Preparing your child for surgery

James and Connie Maynard Children’s Hospital
At James and Connie Maynard Children’s Hospital at Vidant Medical Center, your child is our priority

We are focused on making sure that you and your family are prepared for your child’s upcoming surgery. Our goal is to make your experience at our hospital as comforting and positive as it can be. From the beginning, you and your family will be involved in your child’s plan of care. You are a part of our medical team, and we will make it easy to communicate with us.

This brochure includes what you and your child can expect on the day of surgery. If you still have questions or concerns after reading this information, feel free to call us at 252-744-2832.

Arriving for surgery

Maynard Children’s Hospital is located at 2100 Stantonsburg Road, Greenville. Arrive as instructed to allow enough time for us to prepare your child for surgery.

You may park in the visitor parking lot, which is located in front of the hospital. One free 24-hour parking pass is given to each family. We offer free valet parking for patients’ families. The valet parking attendant is located at the Children’s and Women’s entrance. We also offer free shuttle service daily if you wish to park your car on the hospital campus and ride the shuttle to and from the building. To schedule shuttle rides, please contact the shuttle staff at 252-847-1547.

Use the Maynard Children’s Hospital & Women’s Center lobby entrance. The receptionist will direct you to the registration area. Once registered, you and your child will be escorted to the Ambulatory Surgery Unit (ASU). A nurse will review your child’s chart and get him or her ready for surgery. A child life specialist, often referred to as a CLS, will help your child’s hospitalization experience be as understandable and close to his or her normal life as possible. The CLS will meet with you before surgery and provide emotional and social support in order to ease the stress and anxieties that may accompany a hospital stay.

You will meet other members of your medical team in ASU, including your child’s surgeon and anesthesiologist. You will be asked about your child’s health history. Write down any questions you have prior to coming to the hospital so you will remember to ask the day of surgery.

Surgery checklist

To make sure your child’s surgery goes smoothly, follow these guidelines:

• Children under age 3 should bathe with regular soap the night before surgery.
• The night before surgery, children age 3–18 should bathe with the special liquid soap provided by the surgeon’s office. Do not wash your child’s face, hair or private areas with the special soap.
• Infants may have formula up to five hours before you arrive at the hospital. Breast milk can be given up to three hours before your arrival at the hospital.
• Children should have no solid food after midnight the evening before surgery. They may have clear liquids up to two hours prior to arrival. This includes water, juice without pulp (apple juice) and Pedialyte.
• You may bring a personal comfort item from home such as a blanket, pillow, stuffed animal or pacifier. You may also bring personal items such as video games, movies or music to help promote a positive coping environment.
• Bring extra diapers, sippy cups and formula if needed.
• Bring all your child’s medications in the original bottles, both prescription and over-the-counter, or bring a complete written list, including the name of the medicine, dosage, how often the medicine is taken, what the medication is for and the name of pharmacy used.
• If your child develops a cold, fever, stomachache, diarrhea or other illness, call your doctor. We may have to change the day of the surgery for safety reasons.
During surgery

You are encouraged to wait while your child is in surgery. A lobby area is located near Ambulatory Surgery Unit North and Ambulatory Surgery Unit West. A staff member will direct you to the closest lobby area. In order to provide important updates to your family, a staff member will ask you for cell phone numbers we can use to send you text message updates during surgery. Once your child’s surgery is complete, a surgeon will be available to consult with you.

Recovery

After surgery, your child will go to the Post Anesthesia Care Unit (PACU). The nurses will monitor your child and assist him or her in waking up. Your child may receive oxygen. As soon as you can see your child, the guest attendant will notify you and escort you to the PACU. The amount of time your child spends in the PACU will vary depending on your child’s needs and bed availability and if he or she will be staying overnight. If your child is having heart surgery, your child will go to the PICU. As soon as you can see your child, one of our team members will escort you to your child’s room.

If your child is having same day surgery, your child will be able to go home once cleared by the doctor. Please have transportation ready. Remember that the effects of anesthesia wear off slowly and activities will need to be limited for 24 hours after your child’s surgery or while he or she is taking prescription drugs for pain. These limitations protect your child and will help him or her get well as quickly as possible. If you have an older child, please observe the following guidelines for 24 hours after surgery:

- Do not allow your child to work or do any manual labor.
- Do not allow your child to drive.
- Do not allow your child to operate any machinery or equipment.
- Do not allow your child to sign any important papers.
- Have a responsible adult stay with your child at all times.

Hospital Tours

Having surgery can be a frightening experience. Preparing children ahead of time may reduce much of their anxiety and help them cope. A CLS will be happy to provide pre-operative tours to children who are scheduled for surgery and their families. These tours allow everyone to see and learn about the hospital before their day of admission and learn what to expect on the day of surgery. For children having heart surgery, a tour will be provided during the pre-operative visit. If you and your child are interested in going on a tour, please contact a CLS at 252-847-2135.

Tips for Parents

- Talk with your child about the surgery. Give your child a chance to tell you how he or she is feeling and to ask questions. Your child may be worrying about something that will not happen.
- Being honest with your child will help him or her trust you and the people he or she will meet at the hospital.
- Make sure that everyone washes his or her hands before touching your child or touching the dressing. If you are unsure whether someone washed their hands, ask. Remember to wash your hands before touching your child’s dressing or surgical site. Ask family and friends to wash their hands before and after visiting.
- Ask family and friends not to visit if they are sick.
- Notify the surgeon if your child shows any signs of infection. Signs include fever and redness, swelling and heat or pain at the surgical site. Cloudy fluid draining from the surgical wound or sudden opening of the surgical wound may also be signs of an infection.
- Please remember our hospital campus is tobacco-free.
Pain management

Your child's comfort is important to us, and we will work with him or her to keep pain under control. We need your help to keep us informed of his or her pain. We will ask often about your child's pain and ask him or her to rate it on a scale of 0 to 10, with 0 being no pain and 10 the worst pain you could imagine. Our goal is to keep your child's pain at a four or less. If your child's pain is not relieved by medicine or he or she has side effects, please let the doctor or nurse know right away. There are also non-medicine ways to control pain such as relaxing, using pillows, using cold and warm packs and staying busy with other activities.

Tidbits about pain medication:
- Strong pain medicines (opioids) are safe, relieve pain well and do not often cause addiction when used under a doctor's care as prescribed.
- The side effects of opioids such as constipation, itching, nausea and drowsiness can be relieved with other medicines.
- Take pain medicine before walking or exercising and before occupational and physical therapy. It is easier to walk and exercise when pain is controlled.

MANAGING PAIN IS OUR GOAL. TELL US HOW YOU FEEL.

Numeric Rating Scale

Wong-Baker FACES® Pain Rating Scale

Used with permission.
Why is my child being tested for MRSA?

MRSA is the short name for a type of bacteria that many antibiotics will not treat. On average, about one in 12 people carry MRSA in and on their bodies. Many people don’t know they have it. For most of us, carrying MRSA is usually harmless. MRSA may cause minor, easily treatable skin infections about the size of mosquito bites. But for about one of every three people who carry it, MRSA can cause a serious infection.

Maynard Children’s Hospital takes extra precautions for patients. Upon admission to the hospital and prior to surgery, all patients are tested for MRSA. We perform the test by swabbing the inside of your child’s nose. Any patient who tests positive for MRSA is treated with an antibiotic ointment that is applied to the inside of the nose for five days. Your child will also use a skin cleansing soap, called Chlorhexidine Gluconate (CHG), on days one, three and five of ointment application.

MRSA bacteria can be anywhere people are. It can survive for months on your skin, in your nose and in the environment. MRSA is spread by physical contact with a person who already has MRSA or from objects that are contaminated with MRSA. There are some simple steps you can take to reduce your chances of getting or spreading MRSA.

• Practice good hand hygiene at all times.
• Take care of cuts or breaks in your skin by washing with soap and water and applying a bandage that is changed daily.
• Call your child’s doctor if he or she develops a skin infection that does not get better with home treatment.

For more information on what you can do to protect yourself and others, contact Vidant Medical Center’s Infection Control staff at 252-847-4387 or MRSAinfo@VidantHealth.com.

Tell us now

We encourage you and your family to actively share compliments, comments or concerns while your child is in our care. And we want to have open communication with you so that we are able to meet your needs as they arise, so talk with someone from your care team first to address any concerns. This helps us provide the best care possible and keeps you, the patient, at the center of care. We also welcome and value feedback from visitors.

You may access our Tell Us Now service seven days a week, 24 hours a day. If your child, family member or friend has comments to share, Tell Us Now provides us the opportunity to address your concerns while you are still with us. To access Tell Us Now, you may email using the Tell Us Now link on the hospital’s home page, or by typing in ContactOurTeam@VidantHealth.com. The phone number to contact us is 252-847-TELL (8355). You may also text a message using the number 252-917-9284.
Your rights regarding discrimination

Vidant Health complies with applicable Federal civil rights laws and does not discriminate, exclude people or treat them differently on the basis of race, color, national origin, disability or sex.

Vidant Health provides:
• Free aids and services to people with disabilities to communicate effectively with us, such as:
  • Qualified sign language interpreters
  • Written information in other formats (large print, audio, accessible electronic formats, other formats)
• Free language services to people whose primary language is not English, such as:
  • – Qualified interpreters
  • – Information written in other languages

If you need these services, contact a member of your health care team or call 844-809-6647 or TTY 844-438-4640. See back cover for more information. If you believe that Vidant Health 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 the Office of Audit and Compliance: 2100 Stantonsburg Road, Greenville, NC 27834, call 252-847-0125, fax 252-847-6466, or email Compliance@VidantHealth.com.

You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, the Office of Audit and Compliance is available to help you.

You can also file a civil rights complaint with the Office for Civil Rights Complaint Portal, available at https://ocrportal.hhs.gov/ocr/portal/lobby.jsf, or by mail or phone at:
  U.S. Department of Health and Human Services
  200 Independence Avenue, SW
  Room 509F, HHH Building
  Washington, D.C. 20201
  800-368-1019, 800-537-7697 (TDD)

Take part in your child’s care

USE THIS S.M.A.R.T. CHECKLIST TO HELP YOU PREPARE TO LEAVE THE HOSPITAL

___ I know why my child is receiving medical care.
___ I understand my child’s health conditions.
___ I know about other help my child will need at home. (If my child is not going directly home, I know where he/she is going after this hospital visit and why.)
___ I know the next steps in my child’s care.
___ I have participated in planning the next steps in my child’s care.

SIGNS AND SYMPTOMS
___ I know what to look for and who to call.
___ I know how to keep my child’s health problems from becoming worse.

MEDICATIONS
___ I know what my child’s medicines are for.
___ I know how to give each medicine and what side effects to look for.
___ I am able to get my child’s medicines.

Antibiotics are life-saving drugs to treat infections caused by bacteria. Antibiotics have risks and can be overused. It is important to use antibiotics only when needed. Always follow the directions so you use the right drug and the right dose for the right amount of time.

APPOINTMENTS
___ I have an appointment scheduled with my child’s doctor after this hospital visit to follow up on his/her condition.
___ I have transportation to the follow-up appointment.
___ I know what appointments have been scheduled for my child and what appointments I need to schedule.

RESULTS
___ I know how to find the results of tests or labs that my child had in the hospital.
___ I have a Vidant MyChart account and know how to use it.

TELL US NOW
If you have answered no for any of these questions, please tell us now. Also, if you have additional compliments, concerns, comments and questions about your child’s care, tell any member of your health care team.
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<thead>
<tr>
<th>Language</th>
<th>Information</th>
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<tr>
<td><strong>English</strong></td>
<td>ATTENTION: Language assistance services are available to you free of charge. Call 844-809-6647 (TTY: 844-438-4640).</td>
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<tr>
<td><strong>Español (Spanish)</strong></td>
<td>ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 844-809-6647 (TTY: 844-438-4640).</td>
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<td><strong>簡體中文 (Chinese)</strong></td>
<td>注意：如果您使用簡體中文，您可以免費獲得語言援助服務。請致電 844-809-6647 (TTY: 844-438-4640)。</td>
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<td><strong>한국어 (Korean)</strong></td>
<td>주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 844-809-6647번으로 전화해 주십시오 (TTY: 844-438-4640).</td>
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<td><strong>Français (French)</strong></td>
<td>ATTENTION : Si vous parlez français, des services d’aide linguistique vous sont proposés gratuitement. Appelez le 844-809-6647 (TTY: 844-438-4640).</td>
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<td><strong>Русский (Russian)</strong></td>
<td>ВНИМАНИЕ! Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 844-809-6647 (TTY: 844-438-4640).</td>
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<td><strong>ગુજરાતી (Gujarati)</strong></td>
<td>સૂચના: જો તમે ગુજરાતી બોલતા હો, તો આપને મુફ્ત ભાષા સહાય સેવાઓ મળી શકે છે. તમે ઓ સાથે હાની થાય છે. સામાન્ય ઑફિસ સંખ્યા 844-809-6647 (TTY: 844-438-4640).</td>
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<td><strong>ພາສາລາວ (Lao)</strong></td>
<td>ເປັດຊີນວນ: ດ້ວຍເຂົ້າໃຫ້ທ່ານເວົ້າພາສາລາວ ຜ່ານຍາມນີ້ ທີ່ຢູ່ຢູ່ໃນສະຫມາຊິດ, ທ່ານຈະ ທີ່ບໍ່ເສຍຄ່າ 844-809-6647 (TTY: 844-438-4640).</td>
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<td><strong>日本語 (Japanese)</strong></td>
<td>注意: 日本語を話される場合、無料の言語支援サービスをご利用いただけます。844-809-6647 までお電話を お掛けください (TTY: 844-438-4640).</td>
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<td><strong>Kreyòl Ayisyen (French Creole)</strong></td>
<td>ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 844-809-6647 (TTY: 844-438-4640).</td>
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<td><strong>unD (Karen)</strong></td>
<td>လိုစားပါ- မြန်မာဘာသာ သိသိသာ သိသိသာ, သိသိသာ သိသိသာသိသိသာနေသြားပါသော်လည်း လိုအပ်ပါ, အသီးသီး လိုအပ်ပါ 252-413-4473 (TTY: 844-438-4640).</td>
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<td>** 따른 (Burmese)**</td>
<td>အသိပြားလျင်- အောက်ပါအတိုင်း ပြန်လည်သိသိသာ, ပြန်လည်သိသိသာသိသာကြားလုံး လိုအပ်ပါ 844-809-6647 (TTY: 844-438-4640) ခြေ ဝင်းပြောင်းလိုက်ပါ။</td>
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<td><strong>Română (Romanian)</strong></td>
<td>ATENȚIE: Pentru limba română, aveți la dispoziție servicii de asistență lingvistică, în mod gratuit. Sunați la 844-809-6647 (TTY: 844-438-4640).</td>
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