

Passport to the

Warren Family Surgical Center

Welcome! Your child's safety & comfort are our top priority. Here's a helpful overview of what to expect in each of our care areas during your stay. Feel free to speak with any staff member if you have questions. For your reference, a map is printed on the reverse side with matching sea-themed icons.

Surgery Info Desk



- You will be greeted by a staff member or volunteer.
- A pager will be assigned to you as a communication tool to help us locate you when needed. The pagers work on campus, except in the parking structures, Cafeteria and the Ronald McDonald House.
- No food or drink is permitted in the *L. Swortwood Family Surgical Waiting Center* to be respectful of the children awaiting surgery. Food/drink items are permitted in the front lobby & on the outside patio.
- Family members under the age of 18 are not permitted entry for infection control purposes. Additional family members & visitors are welcome to wait in the front lobby & on the outside patio.



Registration Area / A – E

- The registration staff will ask for your insurance card, co-pay, guardianship papers (if applicable) and child's social security number to complete the admission process.
- Patient identification bands will be placed on your child and two primary caregivers to ensure safety & confidentiality. These ID bracelets will be repeatedly checked throughout the course of your stay in each care area.

Pre-Op/ P POD



- Your child's height, weight, pulse & blood pressure will be taken by a nursing assistant.
- A Registered Nurse (RN) will review your child's health history and document it in the computer.
- You will be asked about any drug/allergies and to verify the last time your child ate or drank.
- You will meet the Operating Room (OR) team consisting of: the surgeon (MD performing the procedure), the anesthesiologist (sleep doctor) & the OR RN (the nurse who cares for your child during the procedure).
- These team members may repeat the same questions as a means to ensure the safety of your child.
- We are here to comfort both you & your child. Please share any worries or fears you may have about the procedure.

Operating Rooms/Procedure Room



- The OR RN will escort your child into the OR (the sterile environment where the actual procedure takes place). You will be directed to return to the surgery waiting area.
- For patients undergoing procedures outside the OR, a staff member will escort you to the appropriate area.
- While you are waiting, feel free to use the blank index cards (available at the surgery info desk) to write down any questions you may have for the surgeon.
- To check on the status of your child, please approach the surgery info desk or registration staff.
- Your pager will be activated when your child's surgery is complete.

Consultation Rooms



- You will be escorted to a consultation room to speak with the surgeon about the outcome of the procedure. The surgeon will be happy to answer any questions you may have.
- While you speak with the surgeon, the OR team will transport your child to the recovery room area.
- After the consultation is complete, you will be directed to wait close by in the surgery waiting area.
- Recovery times vary among children. As soon as your child is awake and it is safe to have a visitor, the recovery room staff will contact/page you.

Recovery Room/ PACU/ POD A



POD B



- A nurse will be assigned to care for your child during their recovery. Managing your child's safety, pain and/or discomfort is our main focus.
- When your child is awake, you will be contacted.
- One caregiver at a time may be needed at the bedside while awaiting transfer.

Discharge / Popsicle Room/ POD C



- A nurse will prepare your child for discharge and explain when it is safe to go home.
- Both parents/caregivers will reunite at the bedside in order to be included in all the after-care decisions about your child's care.
- Your child is allowed to drink & enjoy a popsicle at this time! 😊
- We take your questions and concerns very seriously. Alert your nurse if your child experiences pain, nausea or upset stomach. Please ask your child's nurse for assistance to use the restroom when necessary.
- You will receive detailed discharge instructions that will include diet, activity, home medications & the warning signs that require immediate follow-up.
- We value your opinion! Our goal is to provide quality service & be highly recommended to your family & friends. You will receive a follow-up phone call from our courteous staff. You may randomly be selected to receive a written survey in the mail.

Inpatient Unit



- If your child is staying overnight in the hospital, your nurse will escort you & your child to the unit via the inpatient elevator.
- On the unit, you will receive an inpatient family guide which includes helpful instructions regarding your child's stay.

Thank you for trusting us with the care of your child! If there is anything else we can do to help, please let us know.

**Sincerely,
Your RCHSD Surgical Services Team**

Welcome to the Warren Family Surgical Center!

Recovery Room/PACU/POD-A

Name _____



Recovery Room/PACU/POD-B

Name _____



Operating
Rooms &
Procedure
Rooms

Name



Pre-Op/P-POD

Name _____



Discharge/
Popsicle Room/
POD-C

Name



5 - Consult
Rooms



Registration
Area

Name



L. Swortwood Family Surgical Waiting
Center

Name _____



1 -
Surgery
Info Desk

Entrance
from Main
Lobby

