

DIRECTIONS TO LOWELL GENERAL HOSPITAL

From Interstate 495

Take I-495 to Exit 35B, Route 3 North. Follow directions from Route 3.

From Route 3

Take Route 3 to Exit 32 (Route 4 and 3A) Drum Hill Interchange. Follow directions from Drum Hill.

From Drum Hill

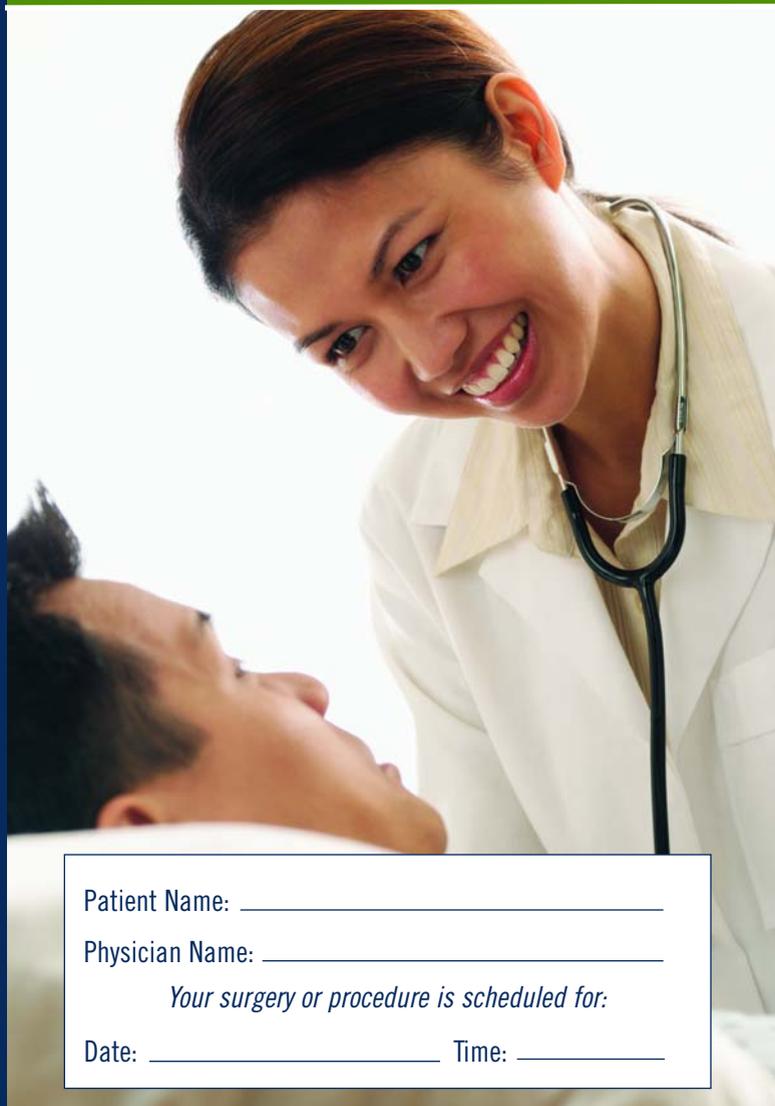
Take the Drum Hill Road exit. Approximately one mile ahead the road will fork left at a traffic light - stay to the left. You are now on Wood Street. Continue through two sets of traffic lights and cross the Rourke Bridge over the Merrimack River. At the traffic light at the end of the bridge, turn right onto Pawtucket Boulevard. Continue on Pawtucket Boulevard for approximately one mile. Turn left at the traffic lights at the intersection of Varnum Avenue. The main entrance to Lowell General is located on your right.

From Interstate 93

Take I-93 to Exit 43 (Route 133). At the end of the ramp, turn left (towards Tewksbury). Proceed for six miles through Tewksbury and into Lowell. At the traffic light at the intersection of Route 38 (Kittredge Park is on your right), turn right and pass through two sets of stoplights and onto a rotary. Take the second right off the rotary on the VFW Highway (towards Route 38 North Dracut). VFW Highway becomes Rte 113 W. Proceed through five sets of traffic lights and turn right at the intersection of Varnum Avenue. The main entrance to Lowell General is located on your right.

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YOUR GUIDE TO DAY SURGERY *at Lowell General Hospital*



Patient Name: _____

Physician Name: _____

Your surgery or procedure is scheduled for:

Date: _____ Time: _____



LOWELL GENERAL HOSPITAL

Expertise. Service. Integrity. We get it.



LOWELL GENERAL HOSPITAL

295 VARNUM AVENUE | LOWELL, MA 01854-2193
WWW.LOWELLGENERAL.ORG | 978.937.6000 | TTY: 978.937.6889

WELCOME AND THANK YOU FOR CHOOSING THE AMBULATORY CARE UNIT AT LOWELL GENERAL HOSPITAL

Your physician has scheduled you for day surgery or a medical procedure in the Ambulatory Care Unit (ACU) of Lowell General Hospital. Our dedicated team of doctors, nurses, and anesthesiologists specialize in a wide range of surgical and medical services that do not require an overnight hospital stay. At the Ambulatory Care Unit (ACU), you have access to the full spectrum of hospital services. Our staff is proud to provide you with professional care and personal attention.

This booklet outlines what happens between now and the day your surgery or procedure takes place. We want you to be as informed and as comfortable as possible.

If you have any questions, or need more information, please call the Ambulatory Care Unit at 978-937-6265.

Interpreter Services

If English is not your preferred language, please notify our staff and we will be happy to arrange for an interpreter at no cost to you.

Cancellations

If you must cancel or reschedule any of your appointments, please make sure that you call both your doctor and the Ambulatory Care Unit (ACU) at Lowell General Hospital.

Insurance

It is your responsibility to determine in advance the extent of your insurance coverage. You may need the assistance of your insurer, employer, or doctor's office. Our office personnel may also be able to help you. *Prior approvals or second opinions required by your insurance company must be obtained in advance of your surgery or procedure.*



WHEN TO CALL THE DOCTOR

If you experience any of the following symptoms, please call your doctor immediately:

- Difficulty breathing
- Fever and/or chills
- Severe dizziness
- Excessive/persistent nausea and/or vomiting
- Unexpected or excessive bleeding
- Any unusual swelling or pain
- Any other complication your doctor may have discussed with you.

If you have chest pain or if you need urgent or emergency care, please call 911 or proceed to the nearest Emergency Room.

BILLING

You will receive a statement from Lowell General Hospital for the facility fee. This fee is for the use of the hospital, nursing care, medications, and supplies.

Your surgeon, doctor, anesthesiologist, and laboratory will all bill you separately if services are utilized.

If you have a question about the Lowell General Hospital bill, please direct your call to Patient Accounts at 978-937-6600.

If you have a question about your doctor, anesthesia, or laboratory bill, please contact the office that sent you the bill.



PREPARING FOR YOUR SURGERY OR PROCEDURE

- Do not smoke, eat or drink anything (including water) after 12 midnight the night before your surgery unless you have been otherwise instructed by your physician. You may brush your teeth and rinse out your mouth.
- Ask your doctor for instructions regarding any medications you are currently taking. These medicines normally should be taken as usual up to, and including, the day before surgery. Certain medications, however, may need to be stopped before surgery and others may need to be taken the day of surgery.
- Arrange for an adult to take you home and remain with you for safe care after your surgery is completed. **You may not drive yourself home after surgery.** If you travel by taxi, you must still be escorted by another adult. If no escort is available, your surgery will be rescheduled. *No exceptions can be made.*
- Let us know if there is one family member/friend you would like us to contact following your surgery or procedure. Please ask other family members/friends to call that person for information on your progress, as the hospital is not allowed to give out confidential patient information without your prior consent.
- We will call you the day before your surgery to confirm your appointment time. We sometimes have cancellations or other circumstances that may require us to shift your surgery time. You will be notified what time you need to arrive at the hospital.
- We take special care in addressing the needs of children and making sure the experience is as comfortable as possible for you and your child. Please call us at 978-937-6323 to discuss your child's care, or to arrange a tour of the facility.

THE DAY OF YOUR SURGERY OR PROCEDURE

Please report to the reception area in the Ambulatory Care Unit (ACU) at Lowell General Hospital on the day of your surgery or procedure at the time we have confirmed. The Ambulatory Care Unit (ACU) is located on the first floor of the hospital. You may follow the signs from the main lobby, or ask any hospital employee for assistance.

When you arrive in the Ambulatory Care Unit (ACU), a receptionist will verify all insurance information.

A special note to parents –

Our pediatric patients and their parents should report directly to the Pediatrics Department on the second floor.

Parents are required to remain at the facility during surgery. You may accompany your child to the operating room and stay with your child in the recovery unit.

On the day of surgery, your child may bring a stuffed animal or blanket for added comfort. Bring a pillow and blanket for the ride home. If your child is younger than six, please arrange to have another adult with you, because it may be unsafe for you to drive and care for your recovering child.

Before you arrive, please:

- Bathe or shower.
- Wear loose, comfortable clothing and low heels.
- Leave all valuables, including money, jewelry, watches, etc. at home.
- Remove all body piercings, as they may increase the risk of infection and the metals can interfere with the operation of some surgical equipment. Plastic piercing rings can be substituted.

Please bring with you:

- Your current insurance I.D. card.
- All forms, reports and x-rays, etc. that have been given to you.
- A list of all medications and the dosages that you take.
- A storage container for your contact lenses, glasses or dentures, if you wear them. You may be requested to remove them prior to your surgery.

After you have registered, a surgical nurse will explain the course of your day, answer any questions you have, and assist you with any necessary preparations. If you are scheduled to have anesthesia during your surgery or procedure, an anesthesiologist will examine you and ask you important questions regarding your health and medical condition.

We attempt to schedule procedures so that your wait is kept to a minimum. We will inform you of delays or changes as they occur and ask for your patience and cooperation.

AFTER YOUR SURGERY/ POST-SURGERY CARE

After your surgery or procedure, you will recover in our recovery unit under the care of our highly trained nursing staff, who will monitor you carefully and provide you with instructions for home care when you are ready to leave.

Any day surgery or minimally invasive procedure is still significant. Please follow your doctor's recommendations and keep in mind the following:



- You need to rest!
- A responsible adult must take you home and stay with you for 24 hours after your surgery.
- Take only the medications that have been prescribed or discussed with you by your physician.
- Do not drive a motor vehicle, operate machinery or use a stove for 24 hours.
- Do not make important decisions or sign important documents for 24 hours.
- Drink fluids and eat lightly for 24 hours.
- Do not drink alcoholic beverages for 24 hours.
- Additional instructions, specific to your care, will be given to you as you are ready to go home.

PRE-ADMISSION REGISTRATION AND SCREENING

Please call 978-937-6023 to pre-register as soon as your surgery is scheduled. Our hours are Monday through Friday, 7am – 6pm.

When you call, we will discuss arrangements for any tests you may need, such as laboratory tests, EKGs, or x-rays. Your physician will provide an order indicating what tests are necessary.

You may have these tests done at one of Lowell General's Patient Service Centers, conveniently located in Lowell and Chelmsford.

PATIENT SERVICE CENTERS

Patient Service Center at Lowell General Hospital

295 Varnum Avenue, Lowell, MA

Tel: 978-937-6455

Hours: Monday – Friday, 6:30am – 7pm, and Saturday, 7am – 1pm.

The Patient Service Center at Lowell General Hospital is located on the first floor.

Patient Service Center at Drum Hill

10 Research Place, North Chelmsford, MA

Tel: 978-275-1350

Hours: Monday – Friday, 7am – 3:30pm

The Patient Service Center at Drum Hill is located on the first floor, across from The Surgery Center.

Prior to your surgery or procedure, please notify your doctor if:

- You have any allergies.
- There is any chance you may be pregnant.
- You experience any health changes, such as a cough, elevated temperature, or a cold.

These conditions may not require a cancellation, but it is important that your doctor is aware of them.