Welcome to Memorial Hermann Cypress Surgical Services and Endoscopy. We are delighted that you and your physician have selected Memorial Hermann Cypress Hospital. Our goal is to provide you with exceptional care. Throughout your surgical or procedural experience, you will be cared for by highly skilled healthcare professionals. The following information is provided to ensure a positive experience on the day of your procedure.

Preparing for Your Surgery or Procedure
An entire team of professionals will be involved in preparing you for your surgery, including board-certified affiliated physicians, nurses, patient care technicians and other staff. Yet, the most important team member is you. The following information was created to help you navigate through the entire experience.

Prior to your procedure, be sure to discuss any concerns you may have with your physician. Your physician can help you understand the risks and benefits of your particular procedure. A great deal of information will be required when preparing for your procedure. Your providing the most accurate and complete information possible, especially regarding your personal health, will assist your caregivers in providing the best care.

Registration
Please register three to five days before your procedure (usually done on the same day of your Pre-Admission Testing). There are three ways to register:

- Call (346) 231-4100 between the hours of 8 a.m. and 5 p.m., Monday through Friday.
- Register online at memorialhermann.org. Click on the Patients and Caregivers tab, then select Register for Your Visit.
- Visit the registration office, located at 27800 Northwest Freeway, Cypress, TX 77433, Level 1, between the hours of 7 a.m. and 6 p.m., Monday through Friday.

During Registration
- You will be asked to provide your personal information and insurance information. Please discuss any precertification required by your carrier with your physician.
- You will be asked to sign multiple consent forms. You can preview these forms online at memorialhermann.org/locations/cypress/procedure-consent-forms/.
- Payment is required by the time of service for any copay, deductible or coinsurance, as identified by your carrier(s).
  - Hospital charges are separate from physicians’ charges, such as surgeon, anesthesiologist, pathologist and radiologist.
  - Cash, check and most credit cards are accepted. If you have any questions regarding your financial responsibility or coverage, please call your carrier or our business office at (346) 231-4100. If you have questions about payments for anesthesia services, please call (346) 231-4391.

Pre-Admission Testing
To provide timely assessment and assure comfort on the day of your surgery, please call (346) 231-4080 for a nursing assessment. This very important assessment determines any further surgical preparation needs.

- When you arrive for Pre-Admission Testing, you will need to bring:
  - List of all prescriptions and over-the-counter medications, diet supplements, herbs and vitamins (including dosages) patient is currently taking
  - Patient’s advance directive, living will and/or medical power of attorney, if patient has them
- You may be asked to complete a medical history form, and you will have an interview with a preadmission nurse to complete your assessment, sign a procedural and/or anesthesia consent, receive preoperative instructions and get any necessary lab work, EKG, X-rays or other tests.
- A nurse from Pre-Admission Testing will provide you with specific preparations and instructions for your surgery or procedure.
- Please make us aware if there is anything else we can do to improve your experience.
Procedure Day
On the day of your procedure, please check in at 27800 Northwest Freeway, Cypress, TX 77433. Surgery is located on the 3rd floor.

Guidelines / Do's & Don'ts
• Bring the medication bottle or package for any new medication or for medication the assessment nurse asked you to bring.
• Bring your inhaler, if you use one.
• Bring your CPAP machine, if you have severe obstructive sleep apnea.
• Bring your case for contact lenses, eyeglasses, hearing aids and removable dental appliances, as you will be asked to remove these prior to entering the operating room.
• Please leave all jewelry, body piercings, hair appliances and other valuables at home on the day of your procedure.
• We advise patients to leave their purses and wallets at home, and bring only the minimum needed for your day-of-service payment. We make every effort to secure your belongings but appreciate your cooperation in minimizing the amount of personal property you bring. The hospital is not responsible for lost or stolen items.
• Wear nonbinding, comfortable clothing (warm-ups, loose clothing or shorts).
• Please remove all makeup and remove nail polish. If you wear dentures, do not use adhesive unless absolutely necessary.

Medications and Supplements
• For DIABETICS: Do not take herbs or diabetic medications, including insulin, on the morning of the procedure. Please check your blood glucose level in the morning prior to your arrival.
• Do not take blood thinners such as Coumadin®, Warfarin, Plavix® or aspirin products, herbal medications or supplemental garlic for seven days prior to your procedure, unless instructed otherwise.
• Do not take an iron supplement or vitamins containing an iron supplement for seven days prior to your procedure, unless instructed otherwise.

For Your Safety
• Please make arrangements for a responsible adult to take you home after discharge. You will not be permitted to drive yourself home after your procedure. If you do not have a ride home, your surgery will be rescheduled. If you take a taxi, a responsible adult must accompany you as well. You should also have someone with you for 24 hours after you return home.
• We strive to begin all procedures at their scheduled time; however, there are factors beyond our control that may delay your procedure.

• On the day of surgery, please share any changes to your health status with your nurse, including any possible exposure to communicable diseases.
• Female patients, if you are unsure about possible pregnancy, please alert your nurse.

Before Your Surgery
You will be escorted to the preoperative surgery area to prepare for your surgery. When your preparations are completed, your family will be invited to visit you in this area. Out of consideration for other patients, children under 14 years of age, as well as food or drinks, are not permitted in the preoperative area. Your surgeon and anesthesiologist will talk to you before you go to the operating room. If you have any questions, please ask these physicians when you see them before your surgery.

During Your Surgery
When you are taken to the operating room, your visitor(s) will return to the waiting area. If your family leaves the waiting area during surgery, we recommend that they give the surgery receptionist a contact number (cellular phone or pager).

Following Your Surgery
When your surgery is complete, your surgeon will go to the waiting area to speak with your family. Please keep in mind that when the surgeon speaks with your family, you may still be in the operating room under the care of the anesthesiologist. Once you have transitioned to the Recovery Room and you are awake, a family member will be permitted to visit for a brief period of time, depending on the unit capacity to support visitors. If you will be staying in the hospital overnight, when you are ready to transition, your family will be provided with your room number. If your family has questions at any time throughout your surgical experience, please ask the waiting room receptionist for assistance.

Recovery
After your procedure, you will be transported to the Post-Anesthesia Care Unit. While you are there, your blood pressure, pulse and respiration will be checked at frequent intervals. A recovery nurse will attend to your immediate needs and assist with your discharge from the area. Pain control is a top priority for your care team at Memorial Hermann Cypress. Proper pain control benefits you by preventing complications and assisting in the healing process, and it contributes to a quicker recovery. We rely on your description of pain to assist with your pain control.
Ways you can help:
• Ask your doctor or nurse what to expect.
• Talk about pain relief choices with your doctor or nurse.
• Ask for pain relief as soon as the pain begins.
• Help doctors and nurses measure your pain.
• Tell your doctor or nurse about any pain that will not go away.

At Memorial Hermann Cypress, a pain scale of 0 to 10 is used. A 0 level of pain means you feel no pain. A level 10 means you feel the worst possible amount of pain you have ever experienced. By communicating your pain level in this way, your nurse will be better able to understand and help you with pain control.

**When You Go Home**

At home, it is important to be alert for unusual symptoms. Contact your surgeon or physician if you experience any of the following:
• Fever above 101.5°F
• Increased redness, swelling and pain at incision site
• Incision discharge that smells bad
• Incision opens or incision bleeding that seems to be more than expected
• Side effects from your medication
• Intolerable pain

Follow-up care, which is usually arranged with your physician’s office, is important to monitor your recovery.
• If you receive sedative medications, do not drive until the next day. Your physician may further restrict driving.
• Do not drink alcoholic beverages for 24 hours or while taking medication.
• If you have any problems or questions during your recovery at home, please contact your physician.
• A member of the nursing team will contact you 24 to 72 hours after your procedure.
• Please provide your contact number to the discharge nurse prior to leaving. The staff will not leave a message on your answering machine or voicemail unless we have permission.

**Patient Experience**

The entire staff at Memorial Hermann Cypress strives to provide excellent, compassionate care for all of our patients. In a few days, you may receive a survey to rate the quality of care and service received on the day of your procedure. We encourage you to take a few moments to complete this survey and mail it back to us.

We hope we have accommodated you in every way possible. We extend to you best wishes for good health in the future. If you have any concerns, please ask for a member of our management team or call our Patient Relations office during normal business hours.

**Visitor Parking**

We recommend drop-off at the main entrance of the hospital.

**Important Phone Numbers**

- Pre-Admission Testing: (346) 231-4080
- Business Office Registration: (346) 231-4100
- Financial Counselor: (346) 231-4072
- Patient Relations: (346) 231-5923
- Hospital Operator: (346) 231-4000