

Thank you for choosing North Memorial Medical Center for your care. This guide will help you prepare for your procedure. Preparing properly for your procedure helps decrease delays and avoid the chance of it being canceled. We will do everything we can to make your experience as comfortable as possible. If you have any questions before you come to North Memorial, please contact your surgeon or primary care doctor.

Where Your Procedure Will Take Place

Your procedure will be at the Patient Care Center at North Memorial Medical Center in Robbinsdale. For directions to North Memorial, see the map on the back side of this brochure, or call our Directions Line at (763) 287-6305.

Once Your Procedure is Scheduled

Once your procedure is scheduled, there are several steps you should take to prepare for it:

Make an appointment for your preoperative history and physical. Most patients need to do this. Be sure to check with your doctor if it is necessary for you. Your surgeon or primary care doctor can do the history and physical. **It must be done within 30 days before your procedure.**

Keep your history and physical appointment. Your procedure will be delayed or canceled if your history and physical is not done. Request a copy of your history and physical from your doctor, put it in your North Memorial envelope and bring it to the Patient Care Center on the day of your procedure.

Notify your doctor if you experience a significant change in your health. Examples include experiencing a cold, fever, sore throat or feeling like you have the flu. If you need to cancel your procedure, call your doctor's office and Patient Care Center at (763) 520-4800.

Complete the yellow Anesthesia Preoperative Assessment form.

Put the form in your North Memorial envelope and bring it to the Patient Care Center on the day of your procedure.

If you are planning to go home on the day of your procedure, arrange for an adult to drive you home and stay with you.

You **MUST** have someone drive you home if leaving after your procedure, and you **MUST** have an adult stay with you for 24 hours. For your safety, you will not be able to drive or leave the hospital alone.

Prior To Your Procedure

You will receive a call from the hospital's admitting department for pre-admission information. Please have the following available:

- Insurance numbers
- Name, address and phone number of your employer
- Your social security number
- Enclosed is a Pre-registration form for you to complete. Please read carefully — fill in all register information. You may mail or fax this information at least 3 weeks before your procedure to North Memorial at (763) 520-1454.

About three to five days before your procedure, a registered nurse will call you, or you may call the nurse at (763)520-7820 or 1-877-749-7820. The nurse will:

- Review your medical history, including current medications and allergies
- Inform you what medications you will take the morning of your procedure

Pediatric patients and families will receive an informational video and packet of educational supplies in the mail.

Optional pre-operative tours for children and their families are held every Tuesday from 6 to 7 p.m. Call (763) 520-5830 for a reservation.

What You May Eat and Drink Before Your Procedure

Age 2 Years to Adult

Do not eat or drink anything eight hours before your scheduled procedure time.

If you are obese, pregnant, diabetic or have a hiatal hernia with reflux, you should **NOT** eat or drink after midnight.

Please **do not** chew gum, take lozenges or eat hard candy before your procedure.

Age 6 Months to 2 Years

NO milk products, infant formula, solid foods or juices with pulp six hours before the procedure.

Mother's milk may be taken up to **four hours before** the procedure.

Clear liquids may be taken up to three hours **before** the procedure. Clear liquids are water, pop or apple juice.

Infant to 6 Months

NO milk products, breast milk, infant formula, solid foods or juices with pulp four hours before the procedure.

Clear liquids may be taken up to two hours **before** the procedure. Clear liquids are water, pop or apple juice.

Proud to Be Tobacco-Free

For the health of our patients, visitors and employees, North Memorial is a tobacco-free campus. We appreciate your cooperation.

The Morning of Your Procedure

Take the following medications the morning of your procedure:

- Pain medications
- Heart medications
- Blood pressure medications
- Seizure medications
- Heartburn/acid reflux medications
- Asthma medications (please bring your inhaler with you).

Take medications with a SMALL sip of water only.

Bring your North Memorial envelope with the following papers with you on the morning of your procedure:

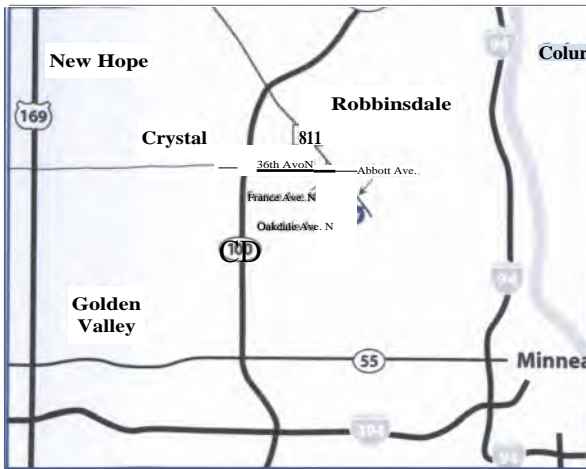
- A copy of your preoperative history and physical (if this was given to you at your doctor's office).
- Your insurance information and cards.
- The completed yellow Anesthesia Preoperative Assessment form.

In addition, the morning of your procedure:

- Leave all jewelry, purses, wallets or anything else of value at home.
- All body piercing should be removed before your procedure.
- Remove any makeup.
- Remove nail polish if your arm or leg is involved in the procedure. Acrylic nails are OK.

Contact lenses, glasses and dentures will be removed just before your procedure.

North Memorial Medical Center strives to be a fragrance-free facility. While deodorant is encouraged, please refrain from using perfumes, aftershaves or strong-smelling soaps on the day of your procedure.



North Memorial Medical Center is located at 3300 Oakdale Ave. N. in Robbinsdale.

When You Arrive at North Memorial Medical Center

- Park in the ramp attached to the hospital, adjacent to the main entrance.
- **Street parking is not available.**
- Each patient's driver is entitled to a parking fee discount.
- Take the ramp elevators to the Plaza (PL) level.
- Enter the Atrium, take the Atrium elevators to the first floor, and go to the Patient Care Center to check in.

Pain Management

Pain management is an important part of your care. Following your procedure, you may not be entirely free of pain. Our goal is to keep your pain at a tolerable level — and keep you as comfortable as possible. You have the right to expect accurate information about pain prevention and to receive pain relief measures.

Pain Scale

Using the pain scale to describe your pain can help your physician and nurse know if your treatment is working or if a change is necessary. After your procedure, please rate your pain on a scale of 0 to 10 according to the pain scale below (0=no pain 10=worst possible pain).

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

Be sure to give a specific description of your pain to get the best relief. Explain:

- Where the pain is located and how bad it is
- What it feels like (ache, throb, burn, etc.)
- What makes the pain feel better or worse

The nurse will ask what level of pain is acceptable and will work with you to reach that comfort level. Please tell your physician or nurse about any prescription or over-the-counter medications, supplements or remedies that you take.

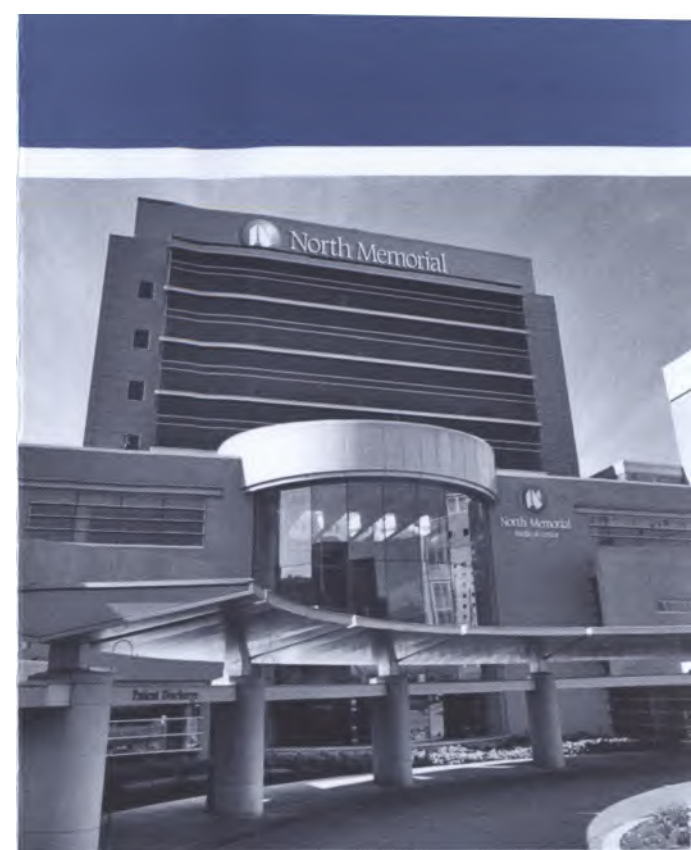
Patient Rights and Responsibilities

North Memorial endorses the Patients' Bill of Rights. Your nurse or unit manager can assist you with any concerns or questions regarding your rights as a patient. A patient representative can also be contacted if needed.

Patients also have the responsibility to:

- Be considerate of the privacy and rights of others.
- Provide current and complete information about past illnesses, hospitalizations, medications and other health-related matters.
- Understand and question information regarding treatment and procedures.
- Take responsibility for your actions if you should refuse recommended treatment.
- Notify us if you have a health care directive, and provide us with a copy.
- Know the name of the person providing your treatment. All staff must wear photo identification.
- Continue care with follow-up appointments.

If you have any questions about your upcoming surgical procedure or need to cancel, please contact your surgeon.



Patient Guide for Surgery or Procedure

	a.m.	a.m.
	p.m.	P.m.
DATE	ARRIVAL TIME	PROCEDURE TIME



North Memorial

3300 Oakdale Avenue North
 Robbinsdale, MN 55422
 northmemorial.com
 To re-order, please call (763) 520-7420.

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