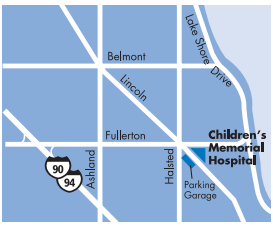
Countdown to Your Child's Procedure

Children's Memorial Hospital
Where kids come first.®

A family's guide to planning for
surgery and procedures requiring anesthesia.

Locations



CHICAGO (LINCOLN PARK)

Children's Memorial Hospital
2300 Children's Plaza, Chicago, IL 60614
To reach the facility: 773.880.4000
To schedule laboratory services: 1.800.KIDS DOC®
For questions relating to your child's procedure: 773.880.4394

GLENVIEW

Children's Memorial Outpatient Center in Glenview
2150 Pfingsten Road, Glenview, IL 60025
To reach the facility and to schedule laboratory services: 847.486.6550

WESTCHESTER

Children's Memorial Outpatient Center in Westchester
2301 Enterprise Drive, Westchester, IL 60154
To reach the facility: 708.836.4800
To schedule laboratory services: 1.800.KIDS DOC
For questions relating to your child's procedure: 708.836.4853

Emergency numbers

Children's Memorial Hospital 773.880.4000

Children's Memorial Hospital Emergency Department 773.880.3800

Children's Memorial Outpatient Center in Westchester 708.836.4800

Laboratory services

Children's Memorial provides laboratory services in:

Lincoln Park: Children's Memorial Hospital Outpatient Laboratory — Hours of operation: Monday through Friday 6 a.m. to 7:30 p.m., Saturday and Sunday 7 a.m. to 3 p.m.

Glenview: Children's Memorial Outpatient Center in Glenview — Hours of operation: Monday through Friday 8:30 a.m. to 3:45 p.m.

Westchester: Children's Memorial Outpatient Center in Westchester — Hours of operation: Monday/Tuesday/Friday 8 a.m. to 4:30 p.m., Wednesday/Thursday 8:30 a.m. to 5 p.m.

To schedule an appointment for laboratory services, please call 1.800.KIDS DOC or 1.800.543.7362.

Children's MyChart

Children's MyChart gives you direct online access to portions of your child's electronic medical record (EMR), where your child's health information is stored. Test results, medications, appointment information and more are all securely stored for easy retrieval. To sign up for MyChart, please visit **MyChart.childrensmemorial.org**

The information and guidelines contained in this booklet should not be used as a substitute for the medical care and guidance provided by your child's physician and healthcare team. There may be individual circumstances, which cause appropriate variation from these recommendations. If you have questions or concerns, consult your child's doctor.

Patient Checklist

Our procedure is scheduled for _____
date and time

We should arrive at _____ a.m. / p.m.
(as told to me by the pre-screening nurse the day before procedure)

30-5 DAYS BEFORE

_____ My child's laboratory tests/blood work are completed, if needed.

_____ My child has received a physical exam and medical history.

_____ I verified my child's insurance information by speaking with a Children's Memorial insurance representative:
- **Lincoln Park:** Business Associate; 773.880.4273; 6:30 a.m.–6 p.m., M–F; 8 a.m.–4:30 p.m. Saturday
- **Westchester:** Registrar; 708.836.4803 (or 708.836.4804); 7 a.m.–4:30 p.m.; M–F

_____ We attended the pre-surgical program for the Lincoln Park location; 773.880.4114.

_____ We viewed the pre-surgical information online at childrensmemorial.org for the Westchester location.

DAY BEFORE

_____ My child's laboratory test results, history and physical have been faxed to the location of procedure *(if the labs were not done at Children's Memorial)*:
- **Lincoln Park:** 773.880.6633
- **Westchester:** 708.836.4907

_____ I spoke to the pre-screening nurse about my child's health history, including if my child has a fever, cough, cold or has been exposed to chickenpox, measles or mumps.

_____
- **Lincoln Park:** I spoke with pre-screening nurse to confirm arrival time and received further instructions.
- **Westchester:** I called the Outpatient Surgery Unit at 708.836.4853 between 9 a.m.–3 p.m., M–F to confirm arrival time and received further instructions.

_____ I gave my child a bath/shower and shampoo.

_____ **I stopped feeding my child food, candy or gum at midnight the night before as instructed by the pre-screening nurse.**

_____ **I stopped giving my child clear liquids at _____ (as told to me by the pre-screening nurse on the phone).**

_____ I packed my child's favorite toy, blanket, nipples, bottles, etc.

_____ I packed insurance information:
- ___ policy identification card
- ___ referral form *(if needed)*
- ___ claim form *(if needed)*

DAY OF

_____ We/I arrived at the time the pre-screening nurse gave us.

_____ We/I checked in at the lobby front desk.

_____ I received instructions about follow-up care.

DAY AFTER

_____ I followed the instructions given to me by my child's nurse.

_____ I scheduled a follow-up appointment with the appropriate physician's office, if directed to do so.

LOOK BEHIND THIS FLAP FOR THE PATIENT CHECKLIST.

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Having a procedure with us means your child will be cared for by some of the nation's most skilled and experienced medical professionals – surgeons, anesthesiologists, doctors, nurses, child life specialists, social workers and other healthcare professionals. These experts work together to guide your child safely and smoothly through surgery and recovery.

Most children having a procedure will come to the hospital or alternate facility as an outpatient, meaning your child will have the procedure and after recovering from anesthesia, return home the same day.

Some procedures require a child to stay in the hospital for a longer period of time. If your child will not be going home the day of his/her surgery or procedure, your doctor or nurse will tell you how to plan and what to expect.

HOW CAN YOU BEST PREPARE?

Talk to your child's doctor and nurse about your worries and concerns. Share with them any questions or thoughts regarding your child's procedure. The more you know about what will be happening to your child, and how your child may be feeling, the more you and your child will be relaxed.

READ THIS GUIDE CAREFULLY

These instructions are written to help you better understand what will be happening to your child before, during and after the procedure. The patient checklist in the front cover and detailed timeline will help prepare you, your child and your family for the experience. After all, the more you know about everything that needs to be done before and after your visit, the more you can help ensure the process goes smoothly.

Please make sure you understand what you need to do and how you can help prepare so that your day will run as smoothly as possible.

If you have any questions or need information clarified, please discuss your concerns with your referring surgeon or physician or call the location where your child is scheduled to have surgery:

- **Lincoln Park (Children's Memorial Hospital): 773.880.4394**
- **Children's Memorial Outpatient Center in Westchester: 708.836.4853**

PATIENTS' RIGHTS

You may contact Children's Memorial Patient Relations at 773.880.4068 (hospital first floor); Illinois Department of Public Health, 525 W. Jefferson St., 5th Floor, Springfield, IL 62761, 800.252.4343 (24-hour hotline) or 217.782.2913; or The Joint Commission, Division of Accreditation Operations, Office of Quality Monitoring, One Renaissance Boulevard, Oakbrook Terrace, IL 60181, 800.994.6610. For more information, visit medicare.gov/navigation/help-and-support/ombudsman.aspx

We have interpreting services available for the following languages: Arabic, Bosnian/Croatian, Chinese, Polish, Russian, Serbian, Spanish and Vietnamese. We have the capacity to provide telephonic interpreting services in over 180 languages.

30 to 5 days before…

SCHEDULING

Your surgeon's or physician's office will schedule your child's procedure days or months ahead of time.

NURSE PRE-SCREENING PHONE CALL

You will receive a call from a Procedural Services pre-screening nurse who will verify your child's information and current health conditions. If necessary, the nurse will complete specific pre-anesthesia documents to review with an anesthesiologist and confirm any additional information that will be needed prior to your child's procedure.

HISTORY AND PHYSICAL EXAM

Your child will need a medical history and physical exam completed by a licensed healthcare professional (usually your pediatrician) before the procedure.

LABORATORY TESTS

Your surgeon *(or physician who has referred your child for a procedure)* may tell you that your child needs a laboratory test or blood work before the procedure. The tests may be done at any Children's Memorial location or at your child's primary care/pediatrician's office. If you are not sure if your child needs lab tests or you did not receive a form for your child's labs, call the surgeon's or physician's office who referred your child for the procedure.

Note: **Laboratory services at Children's Memorial Hospital (Lincoln Park) are located in the basement of the hospital. The hours are:**

Monday – Friday, 6 a.m. until 7:30 p.m.

Weekends and holidays, 7 a.m. until 3 p.m.

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If your child has tests done by his/her own primary care doctor/ pediatrician, please ask your child's primary care physician's office to fax the results to the location where your child is having surgery, or bring the results with you on the day of surgery:

- **Lincoln Park:** 773.880.6633 *(for fax problems, call 773.880.4394)*
- **Westchester:** 708.836.4907 *(for fax problems, call 708.836.4853)*

OBTAIN A LETTER FROM YOUR CHILD'S DOCTOR

If your child has an ongoing (chronic) condition such as asthma or a heart, neurological, kidney or liver condition, your child's doctor who cares for his/her condition will need to provide a written assessment of your child's current condition and specific recommendations. Ask your child's primary care physician's office to fax it to the location of your child's surgery:

- **Lincoln Park:** 773.880.6633 *(for fax problems, call 773.880.4394)*
- **Westchester:** 708.836.4907 *(for fax problems, call 708.836.4853)*

GATHER INSURANCE INFORMATION

Some insurance carriers require the insured to call for pre-certification before a procedure. Please call the number on the back of your insurance card to check your insurer's requirements.

If you are not sure or do not know your child's insurance benefits, please contact your own insurance representative or one of the following:

- **Lincoln Park:** Business Associate; 773.880.4273; 6:30 a.m.–6 p.m., M–F; 8 a.m.–4:30 p.m., Saturday
- **Westchester:** Registrar; 708.836.4803 (or 708.836.4804); 7 a.m.–4:30 p.m.; M–F

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When your child arrives at the hospital or other facility, you will need your health insurance identification card, and, if required by your insurance company as a condition for payment benefits, a referral form or authorization form from your primary care physician, specifying the procedure to be done that day.

CHOOSE TO ATTEND THE PRE-SURGICAL PROGRAM

Child Life services are available to help prepare your child for what to expect prior to and on the day of his/her procedure. Preparation can help familiarize you and your family with the hospital experience and assist with feeling as comfortable as possible before, during and after a procedure. The pre-surgical program is a very important, educational and fun program designed to prepare your child (three years of age and older) as well as his/her brothers and sisters for the surgical experience. It can help:

- Lessen your child's (family's) worries and fears
- Increase your child's confidence and trust in the doctors, nurses and hospital
- Reduce stress before and after surgery

During the program you and your child will have the opportunity to go into an operating room and walk through the surgical areas he/she will be in, touch and play with real medical equipment, dress up in surgical clothes, and visit the recovery room. Children take part in medical play while adults discuss pre-surgical concerns with a nurse. This program has been operational for over 10 years and is regarded by participating parents as an outstanding method of preparing for surgical procedures.

Classes take place every Saturday (except holiday weekends) from 9:45 a.m. to noon on the second floor of the hospital (Lincoln Park). If you cannot attend the Saturday program, an individual program can be arranged for your child and family.

To register for classes, call **Lincoln Park** at 773.880.4810

For surgeries scheduled at Westchester, please visit our website at childrensmemorial.org and click on "For Patients and Families," then select "Surgery and Procedures with Anesthesia" to view a video to help prepare for the procedural process.

In addition to the pre-surgical class, Child Life support can be provided on the morning of your child's surgery and throughout his/her stay. Contact a Child Life specialist at 773.880.3761 to discuss your needs.

5 to 2 days before…

A Patient Registration Account Liaison may call you between the hours of 8 a.m. and 9 p.m. between two and five days prior to your procedure to pre-register your child. This person will ask you for information such as your mailing address, age of your child and insurance coverage. You may also receive a separate call from a Business Associate to discuss your child's benefits and/or payment options prior to the visit.

1 day before…

TALK WITH NURSE

The business day prior to your child's procedure, you will need to speak with a pre-screening nurse to confirm the time of the procedure and receive specific instructions about what time you will need to be at the hospital or outpatient center and feeding instructions. The nurse will be contacting you. You also may call directly:

- **Lincoln Park:** 773.880.4394; 11 a.m.–5 p.m.
- **Westchester:** 708.836.4853; 9 a.m.–3 p.m.; M–F

Note: **If your child is scheduled for a procedure on a Monday or day following a holiday, you will be contacted on the prior business day. Children's Memorial observes the following holidays: New Year's Day, Martin Luther King Jr. Day, Memorial Day, Independence Day (July 4), Labor Day, Thanksgiving Day and Christmas Day.**

FEED YOUR CHILD PROPERLY

Before midnight

- Your child may eat his/her regular meals unless otherwise instructed.

After midnight

- Your child may not eat food, candy or chew gum.
- When you speak to the pre-screening nurse on the phone, she will explain to you how long before the procedure your child may drink CLEAR liquids and what time you must STOP LIQUIDS.

Clear liquids include: **water, apple juice (not cider), lemon lime soda, Gatorade.**

Important: **It is very important that you follow the feeding instructions the pre-screening nurse gives you. This is for your child's safety. Unfortunately, if the feeding instructions are not followed, your child's procedure may be delayed or rescheduled for a different day.**

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Important: **If your child takes medications daily, ask the pre-screening nurse to give you instructions on how to administer them on the day of surgery.**

Notify us if your child has developed a cold, cough or fever or if he/she has been exposed to a contagious disease such as chicken pox, measles or mumps. If your child has any of these symptoms, it may not be safe for your child to have surgery, and the operation may need to be rescheduled.

CALL TO VERIFY INSURANCE (IF THEY HAVE NOT CALLED YOU)

If you have not received a phone call from a Children's Memorial insurance representative by the day before the procedure or surgery (or by Friday, if surgery is on a Monday), call:

- **Lincoln Park:** Business Associate; 773.880.4273; 6:30 a.m.–6 p.m., M–F; 8 a.m.–4:30 p.m. Saturday
- **Westchester:** Registrar; 708.836.4803 (or 708.836.4804); 7 a.m.–4:30 p.m.; M–F

Tell the representative when your child is scheduled for the procedure and explain that you have not yet been contacted by a Children's Memorial insurance representative.

If you need to update insurance information or revise personal information, please call:

- **Lincoln Park:** Patient Registration Liaison; 773.880.4700; 7 a.m.-11:30 p.m.; M-F
- **Westchester:** Registrar; 708.836.4803 (or 708.836.4804); 7 a.m.–5 p.m.; M–F

BATHE YOUR CHILD

It is very important your child's hair and body are clean. Make sure to give your child a bath/shower. If your surgeon's or physician's nurse gave your child an antibacterial soap, use this soap to clean your child. If you were not given an antibacterial soap, you may purchase any soap labeled "antibacterial" at the drug store for your child's bath.

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- Wet hair and skin well.
- Wash hair and entire body with soap or the antibacterial cleanser. Lather well.
- Wash off all the cleanser with water.
- If your child has a tracheostomy, gastrostomy tube or central line, follow your doctor's instructions regarding bathing.
- After the bath, dress your child in clean clothes.

PACK YOUR CHILD'S BAGS

If your child will be going home on the day of the procedure, bring items that will comfort them during the day such as a favorite toy or blanket, or special nipples or pacifiers. You may also want to have a small bag with extra clothing, underwear and diapers. You will have to keep bags with you throughout the day so pack accordingly or leave your bags in the car.

Remember to bring your health insurance information — policy identification card and, if required by your insurance company, referral forms and claim forms.

If your child will need to stay overnight in the hospital we recommend you pack the following items:

- A robe/slippers
- Underwear/diapers
- A favorite toy/blanket
- Special nipples, cups, bottles, pacifiers
- Extra clothing
- Insurance information: policy identification card, referral forms and claim forms

For longer stays your child's nurse can help you prepare for what to bring.

Please try to not bring children who are not patients to the hospital. This is in an effort to continue to provide safety and privacy for all our families.

Day of…

ARRIVE ON TIME

You will need to arrive at Children's Memorial Hospital at the time the pre-screening nurse gave you in order to minimize extensive waiting. Please plan ahead, consider weather, traffic and parking. If you arrive late, your child's procedure may be delayed. If you are unable to keep your child's appointment, please call:

- **Lincoln Park:** 773.880.4383, anytime day or night
- **Westchester:** 708.836.4853

PARK YOUR CAR

- **Lincoln Park:** You may self-park your car in our Main garage located across the street from the hospital at 2216 North Lincoln Avenue for $5.00, or you can use the Valet Service from the hospital's main drive for $6.00. If you choose to self-park, please pull a ticket from the machine located on your left as you enter the garage. Bring the ticket with you to the Siragusa Lobby and present it to the Concierge for a validation sticker to obtain the reduced parking rate of $5.00 per day per vehicle.

  If you choose to use the Valet Service, enter the hospital's main drive from Fullerton Avenue. A Valet staff member will park and retrieve your vehicle. You will be provided with a Green Parking Stub as a form of receipt. Please present your Green Parking Stub at the conclusion of your visit to the Valet attendant located in the hospital main drive. Visitors can also take advantage of our Valet call-ahead program by dialing extension 55227 from any hospital phone, or ask your child's nurse to notify the Valet Service to have your vehicle available on the driveway at the conclusion of your visit.
- **Westchester:** You may park in the adjacent parking lot free of charge.

CHECK IN

Check in at the Information Desk located in the main lobby. A Concierge will direct you to the appropriate location for your procedure. Upon arriving at that location, you and your child will be greeted and your child will be checked in. Please note that in some instances, you may be asked to come to the Business Office prior to the check-in process.

PREPARE FOR SURGERY

- Have your child use the washroom before the procedure.
- Your child will be asked to put on "hospital pajamas" and to wear an ID bracelet. The "hospital pajamas" include a surgical gown and hair bonnet. Your child may not want to have the hair bonnet on while in the waiting areas. However, the hair bonnet will be placed on your child's head prior to entering the surgical/procedural area.
- The Lincoln Park Facility will provide a visitor wristband for parents and visitors. These wristbands are issued at the bedside by nursing staff, and serve to identify authorized persons on the unit, and increase patient safety.
- A nurse will check your child's temperature, blood pressure, heart rate and breathing.

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- A nurse and the physician will review your child's medical history, make sure you understand your child's procedure and obtain your permission to do the procedure. They will also answer any of your last-minute questions.
- Most children will receive general anesthesia. This means they will be asleep during their procedure.
- Before the surgery or procedure you will meet a specially trained pediatric anesthesiologist, who will discuss with you the plan of care which may include an oral or injected sedating pre-medication followed by anesthesia medicine that is inhaled or given intravenously (an IV) directly into his/her veins.
- Before the surgery or procedure you will also meet with your surgeon/proceduralist and/or resident who will discuss and clarify with you the surgery/procedure. If the surgery/procedure involves right/left sidedness, or laterality, the surgeon/proceduralist will discuss this with you and mark the correct site with their initials.
- You may stay with your child until he/she goes into the operating room.
- During the procedure, your child will receive intravenous fluids directly into his/her veins. The IV will most often be placed in the operating room after your child is asleep. The IV fluids not only provide hydration, but also allow medication for pain or nausea to be given if your child needs them.

WHILE YOU'RE WAITING

During your child's procedure, you may wait in the waiting room. Your child's doctor or nurse will look for you in the waiting room to discuss your child's procedure once it is complete. If you are going to leave the area, please inform a staff member in the waiting area, in case the doctor or nurse needs to speak with you.

Note: **To respect other children waiting for procedures who have not eaten for many hours, please do not eat or drink in the waiting room. At Children's Memorial Hospital (Lincoln Park), a cafeteria and a McDonald's restaurant are located in the basement; a coffee shop is located in the first floor lobby. Vending machines are available at Westchester.**

Immediately after…

HOURS AFTER…

Your child will stay in the operating room for 10–30 minutes while he/she wakes up from the anesthesia. After waking, your child will be taken to the recovery room for about 20–60 minutes. At this time, your child's physical condition will be closely monitored by a nurse.

You will be called from the waiting room and informed when you are able to come visit your child in the recovery room. Remember, your child may be very irritable or disoriented due to the anesthesia. Do not be alarmed.

Only two adults — parents or primary care givers — can be with the child in the recovery area. For the safety and privacy of all our patients, caregivers must stay at their own child's bedside at all times. Please respect the privacy of other patients/families.

Ask your nurse any questions you may have regarding your child's care. The anesthesiologist or your doctor may decide that he/she needs to be watched more closely for more than a few hours. Your child may stay overnight after the procedure.

EDUCATION

Your child's nurse will provide you with teaching materials relevant to your child and his/her procedure such as:

- An overview of the procedure
- Normal and potential adverse reactions to anesthesia
- Instructions for feeding
- Special instructions on wound care
- Walking with crutches/cast care
- Instructions for managing pain
- Follow-up care instructions

It is important that you follow the instructions your nurse will provide about how to take care of your child at home.

IF ANY OF THE FOLLOWING OCCUR AFTER

- Fever over 101.5° F (38.6° C)
- Vomiting that does not stop
- Bleeding that does not stop

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IMMEDIATELY

- Call the office of the physician or surgeon who performed the procedure.
- If the office is closed, call Children's Memorial Hospital at 773.880.4000. Ask the operator to page your doctor's resident on call.

If you think your child needs immediate attention, or is having breathing problems, take your child to the nearest emergency room or call 911!

PAIN RELIEF

Our philosophy at Children's Memorial is to make sure that all patients are given the best level of pain relief that safely can be provided. Medication and/or other pain management techniques should be used to keep pain away and stop pain before it gets worse.

However, it is important for you to know your child may experience pain. The doctors and nurses caring for your child will help relieve that pain by prescribing a pain medicine, or give advice on medications available at drug stores. Please ask about this if you need more information on keeping your child comfortable. For your convenience, prescriptions can be filled at the Walgreens Pharmacy located on the first floor of the main hospital and will be ready for pick-up when your child is discharged. The Walgreens phone number is 773.880.4477 and pharmacy hours are Monday through Friday, 8 a.m. to 7 p.m. Most insurance plans are accepted.

If you prefer, the prescription can be faxed to the pharmacy of your choice.

Child Life specialists are available in the hospital to help your child cope with pain or to help you develop techniques with your child prior to a procedure to manage pain. Contact Child Life at 773.880.3761 to discuss this option.

As the parent, you can best recognize when your child is in pain. We rely on you to help us know about your child's pain and how well we are treating it. Please call your doctor's office or the location of the procedure if you need assistance in relieving your child's pain.

- **Lincoln Park:** 773.880.4229
- **Westchester:** 708.836.4853 (or call the physician who performed the surgery/procedure)

Your child should feel better two to three days after the procedure. If your child's pain is not improving, or is getting worse, notify his/her physician as soon as possible.

Day after…

Follow the instructions provided to you by your nurse for feeding and follow-up care. A nurse will call your home 24-48 hours after surgery to ask how your child is feeling and to answer any questions.

If your surgeon or physician gave you instructions to follow up in their office, call and schedule your post-surgical evaluation with their office.

Notes