



Welcome!

Doctors' Hospital of Michigan is an innovative healthcare leader in providing high quality, cost effective surgical services. Our dedicated healthcare team strives to achieve optimal surgical outcomes in a customer friendly atmosphere. The Doctors' Hospital of Michigan is committed to meeting the changing needs of the healthcare environment. We have an outstanding team of local healthcare professionals and support staff that is focused on providing quality, cost effective healthcare with an unprecedented level of personal service to the patient and their families.

Patient and Visitor Information

We understand entering a hospital can be confusing and overwhelming for patients and their loved ones. That is why we place great importance on being a "family-centered" hospital. Our staff is committed to providing outstanding and compassionate care to each and every one of our patients and is also sensitive and responsive to the issues facing their families and support network.

Knowing as much as possible before hand can help ease stress. Please read through this information to familiarize yourself with the hospital before your scheduled procedure, whether it is for outpatient services or inpatient care. We would like to introduce you to some of the features that make Doctors' Hospital of Michigan a special resource for surgical needs in Michigan and help guide you through the steps you will encounter in having surgery at our hospital. You will be able to review the general process, from admission to recovery.

Preparing for Surgery

Our goal is to make your admittance to the hospital proceed as smoothly and comfortably as possible. One way to ease any concerns you may have is to familiarize yourself with the process before you arrive. Therefore, in this section, we will give you some details about what you can expect when you come to Doctors' Hospital of Michigan. Please be sure to ask any member of your healthcare team if you have further questions about your upcoming surgery.

General Patient Information

The following guidelines are general and may not be appropriate for every surgery.

Prior to surgery, a nurse from our Pre-Admission Testing (PAT) department will contact you to discuss your medical history, medications and will give you instructions regarding your stay with us. The nurse will also confirm your scheduled surgery time and the time you should arrive at the hospital. You will need to arrive at the hospital at least 2 hours prior to surgery. Please contact us between 8:00 a.m. and 4:00 p.m. (Monday through Friday) at **248-857-7134** if you have not been contacted two days prior to surgery, ask for a nurse in the Pre-Admission Department.

For your convenience, you will want to bring the following with you to the hospital:

- Any relevant medical insurance information, including insurance cards
- Medical information that details your own history
- Complete list of medications you are currently taking, prescription, over-the-counter and any other natural or organic drugs you may be taking. Also, be sure to have the dosages you take, it is helpful to have the bottles with you indicating the correct doctor's order for taking your medication.
- List of allergies
- If you have an advance directive, please bring a copy with you to place in your medical record
- A list of telephone numbers where members of your immediate family can be reached, if necessary.
- Proof of Guardianship, if applicable
- Please leave valuables at home (money, jewelry, watches, etc.)

Your Hospital Stay

Preparing for the practical elements of your hospitalization should be as easy as possible. In this section, we would like to help you prepare for your admission to the hospital and familiarize yourself with services and amenities that are available to make you as comfortable as possible during your stay.

- When you Arrive
- During Surgery
- Having Outpatient Surgery
- Staying in the Hospital
- Medications to Take Home
- Following Up

When You Arrive

During your Pre-Admission Testing phone call you will be informed when and where to report for your surgery. When you arrive for your surgical procedure you may have been instructed to go to the admission area called Patient Access or to the Surgical Waiting Lounge. Our professional, friendly staff will meet you and you will be treated with compassion and care, at all times respecting your privacy, your fears and your need for information and reassurance. Any questions regarding your surgery or your stay with us are welcomed.

The registration staff will verify your personal information, insurance information and will copy applicable insurance cards. An ID band will be placed on your wrist so all of our staff can identify you. Following admission, your family will be allowed to stay in the Surgical Waiting Lounge and a pre-operative nurse will escort you to the patient care area. Our nurse will wait for you to change your clothes and store them until you are ready to go home (you will want to wear comfortable clothing). A nurse will begin your pre-operative assessment that will include taking your vital signs. The nurse may also

start an IV if it is required for your procedure. This will be used to administer medication and fluids during your surgery and while you are recovering.

We encourage all family and friends to remain in the Surgical waiting area during surgery in case the surgeon, nurse or anesthesiologist needs to contact them. If they do need to leave, be prepared to provide contact information to the volunteer there. When the surgery is complete, the surgeon will meet with your family and/or friends to discuss how the surgery went.

During Surgery

When you are taken into the operating room, you will be connected to monitoring equipment that will be used to monitor your heart rate and blood pressure. There may be other equipment that is needed, depending on the type of surgery you are having. If you have questions, feel free to ask them anytime.

The amount of time you spend in surgery will depend on the type of procedure you are having. While you are in surgery and recovery, your family or friends will be kept informed of your progress.

After surgery, you will be taken to the Post Anesthesia Care Unit where specially trained nurses will monitor your condition as you begin to recover from the anesthesia. Once you meet specific recovery criteria, you will be moved to a patient room for continued monitoring.

Having Outpatient Surgery

If you are having outpatient surgery (going home the same day), you will remain in the recovery area until you are ready to be discharged. You will be given instructions for postoperative care and any medications prescriptions you will need to take after you are released from the hospital. When you and your healthcare team feel you are ready, you will be discharged to go home.

Staying in the Hospital

When staying in the Hospital, you will be provided pain medication as prescribed by your physician. When specific discharge criteria are met, you will be discharged from the hospital. Please make arrangements to have your discharge transportation here the morning of your discharge from the Hospital.

Medications to Take Home

Most healthcare plans require patient prescriptions to be filled at specific pharmacies. If your physician writes a take-home prescription, you will receive a written prescription to take to the pharmacy of your choice. As always, our friendly staff of pharmacists and caregivers will help you understand any accompanying instructions.

Following Up

After you leave the Hospital, you should continue to follow your doctor's instructions for your recovery. In addition, if you become concerned about discomfort from your surgery,

or if you have any questions about your recovery, please contact your doctor's office or call the hospital anytime.

Your health, comfort and satisfaction are our top priorities. You will be provided a patient satisfaction survey to complete. The results of these surveys are used to monitor the quality of care each patient receives. Exceeding your expectations is one of our goals at The Doctors' Hospital of Michigan.

Thank you for trusting Doctors' Hospital of Michigan with your surgical needs.

If you have further questions about your in-patient stay contact the Pre-Admission Department at between 8:00 a.m. and 4:00 p.m. (Monday through Friday) at **(248) 857-7134**.