

PHONE DIRECTORY

Admissions and Bed Coordination Center	734-936-6039
Cardiovascular Operating Room Desk.....	734-232-4553
East Ann Arbor Health Center.....	734-232-3053
Family Waiting Room.....	734-936-4388
Guest Assistance Program.....	734-764-6893
Hospital Information.....	734-936-4000
Kellogg Eye Center	734-936-9316
Livonia Surgery Center	734-462-1888
Lost & Found.....	734-936-7890
Med Inn Building	800-544-8684
Mott Preoperative Call Line	877-368-1316
Office of Patient Relations.....	734-936-4330
Paging Operator.....	734-936-6267
Parking & Transportation.....	734-764-7474
Patient Visitor Accommodations.....	734-936-0135
Registration and Insurance Verification	734-936-4990
University Hospital Operating Desk	734-936-8470
Welcome Center	734-936-6641

FOR MORE INFORMATION

Anesthesiology: anes.med.umich.edu/

Online Patient Portal: myuofmhealth.org

Maps & Directions: www.uofmhealth.org

Patient & Visitor Guide: www.uofmhealth.org/Patient+and+Visitor+Guide



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This booklet belongs to:

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WELCOME

We've created this booklet to help you prepare for your surgery. It contains helpful information for you and your family and provides pockets to help you keep your paperwork together. Please write your name in the upper right and bring the booklet with you on the day of your surgery. *Thank you for choosing the University of Michigan Health System.*

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 Administrative Services Building, Ann Arbor, Michigan 48109-1432, TTY 734-647-1388. For other University of Michigan information call 734-764-1817.
 admissions, inquiries or complaints may be addressed to the Senior Director for Institutional Equity, and Title IX/Section 504/ADA Coordinator, Office of Institutional Equity, 207Z
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 The University of Michigan, as an equal opportunity/affirmative action employer, complies with all applicable federal and state laws regarding nondiscrimination and affirmative

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 Fischer Newmann, Andrew C. Richner, Katherine E. White, Mark S.
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The Regents of the University of Michigan: Michael J. Behm,
 Michael M. Deane, School of Nursing
 Office, U-M Hospitals and Health Centers, Kathleen Potempa,
 School, I. Anthony Denton, J.D., MHA, Acting Chief Executive
 Ph.D., Dean, School of Nursing

Phone Call Form

Please call:	University Hospital 1500 E. Medical Center Ann Arbor, MI 48109 866-936-8800	Cardiovascular Center 1500 E. Medical Center Ann Arbor, MI 48109 866-983-9090	East Medical Campus 4270 Plymouth Ann Arbor, MI 48109 734-232-3053	CS Mott Children's and Von Voightlander Women's Hospitals 877-368-1316
On:	1 business day before your operation	1 business day before your operation	2 business days before your operation	1 business day before your operation
Between:	7:30am - 9:30am	7:30am - 11:00am	7:30am - 9:30am	7:00am - 11:00am
Leave your name and the phone number where you can be reached or where a message may be left. Please spell your last name.				
A nurse will call you:	1 business day before your operation	1 business day before your operation	2 business days before your operation	1 business day before your operation
Between:	9:30am - 4:30pm	11:30am - 4:30pm	8:00am - 4:30pm	7:30am - 4:30pm
The nurse will tell you when to stop eating:	_____am _____pm	_____am _____pm	_____am _____pm	_____am _____pm
You should park in:	structure P2	structure P5	surface lot	structure P2 or P4
Check in at: Surgery time: _____ Arrival time: _____	Surgery Family Waiting Room ID 201 (look for the red column)	4th floor preoperative reception desk	reception desk	The fourth floor near the green frog
If you need to cancel your operation, call: Please call your surgeon too	866-936-8800	866-936-9090	2 days prior, call 734-232-3053 day of operation, call 734-232-3054	877-368-1316

Questions you may want to consider asking before arriving for your operation:

What is my anticipated length of stay?

What kind of anesthesia will I receive and when will I get it?

How long is my surgery scheduled?

How will my family members know where I have been admitted?

Am I going to have drainage tubes or dressings?

What can I anticipate needing when home?

Before your Operation



Presurgery Checklist

What To Do

- Wear loose, comfortable clothes and flat shoes
- Bathe or shower, brush your teeth, and remove all jewelry before you leave home
- Take your medications on the morning of your surgery if you were told to do so. You may have water to swallow your medications
- Bring any health care records
- Bring any special equipment with you (e.g. tracheostomy supplies, crutches, spirometer, CPAP or BiPAP mask and machine) and a list of your settings

- Bring your prescription card
- Bring a list of all your medications including herbal and vitamin supplements
- Bring a small suitcase if you are staying overnight
- Bring a list of your questions
- Arrive at the hospital two hours before your scheduled surgery time
- Have a responsible adult to drive you home (see page 6)

What Not To Do

- Do not bring medications with you
- Do not bring a large suitcase
- Do not bring valuables
- Do not wear fragrance products before coming to the hospital
- Do not eat anything after 12 midnight the night before your operation. You can drink water and clear liquids until two hours before your check into the hospital. After that time you may have sips of water to swallow any medications you were instructed to take.
- Do not wear face or eye makeup

Clinic Visit

It is important to discuss the details of your operation with your surgeon before your arrival. At your clinic visit before your surgery, you will have a physical exam. You will also be asked for your medical and surgical history. Please be prepared to list all of your medications including herbals, vitamin supplements, aspirin, or other blood thinning medications. You may need to stop taking these medications several days before your surgery.

Your Operation Details

Please look at the chart on page 1 for when to call us before your operation. A nurse will call you back with instructions. If you are not able to answer the return call and have an answering machine, the nurse will leave a message. The anesthesia care provider may call you the night before your operation. If not, they will talk to you the day of your surgery.

Your Arrival

You have been asked to arrive two hours before surgery to allow time for the physicians and nurses to prepare you for surgery.

Once you are in the preoperative area, you will change into a hospital gown, socks, and cap. A nurse will give you a bag for your clothing. The nurse will then ask you some questions and take any paperwork you brought. At this time, let the nurse know of any special needs you have. The nurse will check your vital signs and start an intravenous (IV) line for fluids and medications. The anesthesia care provider will review your anesthetic plan at this time also. Your operating room nurse or anesthesia care provider will take you from the preoperative area to the operating room. Here you will move onto the operating bed.



Family & Friends

One family member or friend can come with you to the preoperative area. This person may be asked to leave when preoperative procedures begin. Any other family members or friends should check in with the Surgical Family Waiting Room clerk. This is where the surgeon will speak with them after your operation.

Inpatients - After your operation, the Surgical Family Waiting Room clerk will tell your family where you have been admitted. It is likely that one family member or friend will be able to visit you in the Post Anesthesia Care Unit (PACU).

Outpatients - You will be able to see your family member or friend when you return to the outpatient area.

You must have a responsible adult family member or friend to drive you home. If you are an outpatient, we request that this person remain at the hospital during your entire visit. This person needs to be available as soon as you are ready to be discharged. You cannot drive yourself home after your operation. A bus or cab is not acceptable, unless someone you know is with you. We recommended that a responsible adult remain with you for 24 hours after surgery.

Friends and family are welcome to access our free wireless internet during their time here. Please advise your family not to come to the hospital if they are sick.



After Your Operation

After Operation

Inpatients - Once you have recovered from your anesthesia, you will be taken to your hospital room. Your family may visit you here. Your family should check with the nurse for visiting hours.

Outpatients - The amount of time you need to stay after your operation depends on the type of operation, anesthetic, your medical history and how well you are feeling.

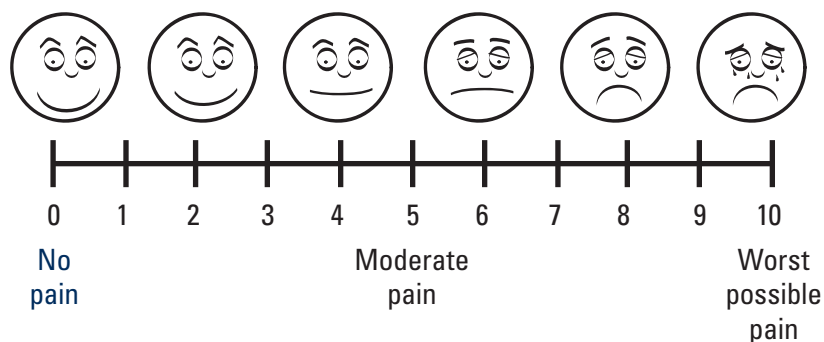
Infection Prevention

Hand washing is the number one way to prevent infections and the spread of germs. All healthcare providers are required to cleanse their hands both before and after entering a patient room. If you ever see a healthcare provider not cleansing their hands before entering your room, we encourage you to speak up and ask them to clean their hands. Also, please make sure you and your visitors practice hand cleansing whenever entering and exiting your hospital room.

Nausea and Pain Management

One of our primary goals is to help you manage your pain. When you wake up after surgery, you may be receiving IV pain medication. At some point you may also be given pills. You will be asked to describe your nausea and pain using a number scale. Please inform your health care provider if you feel uncomfortable.

It is normal to have some pain and nausea after your operation. Your pain level will decrease during the healing process.



Discharge Instructions

If you are an inpatient, ask your doctor about your anticipated discharge day. **Discharge time from the hospital for inpatients may be as early as 10:00 a.m.** Please check with your nurse so you can have transportation available for discharge.

If you would like a family or friend with you during your discharge instructions, please make plans for them to be there the morning you are leaving.

Our discharge planners meet with anyone who requires special care or supplies. If you think you will need these services and have not been contacted, please tell your nurse.

Before discharge you will:

- Get up and walk a short distance if your condition allows
- Be given a discharge instruction sheet and be instructed regarding follow up care
- Be given prescriptions your doctor wants you to take home
- Be assisted to your vehicle if necessary

If you have questions at any time, please ask your doctor or nurse.

Discharge Prescriptions

Ambulatory Care Pharmacy
1st Floor Taubman Center Rec F
Monday-Friday: 9am-6pm
Saturday: 9am-4:30pm
734-936-8260

**East Ann Arbor (EAA)
Health Center Pharmacy**
In the EAA Health Center
4260 Plymouth Road
Monday-Friday: 9am-5:30pm
Saturday: 9am-1pm
734-647-5705

Cancer Center Pharmacy
Located on B1 in the
Cancer Center.
Monday-Friday: 9am-5:30pm
734-647-8911

Your prescriptions may be filled at a UMHS Outpatient Pharmacy or at your own pharmacy. The hospital pharmacy requires payment when you have your prescription filled. If you have insurance coverage for medications, please bring your card.

Home Care

Home Recovery

- Limit your activities for at least 24 hours after your operation
- Do not drive for at least 24 hours after your operation
- Begin meals with clear liquids and progress to solid foods as they are tolerated
- Take your medications as prescribed
- Avoid using electric appliances, operating machinery, and signing legal documents
- Do not drive if you are taking pain medications

Your discharge instruction sheet will have more information regarding at home care.

Questions at Home

A nurse from the Post Anesthesia Care Unit (PACU) will call you the morning of the next business day after your operation.

If you have problems or questions, please see your discharge instruction sheet. Call your doctor or the paging operator if you have additional questions. If you do not have your doctor's phone number, the paging operator can be reached at 734-936-6267. A doctor is available to help you 24 hours a day, 7 days a week.

Please contact your surgeon if you are having serious side effects.

U-M Home Care Services

The following services are available to help inpatients and outpatients with their transition from hospital to home care. Please talk with your health care team about the services you may need at home.

HomeMed: home infusion provider and licensed pharmacy
734-975-3006 or 800-862-2731

MedEQUIP: durable medical equipment, medical supplies and respiratory services
734-971-0975 or 800-530-0714

Michigan Visiting Care: private duty nursing and home health aide services, house calls, immunizations 734-477-7298 or 800-822-7298

Michigan Visiting Nurses: visiting nurse, rehabilitation, and social work services
734-677-1515 or 800-842-5504

Wheelchair Seating Service: professionally fitted wheelchairs and custom mobility products
734-528-7888 or 877-868-8889

Who's Who

Attending (MD): an experienced physician in charge of the medical team and patient care

Hospitalist (MD): an experienced physician that specializes in the care of inpatients

Fellow (MD): a physician who has graduated from medical school, completed a residency and is specializing in one particular area of medical care

Resident/House Officer (MD): a physician-in-training who has graduated from medical school and completed an internship

Intern (MD): a physician-in-training who has graduated from medical school

Physician Assistant (PA): Physician Assistants have advanced education and work under the supervision of physicians, performing some of the same functions as MD's

Nurse Practitioner (NP): a registered nurse who has advanced training and education enabling them to provide a broad range of health care services

Nurse Manager (RN): a registered nurse with around-the-clock responsibility for the unit operations

Nurse Supervisor (RN): a registered nurse responsible for daily supervision of unit employees, unit operations and clinical leadership; reports to nurse manager



Charge Nurse (RN): a registered nurse who is responsible for the daily management of the unit, serves as a resource to other staff nurses and reports to the nurse manager; the charge nurse may change on a daily basis

Registered Nurse (RN): a person who is educated and licensed by the state to provide nursing care

Certified Registered Nurse Anesthetist (CRNA): advanced practice nurse who specializes in anesthesia care

Clinical Nurse Specialist (CNS): a registered nurse with advanced



education who has clinical leadership responsibilities related to nursing care of patients, education, and quality improvement

Patient Care Tech: unlicensed staff who assists registered nurses with patient care

Dietitians (RD): a professional who assesses a person's special nutrition needs and designs diet plans to meet these needs

Care Manager: a person who coordinates equipment needs and ongoing treatments for patients returning home or entering long-term care facilities

Occupational Therapist (OT): a professional who helps maximize a person's ability to care for themselves with therapy and devices

Physical Therapist (PT): a professional who treats injury or dysfunction with exercises, therapy, and medical equipment to improve movement and strength

Social Worker (MSW): a professional who provides counseling and identifies resources to help patients and families cope with issues related to illness

Clinical Psychologist (PhD): a professional who provides mental, emotional, and social health care

Unit Host/Service Coordinator: a staff member who can assist you with all nonmedical needs such as finding your way around the hospital and connecting you with resources

For Your Convenience

Patient Visitor Accommodations

This service is available 24 hours a day, 7 days a week to help you find a room in Ann Arbor at a low cost. All questions and requests must go through Patient Visitor Accommodations. They can be reached at 800-544-8684 or 734-936-0135 or by visiting www.med.umich.edu/hotels.

Lost & Found

If you lose anything during your stay, please call the Lost & Found office at 734-936-7890. If you find something that does not belong to you, please give it to your nurse or call security at 734-936-7890.

ATM

There are three ATMs located on Level 2 of main Medical Campus. One is located in the main hospital next to the cashier's office. One is located in the Triangle at the intersection of Towsley and University Hospital South. One is located in the Children's & Women's lobby.

Gift Shops

If you would like to purchase gifts, magazines, cosmetics, candy, toys, games, books, cards, clothing, or flowers, please visit one of the University of Michigan Health System volunteer-staffed gift shops.

Gift shop purchases support friends which funds patient education initiatives, Gifts of Art, and other programs.

The Friends Gift Shop at University Hospital Taubman Center

Located next to the Hospital
Cafeteria on Level 2

734-936-5975

The Carousel Gift Shop at C.S. Mott Children's Hospital & Von Voigtlander Women's Hospital

Next to Family Resource
Center

734-232-7335

The Friends with a Heart Gift Shop at the U-M Cardiovascular Center

Located on the atrium
level of the Cardiovascular
Center near the food court

734-232-4118

Parking & Directions

When you park in a structure, write the level number that you parked in on your parking ticket. Your parking ticket will be stamped in the surgery waiting room if you have parked in a structure. The stamped ticket will give you a lower parking rate. Valet parking is available for a fee. For more information, including hours, locations, and current fees, call Valet Parking at 734-936-6641.



Disabled Parking and other Special Needs

For additional information on parking, including information on disabled parking, recreational vehicles, discount parking and MRI special needs parking, please visit www.pts.umich.edu or call Parking and Transportation 734-764-7474.

Directions from the North

Take US-23 South, to the Plymouth Road exit (#41). Turn right and follow Plymouth Road approximately 2 miles until you reach Maiden Lane and turn left. (This is the light immediately after Broadway Blvd.) Continue on Maiden Lane. As you approach the next traffic light, use the center lane to cross Fuller Road. Maiden Lane changes to East Medical Center Dr. as you enter the campus. Park in P2.

Directions from the South

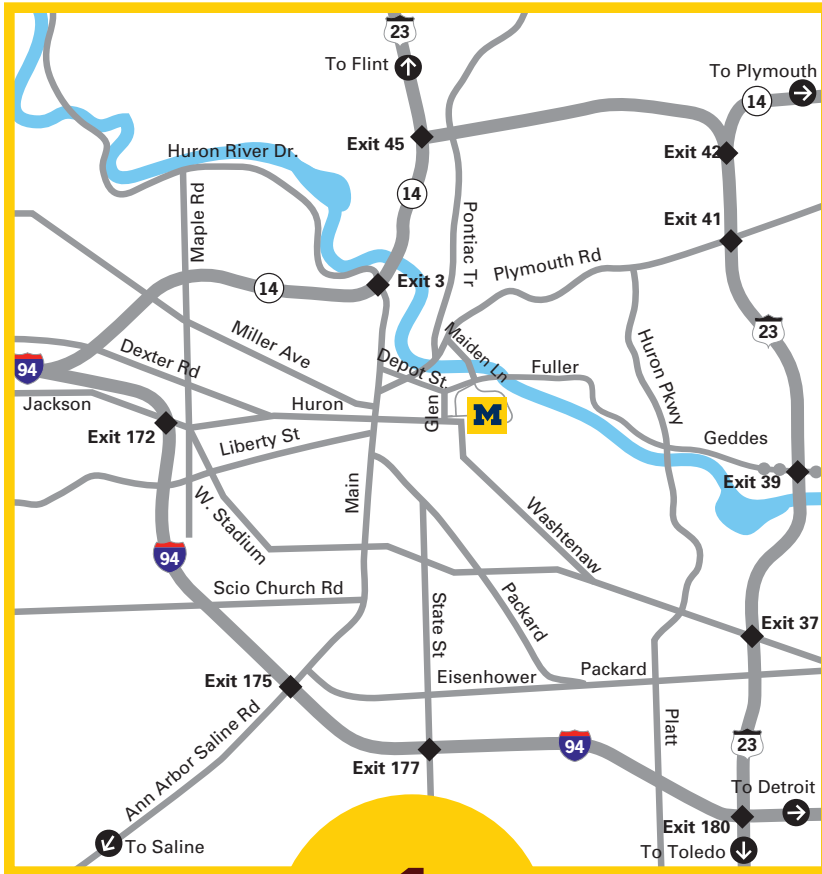
Take US-23 North to the Washtenaw Ave./BR23 exit (#37B) toward Ann Arbor. Merge onto Washtenaw Ave. and follow it approximately 1 mile until you reach Huron Parkway and turn right. Turn left at the third stop light at Fuller Road. As you continue on Fuller, you will pass the Veterans Hospital and be able to see the Health System campus on the hill to your left. At the traffic light at Fuller and Maiden Lane/East Medical Center Drive, turn left. Park in P2.

Directions from the East

Take I-94 West to US-23 North (exit 180B). Take the Washtenaw Ave./BR23 exit (#37B) toward Ann Arbor. Merge onto Washtenaw Ave. and follow it approximately 1 mile until you reach Huron Parkway and turn right. When you reach the third traffic light, turn left onto Fuller Road. As you continue on Fuller, you will pass the Veterans Hospital and be able to see the Health System campus on the hill to your left. At the traffic light at Fuller and Maiden Lane/East Medical Center Drive, turn left. Park in P2.

Directions from the West

Take I-94 East to Ann Arbor (exit 172). This merges into Jackson Rd. Eastbound). Remain on Jackson, which becomes Huron, and continue for 2.5 miles through downtown. At the traffic light at Glen and Huron, turn left onto Glen. Go straight through 3 stop lights on Glenn. At the fourth stop light, turn right onto East Medical Center Drive. Park in P2.



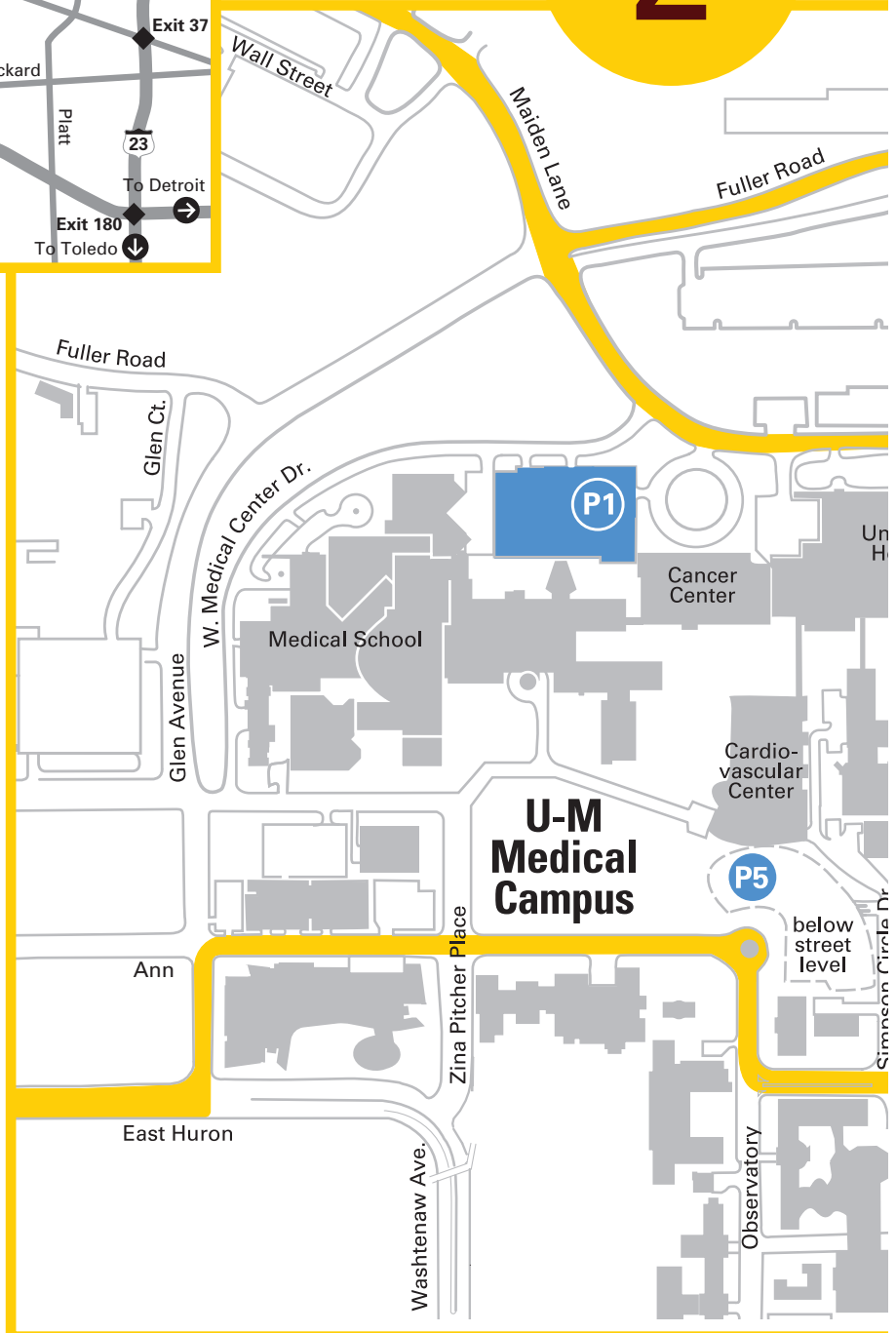
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1. **Ann Arbor area**
2. **U-M Medical Campus**
1500 E. Medical Center Drive
Ann Arbor, MI
3. **East Medical Campus**
Ambulatory Surgery Center
4270 Plymouth Road
Ann Arbor, MI
4. **Domino's Farms**
24 Frank Lloyd Drive
Ann Arbor, MI
Preoperative Clinic Lobby C
5. **Livonia Specialty Care Center**
19900 Haggerty Road
Livonia, MI

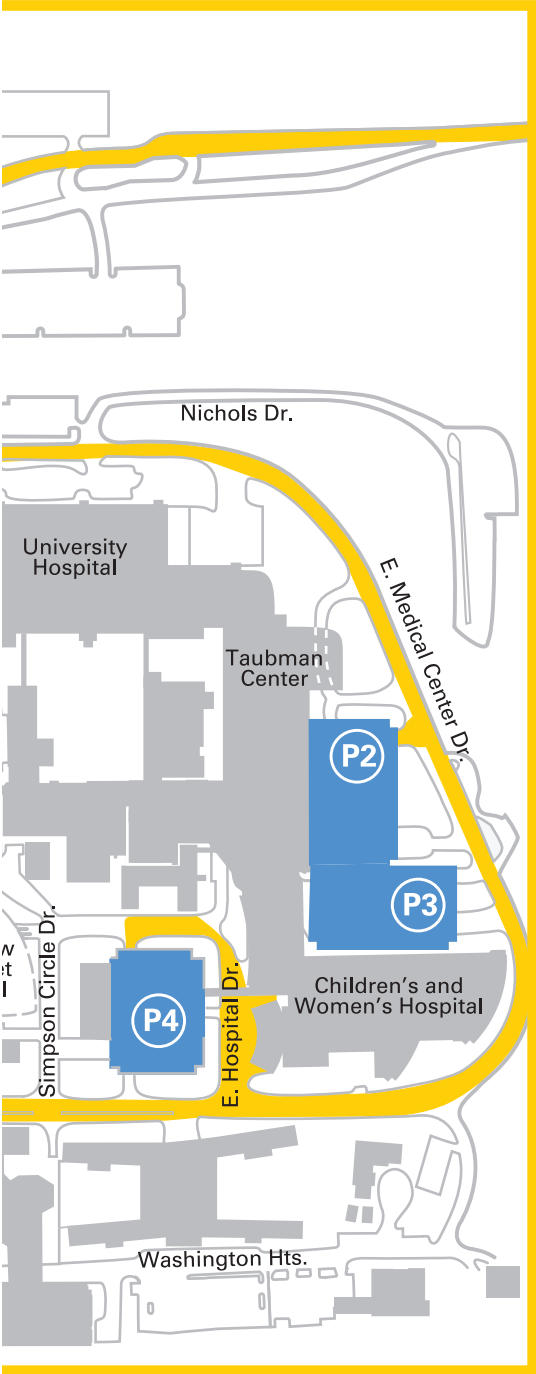
Maps

Door-to-door maps, building floor maps
and parking tips are available at
www.uofmhealth.org
click on Find Maps and Directions to a
Location

2



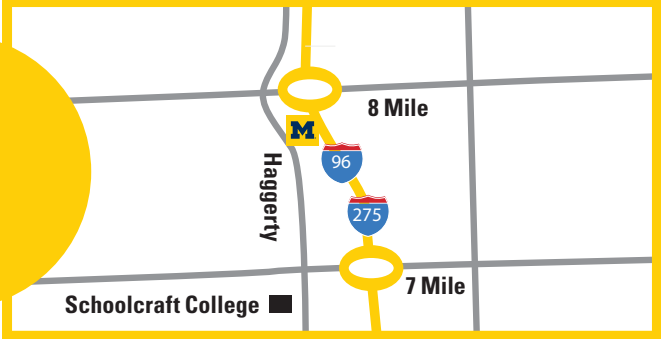
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