



MASSACHUSETTS
EYE AND EAR

PRE-OPERATIVE GUIDE FOR PEDIATRIC PATIENTS

243 Charles Street, Boston, MA 02114

www.MassEyeAndEar.org





Welcome and thank you for choosing Mass. Eye and Ear for your child's upcoming surgery.

A teaching hospital of Harvard Medical School, Mass. Eye and Ear 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 ranked #1 in the nation for ENT care and #1 in New England for eye care by *U.S. News & World Report*.

Using a family-centered approach, your child's care team will be comprised of knowledgeable and compassionate professionals. You and your surgeon will have access to some of the most advanced medical resources available.

The enclosed information will provide you and your family with everything you need to know to make your child's experience as comfortable as possible. We encourage you to ask questions whenever anything is unclear. Most importantly we wish your child a successful surgery and speedy recovery!

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I. Pre-Surgical Preparation

Pre-admission teaching tours with our Child Life Specialists are available for pediatric patients and their families who are having surgery at our main campus. For more information, please call our Child Life Department at **617-523-7900, extension 3-4184**.

Evening Before Surgery

- If your child has a fever or cold the day before his or her scheduled surgery, please contact your surgeon's office immediately to avoid cancellation/delay on the day of surgery. If you are unable to reach the surgeon's office, please contact your pediatrician or the Mass. Eye and Ear Emergency Department at **617-573-3431**.



The day or evening before your child's surgery, you will receive a pre-operative phone call to clarify the time and location of your child's surgery.

- Please be sure your child has followed these guidelines for eating and drinking prior to surgery:

FOOD CONSUMED	MINIMUM FASTING TIME
Clear Liquids*	2 hours
Breast Milk	4 hours
Infant Formula	6 hours
Non-Human Milk	8 hours
Solids	8 hours

*EXAMPLES OF CLEAR LIQUIDS INCLUDE:

- Water
- Sports drinks like Gatorade or Powerade
- Clear juices without pulp (e.g. apple or cranberry juice)
- Carbonated beverages
- Tea or coffee without milk or creamer

A few sips of water for medications or ice chips is fine, as well as half of a Popsicle.

II. Checklist in Preparation for Your Child's Surgery or Procedure

PAPERWORK

- ✓ To ensure your child's safety, please bring a photo ID to verify your identity. If you are the child's legal guardian, please bring all guardian papers.
- ✓ Complete the blank current medication list in the back of this booklet for your child and bring with you to his or her procedure.
- ✓ Review and understand your health insurance plan. Contact your insurance company if you have any questions or concerns.

MEDICAL CONSIDERATIONS

- ✓ If your child has any inhalers or breathing devices, please bring them.
- ✓ If your child is on any medications, please bring them with you.
- ✓ Ask your surgeon for an anesthesia consult if your child has any heart abnormalities or medical conditions of concern.

CLOTHING & PERSONAL BELONGINGS

- ✓ Please bring your child's favorite comfort item (blanket, stuffed animal, pacifier, etc.).
- ✓ If your child is staying for several hours or overnight, he or she is welcome to bring movies, books, games or other forms of entertainment.
- ✓ Please remove any of your child's jewelry or body piercings at home.

CHILDCARE

- ✓ So we can focus together on your child undergoing surgery, please arrange for your other children to be cared for at home. Please come prepared to dedicate the entire day to your child's surgery and recovery.

INTERPRETER SERVICES

- ✓ If needed, please arrange for an interpreter by calling our Interpreter Services Department at **617-573-5572**.

III. Day of Surgery

Arrival at Mass. Eye and Ear



Your surgeon's office will inform you and your child of the time you should arrive at Mass. Eye and Ear. Please make every effort to arrive at the scheduled time. This allows nurses and doctors to spend time with you and your child to develop a plan of care.

- If your child has a fever or cold the morning of surgery at the hospital's main campus, contact the Pediatric Unit at **617-523-7900, extension 3-2462** or the 6th Floor Surgical Suites at **617-391-5900**. If your child is scheduled to have surgery at Longwood, please call **617-573-6111**.

Anesthesia

- Our Anesthesia Department has board-certified anesthesiologists and certified nurse anesthetists who specialize in administering anesthesia.
- If your child has a heart abnormality or any medical condition that concerns you, please ask your surgeon for an anesthesia consult. You will then receive a call from our pediatric Nurse Practitioner to address your concerns. You may also contact the Anesthesia Department directly at **617-573-3380**.



Before your child's surgery, you and your child will be interviewed by member(s) of the Anesthesia staff who will ask questions about your child's medical and surgical history. You will have the opportunity to ask questions and discuss any concerns you may have with your child's anesthesiologist.

- To avoid unnecessary risk to the patient, all female patients of menstruating age will be asked to take a urine pregnancy test prior to undergoing anesthesia.

Parent in the Operating Room

Mass. Eye and Ear was one of the first Boston-area hospitals to allow parents in the Operating Room, which is where you will meet your child's surgical team. At the discretion of the anesthesiologist, you may be able to stay with your child until he or she is asleep. Once he or she is asleep, you will be escorted out of the Operating Room.

PLEASE NOTE:

- The safety and comfort of your child are our top priorities. Separation anxiety typically develops between 7 and 9 months. If your child is younger than 7 months, you will not be permitted in the Operating Room in order to allow the team to focus on your child's care.
- If the child's mother is pregnant, she will not be allowed in the Operating Room for the safety of her and her unborn child. Please be sure your partner or a family member who can be equally comforting to the patient is available to go into the Operating Room.
- Depending on the comfort of your teen, you may or may not be permitted in the Operating Room at the discretion of the anesthesiologist.
- Children are allowed to bring comfort items (blankets, stuffed animals, dolls, pacifiers, etc.) into the Operating Room with them.
- During your visit we will make every effort to keep you informed about your child's care. Please do not hesitate to ask a staff member any questions you might have.
- Your surgeon or a member of the staff will contact you when your child's surgery is over. If you choose to leave the floor while your child is in surgery, you must take a beeper from the nurses' station.



IV. Your Child's Care after Surgery

After the surgery is complete, your child will be transported to the Post-Anesthesia Care Unit (PACU)/Recovery Room for post-operative care. You will be notified by the staff when you are able to see your child. To protect patient privacy and confidentiality, only one parent will be allowed in the PACU/Recovery Room.

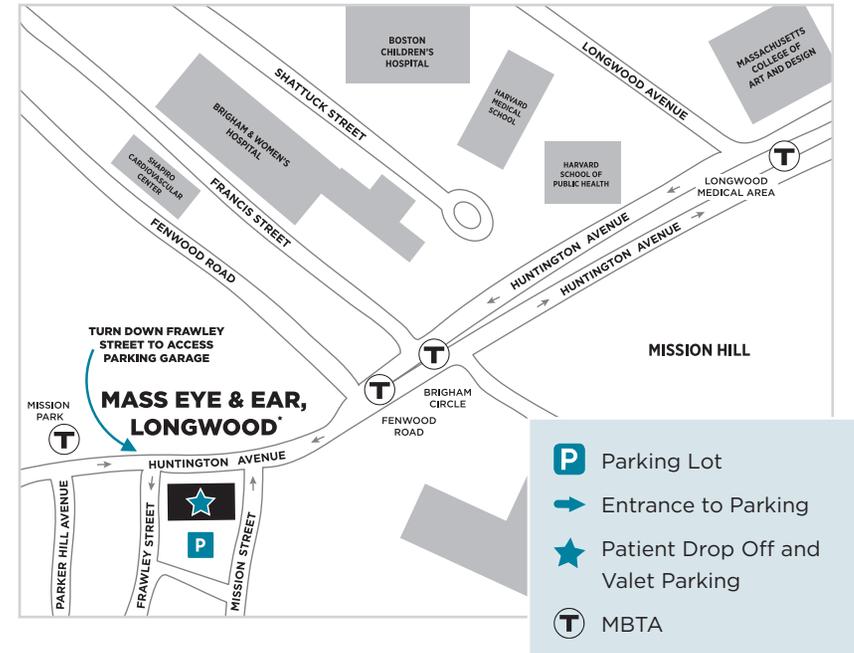
Your doctor and nurse will work with you to decide the appropriate time for your child to be sent home. Before your child is sent home, a member of the Pediatric Nursing staff will talk to you about how to care for your child at home.



If your child requires an overnight stay, one parent will be able to sleep by his or her side on a pull-out bed.



V. Directions & Parking Information (Longwood)



SELF-PARKING

- Self-parking is readily available in the garage. The entrance to the garage is on Frawley Street. All parking tickets must be processed before returning to your vehicle. A staff member will validate your ticket and direct you to the parking kiosk.
- Do not leave your ticket in your car.**

VALET PARKING

- Valet parking is available to all patients and visitors for a fee. The valet service is in the garage on Frawley Street. Valet drop-off is available Monday through Friday from 6:30 AM to 3:00 PM. A staff member will validate your ticket and direct you to the parking kiosk.

SELF-PARKING RATES WITH VALIDATION DISCOUNT*

0 to 1/2 hour	\$5.00
1/2 hour to 1 hour	\$9.00
1 to 2 hours	\$14.00
2 to 3 hours	\$16.00
3 to 4 hours	\$18.00
4 to 5 hours	\$20.00
5+ hours	\$22.00

*subject to change

Driving directions on next page →

Driving Directions: From the North (via I-93 S)

- Take Exit 26 (Storrow Drive West).
- Take Kenmore Square/Fenway exit (on left).
- Bear left at fork and follow signs for Fenway (stay in right lane on exit ramp).
- Bear right towards Boylston Street Outbound. Follow Boylston Street Outbound straight through several sets of lights.
- At the intersection of Boylston Street, The Fenway, Park Drive and Brookline Avenue, bear left onto Brookline Avenue.
- Turn left onto Francis Street.
- Turn right onto Huntington Avenue.
- Mass. Eye and Ear, Longwood will be on your left.
- **Continue past the building and turn left onto Frawley Street. Parking garage will be on your left.**

Driving Directions: From the South (via I-93 N)

- Take exit 18 (Mass. Ave/Andrew Square). Follow signs for Melnea Cass Blvd.
- Continue on Melnea Cass Blvd.
- Turn left onto Tremont Street (Rte. 28-W).
- Turn right onto Ruggles Street.
- Turn left onto Huntington Avenue.
- Mass. Eye and Ear, Longwood will be on your left .
- **Continue past the building and turn left onto Frawley Street. The parking garage will be on your left.**

Driving Directions: From West (via I-90 E)

- Take Exit 18 (Brighton/Cambridge) Stay in right lane after toll.
- Bear right toward Doubletree Guest Suites Hotel.
- At traffic light, take right toward Downtown Boston, Storrow Drive.
- Follow Boylston Street Outbound straight through several sets of lights.
- At the intersection of Boylston Street, The Fenway, Park Drive and Brookline Avenue, bear left onto Brookline Avenue.
- Turn left onto Francis Street.
- Turn right onto Huntington Avenue.
- Mass. Eye and Ear, Longwood will be on your left.
- **Continue past the building and turn left onto Frawley Street. The parking garage will be on your left.**

Driving Directions: From the East (via Rte. 2/ Memorial Dr.)

- Take Brookline/Kenmore Square exit.
- Bear right at the traffic turn and then left onto 2 East/Kenmore Square.
- Go through two sets of lights. Turn right onto Mountfort Street (becomes Park Drive). Follow Park Drive for about half a mile.
- At the intersection of Boylston Street, The Fenway, Park Drive and Brookline Avenue, bear left onto Brookline Avenue.
- Turn left onto Francis Street.
- Turn right onto Huntington Avenue.
- Mass. Eye and Ear, Longwood will be on your left.
- **Continue past the building and turn left onto Frawley Street. The parking garage will be on your left.**

Public Transportation: MBTA

GREEN LINE

- D Line (Riverside)-**Stop:** Kenmore Station. Connect with bus service (65).

E LINE

- (Heath Street)-**Stop:** Fenwood Road

ORANGE LINE

- **Stop:** Ruggles Station. Connect with bus service (8, 19, 47, CT2, CT3).

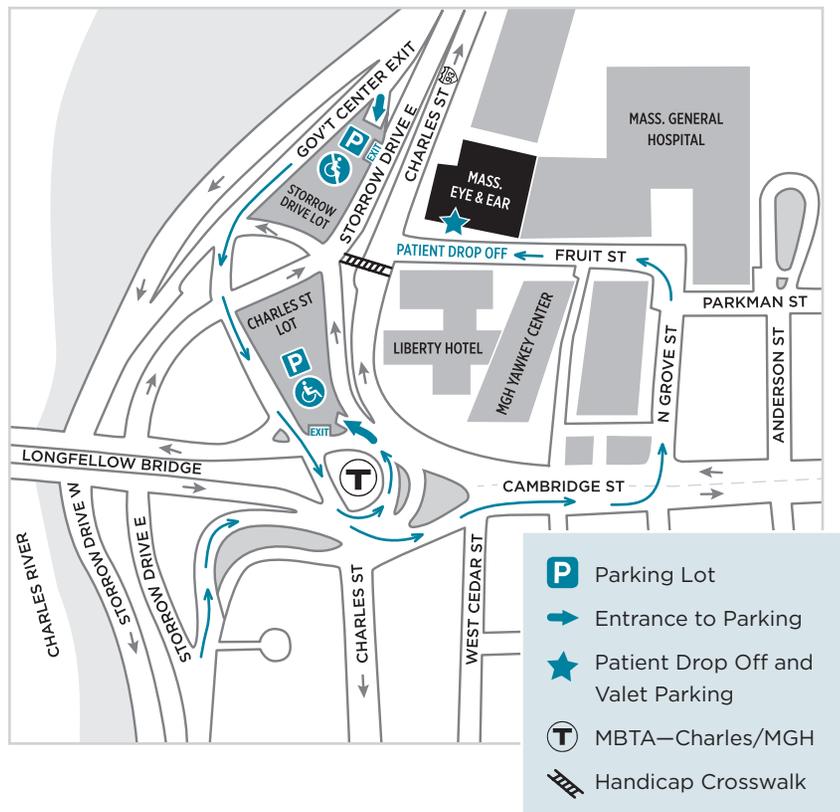
RED LINE

- **Stop:** JFK U-Mass. Connect with bus service (8).

Public Transportation: Bus Routes

- No. 8-**Stop:** Longwood Avenue
- No. 19-**Stop:** Longwood Avenue
- No. 39-**Stop:** Brigham Circle
- No. 47-**Stop:** Longwood Avenue
- No. 60-**Stop:** Corner of Francis Street and Brookline Avenue
- No. 65-**Stop:** Corner of Francis Street and Brookline Avenue
- No. 66-**Stop:** Brigham Circle
- No. CT2-**Stop:** Corner of Longwood Avenue and Huntington Avenue
- No. CT3-**Stop:** Corner of Avenue Louis Pasteur and Longwood Avenue

Directions & Parking Information (Main Campus)



VALET PARKING

- Available at the main entrance on Fruit Street for patients and their visitors for \$18.00. Valet parking for patients and visitors with a handicap placard is \$15.00. Mon. – Fri., 5:00 AM-4:00 PM.

VALIDATED PARKING

- Available for Mass. Eye and Ear lots only. We do not validate for MGH.
- The Storrow Drive lot is not handicap accessible.**
- Parking validation must be processed in the Mass. Eye and Ear lobby before returning to your vehicle.
- Do not leave your ticket in your car.**

SELF-PARKING RATES WITH VALIDATION DISCOUNT*

Up to 1 hour: \$9.00
1 to 2 hours: \$11.00
3 hours to 24 hours: \$14.00

*subject to change

Driving directions on next page →

Driving Directions: From North & South

Take I-93 towards Boston.
Take exit 26 to Storrow Drive (West).
Take Government Center/Kendall Square exit.

TO NON-HANDICAP ACCESSIBLE PARKING (STORROW DRIVE LOT):

- Stay in left lane on Storrow Drive (West).
- Entrance to parking lot is immediately before approaching Government Center/Kendall Square exit ramp.

TO HANDICAP ACCESSIBLE PARKING (CHARLES STREET LOT):

- Proceed through the lights under the (T) Station; take a hard left, reversing direction under the (T) Station.
- The Mass. Eye and Ear parking lot is located off the ramp to Storrow Drive (West).

PATIENT DROP OFF/VALET:

- Turn left onto Cambridge Street.
- Take the first left onto N. Grove Street.
- Turn left onto Fruit Street. Mass. Eye and Ear will be on your right.

Subway Directions: From Red Line (Charles / MGH Station)

- Take the train to the Charles/MGH Station. Exit the station to the right.
- Cross the street toward the Liberty Hotel (former Charles Street Jail).
- Facing the Liberty Hotel, take the sidewalk to the left.
- Mass. Eye and Ear is located just beyond the hotel.

Driving Directions: From West

Follow signs to I-90 East (Mass Pike) towards Boston.
Follow to Exit 18 Allston/Cambridge (a left lane exit).
After toll plaza, bear right following signs for Cambridge.
Take Storrow Drive (East) towards downtown Boston.
Take Government Center/Kendall Square exit.

TO HANDICAP ACCESSIBLE PARKING (CHARLES STREET LOT):

- Take a hard left under the (T) Station towards Storrow Drive (West).
- The Mass. Eye and Ear parking lot is located off the ramp to Storrow Drive (West).

PATIENT DROP OFF/VALET:

- Turn left onto Cambridge Street.
- Take the first left onto N. Grove Street.
- Turn left onto Fruit Street. Mass. Eye and Ear will be on your right.

VI. Services and Other Information

Assistive Device Kits

Assistive device kits are available to patients with auditory or visual impairments during their time at Mass. Eye and Ear. Kits include items such as a flashing door knocker, phone amplifier, bell for calls, a large-digit phone and more. If you are interested in reserving a kit for your child, please contact your surgeon's office.

Chaplaincy Services

Interfaith chaplaincy services are available at the main campus. Please ask a member of the nursing staff for more information.

Howe Library

Located on the 3rd floor of our main campus, the Howe Library offers a quiet space for friends and family. Available amenities include comfortable seating, two public computers and ZoomText, a magnification and screen reading software for those with visual impairments.

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 your child's surgeon's office.

Lank Family Dining Room

Our cafeteria is located on the 7th floor at the main hospital and operates Monday-Friday.

- Breakfast: 6:30 AM-10:00 AM
- Lunch: 11:30 AM-2:00 PM
- Dinner: 4:30 PM-6:30 PM

Longwood Cafe

Our cafe is located on the ground floor and operates Monday-Friday. The cafe offers a variety of coffee, tea, drinks, breakfast pastries, light lunches and soup.

- Breakfast: 7:00 AM-10:00 AM
- Lunch: 11:30 AM-2:00 PM
- Coffee and Snacks: 7:00 AM-2:00 PM

Paying Your Child's Bill

We understand that each individual has a unique financial situation. Please contact our Financial Coordinators at **617-573-5664** or Financial_Coordinators@meei.harvard.edu for more information on our financial assistance programs

Public Telephones

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

Social Services

Members of the Mass. Eye and Ear Social Work Department are available to assist you. Services include coordination of care and resource assistance.



The Social Work Department staff members can be reached at 617-573-3550.

WiFi

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



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