



Pediatric Surgery Passport

P A R E N T H A N D B O O K

This convenient step-by-step guide will help you and your child prepare for their surgery at Dell Children's Medical Center of Central Texas. Before your child's surgery, please read this guide carefully. Follow all instructions and pre-surgery tips, and provide all requested information.



WE KNOW HOW TO TREAT KIDS.

www.dellchildrens.net

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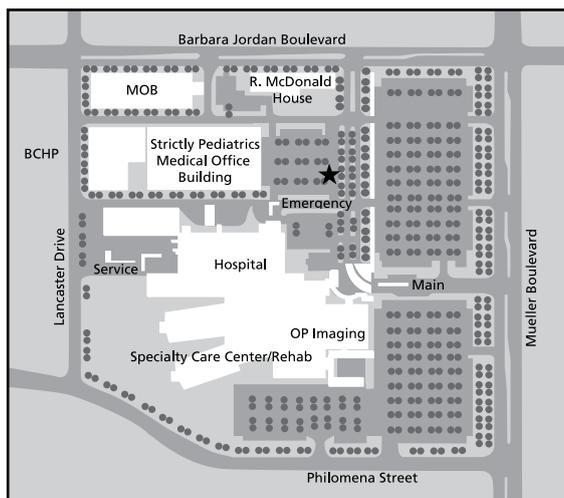
DIRECTIONS

Our address is:
4900 Mueller Blvd.
Austin, TX 78723
From IH-35:

- Exit 51st Street
- Drive East on 51st (From North-bound IH-35, turn right. From South-bound IH-35, turn left)
- Turn right on Mueller Blvd.
- Turn right into hospital entrance.

PARKING

Free valet parking will be provided from 6:00 A.M. until 5:00 P.M. Parents and visitors may park in the visitors' parking lot located on Mueller Blvd. nearest the Main Entrance of the hospital. After parking or valet parking, please proceed to the Main Entrance of the hospital which is located on the third floor.



DELL CHILDREN'S SURGICAL SERVICES WAITING AREA
Surgical Services is located on the second floor of Dell Children's. **From the main entrance, please take the elevators or stairs located immediately on your right (do not cross the wood walkway). This will place you within the Surgical Services Waiting Area. Upon arrival please check in with the Surgical Services Receptionist.**

DELL CHILDREN'S IS A SMOKE-FREE CAMPUS

For the health and healing of our children and everyone, no smoking is allowed anywhere on our premises, including all buildings, grounds and parking areas. We ask that you prepare to comply with this policy when you are at Dell Children's. For your convenience, smoking cessation aids are available for purchase in the Treehouse gift shop located on the third floor. Information about smoking cessation programs in our community are available at information desks. Thank you for your help in providing a healthier environment for everyone.

PRIOR TO THE PROCEDURE

You will receive a call from each of the following areas prior to your child's procedure. If you do NOT receive both telephone calls within 24-48 hours prior to the procedure, please contact the appropriate office listed below. If you reach voicemail, please leave a detailed message which includes your name, your child's name, telephone number and the best time to reach you. **You need to speak with both areas prior to the procedure.**

• **Dell Children's Medical Center Registration:**

To verify your child's name, address, insurance information and social security number.

Office Hours: Monday - Friday, 8 a.m. - 6:00 p.m.

Telephone Number: 512-324-0128

• **Dell Children's Medical Center Pre-Admission and Testing Office:**

To discuss your child's health history and additional information related to the scheduled procedure.

Office Hours: Monday - Friday, 8 a.m. - 6 p.m.

Telephone Number: 512-324-0127

PRE-OP VISIT (IF APPLICABLE)

You will be informed by your surgeon if your child needs to come to the hospital PRIOR to the day of surgery to have lab work completed or for other tests. If so, please call the Pre-Admission and Testing nurse line at 512-324-0127 to schedule an appointment. Phone calls received after 5 p.m. may not be returned until the following business day. Please plan to come Monday - Friday, 9 a.m. - 2 p.m., at least 24 hours prior to the scheduled procedure date.

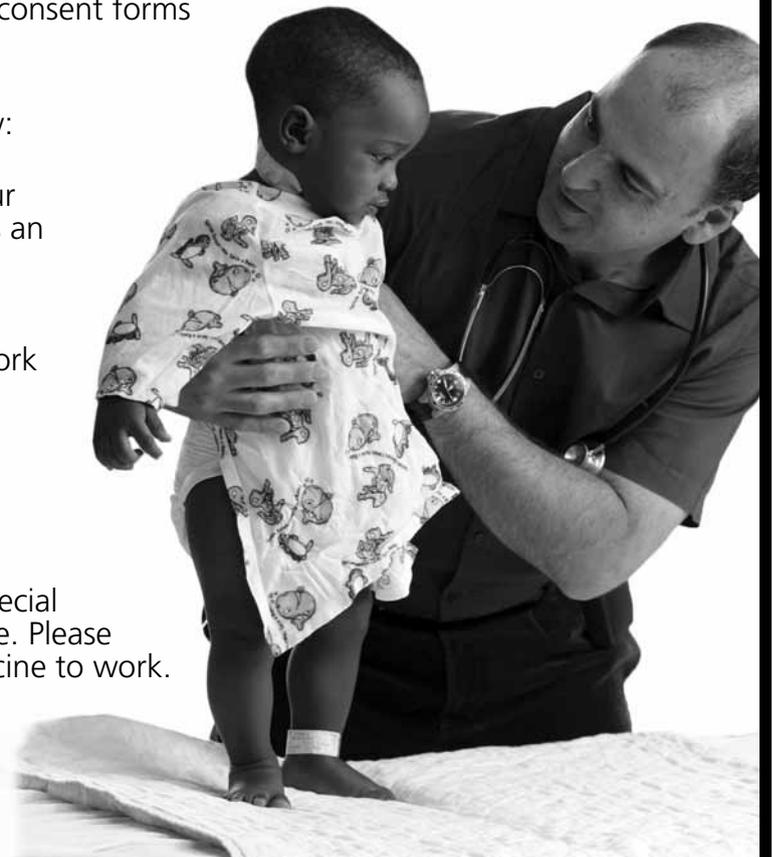
Upon arrival for your child's pre-op visit, please proceed to the Surgical Services Waiting Area (2nd floor) to sign the proper consent forms and obtain pre-op instructions.

If lab work is required, please follow the steps below:

1. Prior to your child's pre-op visit please contact your insurance company to verify that Dell Children's is an authorized site for your child's lab work.
2. If Dell Children's is not an authorized site please contact your child's surgeon to arrange the lab work with your authorized site.

Please list the authorized site here:

When lab work is needed, Dell Children's offers a special numbing medicine for children over two years of age. Please note that it takes 20 minutes for the numbing medicine to work.



DAY BEFORE THE PROCEDURE

EATING/DRINKING AND ARRIVAL TIMES

You need to call 512-324-0124 the day prior to your child's procedure between the hours of 1 p.m. and 4 p.m. to receive final instructions regarding when your child should stop eating and drinking prior to the procedure. You will also receive instructions regarding the time you should arrive at the hospital. If your child's physician has given you these instructions, please call to verify with us also.

When you receive the food/drink "stop" times, please list them below.

- STOP solid foods at _____ (8 hours before scheduled time to arrive for the procedure).
- STOP formula/milk at _____ (6 hours before scheduled time to arrive for the procedure).
- STOP breast milk at _____ (4 hours before scheduled time to arrive for the procedure).
- STOP clear liquids at _____ (2 hours before scheduled time to arrive for the procedure). Clear liquids include water, fruit juice without pulp, carbonated drinks, clear tea, jello and Pedialyte

Children with a history of gastric reflux will need to stop clear liquids 3 hours before the procedure.

There is no need to wake your child for these feeding times. They need their rest. These are just in case they are hungry or thirsty. It is important that you follow the instructions to stop food and drink prior to the scheduled time to arrive for the procedure as it is critical for your child's safety.

Failure to comply with instructions will result in a delay or possible cancellation of the procedure.

If your child is sick, please call your surgeon to ask if the procedure is being rescheduled until after your child is feeling better.

ARRIVAL FOR PROCEDURE

- Time to arrive for procedure

- Location

- Procedure is scheduled for

The requested time for you to arrive at the hospital will be determined by your child's procedure. Please arrive promptly at the time we have given you, allowing ample time to park and find the Surgical Services Waiting Area (on the second floor) of the hospital.

If your surgeon has given you a copy of your child's medical History & Physical Form, and/or x-ray films to bring on the day of surgery, please be sure to bring them with you. Failure to comply may result in delay of surgery and additional x-ray requirements and/or surgery cancellation.

Please review the following list to assist you in preparation for your child's visit.

DAY BEFORE PROCEDURE

- Lay out comfortable clothes for your child to wear. If he/she is old enough, let him/her choose his/her favorite pajamas, night gown or sweat suit. Plan to wear comfortable clothes yourself, as you may be holding your child after the procedure.
- Make arrangements for childcare or after school pick-up/care for other siblings.

THINGS TO REMEMBER TO BRING WITH YOU TO THE HOSPITAL

Registration information:

- ___ Driver's license
- ___ Social security number for your child
- ___ Paperwork, including orders, x-rays or medical records from your physician's office
- ___ Insurance card
- ___ Current list of medications (include amount and how often given)

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- ___ Bring your child's favorite "comfort item" for the procedure. Younger children may choose to have a toy, blanket or pillow. Teens may bring a headset/CD player, cassette or a hand-held video game.
- ___ Bring an empty sippy cup or bottle (if appropriate for your child) or you may fill it with his/her favorite clear juice for after he/she wakes up from anesthesia and is thirsty.
- ___ Pack your diaper bag/backpack with favorite comfort items, additional empty sippy cup or bottle and pacifier.
- ___ If appropriate, you might plan to bring your stroller for the walk from the parking lot to the surgical area. If you see one of the small "wagons" that Dell Children's Medical Center makes available, you may use one of them to make your trip easier.
- ___ Please remember to bring your child's car seat or booster seat for discharge home. Children ages 0 - 8 years of age should be properly restrained in a car seat or booster seat until they are at least 4 ft. 9 in. tall. If you do not have a car seat, please contact Safe Riders at 1-800-352-8255 for assistance.

Note: Only one out of every five car seats is used correctly. Is yours the one? Car Seat Inspection Events are held throughout the area to assist families with the proper installation of their child's car seat. For more information, please contact 512-324-TOTS.

DAY OF THE PROCEDURE

Keep your family on a regular daily schedule as much as possible to provide familiarity to your child. There is no need to wake your child during the night for an extra feeding. Even though your child may not have food or drink prior to the procedure, please remember that you should have something to keep your strength up. We suggest you not eat or drink in front of your child, since they will be hungry and thirsty too. You might consider eating prior to waking them in the morning. Please remember that no food or drink is allowed in the Surgical Services Waiting Area. **One parent/guardian is required to stay in the Surgical Services Waiting Area at all times during your child's procedure and recovery.**

Please limit the number of family members that accompany you. We encourage parents and grandparents only. Separation may be difficult for you and your child. We recommend you have a plan in mind. (Example: Decide on a certain number of kisses, hugs, high-fives and then say, "I'll see you soon.")

PRIOR TO YOUR CHILD'S PROCEDURE

- You will visit with your child's anesthesiologist (sleep doctor), surgeon and surgical nurse prior to surgery.
- We may use various forms of distraction depending on your child's age to help reduce separation anxiety. Please support us in this process as our goal is to decrease your child's fears and make this a positive experience. To assist us in this transition, your child may bring a favorite "comfort item" to surgery with him/her.
- For the safety and protection of your child, only hospital clothing may be worn during surgery. While you are in the PANDA unit (pre-operative area) your child will be provided with the appropriate clothing so that you can assist him/her in changing before going to surgery.

PEDIATRIC ANESTHESIA – FREQUENTLY ASKED QUESTIONS:

Does my child have to have an IV?

Most often, yes, but it is usually done after the child is asleep from inhaled anesthesia “sleepy air.” Occasionally it may be necessary to have the IV in place prior to going to sleep, for your child’s safety. Your anesthesiologist will make that determination when your child is assessed pre-operatively.

Is it safe for children to have general anesthesia?

Yes, indeed. The risk of serious complications occurring in otherwise healthy children as a result of exposure to anesthesia is very low.

Will my child suffer from pain or nausea afterwards?

Pain and post-operative nausea may occur to varying degrees after many types of surgery. However, in most cases these effects can be foreseen and appropriate medications can be given while the child is asleep so that the impact of these conditions may be lessened. If further treatment is needed, it will be addressed during the recovery room stay.

Can I be present while my child goes to sleep?

At this time it is not our practice to allow parents in the operating room.

Do you use advanced pain control methods as are used in adults?

Yes, epidurals and caudals are frequently used for post-operative pain control in pediatric patients, usually for surgeries on the abdomen or legs. Your anesthesiologist can provide you with more details if he/ she anticipates a need.

Will someone be present to monitor my child continuously?

Absolutely! At least one member of our anesthesia care team is always present “at the head of the table” throughout the operation and will check on your child in the recovery room.

How long will it be until the effects of the anesthesia wear off?

By and large, the effects of the anesthetic agents will be gone before the child leaves the recovery room. However, there may be a lingering effect from pain medications given during or after surgery. Usually these medications have a time span of three to four hours.

Is there anything we should be on the lookout for after we get home?

Not usually. The anesthesiologist will not discharge the patient from the recovery room or Day Surgery until he or she has determined that further observation for anesthesia-related complications is not warranted.



AFTER SURGERY - THE RECOVERY PHASE

After surgery, we will reunite you with your child as soon as possible. Your child's surgeon will plan to discuss the procedure with you upon its completion. **We request that at least one family member remain in the Surgical Services Waiting Area** while your child is waking up from the anesthetic. This process takes anywhere from a few minutes to several hours, depending on the procedure and your child. Your child may feel tired and may be difficult to comfort. This is normal and he/she will usually feel much better after a nap.

Note: After certain types of surgery some children may have a sore throat or cough caused by the "breathing tube". This is normal. Drinking extra fluids may help.

GOING HOME AFTER SURGERY

Written discharge instructions will be given to you. You may be given a prescription by your physician or nurse.

POST-OP FOLLOW-UP TELEPHONE CALLS

Our staff nurses will call you at home following the procedure to check to see how your child is feeling.

IF YOU ARE SPENDING THE NIGHT IN THE HOSPITAL

Your child's nurse will escort you and your child to the hospital room when your child is physically ready. You will meet your child's nurse for his or her "in hospital stay."

HELPFUL HINTS FOR AN OVERNIGHT HOSPITAL STAY

You may wish to bring your child's favorite pillow, blanket, pajamas, etc. Please remember to bring whatever items you may need to have available, including meal money, toothbrush, glasses, etc.

Note: Your surgeon will inform you of when your child will be able to go home

C H I L D L I F E S E R V I C E S

Research has shown that illness, injury and healthcare experiences can cause significant stress that can be a major inhibitor in the ability of a patient to heal. Child Life Specialists help children to effectively manage this stress by providing appropriate activities that include diagnostic education, preparation for medical procedures and emotional support for the child and family. The provision of child life services at Dell Children's enhances the overall quality of effectiveness and supports a family-centered standard of care.

PREPARING YOUR CHILD FOR SURGERY

Preoperative Tour

To reduce the stress and anxiety associated with having surgery, the Child Life Department offers the Pre-op Tour. By participating in the tour, you are helping to prepare your child for the healthcare experience. The Pre-op Tour is available to children and families who are having a surgical procedure at Dell Children's Medical Center. Research shows preparation for medical procedures gives children a better understanding of what to expect and reduces fears and anxieties. During the tour, a Child Life Specialist will provide general information about the hospital, anesthesia, medical equipment and the surgery unit. The tours are divided by age group and are adapted to the specific needs of each group. Tours are encouraged for children ages two and older. Parents may benefit from attending without their infant child. Brothers and sisters are invited to attend.

RESERVATIONS ARE REQUIRED:

Families must call 324-0146 to make a reservation for the Tour.

The Tour is offered year round. Depending on the number of reservations, tours may be combined or cancelled.

Families with reservations will be contacted if there are any changes.

PREPARATION CHECKLIST

In addition to attending the Pre-op Tour, before your child's surgery you should:

- _____ Prepare yourself. Write a list of questions or concerns to ask your child's doctor before the day of surgery.
- _____ Use simple, honest explanations and tell your child what will happen. Describe what they might hear, feel, smell, and see.
- _____ Explain why your child is having surgery in simple, non-threatening words. Let your child know that the surgery is "a way to help him/her feel better".
- _____ Listen to your child's questions and discuss them.
- _____ Read books or stories about going to the hospital.

COMMON CONCERNS BEFORE SURGERY

BIRTH TO 1 YEAR

Recognizing what is stressful to infants can guide you in planning for your baby's surgery. This may include the following:

- Separation from parents
- Having many different caregivers
- Seeing strange sights, sounds and smells

Children take cues from their parents. The more calm and relaxed you are, the more relaxed your child will be, too.

1 TO 2 YEARS

Preparation should ideally take place one to two days before surgery. Common stressors and fears in the hospital may include the following:

- Being left alone
- Being in contact with unfamiliar people
- Painful procedures
- Medical equipment that looks and sounds scary

Children take cues from their parents. The more calm and relaxed you are, the more relaxed your child will be, too. Continue rehearsing a plan for the day of the surgery/procedure. For example, you might say, "When I give you a kiss and say, 'See you soon' it will be time for you to go with the nurse."

3 - 5 YEARS

Preparation should take place three to five days before the procedure, to give your child an adequate amount of time to understand and ask questions.

Common stressors and fears in the hospital may include the following:

- Thinking he/she is in the hospital because he/she is in trouble or being punished
- Fear of having a part of the body damaged
- Fear of needles and shots
- Fear of waking up during surgery
- Fear of pain or the possibility of pain

Be patient with your child. It is normal for him/her to require more attention during this time. Remember to take care of yourself. Do not be afraid to ask for help from family and friends. Being positive and relaxed can help reduce your child's anxiety.

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6 - 11 YEARS

Preparation should take place anywhere from a few days to two weeks before surgery.

Common stressors and fears in the hospital may include the following:

- Thinking they are in the hospital because they are bad or are being punished
- Having a part of the body destroyed or injured
- Loss of control
- Pain or the possibility of pain
- Needles and shots
- Dying during surgery

After sharing age-appropriate information, have your child explain back to you what is going to happen in the hospital. Children sometimes will listen carefully, but not understand all that was said. This can help you to learn whether or not your child has a correct understanding of what to expect the day of surgery so that you can clear up any misunderstandings.

12 YEARS AND OLDER

Adolescents like to be involved in deciding what happens to them, including the kind of care they receive. As much as possible, include your teenager in making decisions and planning for his/her surgery.

Common fears and concerns may include:

- Loss of control
- Lack of privacy
- Having a part of their body damaged or changed in appearance
- Fear of surgery and related risks

Teenagers may not want to admit that they do not understand medical explanations. You and the hospital staff may need to explain treatment in several different ways and make sure the teen is comfortable asking questions.

COMMON CONCERNS AFTER SURGERY

Before leaving the hospital, you may want to ask about activity restrictions your child may have, when a bath or shower is recommended, and when your child may return to school or daycare. At home after surgery, you may notice changes in your child's behavior such as:

- Acting younger (for example: bed-wetting or thumb-sucking)
- Changes in eating
- Having more or less energy than usual
- Having new fears (for example: not wanting to sleep alone or being afraid of the dark)
- Needing more attention or physical touch
- Needing to talk about the surgery
- Sleeping more than usual for the first few days

These changes are normal and most are temporary. You can help by reassuring your child and keeping his/her normal routines.

For additional information about our Preop Tour or preparing your child for surgery or hospitalization, please call the Child Life Department at 512-324-0146.

HELP AVOID MISTAKES IN YOUR CHILD'S SURGERY

As a parent, you can make your child's care safer by being an active and informed member of his/her healthcare team.

As your child's parent or guardian, you will be asked to sign an Informed Consent form. Please read it carefully and ask questions. It lists:

- Your child's name
- The kind of surgery to be performed
- The risks of the surgery
- That you talked to the doctor about the surgery and asked questions
- The agreement to have the surgery

Make sure everything on the form is correct and all of your questions have been answered.

For your child's safety, the staff may ask you the same question many times. They will ask:

- Your child's name
- The kind of surgery your child is having
- The part of the body to be operated on

The staff will also double check the records from your doctor's office.

BEFORE YOUR CHILD'S SURGERY

- A health care professional will mark the spot on your child's body to be operated on. Make sure they mark only the correct part and nowhere else. Marking the site helps avoid mistakes.
- Marking usually happens when your child is awake. Sometimes the child cannot be awake for the marking.
- The neck, upper back or lower back will be marked if your child is having spine surgery. The surgeon will check the exact place on your child's spine in the operating room after your child is asleep.
- Ask your child's surgeon if the surgery team will take a "time out" just before your child's surgery. This is done to make sure they are doing the correct surgery on the correct person and body part. The surgery team also verifies that everything that is needed for your child's surgery is available.

AFTER YOUR CHILD'S SURGERY

- Tell your doctor or nurse about your child's pain. Hospitals, such as Dell Children's, that are accredited by the Joint Commission must help assess and treat your child's pain.
- Tell your child's healthcare team about any allergies he/she has to medications.
- Ask questions about medicines that are given to your child, especially newly prescribed medications.
 - What is it?
 - What is it for?
 - How much and how frequently should it be given?
 - Are there any side effects?
- Ask your child's doctor if your child needs any therapy or medication after you leave the hospital.
- If you have any questions about home medications talk to your doctor or nurse before giving them to your child.
- Ask when your child can resume activities such as exercise and school.

PAYMENT OF HOSPITAL BILLS

SETON FINANCIAL POLICY

Dell Children's Medical Center of Central Texas is a member of the Seton Family of Hospitals. Seton is committed to quality in all aspects of patient care. We realize that financial issues may be difficult to discuss, especially during times of illness and other stress-related hospital visits. We will assist you with respect, honesty and simplicity so that our mutual responsibilities can be met.

We establish an account upon notification of your child's surgery. We will contact you prior to the admission, if possible, to obtain necessary information to authorize your visit, and to determine your insurance benefits, along with your remaining expected financial responsibility. If you do not have insurance coverage please inform us so we can help you with financial arrangements.

INSURANCE COVERAGE

Insurance information requested during the admitting process allows Seton to determine financial liability. Although we file insurance claims for your child's hospital stay on your behalf, your insurance arrangement is an agreement between you and your insurance company. Your insurance company may require "pre-certification" or a "second opinion" before surgery. **Failure to meet the insurance provider's requirements may result in admission delays or surgery cancellation.** Please check with your employer or insurance carrier as this is your responsibility. We will assist you in these efforts. We will also assist in obtaining insurance payments. Should your insurance fail to meet its obligation to pay within forty-five days, we will notify you and request that you contact the company to assist in obtaining payment.

A deposit towards co-payments, deductibles, and items not covered by insurance is requested at the time of pre-registration, pre-admission testing or admission on the day of the procedure. Seton will accept cash, check, money orders and major credit cards. For patient convenience, Seton has an online payment website (www.seton.net/billpay) that allows you to remit balances due with an approved credit card prior to service. Our staff members are available to assist with options for meeting your financial responsibility.

ABOUT YOUR BILLS

Regardless of your insurance coverage or other factors involving hospitalization, you are ultimately responsible for payment of your hospital bill. Please note Dell Children's medical bill contains charges for the facility, equipment and supplies, and the services provided by our staff. You may receive additional bills for professional services by other healthcare providers. Certain physician specialists may bill you directly for their services. Their billing is separate from your hospital bill and is not a duplication of billing. Typically, radiology, anesthesiology and pathology services in the hospital will result in such billings for professional services.

NOTE: Capitol Anesthesiology Association physicians are not employed by the facilities where they provide anesthesia services. The bill from the hospital may include anesthesia charges related to the equipment, drugs and other supplies. You will be billed separately for their services by Capitol Anesthesiology Association. Anesthesiology fees are charged based on the Relative Value Guide developed by the American Society of Anesthesiologists and accepted by most major insurance companies. If you should have questions about your bill, please call Capitol Anesthesiology Association at (512) 454-2554 on weekdays between 8 a.m. and 4:30 p.m. A member of their staff will be pleased to assist you.

RONALD MCDONALD HOUSE CHARITIES

Ronald McDonald House Charities of Austin and Central Texas has helped thousands of families since opening its doors on February 13, 1985. It has provided a home-away-from-home for the families of critically ill or injured children who are receiving treatment in any of the Austin-area hospitals.

SERVICES PROVIDED BY RONALD MCDONALD HOUSE

The Ronald McDonald House provides much more than a place to sleep. It is a place to retreat from the long hours spent at the hospital. It provides a warm, caring environment where families can renew their strength through the support of a compassionate staff as well as from other families experiencing similar circumstances. To make life a little easier, they provide the following complimentary services to families during their stay:

- Hot and nourishing meal each day
- Laundry facility and supplies
- Computer with internet access
- Use of a wireless phone for long distance calls

REFERRALS

A healthcare professional must refer families to the Ronald McDonald House. A charge of \$10 per evening is requested of each family, but they will work with families dealing with financial hardships.

MORE INFORMATION

For more information about the Ronald McDonald House, call (512) 472-9844 or visit www.rmhc-austin.org.





A member of the  **Seton** Family of Hospitals

4900 Mueller Blvd.
Austin, Texas 78723
(512) 324-000
www.dellchildrens.net

WE KNOW HOW TO TREAT KIDS.