



## Getting Ready for Surgery



*Complete connected care<sup>SM</sup>*



# Surgery and Prescreening at Lowell General Hospital

Your physician has scheduled you for surgery or a medical procedure at Lowell General Hospital. Our staff is proud to provide you with professional care and personal attention before, during and after your surgical procedure. This guide explains what happens starting from the time of diagnosis to the time of surgery. Our goal is to ensure you and your family are as well informed and comfortable as possible.

## What to Expect

### Prior to Your Procedure

A hospital representative will call you to obtain your basic health information and current medication list. During your phone call, it's important to provide complete and accurate information concerning:

- Allergies to medications
- Any chronic medical problems, including diabetes, high blood pressure or sleep apnea
- Current prescription and over the counter medications
- General health information
- Recent illness, including fever, colds or rash
- Your medical history, including all previous surgeries

### 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.

### Pediatric Services

We take special care in addressing the needs of children to ensure a comfortable experience for you and your child. Please call 978-937-6323 to discuss your child's care, or to arrange a tour of the facility.





## Pre-Surgery Testing

Pre-surgery testing ordered by your surgeon should be **completed two weeks prior to your surgery date** (unless instructed differently by the hospital representative) at a Lowell General Hospital or Circle Health facility that is most convenient for you. If you have a prescreening appointment scheduled, your testing will be completed during your visit.

If your testing is performed outside of Lowell General Hospital, please inform the hospital representative during your call.

**A benefit representative from the hospital will contact you by phone 3-5 days before surgery.**

### The Benefit Representative will:

- Confirm your insurance and billing information
- Update your contact information and next of kin
- Discuss your financial responsibility

You must determine the extent of your insurance coverage in advance. You may need the assistance of your insurer, employer, or doctor's office.

## Prescreening Appointment

If the hospital representative scheduled you for a prescreening appointment, you will need to go to the main campus for an interview with a registered nurse and the anesthesiologist. At the time of your appointment, you will complete all your pre-surgery testing. During the appointment, you will receive medication instructions, if needed, for your surgery and any special instructions.

**The prescreening department is located on the main campus.** Enter the Dahod building by valet services. Prescreening is located in the Patient Service Center on the first floor through the main lobby.

### When you come to your appointment, please bring:

- A list of your medications including dosages and times or the original prescription pill bottles
- A list of your allergies
- A list of doctors that you see including your primary physician, cardiologist, etc.
- A list or registration card for any mechanical implanted devices. For example, a cardiac pacemaker, insulin pump, or defibrillator
- A list of prior surgeries and reactions to surgery or anesthesia

The appointment can take up to two (2) hours depending on the testing needed. Please remember, our goal is to provide you the best care possible and to achieve this we need to be fully informed of your health history.

If you did not get scheduled for a prescreening appointment, a registered nurse will call you one week before surgery to review any special instructions (including medication instructions).

## Lowell General Hospital Pre-Surgery Testing Facilities

### Lowell General Hospital Main Campus

295 Varnum Ave, Lowell, MA  
978-937-6023

### Lowell General Hospital Saints Campus

1 Hospital Drive, Lowell, MA  
978-458-1411, ext. 4415

### Lowell General Hospital Chelmsford Campus

10 Research Place, North Chelmsford, MA  
978-275-1350

### Circle Health North Andover

203 Turnpike Street, North Andover, MA  
978-942-2201

### Lowell General Hospital Tewksbury

600 Clark Road, Tewksbury, MA  
978-453-9321

### Lowell General Hospital Urgent Care

1230 Bridge Street, Lowell, MA  
978-459-2273

### Circle Health Westford

Cornerstone Square, 198 Littleton Road,  
Westford, MA  
978-323-0300

## Day Before Surgery or Procedure

- Drink adequate fluids the day before surgery. AVOID ALCOHOL.
- Do not smoke, eat or drink anything after midnight before your surgery unless instructed. This also includes gum, mints and water.
- Follow the pre-surgery instructions given to you regarding any medications you are currently taking.
- If your physician/surgeon has given you written instructions for pre-surgery prep, please follow instructions carefully.
- If you are having day 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. Please discuss this with your surgeon.

---

### YOU WILL RECEIVE A PHONE CALL THE DAY BEFORE YOUR PROCEDURE TO CONFIRM YOUR ARRIVAL TIME AND TIME OF SURGERY

---

#### We respect your privacy.

If we are not able to reach you, we will leave a very general message at your preferred number to confirm your arrival time.

## A Special Note to Parents:

**Main Campus:** Our pediatric patients (16 years and under) and their parents should report directly to the Pediatrics Department located on the second floor of the Mansfield building.

**Saints Campus:** Our pediatric patients (16 years and under) and their parents should report to the second floor Surgical Day Care Unit for surgery.

**Chelmsford Campus:** Our pediatric patients (16 years and under) and their parents should report to the first floor reception area for the Surgery Center.

#### All Campuses:

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.

## Day of Surgery or Procedure



#### Before You Arrive:

- Bathe or shower using soap, wear comfortable clothing and low heels. Do not wear make-up, nail polish or use lotions or perfumes.
- 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, if desired.
- Take all medications instructed with a sip of water only. You may brush your teeth and rinse your mouth. DO NOT SWALLOW the water.

#### Please Bring With You:



- All forms, reports, X-rays, MRI discs and surgical packet from your physician's office.
- A storage container for your contact lenses, glasses or dentures, if you wear them. You may be asked to remove them before surgery.
- If you use inhalers, please bring them to the hospital.
- If you use C-PAP or Bi-PAP at home, please bring your machine with you to the hospital.
- Completed advance directive and/or healthcare surrogate/proxy.

#### Please Arrive Promptly For Your Surgical Procedure

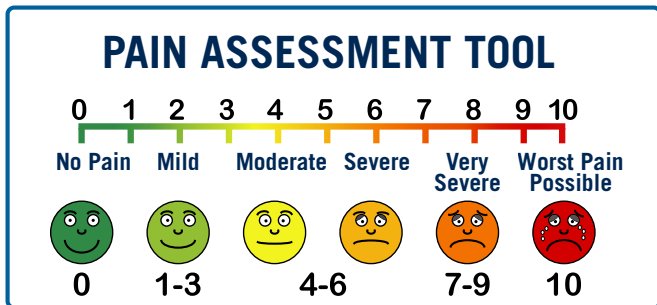
Report to the receptionist at the facility in which your procedure is to be performed. It is important for you to arrive promptly to allow adequate time for pre-surgery preparation.

- After you have registered at the front desk, a surgical nurse will answer any questions and assist you with necessary preparations. If you are scheduled to have anesthesia, an anesthesiologist will speak with you.
- We attempt to schedule procedures so that your wait is kept to a minimum. We will inform you of any type of delays, or any changes as they occur and ask for your patience and cooperation.
- Let us know which family member/friend you would like us to contact following your surgery or procedure. The staff or physicians cannot give medical information without your consent.



## Post-Surgery Care and Recovery

After your surgery, you may be taken to the Post Anesthesia Care Unit (PACU) or recovery room. Depending on the type of anesthesia used, you may return directly to the Surgical Day Care Unit. During your recovery, you will be closely monitored as the anesthesia wears off. You will then be discharged to home or assigned a room in the hospital.



### Pain Control

Pain control is a top priority for the care team at Lowell General Hospital. It is important for you to communicate the pain level you are feeling and the area in which you are experiencing the pain. A pain scale of 0 to 10 is used. A pain level “0” means you feel no pain. A pain level “10” means you feel the worst possible amount of pain. By communicating your pain level in this way, your nurse will be able to understand and help you with pain control. Images such as sad and happy faces are used for children to communicate their pain level.

### Recovery

The care team will monitor you through recovery. Your surgeon will let you know when and how quickly you should become more active following your procedure. If you are being discharged to home following your surgery, this will be listed in your discharge instructions. It is helpful if a friend or family member listens to the care instructions with you. This will enable them to help you at home during your recovery.

Remember, any day surgery or minimally invasive procedure is still significant. Please follow your doctor’s recommendations.

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

---

**IF YOU HAVE CHEST PAIN OR IF YOU NEED URGENT OR EMERGENCY CARE, CALL 911 OR PROCEED TO THE NEAREST HOSPITAL.**

---

## Follow-Up Care

### Follow-Up Appointment

If you do not have a follow-up appointment, please contact your surgeon’s office. It is important to monitor your recovery.

### When to Call the Doctor

Please call your doctor immediately if you experience any of the following symptoms:

- Difficulty breathing
- Fever greater than 100 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

# Lowell General Hospital Surgery Locations:

**Main Campus** is located on the basement level of the Dahod building.

Enter through the main entrance.

Phone: 978-937-6265

**Saints Campus** is located on the second floor. Enter through the Outpatient Services entrance.

Phone: 978-934-8226

**Chelmsford Campus** is located on the first floor. Enter through the main entrance.

Phone : 978-275-1300

## Parking

The parking at all three facilities is free. Valet services are available at the main and Saints campus. This is a free service offered to the patients and their family and friends. Tipping is not expected.

### Valet services:

**Main Campus:** 7:00 a.m. – 7:00 p.m. (Monday - Friday)

**Saints Campus:** 8:00 a.m. – 5:00 p.m. (Monday - Friday)

## 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, specialist, anesthesiologist, and pathology/laboratory will bill you separately if those services were utilized.

If you have any questions about the Lowell General Hospital bill, please call Patient Accounts at 978-937-6600. If you have questions about your doctor, specialist, anesthesia or pathology/ laboratory bill, please contact the office that sent you the bill.

## How Are We Doing?

You may receive a survey or phone call to ask about your experience at Lowell General Hospital. Please take the time and let us know about your experience. Our goal is to provide the best possible care to our patients. Any information you can provide is greatly appreciated.

# Lowell General Hospital Pre-Surgery Checklist

Your prescreening appointment was on: \_\_\_\_\_ .

## PLEASE FOLLOW THESE IMPORTANT GUIDELINES

- Stop: \_\_\_\_\_  
\_\_\_\_\_
- Bring: \_\_\_\_\_
- Nothing to eat or drink after midnight
- TAKE these medications the morning of your surgery/procedure with just a sip of water: \_\_\_\_\_  
\_\_\_\_\_
- LEAVE make-up, jewelry and valuables at home
- REMOVE all metal body piercings
- WEAR loose, comfortable clothing
- If you are going home the same day as your surgery/procedure arrange to have a responsible adult drive you home and stay with you for 24 hours.

---

**PLEASE NOTE:** A hospital representative will call you the day before your surgery to confirm the time of your procedure and what time you will need to arrive.

---

**If you have any questions, please call the Nurse Liaison at 978-937-6265.**





## Driving Directions to Lowell General Hospital — from I-495

### Main Campus

**295 Varnum Avenue:**

- Take I-495 to Exit 35B, Route 3 North.
- Take Exit 32 (Route 4 and 3A). Take the Drum Hill Road exit.
- Approximately one mile to traffic light - stay to the left onto Wood Street.
- Cross the Rourke Bridge then turn right onto Pawtucket Boulevard.
- Turn left at the traffic lights onto Varnum Avenue.

### Saints Campus

**One Hospital Drive:**

- Take I-495 to Exit 38 (Route 38).
- Follow Route 38 toward Lowell for approximately two miles.
- At the fork, bear right at the light and follow to the second stop light.
- Take a left onto East Merrimack Street, and a right into the Saints campus.

### Chelmsford Campus

**10 Research Place:**

- Take Route 3 North to the Drum Hill Interchange, exit 32.
- Take your second right off of the interchange, Route 4 North.
- Proceed on Route 4 North to the first right, Technology Drive.
- Take your next right at Research Place.



*Complete connected care<sup>SM</sup>*

978-937-6232

[www.lowellgeneral.org](http://www.lowellgeneral.org)