GUIDE TO SURGICAL PROCEDURES

Northeast Georgia Medical Center, Inc.
BRASELTON
1400 River Place | Braselton, GA 30517
www.nghs.com/braselton

Turning Left onto Friendship Road when leaving the campus: For your safety, please exit through the Main Entrance at the traffic light (easily accessible by crossing the bridge from Medical Plaza 1).
Welcome

Thank you for choosing Northeast Georgia Medical Center Braselton for your surgical procedure. The information in this booklet will help you understand our surgical process and let you know what to expect during your stay. Please take the time to review it carefully.

Before you come in for your scheduled surgical procedure, you may be scheduled for a Pre-Surgical Testing visit. This visit allows us to collect your medical history, assess your risk for surgery, and develop the best plan for you. It will also allow you to ask any questions you may have and become familiar with the hospital. For more information about your Pre-Surgical Testing visit, see page 1.

Review the patient instructions for your procedure. It is very important that you review and understand your preoperative instructions. Failure to follow the instructions may result in your procedure being rescheduled. If you have any questions for the staff at Northeast Georgia Medical Center, please call Pre-Surgical Testing at 770-848-6052.

Helpful Hints for Your Family

- The hospital tends to be cool, so a light jacket or sweater may make your family member(s) more comfortable while they wait.
- The hospital has a cafe where family members can dine for a reasonable price. There is also an available vending machine on the 1st floor.
- Because of the amount of time it takes for preprocedure and day-of-procedure activities, we strongly discourage bringing any small children to the waiting or surgery areas unless they are the patient.
- It is helpful to the Medical Center staff if you choose a person who will be the point of contact for condition updates. The contact person can also pre-arrange with other family members and friends to call them with updates at specific times.
- Due to limited parking and waiting area seating, we ask that you please limit the number of family members who come with you the day of your procedure.

Appointment (if required):

Physician: Date _________ Time _________
Pre-Surgical Testing: Date _________ Time _________
Surgical Procedure: Date _________ Time To Arrive _________

*Approximate Scheduled Time Of Surgery _________

Appointments

- Physician: _________
- Pre-Surgical Testing: _________
- Surgical Procedure: _________

Helpful hints for your family

- Things to see:
  - Outdoor seating and gardens.
pre-surgical testing

Your physician’s office will schedule an appointment for you with the Pre-Surgical Testing Department. This appointment will include an approximately 75-minute visit with a nurse to obtain basic medical history. During this visit, the nursing staff will need to know information regarding health problems, prior surgical history and medications you take (including dosage and frequency of use). You may want to bring a list of your medications and any allergies that you have to give to the nurse.

Some low-risk-procedure patients may also receive a phone call to obtain medical history. The Pre-Surgical Testing staff will make every effort to schedule this at a time that is most convenient for you. If you need to reschedule your appointment, please call 770-848-3845.

You may eat and drink normally prior to this appointment. Please bring a complete list of your medications, to include dosage and frequency of usage. If you have a Living Will or Durable Medical Power of Attorney, please bring a copy.

The Pre-Surgical Testing area has a limited amount of space, so in order to provide for the privacy and safety of our patients, we ask that you bring no more than one adult visitor with you to your appointment. In order to decrease the risk of the spread of infection, we request that you only bring a child if he or she will be the patient.

Items to bring for your pre-surgical testing visit

☐ Results of current X-ray, EKG, or labs. The Anesthesia Staff will review them to determine if tests need to be repeated, or if additional testing is required.

☐ All paperwork from your doctor’s office. This may include physician’s orders, consent forms, and Medical or Surgical History forms (H&P).

☐ A list of all medications you are currently taking, including non-prescription and herbal medications

☐ Insurance information, including insurance card

☐ Driver’s license or other photo identification

☐ Social Security card

☐ Eyeglasses if needed to read forms

☐ Advance directives, if available

☐ Credit Card, Debit Card, personal check, or cash is accepted

other pre-procedure instructions

• Call your doctor or surgeon if you think you may be getting sick. This includes symptoms such as vomiting, fever, rash, nausea or a cold. Your procedure may need to be postponed.

• Please call if you are delayed or there is another reason you cannot come for your surgical procedure.

Please call the Perioperative unit at 770-848-6222. After 8 p.m., please call the Hospital Switchboard at 770-219-9000.

Safety Information

To help prevent adverse events, the staff will use two forms of patient identification. These may include your full name and birth date. Staff may ask you to verify this information several times during your stay.

Your surgical site may be marked in ink by your physician. If you refuse, or if your surgical site cannot be marked, an alternate method of verification may be used.

The staff and physicians use many measures to help prevent post-operative infection. Special care will be taken to clean your operative site prior to your surgery. You may be asked to cough and deep breathe frequently after surgery. Staff who enter your room should wash their hands or use antibacterial hand cleanser. Visitors should also be encouraged to wash their hands frequently.

Approximate time _______________________________.
procedures for preparation

General pre-surgical instructions

• Do not eat or drink anything after midnight the night before surgery. This includes water, coffee, cola, tea, gum, and hard candy. You may brush your teeth, but do not swallow any water.

• Please refer to your individualized instructions you were given during your Pre-Surgical Testing visit for any medications you are to take the morning of surgery. These may be taken with a sip of water.

• Do not smoke, “dip,” or chew tobacco products for at least 12 hours before your surgery.

• Do not wear makeup of any type the day of surgery. Do not use hairspray on the day of surgery.

• Remove all jewelry (including body piercings) prior to arrival at Northeast Georgia Medical Center on the day of surgery.

• Take a bath or shower the night before surgery, unless you have been instructed otherwise. You may use an antibacterial soap if you have one available. This reduces the bacteria on your skin. Change the wipes the night before.

• The anesthesia you will be given could make you drowsy and affect your judgment. Do not make any legal or important decisions, drive a vehicle, or drink alcohol for at least 24 hours after surgery. You must have an adult with you who can drive you home after the procedure. You will need an adult to stay with you for 24 hours after your procedure.

• If you think you may be getting sick, please call your surgeon. This includes symptoms such as vomiting, fever, rash, nausea or a cold. Some illnesses may affect how you react with anesthesia.

• Please do not bring valuables with you to the hospital.

• Do not wear contact lenses the morning of surgery. If you must wear lenses, bring a case and solution with you.

• Take only medicines as instructed by the anesthesiologist. You may take them with a sip of water – not coffee, milk or juice.

• If you are to be admitted to the hospital instead of going home after your surgery, your family will receive information on room accommodations.

insurance & billing

At your pre-surgical testing visit, a registrar will confirm your insurance information. Be sure to bring your insurance cards and your driver’s license or other photo identification with you to your presurgical testing visit.

To receive maximum benefits from your insurance, you should call your pre-certification agency to determine specific requirements of your plan. Your plan may require pre-certification, second opinions or specific lab tests or x-rays. If you are given a pre-certification number, please provide that number at the time you register for your procedure.

What is required of me regarding payment of my hospital bill?

You will be contacted by the Medical Center PASC department to obtain your demographic and financial information prior to your procedure. If after your insurance benefits are verified it’s determined you have a financial liability, you will be asked to pay or make appropriate financial arrangements. If you do not have insurance coverage or the procedure is not covered by your insurance company, please contact the PASC department to discuss payment requirements. You may contact the PASC Representative at 770-219-7666 Monday-Friday 7 a.m.-7 p.m.

Insurance

As a courtesy to patients with insurance coverage, the Patient Accounts Office will bill your insurance company, provided the benefits are assigned to the Medical Center. It is important that all of your insurance information be provided in a timely manner. The Medical Center may not be able to accept and bill insurance presented after registration because of insurance pre-certification and other billing requirements. You may be requested to assist in arranging payment from your insurance company.

Physician fees

The services of your personal physician, anesthesiologist, pathologist, radiologists and other specialists are not included in your hospital bill. Because these individuals are independent contractors and not employees of the Medical Center, you will receive a separate statement from each of them.

Final bill

You will receive by mail a Summary Bill of the charges for your visit approximately 10 days after your discharge. Payment by cash, check or credit card for all charges not covered by insurance will be expected within 30 days of final billing. If you have any questions, please call the Customer Inquiry Department at 770-219-7219 or 1-800-282-0535, extension 97219.
Driving Directions
From I-85:
Take I-85 to Exit 126 (Hwy 211)
If traveling northbound, turn left.
If traveling southbound, turn right
Travel approximately 2 miles.
Turn left onto Friendship Road.
The hospital campus will be on your right.
The Main Entrance at River Place will provide
access to parking for NGMC Braselton and
Medical Plaza B.
The West Entrance will provide access to Medical Plaza 1.

Directions From Northbound I-985:
Take I-985 to Exit 8 (Lanier Islands Parkway), and turn right.
Travel approximately 7 miles.
The hospital campus will be on your left.
The West Entrance will provide access to Medical Plaza 1.
The Main Entrance at River Place will provide
access to parking for NGMC Braselton and Medical Plaza B.

Directions from Southbound I-985:
Take I-985 to Exit 17 toward Oakwood
(second ramp to the right), and turn left.
Travel 4.3 miles.
Turn right onto Hwy 211 (Old Winder Highway).
Travel 3.3 miles.
Turn right onto Friendship Road.
The hospital campus will be on your right.
The Main Entrance at River Place will provide access to
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Can my family stay with me?
One to two members of your family may be with you before
and after your procedure. At times, they may be asked to step
out of the room for a brief period while certain treatments are
performed to prepare you for your procedure. For more help-
ful hints for your family members, see the inside back cover of
this folder.

What should I bring with me if I am being admitted
following surgery?
Hospital gowns are always available. You must wear a
hospital gown when you are having a surgical procedure
or going into an operating room.

Please bring a robe or housecoat and bedroom slippers with
non-skid bottoms.

Patients may also bring personal hygiene items such as a
toothbrush, toothpaste, denture supplies, contact lenses and
supplies, comb or hairbrush, deodorant, etc. If needed, basic
hygiene items are available from the hospital. Please leave
valuables at home.
What we do to help keep you safe:

✓ Wash our hands before touching you.
✓ Antibiotics, if ordered by your surgeon, will be given before your surgery.
✓ Clean your surgical area just before your surgery.
✓ Sterile technique will be observed throughout the procedure.

What you can do to help prevent infections:

✓ Use cleaning wipes given to you. IF they were not provided, please ask your nurse. They are not indicated for some procedures. See Sage Cloth Handout.
✓ After cleaning your skin the night before your surgery, please change into clean clothes and clean bed sheets.
✓ If you have or have had high blood sugar, please let your nurse know. This may increase your risk of an infection.
✓ If you notice a staff member or physician did not clean his/her hands, please remind him/her.
✓ Stop smoking. Patients who smoke are much more likely to get an infection.
✓ Most surgical infections are caused from bacteria that live on your skin. Daily baths starting up to 5 days before the surgery with a Hibiclens® or an antibacterial soap may help reduce these bacteria.
✓ Do not shave near where you will have surgery for at least 2 days. This can irritate your skin and make it easier to develop and infection.
✓ Speak up if you have any concerns.

30-day incision care instructions:

✓ Wash your hands with soap and water or hand sanitizer anytime you touch your bandage or incision area. Anyone helping you should also clean his/her hands. Bathe or shower only as directed by your surgeon.
✓ Do not do things that could cause dirt or sweat to get into your incision.
✓ NO picking at the incision. Allow scabs to fall off naturally. Do not put anything on or near your incision unless instructed to do so by your surgeon. Do not use lotions or scented products near your incision.
✓ Do NOT rub your incision. Pat incision dry after bath or shower. Always use clean cloths and towels. Change bed sheets frequently until the incision is well.

Notify your surgeon if you have:

✓ Increased pain, bleeding, redness, swelling or foul-smelling drainage around the incision.
✓ Fever of 101°F or higher
✓ Shaking chills
✓ Vomiting or unsettled stomach that won’t go away.
✓ Numbness, coldness or tingling around the incision area.
✓ Opening of the incision site.
welcome

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