WELCOME TO THE SURGICAL WAITING ROOM  
AT PROVIDENCE-PROVIDENCE PARK HOSPITAL

**DID YOU KNOW?!?**

Each year, the experienced surgical teams at Providence-Providence Park Hospital perform over 24,000 surgical procedures. Our commitment to patient safety and surgical excellence has earned us nationwide recognition for the quality of our surgical care.  *Your family/friend is in good hands.*

**STAY CONNECTED TO YOUR LOVED ONE’S CARE...**

After checking in at the reception desk, you’ll be given:

1. **A Pager**
   The reception desk will page you *once before surgery*, when you can see your family/friend in Pre-Op. They will page you *twice after surgery*; first, so that the surgeon can tell you how the procedure went, and second, when your family/friend has awoken from anesthesia (usually 1 – 2.5 hours after surgery). Please keep the pager with you. The pager does not work off the hospital’s campus.

2. **A Tracking Code**
   On the back wall of each waiting room, you’ll find a big-screen TV with a grid of tracking codes to the left, and the patient’s location to the right. Once you find your family/friend’s tracking code, you can track how far along their surgery is:
   - **Pre-Op = Pre-Operative Area**  
     *The patient is being prepared for surgery*
   - **OR = Operating Room**  
     *The patient’s surgery is in progress*
   - **Recovery = Recovery Area**  
     *The patient is out of surgery and is waking from anesthesia*

**SEEING YOUR LOVED ONE...**

- Shortly after checking in at the desk, a nurse will take your family/friend back to the Pre-Operative Area (Pre-Op), where we will get him/her ready for surgery.
- Once your family/friend is settled into Pre-Op, we’ll invite up to 2 visitors back to see him/her at a time. You’ll be able to sit and keep him/her company until he/she is taken into surgery.
- When the surgery is done, your family/friend will be taken back to the Recovery Area, where he/she will be carefully monitored by experienced nurses.
- If your family/friend is having out-patient surgery, you’ll be able to come and visit with him/her in Recovery once the anesthesia wears off (usually 1 – 2.5 hours after surgery).
- If your family/friend is having in-patient surgery, you’ll be able to visit as soon as we get him/her settled into a hospital room (usually 1 – 2.5 hours after surgery).

**WHILE YOU WAIT...**

- Enjoy WiFi and cable TV in one of our lounges
- Visit the Chapel or the Gift Shop near the hospital’s main entrance
- Grab a bite to eat in the Cafeteria or at one of our on-site restaurants

*For maps, guides, and more info, please visit [www.ProvidencePatients.com/family-and-friends](http://www.ProvidencePatients.com/family-and-friends)*
FREQUENTLY ASKED QUESTIONS
AT PROVIDENCE-PROVIDENCE PARK HOSPITAL

1. How long will my family/friend’s surgery take?
   Surgery times range from patient to patient and from surgery to surgery. Your family/friend’s surgeon will have the best estimate as far as how long the surgery should take. When you go back to see your family/friend in Pre-Op (before surgery), we recommend that you ask a member of the care team about how long the surgery is likely to take. Please keep in mind that while our surgeons and our care teams do their best to keep on schedule, unexpected delays can happen. The surgeon will do his/her best to let you know if the surgery takes longer than expected.

2. Can I leave the hospital while my family/friend is in surgery?
   We ask that you please stay at the hospital throughout your family/friend’s surgery. When the surgery is completed, the surgeon will page you to discuss what went on, and the next steps in his/her care. We also want to make sure that you’re ready and available to see your family/friend when he/she wakes up from surgery. Also, if your family/friend is having an out-patient surgery, we cannot discharge him/her unless a responsible adult is there to drive them home.

3. When do I get to see my family/friend before & after surgery?
   As soon as your family/friend’s care team has finished preparing him/her for surgery, the reception desk will page you and up to 2 people at a time will be invited into the Pre-Operative Area to see your family/friend. You’ll be able to keep him/her company up until it’s time to go to the Operating Room.

4. What role can I play in my family/friend’s care?
   As a family member, friend, or caregiver, you can help us to understand your family/friend’s personal and medical needs. Examples of how you can help include:
   A) Telling the patient’s care team about his/her medical history
   B) Helping the patient to understand the next steps in their care by listening to their health providers and asking questions
   C) Making sure that the patient’s personal and cultural needs are being met
   D) Being a supportive, helpful friend
   E) Helping the patient’s care team figure out the kinds of help he/she will need after surgery
   F) Preparing the patient’s home for after surgery
   G) Arranging the patient’s ride home from the hospital

For maps, guides, and more info, please visit www.ProvidencePatients.com/family-and-friends