

FREQUENTLY ASKED QUESTIONS

Where do I check in?

You will check in at the Surgical Services Waiting Room. A Customer Service Representative will be available at the desk to assist you.

Where should I pay my copay?

A registration clerk is available in the Surgical Services Waiting Room. Please let the Customer Service Representative know when you arrive if you need to make a payment.

What if I need to reschedule my procedure?

We understand that sometimes the unexpected occurs. If you need to reschedule your procedure, please call your physician's office. If you have not notified your physician's office prior to the day of your procedure, please call Surgical Services at 423-778-7008.

When will I be prepped?

Once you have signed in, you may have a seat in the waiting room. Feel free to take an information card from the front desk. You will soon be called back to the waiting room desk and shown to your pre-procedure room and/or assigned a blue pager. (Your family will keep this pager for notification updates during your procedure.) If your room isn't ready yet, please have a seat, wait until your pager lights up, and return to the waiting room desk.

Why do I arrive so early before my procedure?

We want the day of procedure to be as smooth as possible for our patients and families. We realize requiring you to be here early may seem like an inconvenience. However, we want to ensure you have met all your care providers and you are prepared for your procedure at its scheduled time. Our ultimate goal is to provide you with the best possible care before, during, and after procedure.

Will my family be with me?

You and one family member will be allowed in the Surgical Services patient area. Once your nurse confirms you are ready for your procedure, and if time permits, any other friends and/or family members are welcome to visit with you before you leave for the Pre-Op Holding area.

How much time is my procedure scheduled for?

Since every procedure is different, please ask your nurse or Customer Service Representative in Surgical Services how long the procedure is scheduled to last. Please note: The scheduled time is an estimated time.

What happens in Surgical Services?

You will be taken to a private room with a restroom and television. We will assess your blood pressure, heart rate, oxygen level and temperature. Once instructed, you will remove all your belongings (including clothes, underclothes, jewelry, dentures, partials, etc.) and dress in the gown provided. Your nurse will review your history and verify any changes since your Pre-Admission visit. We will draw blood, if needed, and start your IV.

How much time will I be in Surgical Services?

You will be taken by stretcher from Surgical Services to Pre-Op Holding area when your doctor is ready for you (usually about 1–1.5 hours before procedure).

When will I see my doctor?

You may see your physician in the Surgical Services area. However, most physicians see their patients in Pre-Op Holding area. In Pre-Op Holding area, you will also see a nurse from Pre-Op Holding area, the nurse who will be with you during surgery, a nurse from anesthesia, and your anesthesia doctor. Patients typically stay in Pre-Op Holding area for about an hour. You will stay on your stretcher and move from this area to the procedure room.

Where is Pre-Op Holding area?

Surgical Services, Pre-Op Holding area, Procedure Room, and Recovery Room are all located on the second floor.

Can my family go with me?

For the safety and privacy of all our patients, we cannot allow family members or visitors beyond the Surgical Services area. Your family will take your belongings and return to the Surgical Services Waiting Room.

When will my family be updated?

Your family will be contacted with an update approximately 1–2 hours after you are transported to Pre-Op Holding area. For procedures lasting longer than an hour, the nurse from the procedure area will call the Surgical Services Waiting Room every 1–2 hours with an update. Family Members: If you have not received an update within 1–2 hours, please check with the Customer Service Representative at the waiting room desk.

How will my family be updated?

The blue pager will stay with your family member during procedure and will light up when an update is available. Family Members: Please check with the Customer Service Representative prior to leaving the waiting room.

What happens after procedure?

Once your procedure is over, your family will speak with your physician. A nurse will assist you with waking up from anesthesia in the Recovery Room. She/he will assess your breathing, blood pressure, heart rate, temperature, pain level and give you medications, if ordered by your physician. The anesthesia doctor will also evaluate you before you leave the Recovery Room. Patients typically stay in the Recovery Room

an average of 1–2 hours before they are taken to their assigned room. This time may vary. Your family will be notified of your room number once it is assigned. We will direct your family from the Surgical Services Waiting Room to your assigned room after we transport you from the Recovery Room. At this time, your family will return their pager to the Customer Service Representative and meet you in your room.

Where is Erlanger Surgical Services (ESS)?

ESS is located on the second floor of the hospital. We offer two options for parking:

1. Valet parking is located on Hampton Street outside to the West Wing 2 entrance into the main campus. This is in close proximity to where you will check-in. Valet is free with a stamp or \$20 without a stamp. Our check-in desk can stamp your valet ticket.
2. There are 18 spots on the 2nd floor of the Erlanger Parking Garage. One (1) parking ticket per patient will be validated on the day of surgery.

Thank you!

Our entire staff thanks you for choosing Erlanger Health System for your healthcare needs. Our goal is to provide you and your family with the best experience possible. Please do not hesitate to ask a staff member for assistance while you are here. We wish you a speedy recovery.

