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Same Day Surgery Guide (Brochure):

The objective of the new brochure is to guide the patient through the surgical process at NHRMC and better prepare them prior to coming to the Surgical Pavilion. Please refer to the content in the brochure as reference material for your office. ASU will no longer provide collated folders with individual sheets. Most of the content is built into the brochure.

In an attempt to better prepare the surgical patients and decrease any potential delays for the patient or your surgeon, we encourage all patients to receive this brochure in your office. We believe if our patients have a realistic working knowledge of what to expect ahead of time, they transition through the process with a greater sense of satisfaction.

New Hanover Regional Medical Center Operating Room Schedule:

- The Operating Room is open for scheduled elective cases Monday thru Friday from 7:00 am until 5:00pm. We ask that every attempt be made to schedule elective surgery to coincide within these hours.
- OR Posting Office hours of operation are from Monday thru Friday 8:00am until 5:00pm. The finalized OR schedule will be posted by 3:30pm the day before surgery.
- Scheduling surgery after 3:30pm for the next day will be offered as time and space are available and on a first come first serve basis. The goal for completion of all elective surgery is 7:00pm Monday thru Friday.

Surgery Scheduling Process:

- There are two methods for scheduling a surgery more than 48 hours in advance: Telephone or Fax.
- Go to http://www.nhrmc.org/physicianoffice and refer to the Surgical Scheduling header. This will provide you with all the necessary forms for scheduling surgery at NHRMC.
- First, determine whether you will be scheduling by phone or fax.
- Select one of the four options listed below your choice:
  - **Phone Scheduling**
    - Standard Adult Patients
    - Child (Under 18) Patients
    - Worker’s Comp Patients
    - TriCare / Champus / Champ VA Patients
  - **Fax Scheduling**
    - Standard Adult Patients
    - Child (Under 18) Patients
    - Worker’s Comp Patients
    - TriCare / Champus / Champ VA Patients
Once you make your selection, all of the necessary forms will open consecutively. Information entered on the Pre-Registration Form will automatically populate into the remaining forms.

If you are scheduling by phone the following forms must be filled out:
1. Pre-Registration Form
2. Terms of Admission
3. Patient Acknowledgement
4. Consent for Medical/Surgical Treatment/Anesthesia (2 pages)
   The consent must be a completely stated surgical procedure to include any possibilities of variation such as “open vs. laparoscopic, abdominal vs. vaginal, synthetic vs. biological, etc.”. The consent must disclose the complete name of the procedure and cannot contain abbreviations.
5. Physician Orders (2 pages)
   Your physician may opt to use a different History and Physical form. All History and Physical forms must be dated less than 30 days prior to the surgical date and must be updated by the physician the day of surgery. If a different History and Physical form is used, please be certain to fill out the physician order section of the form.

Once the forms have been completed, fax the Pre-Registration Form to the Pre-Registration Office at (910) 667-7379. If the patient is going to the Medical Mall, send all five (5) forms with the patient. If the patient will not be seen at the Medical Mall, please forward all five (5) forms to the Assessment Office via courier or fax (910) 343-2828.

Next you must schedule the surgery by calling (910) 343-7287 and a customer service representative will assist you in scheduling the operative case.

The following information is required when scheduling surgery by telephone:
   o Patient’s legal name, date of birth, medical record number (if available), social security number, best phone contact for patient, and maiden name if applicable.
   o Surgeon’s name, time and date of requested surgery.
   o Procedure, anatomical site, diagnosis, case classification, special equipment needed, and anesthesia type.

If you are scheduling by fax the following forms must be filled out:
1. Pre-Registration Form
2. Terms of Admission
3. Patient Acknowledgement
4. Surgical Request
5. Consent for Medical/Surgical Treatment/Anesthesia (2 pages)
   The consent must be a completely stated surgical procedure to include any possibilities of variation such as “open vs. laparoscopic, abdominal vs. vaginal, synthetic vs. biological, etc.”. The consent must disclose the complete name of the procedure and cannot contain abbreviations.
6. Physician Orders (2 pages)
   Your physician may opt to use a different History and Physical form. All History and Physical forms must be dated less than 30 days prior to the surgical date and must be updated by the physician the day of surgery. If a
different History and Physical form is used, please be certain to fill out the physician order section of the form.

- You must fax the completed Surgical Request Form to the Surgical Scheduling office at (910) 343-7490. They will promptly return a fax to your office confirming the scheduled surgery.
- Fax the Pre-Registration Form to the Pre-Registration office at (910) 667-7379.
- If the patient is going to the Medical Mall, send all six (6) forms with the patient. If the patient will not be seen at the Medical Mall, please forward all six (6) forms to the Assessment Office via courier or fax (910) 343-2828.
- All forms are required no matter how or when the case is scheduled unless the case is a Class “A” Emergency.
- All cases posted within 48 hours of requested date of service must be done by telephone. The process is the same as above with 2 exceptions:
  - Please call 667-7698 when scheduling surgery the same day.
  - Please call 815-5814 when scheduling surgery for the next day

Pre-Admission Testing: (910) 815-5100 ext. 6001

- It is the goal of NHRMC to have all appropriate surgical patients pre-screened by the Medical Mall either by phone or in person. This is a free service to the patient.
- Medical Mall appointments are made at the time the surgical case is scheduled with the Surgical Posting office. Our scheduler will give you a day and time to relay to the patient. Ideally, we would like to pre-screen patients at least 3 days prior to the day of surgery. Pre-admission testing allows additional time to obtain any authorization for release of medical information, perform and evaluate any necessary minor diagnostic studies and address any health issues that may influence the administration of anesthesia.
- If available, please send all of the necessary preoperative paperwork (completed preoperative orders, operative consent form, history and physical within 30 days of surgery) and any obtained release of medical information pertaining to the patient’s medical history to the Medical Mall with the patient.
- If your patient does not go to the Medical Mall, we kindly ask that the above information be faxed or curried to the Same Day Surgery Assessment Office in the Surgical Pavilion 72 hours in advance of surgery Fax number (910) 343-2828. The Medical Mall will make every attempt to contact the patient to discuss necessary preparation.

Chlorhexidine Gluconate Prep:

- NHRMC has been mandated to have all surgical patients having procedures involving the area of the body from the chin down (not including cystoscopy) to wash with chlorhexadine gluconate liquid soap as directed (see instructions in English and Spanish). This soap will be dispensed by the Medical Mall to the patient during the pre-testing appointment. Patients that do not go to the Medical Mall can use any chlorhexidine gluconate soap to prepare.
medical mall should receive this soap in your office. Cases of this soap can be picked up at the Medical Mall or behind the registration desk in the lobby of the Surgical Pavilion. Surgical delays may result for those patients that have not performed their operative wash as directed.

- Please refer to the patient instructions provided in the back of this pamphlet.

**Call Center: (877) 343-7649**

- The Call Center informs patients of their arrival times to the Surgical Pavilion for surgery. We currently instruct patients to arrive 2 hours prior to their estimated time of surgery. This time allows us to manage unresolved issues with pre-registration, patient pre-testing and other incomplete or outdated information.
- Please have the patient contact the call center the evening before their scheduled surgery during the times corresponding to the first initial of their last name at (877) 343-7649:
  - A-I 6pm-7pm
  - J-R 7pm-8pm
  - S-Z 8pm-9pm

**Assessment Office: (910) 343-7124 Fax (910) 343-2828**

- The staff in the Assessment office is responsible for managing all pertinent surgical patient information necessary to undergo surgery. This information is compiled in all surgical patients’ charts 24 hours in advance of their scheduled surgery.
- As previously requested, if the patient does not go to the Medical Mall with all of the necessary preoperative paperwork (completed preoperative orders, operative consent form, history and physical within 30 days of surgery) and any obtained release of medical information pertaining to the patient’s medical history, then we ask that you please fax or send this information to the Same Day Surgery Assessment office in the Surgical Pavilion ideally 72 hours in advance of surgery.

**Important Phone Numbers:**

- **Surgical Scheduling Web Site:** [www.nhrmc.org/physicianoffice](http://www.nhrmc.org/physicianoffice)
- **Pre-registration Fax:** (910) 667-7379
- **Pre-registration Phone:** (910) 667-5546
- **Surgical Scheduling Fax:** (910) 343-7490
- **Surgical Scheduling Phone:** (910) 343-7287
- **Surgical Scheduling for the following day:** (910) 815-5814
- **Surgical Scheduling for the same day:** (910) 667-7698
- **Pre-Admission Testing (Medical Mall):** (910) 815-5100 ext. 6001
- **Assessment Office Phone:** (910) 343-7124
- **Assessment Office Fax:** (910) 343-2828
Personnel Phone Numbers:

- **Director of Anesthesia and Perioperative Services:**
  Jeffrey Roos Office: (910) 667-2548
  Pager: (910) 341-3925

- **Operating Room Manager:**
  Amanda Daniels Office: (910) 667-3197
  Pager: (910) 341-9525

- **Ambulatory Surgery Unit Manager:**
  Misty Jones Office: (910) 667-3299
  Pager: (910) 341-9628

- **Post Anesthesia Care Unit Manager:**
  Patti Batchelor Office: (910) 667-7398
  Pager: (910) 341-6429

- **Anesthesia Manager:**
  Wes McLean Office: (910) 667-5183
  Pager: (910) 341-4991

- **Neuroscience Program Administrator:**
  Matt Huberty Office: (910) 667-7215
  Cell: (910) 228-1840

- **OR Business Manager:**
  Michael Holder Office: (910) 667-7372
  Cell: (910) 508-4426

- **PFS Coordinator Pre-Registration**
  Jayson VanVliet Office: (910) 667-7711
  Pager: (910) 341-9104

- **Pre-Admission Testing/Out Patient Lab/Medical Mall Representative**
  Office: (910) 815-5060
  Pager: (910) 341-6468
**SHOWER PREP INSTRUCTIONS – Infection Prevention 101**

Take a shower using special soap the night before and the morning of surgery.

Example: If surgery is on Monday, take a shower with special soap on Sunday night and Monday morning.

**Directions:**

1. Wash all areas as normal – then rinse
2. Pour the special soap on a wash cloth.
3. Wash all areas of your body, except face, hair and genital area, with the special soap – scrubbing for 3 minutes.
4. Wash the area where you are going to have surgery thoroughly.
5. Rinse as usual. Dress as usual

Your surgeon recommends this special soap to reduce the amount of germs on your skin prior to surgery. This is one of the best ways individual patients can help in lowering the risk of infection.

If you have an infected tooth, any open wounds, cuts, scratches, rashes, or any odd skin conditions, or any symptoms of other infections, it is important that you notify your surgeon. He will want to assess these situations closely before operating on you. This is very important to protect against infection as a minor cut that may become infected can migrate in the bloodstream to your joint. The best way to prevent this is to prevent these cuts, abrasions, etc from occurring. If they do occur, let your surgeon know about them.
PREPARACION E INSTRUCCION DE BAÑO -Prevención de Infección

Dese una ducha usando un jabón especial la noche antes y la mañana de cirugía.

**Ejemplo:** Si la cirugía es el lunes, tome su ducha con el jabón especial el domingo en la noche y el lunes por la mañana.

**Instrucciones:**

Lave todas las áreas normalmente -después enjuague ponga el jabón especial en una toalla de mano.

Lave todas las áreas del cuerpo, con excepción de la cara, pelo y área genital, con el jabón – enjuáguese por 3 minutos.

Lave el área donde usted va a tener cirugía completamente.

Enjuáguese como siempre. Vístase como siempre.

Su cirujano recomienda este jabón especial para reducir la cantidad de gérmenes en su piel antes de la cirugía. Esto es una de las mejores formas en que los pacientes individualmente pueden ayudar para disminuir el riesgo de infección.

Si usted tiene un diente infectado, heridas abiertas, cortes, rayones, salpullidos, o cualquier otras condiciones, o algunos síntomas de otras infecciones, es importante que usted notifique a su cirujano. Él querrá evaluar esta situación de cerca antes de intervenirle quirúrgicamente. Esto tiene mucha importancia para protegerle contra las infecciones con una pequeña cortada podría infectarse y regarse al sistema sanguínea y coyuntura. La mejor forma de prevenir estas cortadas, abrasiones, etcétera de ocurrir. Si ocurren, déjele saber al cirujano.