

# A Patient's Guide to Surgery



Children's Mercy

LOVE WILL.





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Children's Mercy Kansas City welcomes you to our Adele Hall Campus at 2401 Gillham Road in Kansas City, Mo. We understand that surgery can be a scary experience for both children and families.

By working hand-in-hand with you and your family, our doctors and nurses will make every effort to ensure your child's comfort during their stay.

The following information was prepared to answer basic questions about getting ready for surgery.





# Checklist

My child's surgery is scheduled for \_\_\_\_\_

We should arrive at Children's Mercy Adele Hall in Kansas City, Mo., at \_\_\_\_\_

## 1 Month Before Surgery

- \_\_\_\_\_ My child's pre-op testing/blood work is completed within 30 days of surgery, if needed.
- \_\_\_\_\_ I confirmed my child's insurance information by calling (816) 234-3567.
- \_\_\_\_\_ We attended the pre-operative teaching session (optional).
- \_\_\_\_\_ We attended a pre-admission testing visit (if needed).
- \_\_\_\_\_ My child has had his history and physical done by his physician or surgeon.
- \_\_\_\_\_ I have arranged transportation (including a car seat, if needed) to and from the hospital.
- \_\_\_\_\_ I have a plan for meals and where to stay overnight, if needed.
- \_\_\_\_\_ I have asked the surgeon if my child should stop any of his medications before surgery.

## 1 Week Before Surgery

- \_\_\_\_\_ A nurse from Surgery Clearinghouse will call you to discuss your child's medical history (medical conditions, medications, previous surgeries, allergies and any family history that involves complications with anesthesia, recent illnesses within the past 2 months).
- \_\_\_\_\_ My child's test results, history and physical are faxed to Surgery Clearinghouse at least 3 business days before surgery.

## 1 to 2 Business Days Before Surgery

- \_\_\_\_\_ I received a call from Same Day Surgery with pre-op instructions.
- \_\_\_\_\_ I notified Same Day Surgery if my child had a fever, cough, or cold or has been exposed to chickenpox, measles, mumps or other illnesses since I talked to Surgery Clearinghouse.
- \_\_\_\_\_ I gave my child a bath/shower and shampoo. (No lotions, powders or deodorants applied afterward).
- \_\_\_\_\_ I removed all jewelry, hair accessories (barrettes, beads, etc.), fingernail polish, makeup, contact lenses that my child was wearing.

## I Have Packed:

- \_\_\_\_\_ My child's favorite pacifier, clean blanket/toy, nipples, bottles, etc.
- \_\_\_\_\_ My child's shot record.
- \_\_\_\_\_ My child's medicines (including all prescribed nebulizers and inhalers).
- \_\_\_\_\_ Any special equipment I might need to care for my child (such as: G-tube extensions, formula, special nipples or feeding equipment, CPAP/BIPAP machines, suction machines, breast pump, a full oxygen tank, extra batteries and power cords for any medically necessary equipment, etc.).
- \_\_\_\_\_ Comfortable clothes for my child to wear home.
- \_\_\_\_\_ A change of underwear for my child.
- \_\_\_\_\_ My list of questions for the doctors.

## Day of Surgery

- I stopped feeding my child breast milk at \_\_\_\_\_ (if applicable)
- I stopped feeding my child solids (food, milk products, orange juice, broths, etc.) at \_\_\_\_\_
- I stopped feeding my child clear liquids (water, Pedialyte®, Sprite®, apple juice, Jell-O®) at \_\_\_\_\_
- \_\_\_\_\_ Each adult coming to the hospital has a photo ID.
- \_\_\_\_\_ I have my child's insurance card.
- \_\_\_\_\_ I have current court papers proving legal guardianship (if applicable).
- \_\_\_\_\_ I have arranged for someone else to drive us home, while I care for my child.





# Getting Ready for Surgery

We are the doctors, nurses, and staff of Children's Mercy. Everyone who works here thinks you are special.

## These are our promises to you:

- We'll be honest with you.
- We'll listen to you.
- We'll take good care of you, regardless of your family's ability to pay your bill.
- You and your parents are a part of our medical team.
- We want you to help us decide the best ways to take care of you.
- We'll talk with you about your plan of care before, during and after you are treated.
- You may talk freely with the medical team.
- What you say will not be told to others unless it is important to your care and safety.
- It is OK to tell us what you want or do not want, if you are afraid, angry, lonely, or sad.
- It is OK to laugh and to cry.

## We'll tell you:

- Who we are.
- What we do at the hospital.
- Why we have entered your room.
- Why you are here.
- What the medical team thinks will help you.
- How things may feel to you.
- About the risks and benefits of your treatments and medicines.
- We will explain all these things in ways you can understand.

## We care about you no matter:

- What your race or religion.
- If you are a boy or girl.
- Where you were born.
- What you can and cannot do.
- What you look like.
- Who is in your family.

We'll help you do what you need to grow and learn.

You are not here to be punished.

You will receive your care in a safe place.

We'll be as gentle as possible when we have to touch you.

We'll keep your body covered up as much as we can.

We'll ask you if you hurt.

We'll help you with your pain quickly and safely.

Your religious, family and personal traditions are important to us.

We'll let your parents and your doctor know if you have to stay overnight at the hospital.

Your family and friends can be with you when the hospital rules say it is OK.

If you wish, we will help you limit visitors.

Your parents can take you home when it does not hurt your health or safety.

We'll help you and your parents learn how to take care of you after you leave the hospital.

If you wish, you can go to another hospital and we'll help you figure out how to do so safely.

You may ask us how your health information is used, who may look at it, and how you can see it.

If we ask you to be part of an experiment or research, you can say yes or no.

If you are 18 or older, you may refuse our plan of care.

If you're younger than 18 and refuse our plan of care, we'll discuss this with you and your parents.

If you are 18 or older, we can help you create an Advance Directive – see page 9.

If you think we have not kept our promises, tell your doctor or nurse so we can work together to solve the problem.

If you are still unhappy, please call our patient advocate – see page 22. You and your parents may also write a letter to us about your problems. If you tell us you are sad or angry about a broken promise, we will still give you good care.

## Your responsibilities as a patient:

There are things only you can tell us. So that we can give you good and safe care, it is important that you tell us:

- Why you are here.
- How you feel.
- If you have pain and where.
- What others have done to help you feel better.
- What you and your family do at home to help you feel better.
- If you don't understand something.
- If you have concerns about your care.
- If there is something on your mind.
- If you need help following your plan of care or keeping your appointments.

## These rules are for everyone (staff, patients, families and visitors) who enters Children's Mercy.

1. Keep the hospital a safe and restful place.
2. Privacy and confidentiality must be protected at all times.
3. Never use foul or mean language.
4. Never use physical or emotional abuse.
5. Weapons or weapon-like devices are not allowed in our facilities or on our grounds.
6. Use of tobacco, electronic cigarettes, alcohol or illegal drugs is not allowed.
7. Do not steal or damage hospital property or the possessions of others.
8. Children's Mercy medical equipment or computers must be operated only by approved individuals.
9. Follow our visiting rules.
10. Stay in authorized areas.



# Quick Facts and Definitions

**History and Physical** – also called an H&P — Your surgeon, a primary care physician, or nurse practitioner must examine your child and complete this form up to 30 days prior to your child’s surgery. If this examination and form are not completed by the morning of surgery, your child’s surgery may be cancelled.

**Pre-operative Tour** – This is a fun visit to show you and your child what your visit will be like on the day of surgery. Call (816) 983-6870 to schedule your tour.

**Pre-Op Visit** – You and your child go to your surgeon’s office. The doctor or nurse will examine your child, ask questions about your child’s health, and discuss your child’s surgery with you.

**Pre-Admission Testing Visit** – also called a P.A.T. visit. You and your child meet with a specially trained nurse and nurse practitioner to create a plan for the day of surgery. A pediatric anesthesiologist may also see your child. Ask your surgeon to make an appointment if you have concerns about anesthesia.

**Arrival Times, Eating and Drinking Instructions** – A nurse will call 1 to 2 business days before surgery. The nurse will give you arrival times, eating and drinking instructions. If you do not follow these instructions your child’s surgery may be delayed or cancelled – for more information, please see page 12. You may call (816) 234-3534 or toll-free at (888) 561-2403 between 10 a.m. and 5 p.m. the day before surgery if you missed receiving your instructions or if you have any questions or concerns.

**Same Day Surgery** – Located on the second floor near the Unicorn Elevator (above the Sombart Courtyard). This is where most children go to prepare for surgery. At least 1 parent or legal guardian must come with the child on the day of surgery.

**Surgery Clearinghouse** – Surgery Clearinghouse provides a central location for coordination of your child’s surgical care. A team of clinical nurses will contact you 7-10 days prior to your child’s scheduled surgery date to resolve any issues that could potentially be barriers on the day of surgery.

**Surgery Waiting Area** – This is where you and your family will wait while your child is in surgery. The Surgery Waiting Area is located on the first floor, across from the Elephant Elevators. At least 1 parent or legal guardian must stay in the waiting area while your child is having surgery – for more information see page 15.

**Post-Anesthesia Care Unit** – also called the Recovery Room, Wake-up Room or PACU-Phase I. This is where specially trained nurses help your child wake up after surgery – see page 16 for more information.

**Post-Op** – also called the “getting ready to go home room” or Phase II PACU. This is where you and your child will be reunited and prepare to go home after surgery – for more information see page 16.

**Reunion Avenue** – After your child is awake, you will meet your child and a nurse in this hallway. The nurse will take you and your child to the area where your child will stay until ready to go home.

**Visiting Hours** – 9 a.m. to 9 p.m. Some areas such as the PICU may have special visiting hours – please check at the nursing station before your visit. All adults must show a current photo ID before entering the hospital.

# Getting Ready for Surgery

## How do I help prepare my child for surgery?

- Always answer your child’s questions honestly.
- Listen to what your child says; your child may be trying to share hidden fears.
- Reassure your child that illness and surgery are not punishments and that we are here to help them.
- Ask someone to care for your other children on the day of surgery.
- Help your child pack a favorite toy, blanket or other special item.
  - » Older children may want to pack books, CDs, handheld games, and other items they may find enjoyable.
- If your child will be staying overnight, talk to your child about when friends may visit after surgery (that evening, the next day, etc.).
  - » Remind visitors to keep visits short or to leave when your child needs rest.
- Friends should know your child’s full, legal name.
  - » If asking for your child by a nickname, they will be told there is no such patient.
- Your older child may wish to make a list of questions for the doctors.
  - » Any question is OK.

Some questions your child may wish to consider are:

- Will I have bandages when I wake up?
- When and what can I eat after I wake up?
- How will you help keep me comfortable after surgery?
- When will I be able to play sports, dance, etc?

If your child is asking questions or has concerns about an upcoming surgery, you can call a Child Life Specialist at (816) 983-6870.

Take care of yourself. Get plenty of rest, eat right and wear comfortable clothes.

Your child will count on you for support and comfort.

Smile. It’s the most reassuring thing your child will see.

Child Life, Social Services and your surgeon’s office can help you with any other concerns.

## Pre-operative teaching session?

For more information about your child’s upcoming surgery and scheduling a pre-operative teaching session, visit our website at [childrensmercy.org/departments-and-clinics/surgery/a-guide-to-surgery/](http://childrensmercy.org/departments-and-clinics/surgery/a-guide-to-surgery/).

## What is Pre-Admission Testing?

Pre-Admission Testing (P.A.T.) was started to help make the day of surgery a little easier for you and your child.

In previous years, patients were often admitted to the hospital 1 or 2 days before surgery. Pre-admission testing allows for that same individualized preparation without a longer hospital stay.

Pre-Admission Testing visits prior to surgery or a procedure requiring anesthesia are an important part of the planning and preparation process. Children who have longstanding medical conditions, complex needs, who require pre-operative laboratory tests, other testing, or families and children with concerns about having anesthesia, are among those who benefit from having a Pre-Admission Testing visit.

There are other patients who are scheduled for certain procedures in specialty clinics (such as Radiology and the GI Procedure Room) who may require anesthesia for their procedure. In order to help prepare them, these patients may need a Pre-Admission Testing visit as well.



# Getting Ready for Surgery

## >>> Continued

A Pre-Admission Testing appointment is scheduled within 1 month of the scheduled surgery date. All children must be accompanied by a parent or legal guardian. The average appointment lasts approximately 1 hour. Please allow adequate time for your child's assessment.

At this visit a nurse will do a brief physical exam and ask you questions about your child's health history (including medications, allergies and immunizations). It may be easier for you to bring in your child's immunization record and medications with you to this visit. The nurse will also obtain your child's height, weight and vital signs. A nurse practitioner will interview you and your child, do a brief physical exam, and discuss the anesthesia plan. An anesthesiologist may also see you at this visit, depending upon your child's anesthesia needs and health history.

A Child Life Specialist may see you and your child to help prepare your child for surgery by using words, pictures and dolls. This teaching is tailored to your child's age and needs.

Call (816) 802-1238 or your surgeon's office if you need to change or cancel your appointment or if you would like more information.

## What is Surgery Clearinghouse?

Surgery Clearinghouse provides a central location for coordination of your child's surgical care. A team of clinical nurses will contact you 7-10 days prior to your child's surgical date to resolve any issues that could potentially be barriers on the day of surgery.

During these phone calls, a nurse will discuss your child's medical history with the parent or guardian. They will want to know if your child has any medical conditions, is taking any medications, has a history of previous surgeries, any known allergies and any family history that involves complications with anesthesia, as well as any recent illnesses within the past 2 months.

Nurses will also provide education on the pre-operative processes, expectations for the day of surgery, and pre-operative care. Collaboration with our social work department, surgery clinics, and surgeons allow for all issues to be resolved prior to arrival on the day of surgery.

Call (816) 855-1841 to reach Surgery Clearinghouse, or (816) 301-9928 to fax any test results, history and physical, or other requested documents to Surgery Clearinghouse for your child's surgery.

## Will my child need a blood transfusion?

Your child's surgeon will tell you if your child might need blood during or after surgery. If you or your child would like to donate blood for use during surgery, you need to speak to your surgeon at least 2 to 3 weeks beforehand. There are both age and health rules you must meet in order to donate blood. Your surgeon's office and the Community Blood Center will help you get the proper paper work and testing done. Your child will need to have blood drawn at Children's Mercy the day before surgery to be certain the donated blood is the best match for your child.

Caregivers should be aware that due to Missouri child abuse and medical neglect laws, we will give blood in critical situations.

## Who can consent for surgical care?

A parent, legal guardian or competent adult patient (age 18 and older) can give consent for care and must be here for all surgeries (with children under age 18). If you're not the child's parent, you must bring court records proving you're the legal guardian. This includes grandparents and other family members no matter how long the child has been in the care of that relative.

## When should parents get legal guardianship of their child?

If your child is not able to consent for medical and surgical care, you must obtain court guardianship of this child before the age of 18. Since this process can take a long time, it is best to begin when your child is 16. You may need to consult a lawyer for help with this process. If you have questions about how to start, you may call Social Work and Community Services at (816) 234-3670 for assistance.

## What is an advance directive?

Federal law states that all competent adult patients (age 18 and older) must be asked if they want to know about advance directives. This does not have anything to do with the type or risk of surgery. An advance directive is a legal document telling us what treatments you want or do not want if you cannot speak for yourself.





# Insurance and Billing

## How can I pre-register my child?

Once your child's surgery has been scheduled, you may pre-register one of two ways:

1. Call (913) 696-5003, or toll-free at (866) 512-2168. You will need your child's Social Security number and health insurance card.
2. Or online at [childrensmercy.org](http://childrensmercy.org) then under "I WANT..." click on "Pre-Registration." Next, select your surgeon's clinic from the drop down box. Then, complete the online form and submit it.

## What about pre-certification?

When your surgeon's office schedules a date for your child's surgery, the Pre-Cert Team at Children's Mercy is notified. They will contact your insurance to get your child's surgery pre-certified. Our staff will ask you for your insurance information. If your insurance requires one, we will ask for your co-pay at the time of registration. Most bills are sent to your insurance company for payment. We will contact you if there is a problem getting approval from your insurance.

## Patient Access Financial Clearance Team

Financial Clearance team members are available to help families understand their individual costs, provide guidance for working with their insurance companies and individual health plans, and lead the process for qualified financial assistance, if needed.

Please call the Financial Clearance team at (816) 302-1650 or via email at [FinancialClearance@cmh.edu](mailto:FinancialClearance@cmh.edu).

Questions regarding your specific insurance coverage should be directed to your insurance company.

## Where can I receive help with cost for surgery?

Children's Mercy has financial counseling to help you with Medicaid paperwork, hospital bills, and other programs that can help with the cost of your child's surgery. Staff in the Admissions Department on the ground floor can help you with this.

Please note that we accept all major credit cards. We also have other payment options, which our Patient Financial Services Department will discuss with you at your request. They can be reached at (816) 234-3599. If you have questions about insurance before you come to the hospital, call (816) 234-3567.





# Day Before Surgery

## What time will my child have surgery?

One or two days before your child's surgery, a nurse will call you. Have a pencil and paper by your phone to write down your times. The nurse will ask questions about your child's health, answer your questions, and give you instructions. You may be asked to repeat the instructions back to the nurse so that the nurse knows you understand the instructions. You will arrive about 60-90 minutes before we expect surgery to start. This allows time for the nurse to get your child ready and time for you to talk with your surgeon and a pediatric anesthesiologist.

## What can my child eat and drink before surgery?

There will be a time to stop "solid" foods which includes food, milk, milk products, formula, orange juice, broths and colas. If you give your child breast milk, there will be a time it must be stopped. After that, your child may have "clear liquids" – water, apple juice, Sprite, Pedialyte®, and Jell-O® with nothing added. There will be a time when your child must stop drinking liquids. After that time, your child should have absolutely nothing at all in his mouth, not chewing gum, not even brushing his teeth until after this procedure is over.

For your child's safety, it is very important that you follow these instructions. If you do not, your child's operation may be cancelled or delayed.

## What tests or procedures does my child need before surgery?

The tests and procedures needed before surgery depend upon the type of surgery to be done and your child's health. Your surgeon or the nurse will tell you what tests are needed.

Please give your child a bath or shower and shampoo the night before or morning of surgery, as this has been shown to decrease surgical site infections. Do not apply deodorants, perfumes, lotions or powders. We also ask that all jewelry, makeup, fingernail polish and contacts be removed before you arrive. When you arrive on the day of surgery, girls (age 10 and older) will be asked to urinate in a cup for a routine pre-operative pregnancy test screening. Please, tell your child not to use the bathroom right before you leave home or she may not be able to give us a sample. If your child is unable to collect a urine sample, a blood test may be needed.

## What if my child gets sick before surgery?

Please call your surgeon's office if your child has any of the following:

- A cold with cough or runny nose.
- A fever – or had a fever in the last 2 days.
- Vomiting or diarrhea.
- Has been treated for asthma, bronchitis or pneumonia in the last 6 weeks.
- Has not had chicken pox and has been exposed to chicken pox in the 7 to 21 days immediately before surgery.
- Has been exposed to measles, mumps, strep throat or other illnesses in the last 3 weeks.
- Depending upon your child's health and the type of surgery that is planned, your child's surgery may need to be rescheduled.

## What might delay or cancel my child's surgery?

We will do everything we can to be certain the day of surgery goes smoothly for you and your child. But, there are many things that can cause your child's surgery to be delayed. Surgery can be delayed because:

- Sometimes it takes longer than planned to do the operation before your child's surgery.
- Sometimes a child with an unplanned but urgent need for surgery gets operated on first.
- Your child may have had something to eat or drink closer to surgery time than is safe.
- If your child is ill, it may not be safe for your child to have anesthesia or surgery.

If the hospital is full and your child is supposed to stay in the hospital after surgery, your child's surgery may be delayed. We will do our best to tell you about this during our pre-op phone call.

When the hospital is full, we do our best to meet every child's needs. The nursing supervisor checks to see which children may go home that day so she can assign those beds to children needing surgery. If it does not compromise the health or safety of the child, then the nursing supervisor may be able to move some children to different patient rooms in order to make more beds available for our surgical patients. We will ask you to come to the hospital at your scheduled time for surgery, because your child's surgery will be done if a bed becomes available. During our busiest times, beds are assigned to children with the most urgent need for surgery first. If there are not enough beds, your child's surgery may be cancelled and rescheduled.

## Where can I stay?

A social worker can give you a referral for the Ronald McDonald House if you live at least 35 miles away from the hospital. A referral is not a reservation. See the Support Services section of this book for more information.

A social worker can give you a list of hotels close to the hospital that offer reduced rates to families of Children's Mercy patients.

When a child is admitted to the hospital, parents or guardians may stay in their child's room overnight – except for special areas. Siblings cannot stay overnight in the hospital.

## What can I do to be ready to care for my child after surgery?

- Stock up on clear liquids like apple juice, popsicles, Jell-O® and soft bland foods.
- Plan some quiet games and activities for when your child first comes home.
- Set gentle limits.
- Let siblings know that their brother or sister will need to take it easy for a while.
- A new book or toy can make coming home a celebration.
- Talk to your surgeon or nurse about special things your child might need after surgery.



# Anesthesia

## What is anesthesia?

Anesthesia is a state of freedom from pain during surgery. There are two types: a “general” anesthetic is a deep sleep caused by drugs given to the whole body and a “regional” anesthetic numbs only one part of the body.

## Who gives anesthesia?

All general anesthetics are given by members of the Department of Anesthesia. The staff consists of pediatric anesthesiologists specially trained in anesthesia for children and certified registered nurse anesthetists, who are under the direct guidance of the anesthesiologists. Resident physicians and registered nurse anesthetist students rotate through the department while receiving instruction in pediatric anesthesia.

## Will I be able to talk with an anesthesiologist?

Yes. A pediatric anesthesiologist meets with parents the day of surgery to talk about the anesthesia plan and answer questions. You may be asked to bring your child in before the day of surgery for a pre-admission testing visit with the anesthesiologist or his nurse practitioner. This is done for patients with certain health problems or complex surgery so that proper planning can occur. If you would like to speak to an anesthesiologist before the day of surgery, ask your surgeon to arrange a pre-admission testing visit.

## Will my child get a shot before surgery?

Probably not. The anesthesiologist will talk about what your child needs for surgery.

## How is anesthesia given?

The induction (start of anesthesia) may be done one of two ways: by breathing “sleepy” air (medicated air) given through a mask placed near the nose and mouth or medication given through an IV (intravenous line). The anesthesiologist will decide which way is best for your child after discussing your child’s health with you.

## Where does my child awaken?

Your child will begin waking up in the Post-Anesthesia Care Unit (PACU-Phase I). Specially trained nurses care for your child in this area. See the After Surgery section for more information – page 16.

## How will my child feel afterward?

A small number of patients will be sick to their stomach or vomit after surgery. The nurse will give your child medicine for this if needed.

If your child had a breathing tube during surgery, there may be a sore throat or hoarseness for a few days.

IVs are placed in almost all children after they are asleep. There may be a puncture mark or bruise where the needle was removed. This is normal.

## How much should I tell my child about the anesthesia?

Children are often frightened by new and strange things. You should tell your child as much as your child can understand. There are many people and resource materials that can help you with this if you wish. Please see the Support Services and Resources for Caregivers sections on pages 22 to 23.

# Day of Surgery

## How do we get to Same Day Surgery?

Same Day Surgery is in the green zone on the second floor. You will take the Elephant Elevators to the second floor. When you exit the elevator, turn right. You will go down the hallways until you reach the Same Day Surgery waiting room. There are signs and friendly faces along the way that will help you get to the right place.

## What do I do with my things while we wait?

Bring only what you need for the first few hours as you will have to carry these items to several different places. If your child is staying overnight, you will probably want to leave your suitcase locked in your car until your child has been assigned a room.

## Who must be with your child in Same Day Surgery?

A parent or legal guardian must come with the patient to Same Day Surgery. Legal guardians must bring proof of court-appointed guardianship in order to sign consent forms. Without the proper paper work, surgery will be cancelled.

## What will happen in Same Day Surgery?

- You will check in at the registration desk first.
- If your insurance has a co-pay, you will be asked to pay it.
- Due to children being unable to eat or drink before surgery, we ask that you please do not bring food or drink into this area.
- Your child may play with a variety of toys, books and magazines while you wait for the nurse to call your child’s name.
- A member of the same day surgery team will escort you to an exam room.
- There is seating for 2 immediate family members in the patient exam rooms.
- Pediatric nurses, child life specialists, your child’s surgeon and pediatric anesthesiologists, will prepare you and your child for surgery.
- We will ask that your child change into a gown and slippers. Most children will be asked to remove their undergarments as well. This is done because after children are asleep their bladder muscles relax and they may have an accident. If your child does not wish to remove their undergarments before going to surgery, our doctors and nurses may have to remove the underwear after your child is asleep.
- Please have your child use the restroom just before going to surgery.
- The operating room nurse, who will be caring for your child while they are asleep, will come to your room, ask you some questions then, escort you and your child down the hall.
- You’ll have time for hugs and kisses in the hallway.
  - » From this point on your child will not be left alone at any time until your child is able to rejoin you.
  - » We will take very good care of your child.

## Where should I wait while my child is in surgery?

The surgery waiting area is located across from the Elephant Elevators on the first floor. After your child goes to surgery, check in at the registration desk in the surgery waiting area. One parent or guardian should remain in the waiting area at all times. The registration staff there will give you updates on your child.

- Cell phone use is permitted in the first floor waiting area.
- Vending machines are located just outside the first floor waiting area.
- A gift shop and cafeteria are located on the ground floor near the Castle Elevators.

After the surgeon has finished your child’s surgery, the registration staff will direct you to a nearby consult room to speak to your child’s surgeon in private. While you talk to the surgeon, your child will still be in the operating room. It may be up to 30 minutes after the surgeon speaks with you before your child goes to the Post-Anesthesia Care Unit (PACU- Phase I).

The average time for a child to be in the PACU-Phase I area is 45-60 minutes. The PACU-Phase I nurses will call the waiting area staff with updates on your child’s progress.

**Be aware, you run the risk of not getting updates on your child and of not speaking to the surgeon after surgery if you leave the waiting area.**



# After Surgery

## What is the Post-Anesthesia Care Unit (PACU)?

PACU is often called the Recovery Room or Wake-Up Room. Here, specially trained nurses care for children as they awaken from anesthesia. A pediatric anesthesiologist is always available to help care for your child. As soon as your child is stable and has met discharge criteria, a nurse will call to tell you to come and rejoin your child.

## When will I see my child after surgery?

You will meet your child in the "Reunion Avenue" hallway near Same Day Surgery after your child has been released by the PACU nurse and the pediatric anesthesiologist. The nurse will take you and your child to the room where you will remain with your child until your child is ready to go home.

## When will my child be ready to go home?

If your child will be going home on the day of surgery, your child will stay in the post-op area to prepare to go home. A nurse will check on your child frequently for wakefulness, the ability to drink and keep down liquids, and his comfort level. She will give you instructions from your child's surgeon on how to care for your child at home and phone numbers you may call with any questions or concerns once you are home.

There is seating for 2 immediate family members in the post-op area.

If your child will be staying in the hospital for a while, you will be taken with your child to a patient room. A nurse will check on your child frequently.

Please tell the nurse if you think your child is uncomfortable.

## How will my child act after surgery?

Your child may be fussy, sad or very sleepy. Some children may be fully awake upon arriving in the recovery room. Others may be groggy for hours after surgery. This is normal. Treat your child with gentleness and understanding.

If you have any concerns about your child's recovery, feel free to ask your nurse or anesthesiologist.

Your child may or may not remember waking up in the PACU. The medicine given during surgery often makes one forget things on that day. As your child wakes up after surgery your child may say or do things your child wouldn't normally do. This is sometimes an effect of the medicine given during surgery. Once the medication has worn off, your child will behave more normally.

Tell your child not to be afraid to ask the nurse or doctor questions. We are here to help them.

The doctor and nurse will answer your child's questions in ways your child can understand.

Your child may be asked to change into disposable underwear before surgery. Tell your child not to be alarmed, this is sometimes necessary to perform the procedure or surgery and to prevent your child's clothes from becoming soiled.

According to the surgeon's orders, the nurse will give you any special instructions for you to follow at home. Please feel free to ask questions.





## What if my child has a problem after we go home?

If you have any worries or concerns during the first 24 hours after your child goes home, please call Same Day Surgery at (816) 234-3534, or toll-free at 1 (888) 561-2403. Your child's surgeon will be best able to help you after the first 24 hours.

You may call the Nurse Advice Line at (816) 234-3188 any time night or day.

A nurse may call you 1 or 2 days after surgery to check on your child's progress. After leaving the hospital, you may receive a survey asking about your child's stay. We hope you will take time to complete the survey and tell us how we are doing. We value your feedback and appreciate you letting us care for your child!





# Overnight at Children's Mercy

## Can I stay overnight with my child?

Yes, on most floors parents may stay overnight with their child.

## Who else can stay with my child?

Two parents or legal guardians may stay 24 hours a day in the patient's room.

A sibling 18 years of age or older or another adult may spend the night in place of the parent with the permission of the child's parents and the unit's nurse manager or designee.

## Where will I shower when staying with my child?

Please check with your child's nurse for which shower you may use. Parents should wear robes and slippers or shoes when going to and from the showers.

## What will my child's room be like?

Most patient rooms are private rooms (only 1 patient) and have a:

- Bed
- Bedside table
- Television
- Telephone
- Small refrigerator
- Closet
- Bathroom
- Chair bed or window bed

## When can friends and family visit my child?

- Visiting hours are 9 a.m. to 9 p.m. on most units.
- Visitors may be limited based on the patient's health, the parent's request, or current hospital standards.
- Special units (PICU, NICU, and Burn Unit) have their own visiting hours and rules.
  - » Please ask your nurse for more information.

## Are there fun things my child can do?

If your child is staying in the hospital for a while, there are special activities (playrooms, evening programs and bedside activities) your child may enjoy. When you think your child feels like being more active, check with your nurse to see if it is OK to attend one of these activities.

## Can we make telephone calls from the room and where can I use a cell phone?

Local calls may be made by first dialing 9, then the area code and telephone number. Cell phones may be used in certain areas only. Please ask before using your phone. No calls are allowed to come into the patient rooms after 9 p.m.

## Where can I mail a letter?

There is a "painted mailbox" with a mail slot on the wall next to the ATM on the first floor where stamped envelopes and postcards can be mailed. Postage stamps may be purchased in the Children's Mercy's Gift Shop on the ground floor.

## What if I need cash?

If you need cash or need to cash a personal check, there is an ATM and a cashier. Ask for a map or ask your nurse for directions.

## What about meals?

The cafeteria and gift shop are on the ground floor of Sutherland Tower. There is a Subway on the first floor. There are vending areas on some floors. See the enclosed map or ask for directions.

If you wish to go outside of Children's Mercy for a meal, there are a variety of local restaurants. Lists may be available on your floor, through your social worker, and on the Children's Mercy website at [childrensmercy.org](http://childrensmercy.org).

## Additional options

Families may bring non-perishable food from home for clinic appointments. Most units have muffins and juice in the waiting area at no charge Monday through Friday.

You may be able to order a meal from the cafeteria for delivery to your child's inpatient room. There will be a charge for this service. Please ask your nurse for more information.



# Support Services

## Chaplaincy

Children's Mercy chaplains are available 24 hours per day to support children, families and staff. We will respect any and all religions.

**(816) 234-3317**

## Child Life

The Child Life department promotes a positive environment for patients and families by providing materials and guidance for developmentally appropriate play, preparing children for medical experiences and advocating for patient and family rights.

**(816) 234-3757**

## Family-Centered Care

Children's Mercy recognizes that the family plays a vital role in the well-being and health of the patient. Patient and family-centered care is a collaborative approach to caregiving and decision-making.

## Hospital-Based School Program

Children's Mercy has 3 hospital-based school teachers available to provide educational assistance for patients during the regular school year. Teachers can contact your child's school, teach and educate your child, help with homework and offer learning games and activities.

**(816) 302-9014**

## Interpreters

Children's Mercy provides language and sign interpreters for patients and families. Contract interpreters and multilingual employees are used to fill requests for 32 different languages and sign needs.

**Telephone Contact Line (816) 234-3474**

**Spanish Telephone Line (816) 983-6429**

**TDD/TTY Telephone Line (816) 234-3816**

## Kreamer Resource Center for Families

The Kreamer Resource Center for Families is dedicated to providing our families a welcoming environment that includes a business center, phone chargers, consumer health information and books for leisure reading.

**(816) 234-3900**

## Music Therapy

Music therapists use developmentally appropriate music and music tasks to help with physical wellness, support pain management and to increase self-expression.

**(816) 234-3776**

## Patient Advocate

You may contact a patient advocate to praise our staff and services, discuss questions about your hospital visit, listen to your concerns, and share your suggestions and comments. They are also available to assist in filing a complaint, if needed.

**(816) 234-3119**

## Pharmacy

The Pharmacy has pharmacists on duty 24 hours per day 7 days a week in the hospital. There is also an outpatient pharmacy. Should your child require a prescription at discharge, the outpatient pharmacy is located on the ground floor in the moon elevator lobby. Please note that our pharmacy does not participate in all insurance plans.

**(816) 234-3055**

## Ronald McDonald House/Room

Ronald McDonald House Charities offers a home away from home for families who live at least 35 miles from the greater Kansas City area and their child is staying in the hospital overnight.

Families must have a referral to stay at the Ronald McDonald House and are asked to pay \$10 per night; however, no family is turned away for the inability to pay. There are times when the Ronald McDonald House is full and other arrangements must be made.

The Ronald McDonald Family Room is located on the second floor of the hospital and is open to all families of inpatient children. This area offers TV and quiet rooms, laundry, kitchen and shower facilities. Sleeping rooms are available for parents of patients in the PICU, NICU, Burn Unit or Bone Marrow Transplant Unit.

**For more information and referrals, call (816) 234-3670.**

## Social Work and Community Services

The Social Work and Community Services Department provides many services including:

- Pre-admission planning including issues with guardianship and consent.
- Assistance with transportation (both scheduled and emergent).
- Assistance with food and lodging for eligible families, including referrals to Ronald McDonald House.
- Discharge planning
- Counseling support
- Parenting education
- Patient education

**(816) 234-3670**











# Important Phone Numbers

## Children's Mercy, Adele Hall Campus 2401 Gillham Road Kansas City, MO 64108

Toll-free number .....	(866) 512-2168
Main number .....	(816) 234-3000
Admissions .....	(816) 234-3567
Chaplaincy .....	(816) 915-4000
Child Life.....	(816) 234-3757
Pre-Operative Teaching Session.....	(816) 983-6870
Financial Counselors .....	(816) 234-3567
Insurance Questions .....	(816) 701-5100
Kreamer Family Resource Center.....	(816) 234-3900
Music Therapy .....	(816) 234-3776
Nurse Information Line.....	(816) 234-3188
Patient Accounts.....	(816) 895-4847
Toll-Free Patient Accounts – Customer Service .....	(800) 386-9272
Patient Advocate .....	(816) 234-3119
Patient & Family Engagement.....	(816) 983-6957
Pharmacy (Outpatient) .....	(816) 234-3055
Pre-Admission Testing.....	(816) 802-1238
Ronald McDonald House (reservations).....	(816) 234-3670
Same Day Surgery.....	(816) 234-3534
Toll-Free Number for Same Day Surgery.....	(888) 561-2403
Surgery Clearinghouse.....	(816) 855-1841
Surgery Clearinghouse Fax.....	(816) 302-9928
Spanish Line.....	(816) 983-6429
Social Work and Community Services .....	(816) 234-3670
Surgery Waiting Area .....	(816) 234-3245
TDD/TTY Line .....	(816) 234-3816

### Clinics

Allergy/Asthma/Immunology (Broadway) .....	(816) 960-8900
Burn Clinic.....	(816) 234-3199
Cardiovascular Surgery (Heart Center).....	(816) 234-3880
Contact Center.....	(816) 234-3188
Dental Clinic.....	(816) 234-3257

Dermatology Clinic (Broadway) .....	(816) 960-4051
Diabetes/Endocrine (Broadway).....	(816) 960-8802 / (816) 960-8803
Gastroenterology(GI) Clinic .....	(816) 234-3066
Hematology/Oncology.....	(816) 302-6808
Nephrology (Kidney) Clinic .....	(816) 234-3030
Neurosurgery Clinic.....	(816) 983-6739
Ophthalmology (Eye) Clinic (Broadway).....	(816) 960-8000
Orthopedic Clinic .....	(816) 234-3075
Otolaryngology (Ear, Nose and Throat) Clinic.....	(816) 234-3040
Plastic Surgery Clinic .....	(816) 234-3020
Surgery (General) Clinic.....	(816) 234-3199
Teen Clinic (Broadway) .....	(816) 960-3050
Transplant Surgery Clinic.....	(816) 234-3000
Urologic Surgery Clinic .....	(816) 234-3199
Primary Care Clinic (PCC) (Broadway).....	(816) 960-3083

## Children's Mercy Hospital Kansas 5808 W. 110th St. Overland Park, KS 66211

Toll-free number .....	(866) 572-0158
Main number .....	(913) 696-8000
Same Day Surgery.....	(913) 696-8107

## Children's Mercy Northland 501 N.W. Barry Road Kansas City, MO 64155

Toll-free number .....	(800) 918-6691
Main number .....	(816) 413-2500

## Children's Mercy East 20300 E. Valley View Parkway Independence, MO 64057

Main number .....	(816) 478-5200
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## Children's Mercy West 4313 State Ave. Kansas City, KS 66102

Main number .....	(913) 233-4440
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[childrensmercy.org](https://www.childrensmercy.org)

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