



see hear feel smell move speak taste sense **experience.** life.

**Massachusetts Eye and Ear, Longwood**

800 Huntington Avenue

Boston, MA 02115

(617) 936-6100

(617) 573-5498 (TTY)

[MassEyeAndEar.org](http://MassEyeAndEar.org)



# Pre-Operative Guide

*for Adult Patients*



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

Mass. Eye and Ear is a major teaching hospital of Harvard Medical School in the fields of eye, ear, nose, throat, head and neck surgery. Mass. Eye and Ear is accredited by The Joint Commission and consistently ranks among the the top five hospitals in the United States by U.S. News & World Report in our specialties.

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

Mass. Eye and Ear 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 may receive a patient experience 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. If there is anything we can do to exceed your expectations, please let us know.*

## **Important Numbers**

---

<i>Anesthesiology 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>Social Work Department</i> _____	(617) 573-3540
<i>Financial Counselor</i> _____	(617) 936-6158
<i>Help for One Medical Passport</i> _____	(617) 573-3720

## 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 throughout the facility with their portable WiFi enabled devices. For more information, visit [MassEyeAndEar.org](http://MassEyeAndEar.org)

## Cell Phones

Cell phones may interfere with some medical equipment; therefore, the use of cell phones may not be allowed in some areas.

## Contents

---

<i>Pre-Surgical Preparation</i>	4
<i>Checklist</i>	5
<i>Special Medical Conditions</i>	6
<i>Anesthesiology</i>	7
<i>Directions and Parking Information</i>	8
<i>Ethics Committee</i>	9
<i>Services and Other Information</i>	9-10
<i>Important Numbers</i>	11



**Massachusetts  
Eye and Ear**  
**Longwood**

## Pre-Surgical Preparation

---

### Getting Ready for Surgery

Your surgeon's office will inform you of the time you should arrive at Mass. Eye and Ear, Longwood. Arriving promptly allows the nurses and doctors to spend adequate time with you to develop your plan of care.

### What is One Medical Passport?

One Medical Passport is a web-based program that allows you to enter your medical information securely online. Prior to your surgery, you will receive an informational telephone notification. Some patients will also receive an email or additional phone call from our staff depending on your medical history.

In an effort for our team to prepare for all your needs, you may be asked by your surgeon's office to go online and enter your medical history. It is essential that you complete this as soon as possible. Please call us at (617) 573-3720 if you encounter any issues with the One Medical Passport program.

At the time of accessing One Medical Passport, you may want to have available:

- Past medical history
- Current medication list

Upon arrival to Mass. Eye and Ear, Longwood, please go to the second floor (level 2 of the parking garage.) From the lobby, follow the signs for the Surgical Center.

If you have a fever or cold the day before scheduled surgery, please contact your surgeon's office.

### Evening Before Surgery

- It is important that you try to get a good night's sleep.
- 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 Surgical Center.

## Ethics Committee

---

Mass. Eye and Ear has an Ethics Committee that is available to address any ethical issues that might come about during your visit to the surgical center. 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. Please bring this with you if you have completed this form.

### Health Insurance

If you have questions about your health insurance benefits, please contact your insurer. Our financial counselors can inform you about financial assistance that may be available. Please call (617) 936-6158.

### Café

As a convenience to your family, there is a cafe located on the ground level. The café offers a variety of coffee, tea, drinks, breakfast pastries, light lunches and soups.

### **Hours of Operation: *Monday through Friday***

- **Breakfast:** 7:00 a.m.-10:00 a.m.
- **Lunch:** 11:30 a.m.-2:00 p.m.
- **Coffee and snacks:** 7:00 a.m.-2:00 p.m.

## Directions and Parking Information

---

Directions to Mass. Eye and Ear, Longwood are included with your packet.

### Self-Parking

Self-parking is readily available in the garage. The entrance to the garage is on Frawley Street (see map.)

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. PLEASE DO NOT LEAVE YOUR TICKET IN YOUR VEHICLE.

### 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 only from 6:30AM to 3:00 PM.

## Checklist

---

- Complete enclosed Medication List and bring with you the day of surgery.
- Wear loose comfortable clothing. Make certain you are wearing a short sleeve top, preferably with buttons down the front.
- Bring your dentures or hearing aids. Please bring cases for storing them.
- Do not wear your contact lenses on the day of surgery. Please wear your glasses and bring a case for storing them.
- If you have a Healthcare Proxy/Advanced Directive, please bring 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 all body piercings.
- Do not wear nail polish; hair spray, body lotion, perfume, or make-up.

### At the Surgical Center

- Notify us 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 staff will review your history, provide explanations and answer questions about your surgery.
- You may be asked to change into a hospital gown, depending on the site of your surgery; but typically we place a gown over your clothes.
- 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. If you take insulin injections, please follow the following directions, unless you have otherwise been directed by your medical doctor:

- If you normally take insulin before bedtime, please take 1/2 your regularly scheduled dose on the night before your surgery.
- On the morning of your day of surgery, please take 1/2 of your regularly scheduled morning dose of long-acting insulin. Do not take your regular insulin. Please report your dose when you check in at Longwood.
- If you are on an insulin pump, please contact your medical doctor for further instructions.
- You will be evaluated upon your arrival to the surgical center to determine how to best manage your diabetes on the day of surgery.
- If your surgery is scheduled in the afternoon, please contact the anesthesiologist at (617) 573-3380 unless instructed by your medical doctor.

### 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 Anesthesiology Department. Please call (617) 573-3380 in advance of your surgery date. Please provide the secretary in the Anesthesiology 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, unless you have completed your medical history in One Medical Passport.

## Anesthesiology

---

Mass. Eye and Ear's Anesthesiology Department has anesthesiologists and certified nurse anesthetists who are specialized in administering anesthesia.

During your surgery, medications will be administered by a member of Mass. Eye and Ear's Anesthesiology Department that will keep you comfortable or asleep. A member of the Anesthesiology staff will ask you questions about your medical and surgical history either during our phone call with you prior to your surgery or on the day of surgery. 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 that 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, breathing medications, unless instructed not to do so by a doctor. You may take these medications with a sip of water.

You are allowed to drink water or non-carbonated clear liquids (i.e. any liquid you can see through) up to 4 hours prior to the time of your surgery, unless you were specifically instructed not to by your medical doctor or anesthesiologist.