



**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 Pediatric Patients and Their Families



*Thank you for choosing
Mass. Eye and Ear for your child's care.*



Important Numbers

<i>6th Floor Surgical Suites</i>	(617) 391-5900
<i>Anesthesia Department</i>	(617) 573-3380
<i>Child Life Specialist</i>	(617) 523-7900, ext. 34184
<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>Pediatrics Unit</i>	(617) 523-7900, ext. 32462
<i>S Floor Surgical Suites</i>	(617) 573-6900
<i>Social Work Department</i>	(617) 573-3540



Chaplaincy Services

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

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 as soon as your child's surgery is scheduled.

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.

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.



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 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

Cafeteria

Located on the 7th floor.

Hours of Operation: *Monday through 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.

Social Services

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

- Support during your child's hospital stay.
- Help to coordinate care.
- Assistance finding resources such as financial assistance, homemakers, child care, transportation, visiting nurses, and area accommodations.

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.



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Pre-Surgical Preparation

Getting Ready for Surgery

- 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 your scheduled time. This allows both nurses and doctors to spend time with you and your child to develop a plan of care for your child.
- Pre-Admission Teaching Tours with the child life specialist are available for Pediatric Patients and their families. Please see the enclosed brochure for details or call the child life specialist at (617) 523-7900, ext. 34184.
- Please be sure your child has followed the **“Guidelines for Eating and Drinking”** provided in this brochure.
- So we can focus together on your child who is undergoing surgery, please arrange for your other children to be cared for at home.
- You should come prepared to dedicate the entire day to your child's surgery and recovery.
- Upon arrival at Mass. Eye and Ear, please go to the area directed by your surgeon. From the main lobby take the elevators to either the **Pediatric Unit on the 10th Floor** or the **6th Floor Surgical Suites**. The day/evening before your child's surgery, you will receive a pre-operative phone call that will clarify the location of your child's surgery. **You do not need to visit the Admissions Office or the Information Desk unless otherwise instructed.**
- If your child has a fever or cold the day **before** surgery, please contact your surgeon's office.
- If your child has a fever or cold **the morning of** surgery, contact the Pediatric Unit at (617) 523-7900, ext. 32462 or the 6th Floor Surgical Suites at (617) 391-5900.



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 5:30 AM to 3:30 PM (except for holidays and weekends). You may pick up your vehicle at any time. Please ask at the Pediatric Department front desk for the unit coordinator to page the valet to get your car ready.

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.

- Stop and show your patient bracelet at the parking desk for validation
- Pay parking clerk or machine



Guidelines for Eating and Drinking

On the day of surgery, please follow these guidelines:

Infants & Children (0-12 years old)

- **Clear Fluids:** Up to 2 hours before arrival (only water, apple juice, or Pedialyte)
- **Breast Milk:** Up to 4 hours before arrival
- **Infant Formula:** Up to 6 hours before arrival
- **Other Liquids or Solids:** Up to 8 hours before arrival

Adolescents (13 years and up)

- **Clear Fluids:** Up to 3 hours before arrival
- **Other Liquids or Solids:** Up to 8 hours before arrival

Your Child's Care After Surgery

After the surgery is complete, your child will be transported to the PACU/Recovery Room for post-operative care. You will be notified by the staff when you are able to see your child in the PACU/Recovery Room. 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.

IMPORTANT

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



Checklist

- ✓ A list of your child's current medications (we have enclosed a blank medication list) or all prescription and non-prescription medications in their original bottles.
- ✓ Your child's inhaler or breathing device (if one is used).
- ✓ Special formula/breast milk for post-operative feedings.
- ✓ Your child's favorite comfort item (blanket, stuffed animal, pacifier, etc.) is allowed to go to the Operating Room and the Post Anesthesia Care Unit (PACU)/Recovery Room with your child. Children who will be staying for several hours or overnight are welcome to bring movies, books, games, or other forms of entertainment.
- ✓ Arrival time at Mass. Eye and Ear.
- ✓ Review and understand health insurance plan.
- ✓ Follow special guidelines for eating and drinking before surgery.
- ✓ Parent/guardian photo ID.
- ✓ Arrange care for any other children.
- ✓ Arrange for an interpreter, if needed.
- ✓ Parking ticket.

All pediatric patients must be accompanied by a parent or the legal guardian. To ensure your child's safety, all parents and guardians must provide proper identification upon arrival. If you are the child's legal guardian, please remember to bring all guardian papers.

Please do not allow your child to wear any jewelry or body piercing on the day of surgery.



Parent in the Operating Room

Mass. Eye and Ear was one of the first Boston-area hospitals to allow parents in the Operating Room. In the Operating Room you will meet your child's surgical team. At the discretion of the Anesthesia doctor, you may be able to stay with your child until they are asleep. Once they are asleep, you will be escorted out of the Operating Room.

- Children are allowed to bring comfort items (blankets, stuffed animals, dolls, pacifiers, etc.) into the Operating Room with them.
- 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.
- During your visit we will make every effort to keep you informed about your child's care. Please do not hesitate to ask a member of the staff any questions you might have.

(617) 523-7900, ext. 32462 (Pediatrics)

(617) 391-5900 (6th Floor Surgical Suites)

Health Insurance Information

Before your child's surgery, we recommend that you understand your health insurance plan. If your insurance coverage requires a referral, please get this before your child's visit. If you have questions about your insurance coverage, please call the Patient Accounts Office at (617) 573-3073.



Anesthesia

The Anesthesia Department at Mass. Eye and Ear has anesthesiologists and Certified Nurse Anesthetists who are specialized in administering anesthesia for children undergoing surgery.

Before and during surgery, medications will be administered by a member of the Anesthesia Department to ensure your child is comfortable and safe.

Before your child's surgery you and your child will be interviewed by a 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 that you may have about your child's Anesthesia.

If your child is taking any prescription or non-prescription medication, please have a medication list available. For your convenience, we have enclosed a blank medication list.

If your child uses any inhalers or breathing devices, please bring them with you on the day of surgery.

If your child has a heart abnormality or any medical condition that concerns you, please ask your surgeon for an anesthesia consult.

You may also contact the Anesthesia Department directly at (617) 573-3380.

