgery

After surgery, you will be taken to the recovery area. Your length of stay in this area depends on the type of surgery you had and anesthesia you received. Please let your nurse know how you are feeling and what level of pain you have. If the care you need after surgery requires you to stay overnight, you will be moved from the recovery area to a hospital room. We will keep your support person(s) informed.

Pharmacy

The UPMC Williamsport Outpatient Pharmacy is located on the 1st floor of the Health Innovation Center. It is open Monday through Friday from 8:30 a.m. to 6:30 p.m. and Saturdays from 9 a.m. to 3 p.m.

Leaving the Hospital

- Before you leave the hospital, we will give you information on managing pain, possible anesthesia side effects, preventing infection, managing nausea, and when to call your surgeon if you have pain, bleeding, or signs of infection. For more information on managing pain, nausea, and infection at home, please scan the QR code.
- **You are not permitted to drive for 24 hours after receiving anesthesia.**

Follow-Up

- The day after you go home, a staff member will call you to check on you and see if you have any questions.
- You may receive a survey by mail or email asking about your experience. We request that you please take a few moments to complete this survey to let us know how we did. Your input is very important in our efforts to give our patients and support persons the best possible experience.

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.

Notes

UPMC
LIFE CHANGING MEDICINE

UPMC Williamsport
700 High St.
Williamsport, PA 17701

Main Hospital Number: **570-321-1000**
For Questions About Your Surgery: **570-321-2121**

UPMC.com/Williamsport



Created with input from the UPMC Patient and Family Advisory Council (PFAC)

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.

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