

HSS

Your Pathway to Recovery

Patient Guide to

Ambulatory and Inpatient Surgery



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This brochure will be useful during each of your hospital visits. Please bring it with you. For more information on Interpreters and Language/Communication Services, see page five. Shown throughout this brochure are photos and profiles of a few of the many thousands of patients who have been treated and cared for at Hospital for Special Surgery.

Welcome to HSS

Dear Patient,

We have developed this guide to help answer any questions you may have about your upcoming surgery. Please take a few minutes to review it.

Thank you for choosing us for your care. As one of the only academic freestanding hospitals in the world exclusively focused on providing orthopedic and rheumatologic care, our specialization leads to unsurpassed expertise.

Our surgeons perform more than 29,000 surgeries per year, improving movement and reducing pain for patients who come to us from around the world so they can get back to what they need and love to do.

Whether your first contact with HSS was at our main campus or a satellite office, HSS's team of uniquely specialized experts— including surgeons, physicians, nurses, rehabilitation therapists, and others – is fully committed to making sure your stay in the Hospital leads to a successful recovery. You will find a list of contact numbers at the back of this book.

Wishing you good health.

Sincerely,

A handwritten signature in black ink, appearing to read "Louis A. Shapiro". The signature is fluid and cursive, with the first name "Louis" and last name "Shapiro" clearly distinguishable.

Louis A. Shapiro
President & Chief Executive Officer

About HSS

Mission

The mission of HSS is to provide the highest quality patient care, improve mobility, and enhance the quality of life for all, while advancing the science of orthopedic surgery, rheumatology and their related disciplines through research and education. We do this regardless of race, color, creed, sexual orientation, or ethnic origin.

Affiliations

Hospital for Special Surgery is an academic research and medical center affiliated with NewYork-Presbyterian Healthcare System and Weill Cornell Medical College.

Sports partners

HSS is the Official Hospital of the New York Giants, New York Mets, New York Knicks, Brooklyn Nets, New York Liberty, and the New York Red Bulls. In 2013, HSS was named the first National Medical Center of the United States Olympic Committee's (USOC) National Medical Network. In this capacity, HSS is an official hospital for U.S. athletes. HSS is also the Official Hospital of USA Basketball and one of only three hospitals in the United States designated as a Medical Center of Excellence by FIFA.

History

Founded in 1863 by Dr. James Knight and 20 prominent New Yorkers, HSS is America's oldest orthopedic hospital.

Unparalleled expertise

- World leader in musculoskeletal medicine
- HSS has a leading infection prevention program, partnering with doctors, nurses, and operating room staff to continually improve processes for patient safety
- HSS has achieved the 99th percentile rank for "likelihood to recommend" for 20 consecutive quarters when bench- marked against the high-

- performing Magnet peer group
- HSS scientists published 338 research studies last year.
- Forty-five clinical registries have been established by HSS scientists to track outcomes and study mechanisms in bone, joint, and autoimmune diseases

Innovation

- Pioneered the first modern total knee replacement
- Developed minimally invasive surgical techniques for the spine, hip, and knee
- Designed a revolutionary fiber optic probe for distinguishing healthy and diseased cartilage
- Created new imaging protocols for MRI evaluation of cartilage

HSS Satellite Locations

While your surgery will take place at the HSS campus on the Upper East Side, you may first be introduced to HSS at one of our satellite sites in midtown Manhattan, Long Island, Queens, Connecticut, or New Jersey (scheduled to open late 2014). These offices offer the convenience of HSS specialists in your neighborhood.

Leadership

- Ranked #1 for Orthopedics and #4 for Rheumatology in U.S. News & World Report's 2013-2014 "Best Hospitals" issue. Among the top ranked hospitals in Orthopedics and Rheumatology for 23 consecutive years
- Recognized leaders in radiology by Consumers' Research Council of America
- First Hospital in New York State to receive Magnet recognition for Excellence in Nursing three consecutive times
- Recipient of first New York State Department of Health Patient Safety Award
- Recipient of the HealthGrades Joint Replacement Excellence Award™ from 2008-2012
- Designated by the National Institutes of Health as a Core Center for Skeletal Integrity



Your Rights, Privacy, and Safety

Your rights and responsibilities as a patient in New York State and at HSS

At the Hospital, you will receive a booklet entitled “Your Rights as a Hospital Patient in New York State” which includes details of the Patient’s Bill of Rights. The Statement of Patient’s Responsibilities below is a companion to this Bill of Rights and encourages you, as a patient, to participate in your own healthcare and treatment. Additionally, Parent and Legal Guardian rights are posted in the Pediatric Inpatient areas.

To the extent possible, Hospital for Special Surgery requests that, as a patient, you:

- Provide accurate and complete information about your past illnesses, hospitalizations, medications, and other matters relating to your health, and answer any questions concerning these matters.
- Participate in your healthcare planning by talking openly and honestly about your concerns with your physicians and other healthcare professionals.
- Understand your health problems and treatment to your own satisfaction and ask questions if you do not understand.
- Cooperate with your physicians and other healthcare professionals in carrying out your healthcare plan both as an inpatient and after discharge.
- Participate and cooperate with our healthcare professionals in creating a discharge plan that meets your medical and social needs.
- Inform the Hospital or any of its professionals of the existence of any advance directive (including healthcare proxy, power of attorney, DNR, living will, and/or anatomical gifts) you may have created.
- Provide information relating to insurance and other sources of payment.
- Cooperate and abide by the rules, regulations, and policies of the Hospital.
- Be considerate of your fellow patients, respecting their need for privacy and a quiet environment.

Your privacy

Respect for our patients’ privacy is highly valued at Hospital for Special Surgery, and we are committed to protecting the privacy of your health information as well as your personal information. Any information that the Hospital collects related to race, ethnicity, language, or

religion is used to provide care tailored to the needs of each patient. If at any time you have questions or concerns about the privacy of your health or personal information, please call the Hospital’s Privacy Office at 212.774.7500.

Questions to ensure your safety

At HSS, we take safety very seriously. Many patients and those accompanying them ask us, “Why does everyone keep asking the same questions, over and over?” Actually, this is deliberate on our part. Throughout your continuum of care, your Healthcare Team conducts many information checks, and cross checks, to ensure your safety. This includes accuracy of information, verification of identity, marking the correct surgical site, medication safety, and infection control for your best clinical outcome. We appreciate your patience with our questions and for partnering with us to ensure your highest quality care.

Ask us about hand washing

“Did you wash your hands?” Please do not hesitate to ask this question of your health providers throughout your care at Hospital for Special Surgery. As a patient, you have the right to ask us.

Additional protection for patients

All hospitals in New York State are taking extra precautions to protect patients against influenza. During flu season, HSS staff who have not received their immunization will be wearing protective face masks in patient care areas.

Special Surgery Asks Patients to SPEAK UP

Speak up if you have questions or concerns, and if you don’t understand, ask again. It’s your body and you have a right to know.

Pay attention to the care you are receiving. Make sure you’re getting the right treatments and medications by the right healthcare professionals. Don’t assume anything.

Educate yourself about your diagnosis, the medical tests you are undergoing, and your treatment plan.

Ask someone you trust to be your advocate.

Know what medications you take and why you take them. Medication errors are the most common healthcare mistakes.

Use a hospital, clinic, surgery center, or other type of healthcare organization that has undergone a rigorous on-site evaluation against established, state-of-the-art quality and safety standards, such as those provided by the Joint Commission.

Participate in all decisions about your treatment. You are the center of the Healthcare Team.

Maria Serrantino – Arthroscopic Knee Surgery

A rising softball star, Maria Serrantino endured years of knee pain until tears in both her menisci revealed congenital discoid meniscus – a condition in which the cartilage pad found in the knee joint (meniscus) is formed in a disc-shape rather than a normal C-shape. During ambulatory surgeries performed five weeks apart,

Maria's knees were reshaped arthroscopically, followed by twice-weekly physical therapy. Two months later, she was back on the playing field. "She's 100% healed," says her father, John.



Members of the Healthcare Team

Depending on the kind of surgery you undergo, you will meet a variety of different people from the Healthcare Team, including doctors, nurses, nurse practitioners, physical therapists, physician assistants, and technicians. While you are in the Hospital, you will also come into contact with many other staff members. If you are unsure of who someone is, and what role he or she performs, be sure to ask! Outlined below are some additional staff roles you may not have come across previously.

Chaplains and Pastoral Care

The Pastoral Care team is a multi-faith chaplaincy providing spiritual care to patients and their visitors. Pastoral Care focuses on the whole person so that all physical, emotional, and spiritual needs are addressed while you or your loved one is hospitalized. Chaplains (Minister, Priest, and Rabbi) can be contacted at any time before or during your admission. To speak to a Chaplain, call 212.606.1188 and ask that a Chaplain be paged or dial 212.606.1757 for the Pastoral Care Office.

Patient Advocacy

Patient Advocates assist patients and caregivers with any questions concerning Hospital regulations and routines, and listen to and act upon any concerns you may have about your care at HSS. Call extension 2403 (inside the Hospital) or 212.774.2403 (outside the Hospital) to speak to the Patient Advocate, Monday through Friday from 9:00 am to 5:00 pm. After 5:00 pm, please dial 212.606.1188 and ask the operator to page the Administrative Nursing Coordinator to assist you.

Case Managers

Case Managers provide patients with assistance in discharge planning and coordination of medical needs, as well as offer emotional support, counseling, and advice. HSS case managers can be contacted at any time before, during, or after your admission. Please call 212.606.1271.

Nutrition Services

Our team of nutritionists (registered dietitians), dietetic technicians, and dietary assistants are available to assist patients with any nutritional concerns. Upon admission, dietetic technicians identify specific needs and accommodate dietary requests. Nutritionists, in conjunction with the interdisciplinary Healthcare Team, work closely with patients to provide comprehensive nutritional care that will promote recovery.

They evaluate the need for specialized diets and provide thorough education for any nutrition prescription. Call 212.606.1293 (available Monday through Friday) or extension 3435 any day during your admission to speak with a member of the Food and Nutrition Services team.

Interpreters and Language/Communication Services

To ensure your best clinical experience, HSS provides free-of-charge medical interpretation, key document translations, and communication assistance and devices. When you register for HSS Services, you will be asked your language of preference, and offered language/communication assistance.

Language services are also available to assist applicants for financial aid.

For more information in your preferred language please visit www.hss.edu/languageservices and refer to the information at the back of this booklet.

Services for patients who travel

Patients travel to HSS from every state and more than 100 countries. If you are travelling to HSS for surgery, we are committed to making your visit as comfortable and easy as possible. If you are traveling to HSS from anywhere in the United States, please contact the HSS Coast to Coast program at C2C@HSS.edu or 212.606.1610 for information on how to navigate your stay in New York City. If you live outside of the U.S. and would like to make an appointment, we have professionals in our International Center who will guide you through every step of the process. Please visit the International Center website www.hss.edu/international or call us directly at 212.606.1186.

Preparing for Surgery and Admission

Surgery requires planning. There are many details to take care of to ensure that your procedure and recovery are smooth. HSS offers patient education materials for many procedures via www.hss.edu, and our staff takes many other steps to ensure that you are prepared for your surgery. We request your assistance and your attention to the following items before surgery.

Advance directives

Advance directives are documents that you create to describe the extent of medical treatment you want to receive – or not receive – should you become unable to communicate.

Advance directives include:

- **Healthcare Proxy:** Allows any competent person over the age of 18 to authorize another person to make healthcare decisions if you lose the ability to decide for yourself. This support person should be identified.
- **Living Will:** Gives specific information about the procedures you would like or not like to be performed if or when you become terminally ill.
- **Organ Donation:** Although the topic may be difficult to discuss, it is important to record your wishes and preferences.

For questions on advance directives or for more information, please call 212.774.2403.

Pre-surgical screening

Pre-surgical screening or pre-admission testing is a hospital service usually completed within two weeks of your surgical procedure. It may include blood and urine tests, x-rays, and a cardiogram. All patients scheduled for inpatient surgery will also need to have a consultation with a medical doctor. During the pre-surgical screening visit, a nurse will request information about your medication use, overall health, and surgical history. Please bring all prescription medications and supplements in their original containers to your presurgical screening appointment. Our medical staff will need to verify these with you for your safety. Nurses will also provide instructions related to expectations of the specific surgical procedure. In addition, patients scheduled to have spine, total hip, and total knee surgery may be scheduled by their surgeon's office to attend an education class for more detailed preparation.

Due to numerous appointments on the pre-surgical screening day, unless otherwise directed, please eat a good breakfast and wear comfortable clothes and shoes. Please bring a bag lunch if you will be donating blood.

Mandatory pregnancy test

All females who are menstruating and females in menopause who have menstruated within the year will be required to give a urine sample (on the day of surgery) to test for pregnancy.

Prior to surgery

Several days before your surgery you may receive phone calls from a few Hospital departments, including Pharmacy, Admitting/Patient Access, Case Management, and/or Patient Accounting. A Registered Nurse from the Hospital will call you the day before your scheduled surgery (or on Friday if scheduled for Monday) to tell you the time and place to arrive at HSS, discuss your specific preparations for surgery, and answer any questions you may have. Be sure to document the location of your surgery and check in with the reception desk of the appropriate floor upon your arrival.

In order for us to contact you, it is vital that you provide your doctor with a phone number where you can be reached the day before surgery. This may be a home, work, cell, or hotel number. For recorded pre-operative information concerning your admission to the Hospital, call 212.606.1630.

What to bring with you

Please pack lightly. Belongings that fit into one small bag will be secured and stored for you while you are in the operating room. HSS will provide a storage bag for this purpose. HSS staff is unable to store multiple bags. On the day of surgery, please bring:

- The legal ID you used when scheduling surgery with your doctor, health insurance card, and prescription cards.
- Any forms that your surgeon's office may have asked you to complete.
- Any lab reports/x-rays, if requested.
- List of medicines, including over-the counter and herbals.
- Immunization status information.
- Telephone numbers of people you may wish to call.
- Information on your primary care physician, including his or her name, phone, and fax.
- A copy of your advance directives, if you have them.

- Non-slip shoes (athletic footwear).
- Comfortable clothing for discharge. You will be provided with a hospital gown during your stay.
- Eyeglasses instead of contact lenses, as they are easier to take care of.
- Dentures – we will provide a container for these which you must use.
- A credit card will be needed for television, phone calls, and other charges not covered by insurance. If possible, make arrangements for someone to hold this for you. If not, your Healthcare Team will secure the card for you. HSS accepts Mastercard, Visa, and American Express.
- Following surgery, you may require an assistive device for walking. You may either bring your own (if your physician says it will be appropriate after surgery) or purchase one through the Rehabilitation Department.
- Sleep apnea settings and face mask.

What NOT to bring with you

- Please do not bring any valuables.
- All medications will be administered to you by a healthcare professional. Please do not bring any medications on your surgery admission day unless directed by the HSS pharmacist, who will contact you prior to surgery. Self medicating during your hospital stay may lead to serious consequences including overdose, drug interactions, medication timing issues, and other serious events. Be sure to have a conversation with your physicians about the necessity to stop or continue particular medications prior to surgery. Please leave all narcotic controlled substance medications at home (e.g., Ambien, Percocet, Kadian, Valium, etc.). The Hospital must strictly enforce this policy to be in compliance with New York State Department of Health regulations. If you have any questions or need to make special arrangements, please do not hesitate to contact the pharmacy department at 212.606.1371 or 212.606.1372.

Eating and bathing

Your physician will confirm specific instructions, but most patients should have **no solid foods after midnight**. You may drink clear liquids up until three hours prior to coming to the Hospital, unless you have been instructed differently by your physician. Please bathe or shower the night before, but do not shave or apply lotions to the surgical area.

Your day of surgery

Your surgeon will determine the time of your surgery. However, to adequately prepare, you will be told to arrive two to three hours before your scheduled surgery time.

Verification of identity

Upon admission to the Hospital, you will receive a wrist band that will include your name, date of birth, and other pertinent information. Your Healthcare Team will ask you many times throughout the course of treatment to verify your name and date of birth to ensure the accuracy of information on your wrist band. Stating and restating your name can seem repetitious, but these questions are for your protection and safety.

Sign your site

For your safety, hospital policy requires your surgeon to initial the surgical site to be operated on. Other team members will also confirm the site before the surgery begins. Your identification will be confirmed numerous times and your wrist band, which contains your name and date of birth, will also be signed. Verification of your surgical site will be documented on your Operative and Anesthesia Consent Form.

For your visitors

We know the comfort and support of your friends and loved ones are important to you. It's important to us, too. During your surgery, we respectfully request that no more than two visitors accompany you on the day of surgery. We may ask additional visitors to wait in our main lobby. We welcome visitors to our waiting area on the day of surgery. Our waiting area is staffed by Patient and Nurse Liaisons and volunteers.

No smoking policy

The use of nicotine products (i.e., cigarettes, cigars, gums, or patches) has been shown to increase risk of complications following surgery. They can interfere with bone and wound healing by decreasing blood flow to the surgical site. They can also increase the risk of blood clot formation. Please discuss smoking cessation with your doctor, as we will not allow you to smoke during your hospital stay, and encourage you not to do so during your recovery. HSS is a smoke-free campus, which means that smoking is not permitted anywhere in and around the Hospital and its facilities. Please ask your visitors to plan appropriately before visiting with you at the Hospital.

We thank you for your cooperation.

Your Ambulatory Surgery

What is ambulatory surgery?

Ambulatory surgery is also called outpatient surgery. It is designed as a service in which a patient arrives at the Hospital, has surgery, recovers, and goes home all in one day, without an overnight stay. Your Healthcare Team will want to know that you have an escort home who will also help once you arrive home, especially in the first 48 hours after your procedure.

Prior to surgery

As your surgery date approaches, there are several important things to keep in mind. If you have not heard from HSS by 7:00 pm the day before your scheduled procedure, please call 212.606.1710 and explain that you are awaiting pre-surgical information.

The Hospital is required to ensure you have an escort home.

- **Arrange for pick-up.** By law and for your safety, the Hospital requires that ambulatory surgery patients arrange for someone to escort them home. Your surgery will be cancelled unless this arrangement is clearly established when you arrive at HSS.
- **Get Help at Home.** If possible, arrange for someone to stay with you at home or to be available for at least 48 hours to assist you with activities of daily living.
- **Plan for Physical Therapy.** Even before your surgery, discuss with your surgeon your need for physical therapy and take the time to learn about outpatient rehabilitation facilities.

Be sure to follow pre-surgical directives for fasting, showering, or bathing, as indicated by your Healthcare Team.

Day of surgery

When you arrive at the main lobby of HSS, the receptionist at the Information Desk will direct you to the appropriate location for your care. There, the admitting assistants will complete your admission process and place a hospital I.D. bracelet around your wrist.

- **What to Wear.** Please wear casual, loose-fitting clothing and athletic footwear. You will be provided with a hospital gown and are allowed to wear cotton underwear during your procedure.
 - If you are having upper extremity surgery on your shoulder, elbow, or hand, a loose button-down shirt is recommended.
 - If you are having lower extremity surgery on your knee, foot, or ankle, loose-fitting sweatpants or shorts are recommended.

Patients and their visitors will remain in the waiting area until called to the pre-surgical holding unit. Once the patient is called for surgery, visitors will be directed to waiting areas or our front lobby. After surgery, your physician will speak to your visitors about your condition. They will be notified when you are taken to the recovery room and when they can see you. Please remind your visitors to remain in the waiting area or to leave word at the desk if they must leave.

After surgery

In the recovery room (also called the PACU and described on page 10), the nursing staff will provide the necessary care for you and monitor your return to full awareness. In order to be discharged from the recovery room to home, you must meet our established discharge criteria:

- Stand up and walk without feeling dizzy or light-headed.
- Tolerate food and liquid.

Regardless of the type of anesthesia you receive, you will stay at the Hospital until your condition is stable and it is safe for you to leave.

Discharge

When you are ready to leave, the person escorting you home will be asked to bring the car to the main hospital entrance. We ask that the driver please be patient if there is a wait in the driveway. At times, it might become necessary for the driver to drive around the block while waiting for you. HSS surgical personnel will escort you to the car and assist in your departure.

You will not be allowed to drive your- self home. Keep the number of people who accompany you to one or two. If possible, do not bring children with you.

If your driver does not plan to wait at the Hospital during your surgery, please give your nurse a phone number where he or she can be reached.

Your Inpatient Surgery

What is inpatient surgery?

Inpatient surgery is any surgery where a patient needs to remain overnight or longer after the surgery is completed for care or observation.

Prior to surgery

If you have not heard from HSS by 7:00 pm the day before your scheduled procedure, please call 212.606.1710 and explain that you are waiting for your pre-surgical phone call. Be sure to follow pre-surgical directives for fasting, showering, or bathing, as indicated by your Healthcare Team.

Day of surgery

When you arrive at the main lobby of HSS, the receptionist at the Information Desk will direct you to the appropriate location for your care. There, the admitting assistants will complete your admission process and place a hospital I.D. bracelet around your wrist.

- **What to Wear.** Please wear casual, loose-fitting clothing and athletic footwear. You will be provided with a hospital gown and are allowed to wear cotton underwear during your stay.

After surgery

While in the recovery room (also called the PACU and described in more detail on page 10), the anesthesiologist and nursing staff will monitor your post-operative care and your return to full awareness.

The surgeon will also talk with your caregiver or visitor following surgery. If they are not able to wait at the Hospital, please let your surgeon's office know where they can be reached, and provide a telephone number to contact them.

Discharge planning

Discharge time is 11:00 am. Before you leave the Hospital you should have:

- Your belongings, including any cash or valuables you may have left in the safe, as well as your cane, crutches, or walker. If any of your personal medications are with the nurses or stored at the Hospital, make sure you get them back at this time.
- All prescriptions for medications from your doctor.

- The document ***"Inpatient Discharge Care Information."*** This contains very important information about many aspects of your discharge. Please read it carefully and ask questions if you do not understand anything. Your surgeon may have additional instructions for you to follow after surgery.

Post-discharge care

If your doctor determines that you should go home to recover after your Hospital stay, your Healthcare Team can be an essential resource in helping you assess your personal needs (including personal and family circumstances) and make appropriate, realistic decisions and plans for your continuing care. Case managers are available to assist with your discharge from the Hospital, and you can contact them at any point.

Post-Operative Care Program

The Post-Operative Care Program (POCP) is here to help you recover safely following surgery. If you experience an issue following surgery, please call your physician's office first. If your physician is not available and it is between the hours of Monday – Friday 9 am to 8 pm, please call the HSS Post-Operative Care Program (POCP) at 212.606.1188 and ask for Beeper #76697. POCP nurse practitioners work closely with your physicians to give you the care you need. The POCP is here for you for six months after your surgery.

If you have chest pain, shortness of breath, palpitations, blurred or double vision, or new weakness, go directly to the emergency room.

Physical therapy options after discharge

Should you require ongoing physical therapy following your discharge, the range of options will be discussed with you while you are in the Hospital.

Rehabilitation centers/subacute facilities

A case manager, in collaboration with your entire Healthcare Team, will assess the medical necessity for transfer to a rehabilitation facility, subject to your insurance approval.

Transportation

Most insurance companies do not cover transportation to home or a rehab facility after surgery. If you do not have anyone to drive you home, the Case Manager can schedule transportation for you. The Case Manager will review the transportation options and associated costs. You will need to provide a credit card number to the transportation company prior to discharge. For further information, please call Discharge Planning at 212.606.1271.

HSS Patient Portal – MyRecord

The MyRecord patient portal is a way for you to receive portions of your medical record electronically using the internet.

This option can only be used to receive health information from an inpatient admission and cannot be used to obtain health information from any outpatient or ambulatory surgery visit.

Use the following web address to create a HSS MyRecord patient portal account:
<https://myrecord.hss.edu/spp>.

In order to connect to your HSS record, when creating your MyRecord account, you must use the same e-mail address, date of birth, and last and first name that you provided during your hospital registration.

Anesthesia, Pain Management, and the PACU

Anesthesia and pain management

By using a multidisciplinary approach, our Anesthesia and Pain Management team wants to ensure your surgical experience at HSS is safe, comfortable, and positive. Good anesthesia and pain management techniques help our patients achieve better surgical outcomes after many orthopedic procedures, and also may reduce the rate of other postoperative complications.

Anesthesia

From the moment the patient enters the operating room until the time the patient is comfortable in the recovery room, the anesthesiology specialist is with the patient for the entire time. This is done to ensure the anesthetic is working perfectly and the patient is calm, comfortable, and stable.

The two most common types of anesthesia used at HSS are “regional” and “general.” Prior to administering anesthesia, the anesthesiologist will discuss risks and benefits and answer any questions you may have.

Regional anesthesia is a technique where a portion of the patient’s body is rendered insensitive (or numb) to surgical stimuli. Although some patients prefer to be awake during the surgery, most prefer to receive a sedative and sleep for the entire procedure. You can discuss these options with your doctor prior to surgery. **General** anesthesia is when you are completely asleep during your procedure. With all forms of anesthesia, you will feel minimal, if any, pain during your surgical procedure. The anesthesia will take a while to wear off. In the meantime, you will stay in the recovery room or PACU where you will be cared for until you are awake and alert.

Pain management

All patients have a right to pain management. As a patient at Hospital for Special Surgery, you can expect:

- Information and education about pain and pain relief measures.
- A concerned staff, committed to effective pain prevention and pain relief measures.
- Health professionals who routinely incorporate pain control as part of your overall care.
- We will listen to your expressions of pain and promptly act upon them.
- State-of-the-art pain management, as appropriate for the patient’s age.
- Your personal, cultural, spiritual, and/or ethnic beliefs will be incorporated into your care.

You (the patient) should:

- Ask your healthcare provider or nurse what to expect.
- Discuss pain relief options with your health care provider prior to surgery. (Tell us what has worked or has not worked for you before, or about any side effects from pain medications you have experienced.)

- Tell your healthcare provider if you have been taking pain medication at home and, if so, how much.
- Ask for pain relief when pain first begins.

Your healthcare provider will regularly assess your pain using the numerical pain scale below, by asking, “What is the severity of your pain right now on a scale from 0 to 10?”

Numerical Rating Scale for Pain

0 1 2 3 4 5 6 7 8 9 10
No Pain —————> **Worst Pain**

Your answer will help determine the proper pain management to ensure adequate pain control. We will work with you to achieve your established goals for effective pain management and strive to maintain your pain at a level you can tolerate. As you are getting ready for discharge from the Hospital, remember to discuss with your healthcare provider how your pain will be managed at home.

Inpatient Hospital Stay

For those staying at Special Surgery for a few days, we suggest you consider some services you may want or need while you are here.

Room allocation and private room request

Regardless of your location after surgery, you will receive the finest quality of care. The PACU is specially designed to monitor your progress after surgery until you transfer to a room. At the appropriate time, the staff in the PACU will transfer you to a patient room. Please note that while you may have requested a private room, we have only a limited number available, and requesting a room does not guarantee that you will receive one. We apologize for any disappointment. We will do our best to fulfill your inquiry about private accommodations.

Television and telephone services

Television and telephone services are available in your room for an additional fee. Once you are in your room, you may call extension 1442 from an internal phone for assistance. Patients can make telephone calls to the following area codes without third-party billing: 212, 347, 516, 631, 646, 718, and 917.

Post-Anesthesia Care Unit (PACU)

After your surgery, you will require immediate and careful monitoring while you gradually recover from the anesthesia. This care will be given in one of the recovery areas, which we call the PACU (Post-Anesthesia Care Unit).

During your stay in the PACU, you may receive physical therapy, nutrition and dietary services, as well as all other patient care services in a timely and appropriate manner.

A Patient and Nurse Liaison will accompany your visitor to the PACU during visiting times. Visiting hours in the PACU vary by location – please check with a Patient Liaison in the Atrium regarding visiting hours and guidelines. All visitors to the PACU must be 14 years or older.

Internet

The Hospital provides free wireless Internet access available in all patient rooms and waiting areas. However, the Hospital does not provide patients or visitors with access to desktop computers or laptops, and the Hospital does not take responsibility for computers that patients and visitors bring to the Hospital. The Hospital asks patients and visitors who wish to take advantage of the Hospital’s free wireless Internet access to please plan ahead. Patients may want to ask a specific person to oversee responsibility for personal laptops during their stay.

Inpatient rehabilitation Rehabilitation

Rehabilitation after your surgery is an important part of your recovery. Early mobilization is important to regain your normal activities of daily living. Our Inpatient Rehabilitation team of physical and occupational therapists provides expert care during your hospital stay.

If ordered by your physician, your rehabilitation will begin the day of, or the day following, your surgery. Your therapist will review your post-operative rehab instructions with you based on your surgeon’s recommendations.

Private duty nursing

For added comfort and convenience, you may elect to supplement our excellent nursing staff with a private duty nurse. This can be arranged through the Private Duty Nursing Office and is based on availability.

The service is available 7 days a week, 24 hours a day. For more details, including a full list of private caregivers available and their costs, please call 212.774.7187 Monday through Sunday from 7:00 am to 11:00 pm.

Note: If you have arranged for a private duty nurse, a call will be made to the agency as soon as we know when you will be transferred to your inpatient room.



Mark Baer – Hip Resurfacing

Mark Baer developed severe pain in his left leg caused by a complete deterioration in his hip joint. He tried everything to manage it, but the arthritis progressed. “You can get along for a while,” says Mr. Baer, “but then suddenly it gets terrible.”

So Mr. Baer decided to come east to undergo a hip resurfacing procedure at Hospital for Special Surgery. He’s back to telemark skiing and snowboarding, and is now able to participate in many other sports, including running. “I went from complete immobility to a complete recovery.”

Information for Visitors

We believe that visitors can play a vital role in the healing process and enhance the well-being of our patients. Patients may choose who will and will not be permitted to visit them in the Hospital and may also communicate to Hospital staff any restrictions they would like to place on visitation. Patients may designate others to make visitation decisions on their behalf. The Hospital welcomes visitors without regard to age, race, color, ethnicity, national origin, religion, culture, language, sex, sexual orientation, gender identity or expression, physical or mental disability, or socioeconomic status.

Visiting hours

Visiting hours for the inpatient units are from 11:00 am to 9:00 pm. We request that only two adult visitors (14 years and older) visit a patient at one time. For our pediatric patients, the Hospital permits 24 hour visitation by one parent or designated adult companion. Visiting hours for the Post Anesthesia Care Unit (PACU) on the first, fourth, and ninth floors vary by location. Please ask your healthcare professionals for specific information.

In addition, to protect visitors and patients, we follow national standards that do not permit children under the age of 14 or pets to visit patients.

Belaire guest facility

The Belaire is a guest facility located across the street from the main HSS building with easy access to the Hospital via a sky-bridge over 71st Street. Accommodations are provided in studios or one- or two-bedroom suites, and include the following facilities:

- Fully equipped kitchens or kitchenettes.
- Maid service.
- Discounted underground parking.
- Cable television and telephone service (including free local calls).

For more information, a full price list, and to make a reservation, please contact the Belaire Guest Facility at 212.606.1989.

Visitor waiting areas

We know the comfort and support of loved ones are important to you. They're important to us, too. We welcome visitors to waiting areas on the day of surgery. The waiting areas are located adjacent to all of HSS's operating rooms and procedure areas and are staffed by Patient Liaisons and volunteers who will answer questions you or your visitors may have and update your loved ones on your progress. We have many complimentary services available to make your visit with us as comfortable as possible, including pagers that can receive messages regarding your status if your visitors are outside the Hospital. Your surgeon may contact your visitors in the waiting area. During your surgery, we respectfully request that no more than two visitors accompany you. We may ask additional visitors to wait in the main lobby.

Other Patient and Guest Facilities

In addition to the waiting areas, your visitors are welcome to use the following:

Bikur Cholim Pantry: Located on the 2nd floor of the main HSS building, this is a Jewish hospitality room that contains a refrigerator, microwave, snacks, and beverages. It is available for our Jewish faith patients and any visitors who keep kosher or are observant

Sabbath elevator: Available for our Jewish faith patients and visitors in the main building of the Hospital.

Hospital chapel: Located on the 8th Floor. Open 24 hours.

Café: Located in the Belaire Building on 71st Street. Open Monday through Friday from 7:00 am to 6:00 pm.

Coffee/snack stands: Located at the main entrance and on the fourth and ninth floors.

ATM: Located in the main lobby of the Belaire Building.

International Center: We have a specialized team that facilitates access to all Hospital services and assures a comfortable stay for international patients. For further information, please call the Center Director at 212.606.1186.

Neighborhood Directory: For a guide of neighborhood restaurants and shops, please read the HSS Neighborhood Directory at <http://www.hss.edu/neighborhood-directory.asp>.

Patient library: HSS's Patient Library delivers books to patients during their Hospital stay.

Parking: Patients traveling by car can be dropped off and picked up in the Hospital's drive-way right outside the main lobby. Since street parking is extremely limited, it may be necessary to park in a commercial garage in the Hospital area. Several parking garages – including one for the Belaire Guest Facility – are nearby. Rates may vary. Please contact the Hospital at 212.606.1377 or visit our website (www.hss.edu) for more information about parking facilities or public transportation. The Hospital does not offer parking validation.

Billing and Insurance Information

Hospital for Special Surgery participates in many insurance plans. If the Hospital does not participate with your particular insurance plan, you still may have coverage subject to the availability of “out-of-network” benefits. Please confirm this information with your plan.

If you need further assistance in determining your benefits, please call the HSS Insurance Advisory Service at 212.774.2607 or visit the website at <http://www.hss.edu/insurance.asp>. This program can serve as a liaison between you, your insurance carrier, and the Hospital to provide information regarding your insurance coverage.

Financial assistance

If you do not have health insurance or have limited insurance coverage and are concerned that you may not be able to pay in full for your care, HSS maybe able to help. We provide financial aid to patients based on income, assets, and needs. In addition, HSS may be able to help you obtain free or low-cost health insurance or work with you to arrange a manageable payment plan.

For more information about financial assistance, call 212.606.1505. HSS offers free-of-charge Language Services and other communication assistance (see page five).

Insurance verification

Our Pre-Registration team will make preparations prior to your date of service to insure prompt and accurate claim processing. You will be called to verify current demographic information (name, address, birth date, etc.) and insurance information. We will also discuss your options regarding payment of non-covered balances, including deductible and coinsurance amounts.

Credit card payment in advance is recommended to expedite intake on your date of service. Our Insurance Verification Unit is available Monday through Friday from 8:00 am to 5:00 pm at 212.774.2561.

Bills for services

You will receive several different bills covering the professional (physician) and hospital charges.

For example:

- Hospital bills cover the cost of room and board and the use of equipment, lab tests, radiology and imaging tests, and professional support staff, i.e., nurses, dietitians, physical therapists, case managers, etc.
- Pre-surgical testing charges are billed separately, as are associated costs for blood donation and private duty nursing.
- Professional bills are the costs associated with the surgeons and other physicians, some of whom interpret/ analyze diagnostic tests. These are billed directly to you from the physicians’ offices, such as surgeons, rheumatologists, anesthesiologists, cardiologists, internists, neurologists, pathologists, radiologists, hospitalists, and other consulting physicians, or by an external billing company.

If you have questions regarding Hospital bills, please call our Customer Service unit in the Patient Accounting department at 212.606.1772, Monday through Friday from 9:00 am to 5:00 pm.

New York State mandatory surcharge

Most patient responsibilities for Hospital services are subject to a mandatory surcharge payable to New York State. This will be included on your Hospital bill.

Durable medical equipment Any durable medical equipment – such as a hospital bed, wheelchair, cold therapy devices, braces, crutches, canes, and walkers – are provided by outside vendors to patients for use at home and must be paid directly to the vendor.

Providing Feedback to HSS

We hope that you will be satisfied with the care you receive at Hospital for Special Surgery. As you know, HSS has achieved a national reputation for excellence in orthopedics and rheumatology, and for its overall care to patients. We have arrived at this position through excellence in individual performance and teamwork.

Feedback from our patients has been a critical component in helping us achieve and maintain this excellence. We listen and we respond to concerns, especially when we learn of new opportunities for future improvement.

We utilize services from Press Ganey Associates, Inc. to help gather information about our patients' experiences at HSS. Shortly after your discharge, you will receive a survey from Press Ganey asking you a number of questions about your experience at HSS. We would be very grateful if you could complete and return this survey, as it is a vital way of helping us to identify the areas where we can improve our services.

Hospital for Special Surgery is accredited by The Joint Commission.

Should you have a concern about patient care and/or safety in the Hospital or in the Laboratory, or to share any feedback about your care at the Hospital, you are encouraged to contact the Executive Office of Hospital for Special Surgery by phone at 212.606.1236. We also welcome letters sent to:

Hospital for Special Surgery
535 East 70th Street
New York, NY 10021

If your concerns are not resolved, you may contact The Joint Commission by either calling 800.994.6610 or emailing complaint@jointcommission.org.

In addition, you have received a booklet entitled "Your Rights as a Hospital Patient in NY State" which includes additional resources to assist you in reporting a concern, problem, or complaint.

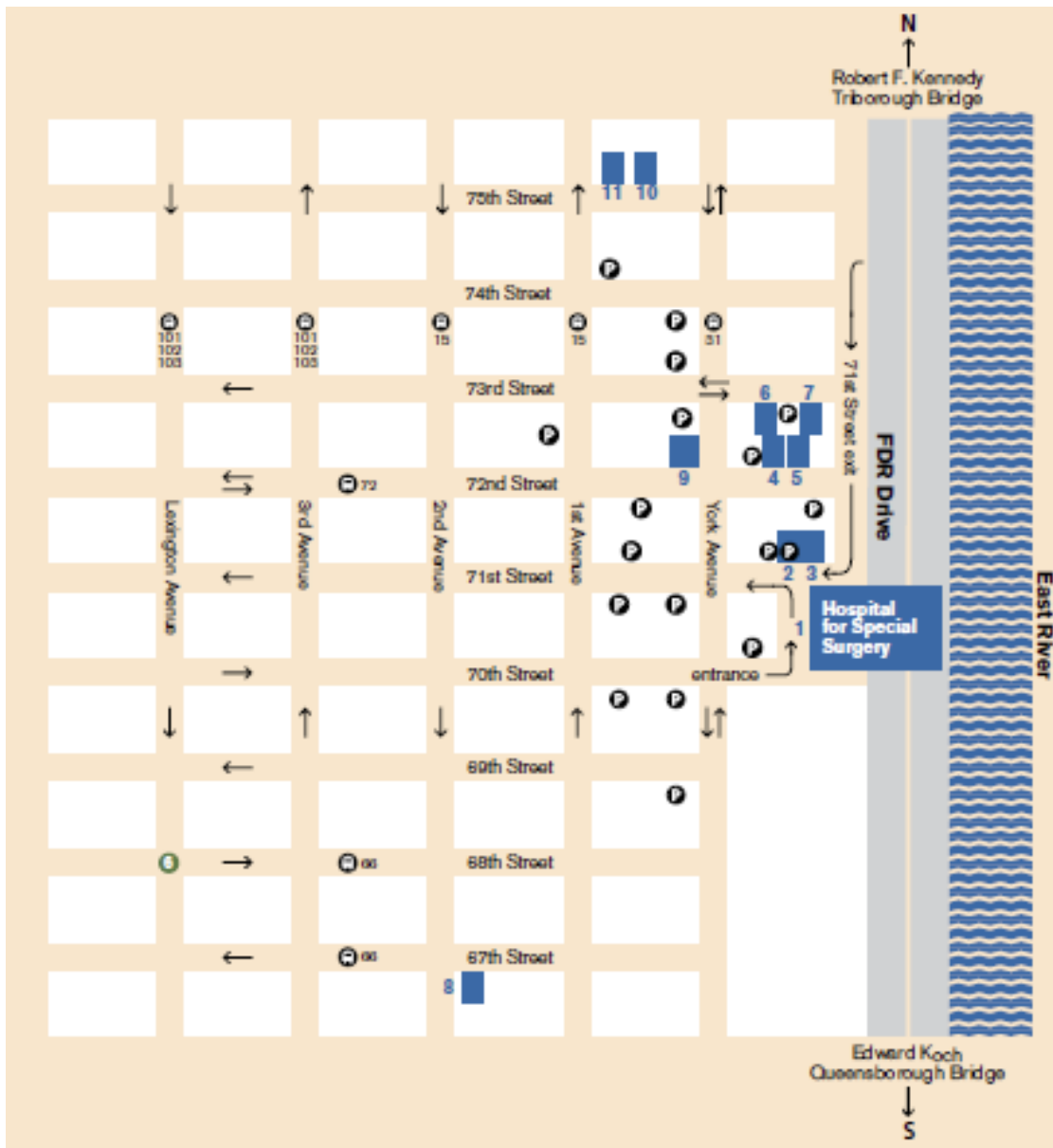
Staying connected

Can we help someone else? Now, or later, you may have family members or friends who may need an orthopedist (in any specialty area), rheumatologist, physiatrist, or pain management specialist. For information on appointments or general education information, please call 877.477.3627 or e-mail prs@hss.edu.

Visit our website at www.hss.edu for the best patient educational content for all areas of musculoskeletal conditions and treatments. Offering nearly 1,000 original articles, lectures, videos, and interviews, all content is physician-driven and created to help those with short term or longer term musculoskeletal problems.

Engage with the HSS community on social media. Like us on Facebook; follow us on Twitter and Instagram; subscribe to our YouTube channel; and read the latest articles on the "HSS On The Move" blog (www.hss.edu/onthemove).




Thank you for coming to Hospital for Special Surgery for your treatment.



- | | |
|---|---|
| <p>1. Hospital for Special Surgery
535 East 70th Street</p> <p>2. Belaire Building / Belaire Guest Facility
525 East 71st Street</p> <p>3. Caspary Research Building
541 East 71st Street</p> <p>4. River Terrace
519 East 72nd Street</p> <p>5. East River Professional Building
523 East 72nd Street</p> | <p>6. Dana Center
510 East 73rd Street</p> <p>7. East River Place
525 East 72nd Street</p> <p>8. NY Blood Center
310 East 67th Street</p> <p>9. Ambulatory Care Center
475 East 72nd Street</p> <p>10. 75th Street Campus
429 East 75th Street</p> |
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FDR Drive:
Driving south, exit at 71st Street.

Driving north, exit at 63rd street,
go north on York Avenue.

-  Parking garages
-  Local MTA bus routes
-  Nearest MTA subway

Satellite Offices

HSS Greenwich

143 Sound Beach Ave
Old Greenwich, CT 06870
Tel: 203.409.3000
Fax: 203.698.2711

HSS Queens

176-60 Union Turnpike,
Suite 190
Fresh Meadows, NY 11360
Tel: 718.591.7090
Fax: 718.591.8919

HSS Long Island Outpatient Center

333 Earle Ovington Boulevard,
Suite 106
Uniondale, NY 11553
Tel: 516.222.8881
Fax: 516.222.6893

HSS Paramus Outpatient Center

140 East Ridgewood Avenue
Suite 175 S.
Paramus, NJ 07652
Tel: 201.599.8000
Fax: 201.599.8002

HSS Stamford Outpatient Center

1 Blachley Road
(Chelsea Piers Connecticut)
Stamford, CT
Tel: 203.705.2400

Integrative Care Center

635 Madison Avenue,
5th Floor
New York, NY 10022
Tel: 212.224.7900
Fax: 212.755.5634

Important Numbers

General Information	212.606.1000
Patient Information	212.606.1377
Admitting/Patient Access	212.606.1241
Belaire Guest Facility	212.606.1989
Chaplains/Pastoral Care	212.606.1757
Executive Office	212.606.1236
Insurance Advisory Program	212.774.2607

International Center	212.606.1186
Language Services	212.606.1760
Nutrition	212.606.1293
Nursing Administration	212.606.1231
Patient Accounting (Billing)	212.606.1772
Patient Education	212.606.1263
Patient/Visitor Services	212.774.2403



HSS

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535 East 70th Street
New York, N.Y. 10021

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