



**Massachusetts
Eye and Ear**
sense life. experience life.

Massachusetts Eye and Ear

243 Charles Street

Boston, MA 02114

(617) 523-7900

(617) 573-5498 (TTY)

MassEyeAndEar.org



**Massachusetts
Eye and Ear**

Pre-Operative Guide

for Adult Patients



Welcome to Massachusetts Eye and Ear. Established in 1824, Mass. Eye and Ear is a non-profit hospital internationally known for its programs in clinical treatment, teaching, and research.

Mass. Eye and Ear is a teaching hospital of Harvard Medical School and provides care for conditions related to the eyes, ears, nose, throat, head, and neck. Mass. Eye and Ear is accredited by The Joint Commission and consistently ranks in the top five as one of America's best hospitals by U.S. News & World Report.

Using a family-centered approach, your care team at Mass. Eye and Ear will be comprised of knowledgeable and compassionate professionals. You will have access to some of the most advanced medical resources available.

Mass. Eye and Ear's Surgical Services strives to make your experience as pleasant as possible. The enclosed information will guide you through the process.

Help us help you

After returning home, you will receive a patient satisfaction survey. We ask you to please take a moment to fill out and return the survey in the envelope provided by our survey company, NRC Picker. Your opinion is important and will help us better serve our patients.

Important Numbers

<i>6th Floor Surgical Suites</i>	(617) 391-5900
<i>Anesthesia Department</i>	(617) 573-3380
<i>Emergency Department</i>	(617) 573-3431
<i>Interpreter Services</i>	(617) 573-5572
<i>Patient Accounts</i>	(617) 573-3073
<i>Patient Care Representative</i>	(617) 573-3008
<i>S Floor Surgical Suites</i>	(617) 573-3731
<i>Social Work Department</i>	(617) 573-3540

Social Services

Members of the Mass. Eye and Ear Social Work Department are available to assist you. Available services include:

- Support during your hospital stay
- Coordination of care
- Resource assistance

The Social Work Department staff members can be reached at (617) 573-3540. You may ask your surgeon or nurse to request that a social worker visit you and/or your child in the hospital, or you may call directly.

Chaplaincy Services

Interfaith chaplaincy services are available; please ask a member of the nursing staff for more information.

Interpreter Services

We provide medical interpreters and translation of written materials upon request. This includes American Sign Language and Braille. If you wish to use these services, please contact us at (617) 573-5572.

WiFi

Patients and visitors can access the internet from various places within our Boston facility with their portable WiFi enabled devices. For more information, visit MassEyeAndEar.org

Cell Phones

Cell phones may interfere with some medical equipment and therefore may not be allowed in some areas.

Public Telephones

Public telephones are available in the lobby. at Mass. Eye and Ear. Telephones for the hearing impaired (TTY) are available at Mass. Eye and Ear. The main TTY telephone number for Mass. Eye and Ear is (617) 573-5498.

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Pre-Surgical Preparation

Partners Patient Gateway

Partners Patient Gateway is your secure, online connection to your physicians and other health care providers. It is a fast, convenient, and free way to do things such as request prescription renewals, check test results, and update your contact information.

To start the pre-admission process, we request that you fill out your medical history at www.patientgateway.partners.org. Once logged into the portal, locate the link to the the Health Information Questionnaire. This pre-operative checklist ensures you are ready for your procedure. We recommend you complete the online questionnaire as soon as your procedure has been scheduled. Once you do this, our Pre-Admission Nurse will be able to access the information you have entered and review that information with you during your scheduled phone call appointment. This phone call should take approximately 20 – 30 minutes.

Evening Before and Day of Surgery

- If you have a fever or cold the day before scheduled surgery, please contact your surgeon's office.
- It is important to try to get a good night's sleep before your surgery.
- Write down the name and number of the person taking you home from the hospital. You will be asked for this information when you arrive at the hospital.
- Your surgeon's office will inform you of the time you should arrive at Mass. Eye and Ear. Arriving promptly allows the nurses and doctors to spend adequate time with you developing your plan of care.
- Upon arrival to Mass. Eye and Ear, please go to the area directed by your surgeon. From the main lobby take the elevators to either the S Floor Surgical Suites or the 6th Floor Surgical Suites.

Ethics Committee

Mass. Eye and Ear has an Ethics Committee available to address any ethical issues that might arise during your visit to the hospital. The Ethics Committee is made up of various professionals from the hospital staff who will address concerns in a fair and impartial way. If you would like to contact the committee, please tell any member of our staff or contact the Patient Care Representative at (617) 573-3008.

Services and Other Information

Healthcare Proxy/Advance Directive

Your Advanced Directive is the document that names the person (your Healthcare Proxy) who you would like to make medical decisions for you if you are unable to make them for yourself.

Health Insurance

If you have questions about your health insurance benefits, please contact your insurer. If you need assistance paying your bill, our financial counselors can inform you about financial assistance and insurance options at (617) 573-5664.

Cafeteria (located on the 7th floor)

Hours of Operation: Monday- Friday

- **Breakfast:** 6:30 a.m.-10:00 a.m.
- **Lunch:** 11:30 a.m.-2:00 p.m.
- **Dinner:** 4:30 p.m.-6:30 p.m.

Directions to Mass. Eye and Ear

Included with your packet.

Parking Information

Valet Parking

Valet parking is available to all patients and visitors for a fee. The valet service is at the main entrance of Mass. Eye and Ear on Fruit Street. Valet drop-off is available Monday through Friday only from 5:30 AM to 3:30 PM (except for holidays and weekends). You may pick up your vehicle at any time.

Self-Parking

Mass. Eye and Ear has two parking lots available to all patients and visitors for a fee.

- **Charles Street lot** (at Charles Circle) is handicapped/stroller accessible.
- **Storrow Drive lot**, accessible from Storrow Drive West, is **NOT** handicapped/stroller accessible (*see directions*)

All parking tickets **must** be processed in the lobby before returning to your vehicle. **DO NOT LEAVE YOUR TICKET IN YOUR VEHICLE.** Once the ticket is processed in the lobby, you will have 20 minutes to exit the parking lot.

- A staff member on the unit must sign your ticket
- Stop at the parking desk for validation
- Pay parking clerk or machine

Checklist

- ✓ Please bring a photo ID with you for verification of your identity.
- ✓ Make sure you are accompanied by a responsible adult of 18 years of age or older to drive you home.
- ✓ Bring a Medication List with you the day of surgery.
- ✓ Wear loose comfortable clothing.
- ✓ Bring your dentures or hearing aids. Please bring cases for storing them.
- ✓ You will not be able to wear contact lenses during surgery. Please bring your glasses and a case for storing them.
- ✓ If you have a Healthcare Proxy/Advanced Directive, please bring a copy with you the day of surgery.
- ✓ Valuables are safest at home. Do not bring cash, jewelry, credit cards, or cell phones.
- ✓ Remove all jewelry at home. This includes wedding rings and bands and body piercings. Your hands may swell during surgery, and we may have to cut your rings off. Jewelry can increase risk of infection at your surgical site.
- ✓ Do not wear nail polish, hair spray, body lotion, perfume, or makeup.

At the Hospital

- ✓ Notify your surgeon immediately about any changes in your physical condition.
- ✓ For your safety, you will be asked to verify your name, any allergies, birth date, and the procedures you are having several times during your stay.
- ✓ The surgical nurse will review your history, provide explanations and answer questions about your surgery.
- ✓ You will be asked to change into a hospital gown, robe, and slippers.
- ✓ You will be asked to remove your glasses and dentures/partial plate before going into the Operating Room.

Special Medical Conditions

Diabetic Patients

Please do not take pills for diabetes at home on the day of surgery. Insulin instructions will be reviewed during your pre-op phone call. You will be evaluated upon your arrival to the hospital to determine how to best manage your diabetes on the day of surgery. Please check with your doctor before taking diabetic medications the night before your surgery. If you are on an insulin pump, please contact your surgeon for further instructions. If your surgery is scheduled in the afternoon, please consult your physician for instructions on managing your diabetes.

Respiratory Patients

If you use any inhalers or breathing devices please bring them with you on the day of surgery.

Cardiac Patients

If you have an implanted cardiac defibrillator or pacemaker, you must inform your surgeon and the Anesthesia Department. Please call (617) 573-3380 in advance of your surgery date.

Please provide the secretary in the Anesthesia Department with the name and telephone number of the clinic that checks your pacemaker/defibrillator. Also provide the information that is contained on your ICD or Pacemaker card. Please bring a copy of your implant device card with you on the day of surgery.

Other

If you have any other health issues, please discuss with your surgeon and our Anesthesia Department, who will consult with you prior to your surgery.

Anesthesia

Our Anesthesia Department has anesthesiologists and certified nurse anesthetists who are specialized in administering anesthesia.

During your surgery, medications will be administered by a member of the Anesthesia Department that will keep you comfortable or asleep. Before your surgery, you will be interviewed by a member of the Anesthesia staff who will ask questions about your medical and surgical history. The anesthesiologist will discuss the type of anesthesia that is best for you. At this time you will have the opportunity to ask questions and discuss any concerns you may have.

If you are taking any prescription medications, please have a list of these medications on the day of surgery. For your convenience, we have enclosed a blank medication list.

On the day of surgery please continue taking your heart, blood pressure, seizure, and breathing medications, unless instructed not to do so by a doctor. You may take these medications with a sip of water.

On the day of surgery do not eat or drink anything else for at least 8 hours before your surgery unless instructed otherwise.