

PREPARING FOR YOUR PROCEDURE



BLACK HILLS

SURGICAL HOSPITAL

Proudly owned by physicians

PREPARING FOR YOUR PROCEDURE

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A Message from the Chairman

Our first priority at Black Hills Surgical Hospital is to assure that you receive the best possible care. We know that you have a choice of health care providers and we are very privileged and honored to be your choice. At Black Hills Surgical Hospital we take pride in bringing you a highly skilled team of surgeons, anesthesiologists,

hospitalists, nurses, and support staff who are devoted to providing you with the highest quality medical care and service.

This brochure is intended to answer your questions and provide you with important instructions and information to assure that you are prepared for your surgery and receive the highest quality of care. We wish you a pleasant stay at Black Hills Surgical Hospital and a quick recovery!

Sincerely,

Lew Papendick, M.D.

Chairman of BSHS Management Committee, Orthopedic Surgeon

Preparing for your Procedure

- Your preparation begins with making arrangements for your care at home after your procedure is completed and you are discharged.
- You must have someone to drive you home as you will be unable to drive for 24 hours following surgery. Even if you feel normal, your reaction time will be slower after receiving sedating medications.
- It is recommended that you have someone with you for at least 24 hours following surgery as you may feel tired and/or may require assistance caring for yourself.
- We encourage you to make necessary arrangements prior to your surgery to ensure you will have an environment that is safe and conducive to your recovery. You may need to rearrange furniture or remove rugs to avoid tripping hazards.
- You are encouraged to not sign important papers, make critical decisions, operate machinery or power tools, or drink alcoholic beverages during the 24 hours following surgery.

Prior to Surgery

A nurse will call or meet with you prior to your surgery to review important health history questions. The information gathered during this call or meeting is important to obtain medical clearance for your surgery.

*If you have a chest cold, experience chest pain, or are short of breath the week prior to surgery, please notify our nurses at 721-4711 / 1 800-818-1890 ext. 4711.

In order to keep the review of your health history as simple and short as possible, please complete the following lists as soon as your surgery is scheduled:

- A list of your medications with dosage and frequency for each.
- A list of all previous surgeries.
- A list of all allergies and your reactions to those allergies.

Feel free to write these lists on the Medical Information Sheet provided at the back of this booklet. It is yours to keep and take with you to future medical appointments and in case of an emergency.

Medication Safety

It is important that you tell your nurse or doctor about all the medications that you take at home including vitamins, minerals, herbal supplements, and any over the counter medications.

Allergy Safety

- It is important that you tell your nurse or doctor about any allergies to medications, food, latex, contrast dye, or environmental allergens (pets, pollen, and dust) and your reactions to those allergies.
- You will receive an allergy wristband upon admission. Your pre-op nurse will review your allergies with you to make sure that we have all of your allergies listed.

Surgery Guidelines

It is important that your stomach be empty for surgery. Therefore, it's absolutely necessary that you do not eat anything including water, gum, breath mints, and chewing tobacco products

after midnight on the night before your surgery unless directed by one of our staff members. Avoid alcoholic beverages and smoking 24 hours before and after surgery. Avoid wearing nail polish or heavy make-up. If you wear contact lenses, please bring a case to remove them prior to surgery. Leave all money and jewelry, including watches and wedding rings, at home and remember to remove all body piercings (ears, tongue, navel, etc.). Please call your physician if you develop a cold, fever, cough, or sore throat before your surgery. Follow the directions you are given for showering with antibacterial soap prior to surgery.

*Patients under the age of 18 or developmentally delayed adults must be accompanied by a parent or legal guardian authorized to give legal consent for the patient's surgery.

Items to Bring Day of Surgery

- Your photo ID issued by a local, state, or federal government agency (e.g., driver's license, passport, military ID, etc.). If you do not have a photo ID, two forms of non-photo ID are requested. If you are the responsible party for a patient under 18, bring your photo ID (or two forms of non-photo ID).
- A copy of your advance directive such as a Living Will or Durable Power of Attorney for Health Care if you have one.
- Your insurance information (insurance cards, Medicare, and/or Medicaid cards, worker's compensation claim information, etc.).
- Your C-pap machine if prescribed one.



Day of Your Surgery

It is important to arrive on time on the day of your surgery to ensure that there is adequate time for your pre-operative preparation. You will be advised of your arrival time either during your health history call or meeting with a BSHS nurse or by a phone call 48 hours prior to the day of your scheduled surgery.

Once you arrive you will meet with a member of our admissions staff to complete any remaining admitting paperwork. You will then be given a patient identification wristband that includes your name, date of birth, and other information. It is important that you wear this wristband throughout your stay with us. Your nurses will check both your identification wristband and your allergy band prior to giving you any medications or treatments and prior to your surgical procedure.

After the admitting process, you will be escorted to a private pre-op suite where you will be asked to change into a surgery gown. A nurse will check your blood pressure and other vital signs, start your IV, review your health history, and review your surgery consent forms.

Usually your surgeon will visit you in pre-op and he/she may mark your surgical site with a marking pen when appropriate.

The anesthesiologist will meet with you to answer your questions and discuss your options for anesthesia and pain control.

Medications may be ordered to relieve anxiety and promote relaxation prior to surgery.

A friend or family member is welcome to join you in the pre- op suite. Your minister/priest is also permitted to join you for a brief visit prior to surgery. If your minister/ priest is unable to be with you, our prayer team can pray with you if you wish—just let your nurse know if you are interested and arrangements will be made.

If you are having an eye or nose procedure, there is normally a pre-surgical preparation that will require you to be moved into the recovery room before surgery. If the anesthesiologist and you decide to do a nerve block to control surgical pain, this procedure will be done in the recovery room. In order to protect the privacy of patients and to provide optimal nursing care, visitors are not allowed in the recovery room. We apologize for any inconvenience this may cause, but know we will reunite you with your family/friends as soon as possible.

Occasionally, circumstances occur that may change your surgery time. If this happens, we will make every effort to keep you and your family/friends informed of any delays or notify you as soon as possible if your time is moved to earlier than planned.

After Surgery

Your initial recovery after surgery is done in the post-anesthesia care unit (PACU). In order to protect the privacy of other recovering patients and provide optimal nursing care, visitors are not allowed during this phase of recovery. The usual stay in PACU is approximately one hour. As you begin your recovery, the person(s) you have given permission to receive information about your care will be taken to a private consultation room where your surgeon will discuss the outcome of your surgery.

Same-day Surgery

After PACU, you will be transferred to a recliner for phase two of your recovery where you may be joined by a family member or friend. If you are receiving a lighter sedation anesthesia, you may be taken directly to the recliner for recovery. During phase two of your recovery, you will be given something to eat and drink. Average time in phase two of recovery is one hour after which you will be discharged to home.

We recommend that you wear loose clothes over your surgical area and bring a pillow for more comfort on your ride home.

Remember – Same-day surgery is still surgery! Pain and nausea vary greatly depending upon the type of surgery and the individual. Our staff will strive to make you as comfortable as possible, but sometimes there can be side effects from anesthesia and your pain medication that may not develop until after you go home. Please contact our nurses ***ANYTIME*** you have questions or concerns. Our nurses are here to assist you 24 hours per day, 7 days a week at 721-4700 / 1 800-818-1890.

Overnight Surgery

Recovery Suites

If you are required to stay the night after your PACU recovery, you will be transferred to a private and quiet suite. After settling in, you will be able to visit with your family/friends where you, as well as your family/friends, will be cared for by our attentive nursing staff. The overnight suites at Black Hills Surgical Hospital were designed to promote comfort and healing. In addition, our hospitality staff will work to meet your every need and provide you with made-to-order gourmet meals.

We recognize that having your friends and family with you can be crucial for your emotional support and healing. Each suite is equipped with comfortable chairs and a Murphy bed so they can be with you during your stay. Also expect:

- **Fresh flowers**
- **Toiletry items**
- **Newspapers and Magazines**
- **Internet access**
- **HDTV with Cable**

There are very few items you will need to bring with you that are not already provided by Black Hills Surgical Hospital. You may want to bring the following:

- *Eyeglasses
- *Shaving supplies
- *Your own pillow
- *Comfortable clothes to wear home
- *Sleep apnea machine (if prescribed)

****IMPORTANT! Bring all current medications in their original bottles. Do not bring your pain medications, sleeping pills, vitamins, or herbal medications.****

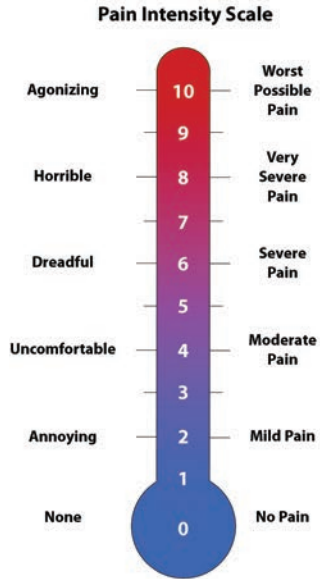
Pain Management

Pain after surgery is caused by injury to your skin, muscles, and nerve endings during the operation. Some areas of the body contain more nerve endings than others and can therefore be more painful. Stress, anxiety, increased gas in your bowel, the extent of the surgery, and where on the body the surgery occurred can also affect your level of pain. Not everyone feels the same amount or type of pain and everyone reacts differently. We will work with you to determine the cause of pain. Our goal is to make sure that your pain is well controlled so that you may be as comfortable as possible.

Rating Your Pain

BHSH uses a pain scale of 0 to 10 to help you rate your pain. Zero equals no pain and 10 equals the worst possible pain. You will routinely be asked to rate your pain using this 0-10 scale. Your nurses and doctors will do their best to keep your pain as well controlled as possible, but they cannot guarantee a zero on the pain scale. Let your nurses know the level on the pain scale that is tolerable to you. A realistic goal may be 4 or less.

Your nurse will ask you to describe how the pain feels to you. Try to choose words that describe the pain you are experiencing like sharp, burning, or aching. This will assist your nurse in determining the best way to treat your pain. Your nurse will check to see if the pain medication is effective and that your pain is well controlled.



Activity and Instructions Following Surgery

You will receive written instructions before you are discharged regarding your activity level. We encourage you to discuss returning to work and guidelines for resuming normal activities with your surgeon.

Patients staying overnight are assisted by the nursing staff and/or physical therapists to get out of bed. Our patients usually begin walking the evening of surgery or the first day after surgery. Each day you will feel stronger and will be encouraged to become more active. Your physician will determine if physical therapy is needed to assist you in regaining your strength and mobility.

After surgery it is important for you to regularly take deep breaths and cough. This expands your lungs and helps prevent lung complications (like pneumonia) after surgery. You may also be asked to point your feet up and down ten times every hour while awake to promote blood flow in your legs. This exercise helps to reduce the risk of developing a blood clot after surgery.

It is important that you follow all of your discharge instructions. If you have questions or concerns, call our nurses anytime at 721-4700 / 1 800-818-1890

Preventing a Fall

Our team at Black Hills Surgical Hospital is committed to providing the safest environment possible for our patients; however, things that you and your family can do to assist with preventing falls are the following:

- Wear slippers with non-skid soles and avoid wearing long nightgowns or robes.
- Follow the instructions given by your doctor, nurses, and physical therapist.
- Call for assistance from staff before getting out of bed or moving from the bed to chair or to the bathroom.
- Be sure to use the call light when items you need are not within your reach.
- Use the shower chair when showering.
- Pull the emergency cord anytime you need assistance.

Preventing Infection



- Clean hands are our best defense from spreading germs. We encourage you and your family/friends to clean your hands frequently.
- Use soap and warm water to wash your hands. Rub your hands together vigorously for at least 15 seconds, rinse, and dry well.
- Wash your hands after using the bathroom, before and after you eat, and anytime your hands are visibly dirty.
- If your hands do not look dirty, clean them with an alcohol based hand sanitizer. Rub the sanitizer all over your hands, especially under your nails and between your fingers until your hands are dry. For your convenience, hand sanitizer

stations can be found throughout the facility.

- Cover your mouth and nose with either a tissue or the crook of your elbow when coughing or sneezing. Be sure to throw away used tissues and wash your hands.
- Family, friends, and children should refrain from visiting you if they are sick. (Coughing, sneezing, congestion, temperature over 100 degrees.)

No Smoking

- To protect the health of our patients, guests, and staff, smoking is not permitted anywhere on the premises.
- If you are having an overnight surgery, please notify your nurse if you are uncomfortable due to not being able to smoke. Our staff has options available to help treat this discomfort.

Firearms and Weapons

Firearms and weapons are strictly prohibited at Black Hills Surgical Hospital.

Visitors and Overnight Guests

Your guests are welcome to visit you during your stay at BSHS; however, we encourage you to allow plenty of time for your rest and recovery. If you would like to request



not to have visitors for any portion of your stay, notify the nursing staff. For security purposes, the front doors are locked at 9:00 PM Monday - Friday, and at 1:00 PM on Saturday for the remainder of the weekend. There is a push button activated intercom at the front entrance for guests to gain entrance to the building when the doors are locked.

Due to space constraints and consideration of other guests, only one friend or family member may stay the night with you. Overnight guests must be at least 14 years old. We are

happy to assist you in making hotel reservations for additional friends/family members. In fact, medical discounts are available at several nearby hotels.





Planning for Discharge

When you are ready to go home, our Discharge Planning nurses will help you identify discharge needs and make plans for additional health care at home or in a post-hospital facility if necessary. We encourage you to plan ahead to ensure that you have adequate assistance at home while you are recovering. If you have questions or concerns about your discharge plan, our discharge planning nurses are here to help before and after your surgery. They may be contacted at 721-4719 / 1 800-818-1890 ext. 4719.

Note that discharge normally occurs by 11:00 AM for patients who stay overnight. This may vary depending on your physical condition and other factors.

If Your Child is Having Surgery

At Black Hills Surgical Hospital we understand that having your child undergo a surgical procedure may produce anxiety for you and your child. Our staff will do all they can to make your entire family comfortable throughout your stay. The following information will help prepare you and your child for what to expect:

- You will be allowed to remain with your child as much as possible during the preparation for and recovery from surgery.
- You may stay with your child in the pre-operative area until he/she is taken into the surgical suite by the nurse anesthetist.
- Your child may bring a favorite toy and blanket to take into the surgical suite.
- It is necessary for a parent or guardian to remain in the facility during the child's entire visit.
- You will be updated if your child's surgery takes longer than the expected amount of time.
- Children approximately 9 years of age and under and those that have special needs will be taken into a private recovery room after surgery. You will be reunited with your child as soon as he/she is awake and recovering in the private recovery room.
- You know your child better than anyone else. If your child is experiencing discomfort, please tell your child's nurse. Together, we can determine the cause of the pain and the best treatment options. Your child's nurse will do his/her best to ensure your child's comfort.

ABOUT US

Our Hospitalist Program

Black Hills Surgical Hospital offers a Hospitalist program to ensure premium medical care after your surgery if you are staying overnight. A Hospitalist is an Internal Medicine physician who specializes in post surgical care and performs tests and reviews results at a much more efficient pace thus speeding up the treatment and release of patients. It also ensures you will have a doctor caring for you 24 hours a day. Your surgeon and the anesthesiologist will evaluate your individual circumstances and may request that our Hospitalist assist with your medical care while you are with us.

About Our Costs

If you have medical insurance, our billing staff will submit a claim for your hospital expenses to your insurance company. You may receive separate bills from practitioners who provide services at BSHS, including but not limited to, your surgeon, hospitalist, or any other consulting physicians, anesthesia providers, pathology services, and physicians providing x-ray and radiological services. Be sure to review your insurance plan for any pre-authorization requirements. If you need assistance with interpreting your plan, contact our billing assistants at 721-4937 / 1 800-818-1890 ext. 4937.

We offer a variety of payment plans to assist you with your medical expenses. If you have questions about the hospital costs or payment options, please contact our billing assistants at 721-4937.

Physician-owned Hospital Disclosure

Black Hills Surgical Hospital is partially owned by physicians and meets the federal definition of a “physician-owned hospital.” A list of physician-owners is available upon request.

Like many hospitals in South Dakota, BSHS does not have a doctor of medicine or doctor of osteopathy on site 24 hours per day, seven days per week. During weekday operations, physicians are ordinarily on site from 7:00 AM to 7:00 PM each day. In addition, an Emergency Response Team consisting of a Doctor of Internal Medicine, Anesthesiologist, and Certified Registered Nurse Anesthetist (CRNA) are on call 24 hours per day, seven days per week. If you develop an emergency condition when a doctor of medicine or osteopathy is not present, a Registered Nurse certified in Advanced Cardiac Life Support (ACLS) will assess your condition and begin initial treatment until the Emergency Response Team arrives.

Emergency Drills

For your protection, fire and emergency drills are routinely conducted for staff education and training. These practice scenarios allow staff to stay prepared for any true emergency that may occur. If one of these drills occurs during your stay, please remain in your room and stay calm. During a fire drill, the staff will close the door to your room and will alert you if you need to take any special actions. We appreciate your understanding during these emergency drills.

Special Requests

If there is anything our staff can do to make your experience more comfortable—your favorite food, drink, ice cream, etc.—please tell the nurse who reviews your health history. You may also list your requests on the Guest Preferences section on our website. It is our goal to exceed your expectations—please do not hesitate to make a special request and we will do our best to accommodate your request. Additional services we can arrange include:

- Food & lodging for family
- Typing services
- Mail and postal services

Non-English Speaking or Hearing Impaired Patients

- We encourage you to bring a family member or friend that would be able to assist with translations so that we can appropriately communicate with each other.
- If that is not possible, we may arrange an interpreter to be present during your stay with us to assist you. There is no charge to you for this service.
- Black Hills Surgical Hospital also has a Telecommunications Device for the Deaf (TDD) that is available upon request.

We Value Your Opinion

We appreciate the opportunity to serve you and encourage your input to help us improve our services. Upon discharge, you will be provided a satisfaction questionnaire to complete. We ask that you take a few moments to share your experience with us. This information is valuable to us as we can only solve problems and make improvements if we know about them.

DRIVING DIRECTIONS

From South of Rapid City:

Take Highway 16 towards Rapid City. As you are nearing town, turn right onto Catron Boulevard. Travel east on Catron Boulevard and turn left onto 5th Street and continue approximately 1.5 miles, then turn left onto Anamaria Drive—you will see a large sign with an arrow. Proceed up Anamaria Drive and you will find the hospital on the right. Follow signs to patient parking.

From East of Rapid City:

Take exit 57 to merge onto I-190 S/US-16 W toward B.H. National Forest/Mt Rushmore/Downtown. Turn left onto Omaha Street, then right onto Mt Rushmore Road. Drive south on Mt. Rushmore Road and turn left onto Cathedral Drive. Turn right onto 5th Street and continue south for approximately one mile, then turn right onto Anamaria Drive—you will see a large sign with an arrow. Proceed up Anamaria Drive and you will find the hospital on the right. Follow signs to patient parking.

From West of Rapid City

Take exit 57 to merge onto I-190 S/US-16 W toward Mt Rushmore Road. Turn left onto Omaha Street, then right onto Mt Rushmore Road. Drive south on Mt. Rushmore Road and turn left onto Cathedral Drive. Turn right onto 5th Street and continue south for approximately one mile, then turn right onto Anamaria Drive — you will see a large sign with an arrow. Proceed up Anamaria Drive and you will find the hospital on the right. Follow signs to patient parking.

**THANK YOU FOR CHOOSING
BLACK HILLS SURGICAL HOSPITAL!**

Surgeon: _____

Date of Surgery: _____ Time: _____ AM
PM

No Food/Drink After: Date: _____ Time: _____ AM
PM

Black Hills Surgical Hospital

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Rapid City, SD 57701	800.818.1890 <i>24 hrs. a day</i>
surgery@bhsh.com	Fax 605.721.4708