

# Planning for Your Surgery or Procedure at Virginia Mason

**Thank You for Choosing Virginia Mason.** Your entire care team looks forward to serving you and ensuring that you have the best possible experience with us. Virginia Mason is a nationwide leader in Quality and Safety. To learn more visit [www.VirginiaMason.org/Quality](http://www.VirginiaMason.org/Quality).

## What to Expect on the Day of Your Surgery or Procedure

- 1. You and your Care Companion arrive at Virginia Mason:** You will check in for your surgery or procedure. If you are having an outpatient surgery or procedure, your Care Companion will need to be present at check in and stay on the hospital premises to be available when you are ready for discharge.
- 2. You will be escorted to the preparation area:** You will change into a hospital gown, meet your Care Team, and be prepared for your surgery or procedure.
- 3. You will be escorted to the operating room or procedure room:** Your surgery or procedure begins and your Care Companion will be escorted to a waiting area.
- 4. Your surgery or procedure is complete:** You will be monitored by a nurse in the recovery room. Your Care Companion is notified when you are in recovery.
- 5. You continue recovery in the hospital or at home:** You will be transferred to a hospital room or you will be discharged home with your Care Companion.

## Planning for Your Discharge

- You will not be able to drive yourself home. Before your surgery or procedure, you must arrange to have a responsible adult (18 years or older) available to drive you home when you are ready to be discharged and stay with you after your procedure. If you have any concerns, please notify your surgical team.
- If you need help arranging a Care Companion, please contact Virginia Mason Social Services Care Management Team at 206-583-658 and ask for a private pay home care resource list.

## After Your Surgery or Procedure

We believe it is important for all patients, caregivers, and providers to understand the discharge plan well in advance of your surgery or procedure. We have learned that:

- Patients will return home from a surgery or procedure and continue their recovery with assistance from a Care Companion.
- Some patients need intensified physical therapy or nursing care in their home utilizing Home Health Services.
- A few patients will require a stay in a Skilled Nursing or Rehab Facility.

Your care team will help to predict which path is most appropriate for you. The final decision will be made with you and your family. The hospital Care Management team will assist your transition in partnership with you.

**Canceling Your Surgery or Procedure:** If you need to cancel your surgery or procedure due to illness, weather, etc., please call your surgeon's office.

## Helpful Contacts:

Pre-op Clinic: (206) 223-6604  
Surgery Preparation: (206) 223-6694  
Interpreter Services: (206) 709-7777



# Patient Resources

## Patient Resources

Visit [www.VirginiaMason.org/Patients](http://www.VirginiaMason.org/Patients) to find detailed information regarding:

- **Parking at Virginia Mason** – [www.virginiamason.org/seattle-parking](http://www.virginiamason.org/seattle-parking)
- **Patient Rights and Responsibilities** – [www.VirginiaMason.org/patient-rights-and-responsibilities](http://www.VirginiaMason.org/patient-rights-and-responsibilities)
- **Advance Directives** – [www.VirginiaMason.org/advance-directives](http://www.VirginiaMason.org/advance-directives)
- **Accommodations & Amenities** – [www.VirginiaMason.org/amenities](http://www.VirginiaMason.org/amenities)
- **Cafeteria & Dining** – [www.VirginiaMason.org/cafeteria-dining](http://www.VirginiaMason.org/cafeteria-dining)
- **Preparing for your Stay** – [www.VirginiaMason.org/stay](http://www.VirginiaMason.org/stay)
- **What to Bring and What to Leave at Home** – [www.VirginiaMason.org/what-to-bring](http://www.VirginiaMason.org/what-to-bring)
- **During your Stay** – [www.VirginiaMason.org/during-your-stay](http://www.VirginiaMason.org/during-your-stay)
- **Billing and Insurance** – [www.VirginiaMason.org/billing](http://www.VirginiaMason.org/billing)

For additional questions or to request printed material, please contact us at (206) 223-6600.

## Other Helpful Information

- **Call your insurance company to verify benefits:** You may also reach out to our Financial Navigator team if you have other questions: (800) 553-7803.
- **Food services:** Virginia Mason has a cafeteria on the 4th floor of the hospital (6am-7:30pm), as well as vending machines (24 hours). Visitors can also pay to order from the room service menu (7am- 11pm).
- **Interpretation services:** If you do not speak English or if you are deaf, hard of hearing, or blind, you can have interpretation services provided for you at no charge. Tell the person helping you that you need interpretation services.
- **Accommodations:**
  - The Inn at Virginia Mason: 1006 Spring Street (next door to the hospital): 800-283-6453; \$109-209/night + tax. Ask for the medical rate.
  - The Baroness Hotel (owned by Virginia Mason): 1005 Spring Street: 800-283-6453; \$106-139/night + tax. Ask for the medical rate.
- **Virginia Mason Patient Relations and Experience:** If you would like to provide us with feedback about the quality of the care you received. You may call (206) 223-6616 or fill out the comment card located in your packet.
- **Virginia Mason Spiritual Care Team:** (206) 583-6463



# My Health Care Team

All members of your health care team want to ensure you feel supported and have a wonderful surgical or procedural experience before, during, and after your stay.

**Surgeon:** Your surgeon directs all aspects of your care. Your surgeon's office is the first place to go with your questions.

**Registered Nurse (RN):** You may meet with a clinic RN before a surgery or procedure. The RN can also assist you with questions and may follow up with you post-surgery/procedure to ensure you have transitioned safely. If you spend time in our hospital post-surgery, the RN will be your primary caregiver during your stay.

**Medical Assistant (MA-C):** Works Closely with the surgeon and surgery scheduler to coordinate daily clinic schedules as well as communicating messages to and from the surgeon regarding your care. Your surgeon's medical assistant may be the first person you talk to if you call or email your surgeon's office.

**Surgery Scheduler:** Works with you to coordinate and schedule appointments for your surgery or procedure.

**Anesthesiologist:** You will speak over the phone with the anesthesia department before your surgery or procedure date. You will meet your anesthesiologist on the day of your surgery or procedure to discuss options for anesthesia and pain control.

**Social Worker:** A social worker may help you coordinate plans for a safe transition to home or your destination after discharge.

**Physician Assistant (PA-C):** PA-Cs are direct extensions of the surgeon in the operating room and on the hospital floor. They will be in frequent contact with the nurses who care for you after surgery and will see you daily while you are in the hospital.

**Physical Therapist (PT):** You may visit with a physical therapist to help you learn exercises and activities that will help you regain strength and increase your activity prior or post-surgery or procedure.

**Occupational Therapist (OT):** An occupational therapist may be involved in your care to help you learn how to be as safe and independent as possible with self-care after your surgery or procedure.

**RN Case Manager or Clinical Nurse Leader:** You may have a nurse case manager or clinical leader assisting with the coordination of your hospital stay. They help support the care team and ensure you have a smooth transition to your post-discharge destination.

**Transitions Support Center Team:** This team comprises of a scheduler and nurses who will work directly with you or your surgical team to ensure you have your follow up appointment made prior to discharged, and will call you at home within 2 business days after your surgery to confirm you are recovering well.



# Pre-Procedure Checklist

(To be completed by Procedure Scheduler)



Virginia Mason™

Date of Procedure:  Physician:

Pre-Anesthesia Assessment Consult:  Date:  Time:  By Phone | In Clinic

*We will review your medications at every visit and on every call. Please have your medication list available.*

We will call you the day before your procedure (on Friday, if your procedure falls on Monday) with your procedure check-in time and to review the information below. Please have this form available when we call. If you have not received a call from us by 3:30 p.m., please call (206) 341-0452 for assistance.

Procedure Check-In Time:  a.m. | p.m. It is important that you arrive no later than your scheduled check-in time.

Check-in:  Jones Pavilion, Level 5 Jones Integrated Procedure Center

Parking:  Lindeman Garage (located under the Lindeman Pavilion). Take the elevator to the 5<sup>th</sup> floor and follow the sky bridge to the Jones Pavilion.

See the map on the reverse side for directions and other instructions.

## Important Instructions for Your Procedure

- \*Do not eat anything after midnight (OK to sip water with medication) – no gum or lozenges.
- \*You may have water, coffee or tea (absolutely no milk or sugar) up to 2 hours prior to check-in time.
- RIDE HOME REQUIREMENTS:** If you are going home on the same day as your procedure, you will need to have an accompanying adult present with you **at check-in**. Your ride home should remain at the hospital until your procedure is complete and you are ready to go. You should also plan to have a responsible adult with you at home until you are safe to be left alone.

**\*Failure to carefully follow the eating and drinking instructions and the information regarding you ride home may result in delay or cancellation of your procedure.**

- Bowel Preparation: \_\_\_\_\_
- Other: \_\_\_\_\_

## Morning of Your Procedure

### DO BRING:

- Photo ID (photo copies are OK)
- Insurance Card
- Medication List
- Any nasal sprays, topical ointment, eye drops or inhalers
- Contacts, glasses, dentures or hearing aids
- Medical devices (CPAP machine, etc.)

### DO NOT BRING:

- VALUABLES:** Leave valuables and jewelry at home. Virginia Mason is not responsible for personal items brought to the hospital.
- Oral Medication

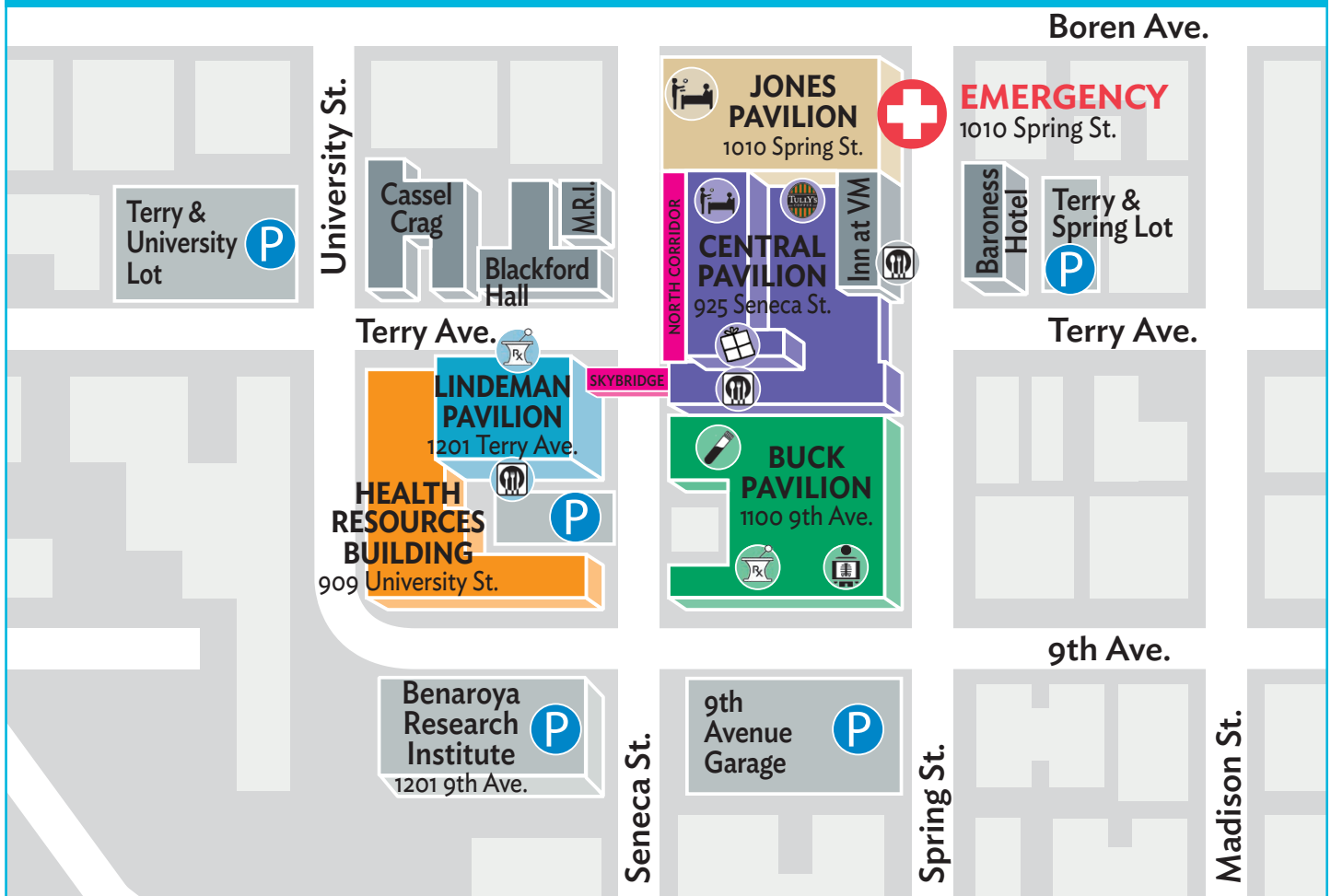
Physician's Office Phone:

Pre-Anesthesia Clinic: (206) 223-6604












Procedure Scheduler Name & Number:

Hospital Operator for day of procedure (or if you need to cancel your procedure after hours): (206) 624-1144

# CAMPUS MAP



## MAJOR DESTINATIONS

-  Cafeteria, Central Pavilion Level 4
-  **Emergency**, Jones Pavilion Level 7, 1010 Spring St.
-  Gift Shop, Central Pavilion Level 4
-  Laboratory, Buck Pavilion Level 6
-  **P** Parking Options
-  Patient Rooms, Central Pavilion Levels 7-17
-  Patient Rooms, Jones Pavilion Levels 9, 11, 18
-  Pharmacy, Buck Pavilion Level 1
-  Pharmacy, Lindeman Pavilion Level 2
-  Radiology, Buck Pavilion Level 5
-  Tully's Coffee, Central Pavilion Level 4

## MAIN PHONE NUMBERS

Virginia Mason Toll-Free	(866) TEAM-MED (832-6633)
Main Number	(206) 223-6600
New Appointments & Registration	(206) 223-6881
Emergency Room	(206) 583-6433
Wheelchair Service	(206) 625-7373, ext. 61322

## CHECKLIST: SAFE AT HOME ALONE

For your safety, you **MUST** have an adult (18 years or older) drive you home and stay with you after your procedure. We recommend that a responsible adult stay with you overnight on the day of the procedure.

At home, complete this checklist to find out when it is safe for you to be left alone.

You are safe when you can check that **ALL** of the items below are true.

- My pain is under control.
- I am not nauseated (sick to my stomach) or vomiting (throwing up).
- I am drinking liquids like water, juice, tea, sports drinks, soda or broth without nausea or vomiting.
- I have all of my medications and know how and when to take them.
- I have all the medical supplies and equipment I need.
- I am not dizzy when lying down, sitting or getting up.
- I am able to get to the bathroom and back safely.
- I am able to urinate (pee).
- I do not see signs of bleeding or swelling beyond what I was told to expect.
- I can get to a telephone and use it.
- I know who and what number to call if I have questions or need help.

Virginia Mason's telephone number to call is: \_\_\_\_\_

# Parking at Virginia Mason



Below is information about parking at Virginia Mason Hospital and Seattle Medical Center, which may help you find the most convenient option.

## Parking Rates – Please have your ticket stamped on arrival for the patient

Times	Garage		Terry/Spring Lot*		Terry/Univ. Lot *	Valet
	Visitor	Patient	Visitor	Patient	Patient/Visitor	Patient/Visitor
0 – 30 m.	Free	Free	\$5	\$5	\$5	\$5
30 m. – 1 hr.	\$5	\$4	\$5	\$5	\$5	\$7
1 – 2 hrs.	\$8	\$6	\$8	\$6	\$6	\$10
2 – 3 hrs.	\$10	\$9	\$10	\$9	\$8	\$12
3 – 4 hrs.	\$11	\$10	\$10	\$10	\$9	\$14
4 – 5 hrs.	\$12	\$11	\$12	\$10	\$10	\$16
5 – 6 hrs.	\$14	\$12	\$14	\$13	\$12	\$16
6 – 8 hrs.	\$18	\$15	\$18	\$16	\$13	\$18
8 – 9 hrs.	\$18	\$15	\$18	\$16	\$16	\$19
9 – 10 hrs.	\$18	\$16	\$18	\$17	\$16	\$20
10 – 12 hrs.	\$20	\$18	\$20	\$20	\$18	\$21
12 – 24 hrs.	\$22	\$20	\$24	\$24	\$20	\$24

\* Validations are not accepted for the Terry/Spring and the Terry/University lots.

## Frequently Asked Questions About Parking

### Where are alternate parking areas?

See the map for alternate parking areas, including the Terry Avenue/University Street lot.

### How do I park in the early morning?

The booth attendant will not be present, so please pull into the garage and alert our attendant on exit as to your entry time.

### Where do I park for the Emergency Department (ED)?

Four reserved spaces for patient use are on the Terry/Spring outside lot. Please get the required permit from the ED and place on dashboard.

### Where are your load/unload zones?

Please use the Seneca Street turnaround (in front of the Hospital Main Entrance) or the 30 minute no charge time limit in any of our garages. The Buck Pavilion valet area is limited to five minutes only for drop off or pick up.

### Where can I park if I need long-term stay?

Vehicles staying for extended time can buy a monthly pass from the booth attendant (\$200) or pay from the envelopes left on your vehicle.

### Does Virginia Mason validate parking?

Validations are provided on a department-by-department basis, however they are not accepted for the Terry/Spring and the Terry/University lots. Check with your provider.

### What do I do if I lose my parking ticket?

If you have lost your ticket we will fill out a “Lost Ticket” form, and we are required to bill you for the full day. If you find your ticket later, call our office at (206) 341-1688.

### What are options for oversized vehicles and RV parking?

We recommend the Terry/University lot for oversized vehicles, located just north of Lindeman Pavilion. RV parking is very limited; inquiries should be made first through the parking office at (206) 625-7385.

**Does Virginia Mason have valet parking?** Valet parking is available in front of the Buck Pavilion on Ninth Avenue and at the Surgery Valet, located at the Central Pavilion at Terry and Spring Street. Patients with difficulty walking can use the valet and have Virginia Mason Transport assist them in getting to their appointment. Rates are slightly higher than other garages.

**Where do I park if I am visiting the Inn at Virginia Mason or the Baroness Hotel?** Short-term parking is available on the Terry/Spring lot, just north of the Baroness Hotel. For long term parking spanning more than three days, please use the Ninth Ave. Garage.

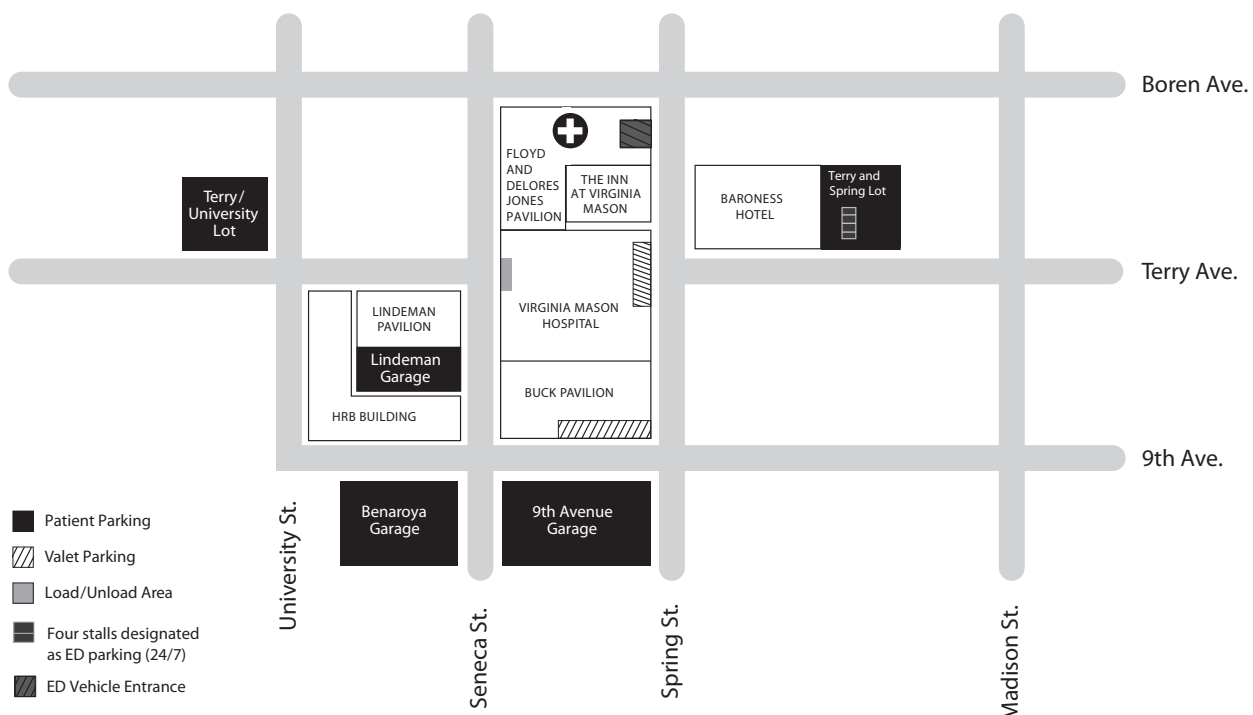
**Additional Questions? Call (206) 341-1688 or visit us at Buck Pavilion, Level 1.**



# Parking Map and Directions

## Parking Garage and Lot Information

	Hours of Operation		Clearance
<b>Ninth Ave. Garage</b> 1100-1123 9th Ave. Seattle, WA 98101	Sunday – Saturday Attended: Mon. – Fri. Saturday, Sunday	Open 24 Hours 6:30 a.m. to 9 p.m. 8 a.m. to 4 p.m.	6’4” to 6’6” (Lower Level)
<b>Benaroya Research Inst. Garage</b> 1201 9th Ave.	Attended: Mon. – Fri.	6:30 a.m. to 6:30 p.m.	6’5
<b>Lindeman Pavilion Garage</b> 1201 Terry Ave.	Monday – Friday Saturday, Sunday	5 a.m. to 8:30 p.m. 8 a.m. to 8:30 p.m.	6’2” to 6’8”
<b>Terry and University Lot</b> 1301 Terry Ave.	Sunday – Saturday	Open 24 Hours	Outside Surface Lot
<b>Buck Pavilion Valet</b> 1100 9th Ave.	Monday – Thursday Friday	5 a.m. to 6 p.m. 6 a.m. to 6 p.m.	
<b>Terry and Spring Lot</b> 1012 Terry Ave.	Saturday – Sunday	Open 24 hours	Outside Surface Lot
<b>Jones Pavilion Valet</b> 1010 Spring St.	Monday – Friday	9 a.m. to 5:30 p.m.	6’8”
<b>Level 6 Surgery Valet</b> (Central Pavillion) 1000 Spring St.	Mon., Wed., Thurs. Tues., Fri.	5 a.m. to 5:30 p.m. 6 a.m. to 5:30 p.m.	Prepay at the paybox if lots or garages are unattended.
<b>Oversized Parking</b>	Park on the Terry/University Lot.		





## Welcome to the Virginia Mason Surgical Services

PATIENT NAME AND ID NUMBER	
Patients Name _____	
Patients ID Number _____	

Date: \_\_\_\_\_

### Patient Benefit Verification

In order to maximize your benefits, it is very important that you familiarize yourself with the policies and benefits outlined in your health insurance handbook. **Please read your handbook carefully.**

Most patients have insurance that covers all or part of their charges, but policies vary widely on which procedures and services an insurance company will cover. Because policies are often customized, we do not always know what your policy covers.

Should your health insurance handbook not specifically address these policies and benefits, please contact your health insurance's customer service department for policy and benefit verification. The customer service phone number is located on the back of your health insurance ID card.

Virginia Mason Seattle Main Campus and the Virginia Mason Hospital Outpatient Surgery Center Federal Way are licensed hospital based locations. If you receive care at our Seattle Main Campus, or in the Federal Way Outpatient Surgery Center, certain outpatient services and procedures may have a hospital facility charge in addition to a professional (physician) charge. For more information related to hospital-based services, please refer to [www.VirginiaMason.org/Billing & Accounts](http://www.VirginiaMason.org/Billing%20&%20Accounts).

#### Questions to ask your insurance company regarding services billed under Tax ID Number 91-0565539 and your benefits include:

1. Am I covered for? (VMMC staff, please add procedure/service name and code):

- Procedure Name: \_\_\_\_\_
- Code: \_\_\_\_\_
- Inpatient:
- Outpatient:

▪ For Diagnosis: (VMMC staff, please provide diagnosis or ICD): \_\_\_\_\_

2. Do I need preauthorization? (The process by which a beneficiary is pre-approved for coverage of a specific medical procedure or service. Health insurance companies may require beneficiaries to meet certain criteria before they will extend coverage for some surgeries or services). \_\_\_\_\_

3. What is my copayment? (A fixed fee that beneficiaries to a health insurance plan must pay for specific medical services covered by the plan). \_\_\_\_\_

4. Do I have a coinsurance for outpatient or inpatient hospital procedures or services? (The percentage of a covered expense that a beneficiary must pay). \_\_\_\_\_

5. Do I have a deductible for outpatient or inpatient hospital procedures or services? (The amount beneficiaries pay out of pocket before their insurance begins picking up any of the costs of health care). \_\_\_\_\_

6. Is there a maximum amount my insurance will pay or a cap on my benefit? \_\_\_\_\_

7. Do I have inpatient and outpatient rehabilitation benefits? (Rehabilitation services may not apply to your post surgical care) \_\_\_\_\_

**Services provided that are non-covered, or exceed the benefit maximum will be the patient's responsibility.** Our Preadmission team may call you to discuss potential out-of-pocket expenses. In addition, we can provide estimates of charges. For an estimate, please call Patient Financial Services at (206) 223-6715. Or, if you would like an estimate in person, please request to speak with a Financial Services Representative.

## **Patient Information about Concurrent Surgery or Procedures**

### **What is a Concurrent Surgery or Procedure?**

Your care team is led and supervised by your “Responsible Physician”, this is the primary physician responsible for your procedure.

Your Responsible Physician will not perform a concurrent surgery or procedure which means your Responsible Physician will not perform the critical portions of a surgery or procedure on another patient in another room at the same time as your surgery, except in an emergency situation.

### **Our History as a Teaching Hospital**

At Virginia Mason we have a long tradition as a teaching hospital where medical residents and fellows may be involved in your care as part of their education.

Teaching hospitals are on the forefront of medical advancements and discoveries. Studies show that patients receiving care at teaching institutions have better outcomes.

### **Our Promise**

At Virginia Mason teams work together to deliver high quality care to our patients.

### **What to Expect for Your Surgery or Procedure**

Your Responsible Physician will be in the operating room or procedure room for the critical portions of your procedure.

Your Responsible Physician may not be in the room with your care team for noncritical portions of your procedure.

Your Responsible Physician will be immediately available to return to the room and assist your care team if needed.

Your Responsible Physician will ensure that the team performing noncritical portions is qualified and capable of performing their part.

In addition to the Responsible Physician, your care team may include the following: anesthesiologist, certified registered nurse anesthetist, operating room or procedure room nurse, surgical technologist, residents or medical students, and a physician assistant.

Your Responsible Physician may begin to be involved in the care of another patient after the critical portions of your procedure are completed. In this situation, another physician is identified in advance to assist the care team in the rare circumstance in which help is needed.

Please ask questions or share concerns with your surgical or procedural team at any time.