



Pediatric Surgery

What you need to know



Norton Children's Hospital

Welcome to the surgical services department at Norton Children's Hospital. Our staff of pediatric health care professionals understands the specialized care that is so important for children. Learning about your child's surgery will help you and your child feel less anxious. We've developed this brochure to answer some of your questions and give you important information before bringing your child to Norton Children's Hospital for surgery. Please read it carefully.

It is important to us that your child has a safe and pleasant surgical experience. At Norton Children's Hospital, we strive to include parents in decisions as they relate to your child's care and hope you are satisfied with the quality of care provided. For more information on how to prepare for your child's surgery, visit NortonChildrens.com/OutpatientSurgery.

Pre-admission testing

Pre-admission testing is designed to cut down on the amount of time you must wait before your child's surgery and provides your physician with the important medical information necessary for your child's care. You will be asked to stay at the hospital until all the test results are back. Please schedule your day to allow enough time for you to stay and receive your child's test results.

Pre-admission testing is offered Monday through Friday from 8 a.m. to 4 p.m. Call **(502) 629-4860** if you are unable to make a scheduled pre-admission appointment.

Preoperation tours

It is normal for children and their families to be nervous about surgery. Our child life specialists offer preoperation tours at no cost. These specialists are trained to help children and their families prepare for hospitalization and make it an easier and positive experience. The child-friendly tour includes seeing the surgical services area to help your family feel more comfortable on surgery day.

To schedule a preoperation tour, call the child life/expressive therapy department at **(502) 629-7542**.



Billing

Most bills are submitted to your insurance company for payment. Our registration staff will ask you for your insurance information.

If for some reason we are unable to submit claims to your insurance company for you, we will inform you immediately. In this instance, we will offer you all the necessary information you need regarding the different payment plans available to make the process as easy as possible.

After your child's procedure is scheduled, attempts are made to verify your insurance coverage and copayment. It is your responsibility to pay the copayment amount. There are many different kinds of insurance coverage, and some plans cover more than others. You may want to check with your insurance company regarding the coverage provided by your individual plan.

If your insurance company requires a copayment or deductible, we will ask for your payment at the time of registration.

If you do not have insurance, we will make arrangements with our financial counselors for you to discuss alternate payment options, which may include Medicaid and/or charitable coverage.

We accept all major credit cards. As you can imagine, most of our patients consider this a great convenience. We also have other payment options, including monthly programs, which our financial counselors will discuss with you at your request.

Your hospital bill will include a surgical services charge based on the length of stay, charges for supplies and charges for any tests performed. Fees charged by your surgeon, anesthesiologists or any other physician for interpretation of test results will be billed separately.

If you have billing questions before you come to the hospital, call one of our financial counselors at **(502) 629-8474** or **(502) 629-8281**.

Feeding instructions

No eating! No drinking! No kidding!

For your child's safety, it is very important you follow these feeding instructions exactly. If these feeding instructions are not followed, your child's operation may be canceled or delayed for many hours.

- Your child may have clear liquids, formula and/or be breastfed the day of surgery, but only for a limited time. The chart below will help you determine when you should stop solid foods, milk, formula, clear liquids and breastfeeding on surgery day.
- Clear liquids include water, sugar-water, Pedialyte or apple juice only.
- Solid foods include food, gum, candy and mints.

	Newborn to 5 months	6 months to 36 months	Over 36 months
Stop feeding your child solid foods and milk	4 hours before your scheduled arrival time at the hospital	6 hours before your scheduled arrival time at the hospital	8 hours before your scheduled arrival time at the hospital
Stop giving your child formula	4 hours before your scheduled arrival time at the hospital	6 hours before your scheduled arrival time at the hospital	8 hours before your scheduled arrival time at the hospital
Discontinue breastfeeding	4 hours before your scheduled arrival time at the hospital	6 hours before your scheduled arrival time at the hospital	
Stop giving your child clear liquids	2 hours before your scheduled arrival time at the hospital	2 hours before your scheduled arrival time at the hospital	2 hours before your scheduled arrival time at the hospital



If your child has signs or symptoms of illness

Please call your physician if your child:

- Develops a chest cold
- Is running a fever
- Has been treated for asthma, bronchitis, RSV, flu or pneumonia in the six weeks before the surgery date
- Has not had chickenpox or the chickenpox vaccine and has been exposed to chickenpox in the seven to 21 days before the surgery date (surgery will be canceled)
- Has been exposed to a contagious disease, such as measles or mumps, within three weeks before the surgery date
- Develops vomiting, diarrhea and/or nausea

From the information you provide, you will then be told whether to bring your child in for surgery.

Day before surgery

One of the Norton Children's Hospital surgical services nurses will try to call you before surgery to ask questions about your child's health and answer any questions you may have. Call your surgeon's office for information about your child's scheduled surgery time and what time you and your child should arrive.

Day of surgery

- To help your child's surgery begin on time, please arrive at least 90 minutes before the scheduled time of your child's surgery, unless your child's physician tells you otherwise.
- All medications should be taken with a sip of water only. Please ask for instructions if your child requires anything other than clear liquids to take medication.
- If your child is taking an ACE inhibitor or ARA (captopril, enalapril, lotensin), do not give the child medication for 24 hours before surgery.
- If your child is on a breathing treatment regularly, give your child a breathing treatment prior to arriving at the hospital.
- If your child is having an outpatient procedure, be prepared to spend all day at the hospital, although most patients will go home earlier.
- We feel it is not safe to try to drive and care for a child who has just had surgery. Please arrange to have another adult ride home with you.

To provide the best possible service to our patients and parents, we need your input. While you are here, please share any concerns you may have with the surgical services staff.



What to bring

- Insurance cards, medical cards, photo identification and your child's Social Security number
- A copy of your child's immunization record
- Proof of guardianship (for court-appointed guardians)
- All of your child's medications, including breathing treatments and inhalants
- Containers for eyeglasses, contact lenses, hearing aids and dentures; leave valuables, such as jewelry, at home
- Your child's favorite toy or iPod, portable DVD player, blanket and/or pacifier to help make the surroundings a little more familiar
- Dress your child in loose, comfortable clothing that can be easily removed. If your child is getting a cast, bring clothing that will fit over the cast.
- An extra change of clothes.

If you are not the parent of the child, you must bring court-appointed guardianship/custody papers to sign consent. Without guardianship/custody papers, we will not be able to perform your child's scheduled surgery.

Parking

Free parking for one vehicle per child is available in the Norton Children's Hospital parking garage. Enter the parking garage off Abraham Flexner Way (see map). Garage parking is generally available on the fifth floor or above. Other visitors may use the garage for a small fee.

Enter the hospital from the lower level of the parking garage. If your scheduled arrival time is prior to 1 p.m., take the public elevators directly to the eighth floor. If your scheduled arrival time is after 1 p.m., go to the outpatient registration desk located on the lower level.



Registering your child

To make the registration process quicker and easier, we encourage you to preregister your child. To preregister, call **(502) 629-5251** or visit **visit NortonChildrens.com/PreRegister**.

When you arrive at the hospital and go to the registration desk, the staff will place two identification bracelets on your child. Parent/visitor name tags must be worn by family members and visitors at all times.

A parent or legal guardian must accompany the child to the registration desk. The staff will make copies of your insurance card, photo identification and any needed custody/legal guardianship documents. If you do not bring these legal documents, your child's surgery may be canceled or delayed until you can obtain the documents.

Before surgery

Following registration, you will be escorted to a private room in the surgery preoperative area, where seating is available for two immediate family members. You will remain there with your child until it is time for the surgery. Board-certified pediatric anesthesiologists, pediatric nurses and your child's surgeon will prepare your child for surgery and answer your questions. A playroom is available for your child to use prior to surgery. A liquid medication may be given to help relax your child before surgery.

During surgery

When your child is taken into the operating room, you will be asked to wait in the surgical services waiting area. The surgeon will talk with you after the surgery. One parent should remain on the eighth floor at all times to be available to talk with the surgeon. The surgical services and registration staff will be happy to assist you if you have questions or would like an update on your child's condition.

After surgery

After surgery, your child will stay in the pediatric Phase I recovery room (postanesthesia care unit) until he or she is awake, vital signs are stable and he or she is released by the anesthesiologist. If your child will be going home the day of surgery, he or she will be brought to the Phase II recovery until discharged. Each private postoperative room has seating for two immediate family members. The nurses in the postoperative area will carry out the orders of your child's physician and will review any special instructions to be followed at home. Please do not hesitate to ask questions.

A member of the outpatient surgery staff will try to call you one or two days after surgery to check on the status of your child's recovery.

After you and your child leave the hospital, you may receive a questionnaire asking for information about your child's stay. Our goal is to provide your family with very good care. We hope you will take time to complete the survey and tell us how we are doing.

Information and assistance

If you have any questions about outpatient surgery, call the outpatient surgical services department at **(502) 629-4860**. The surgical services staff will be happy to help you. We look forward to meeting you and are confident that your child's stay with us will be as pleasant and comfortable as possible.

Smoke-free campus

To protect the health of patients, family members, caregivers, guests and employees, our hospital is a smoke-free campus. Smoking is not allowed in the hospital or within 150 feet of our campus. Thank you for helping us provide a safe and healthy environment for all.

No Hit Zones

All Norton Children's facilities, including physician offices, are designated as "No Hit Zones." We have this policy to help maintain a calm, safe and caring environment for patients, families, staff and guests.

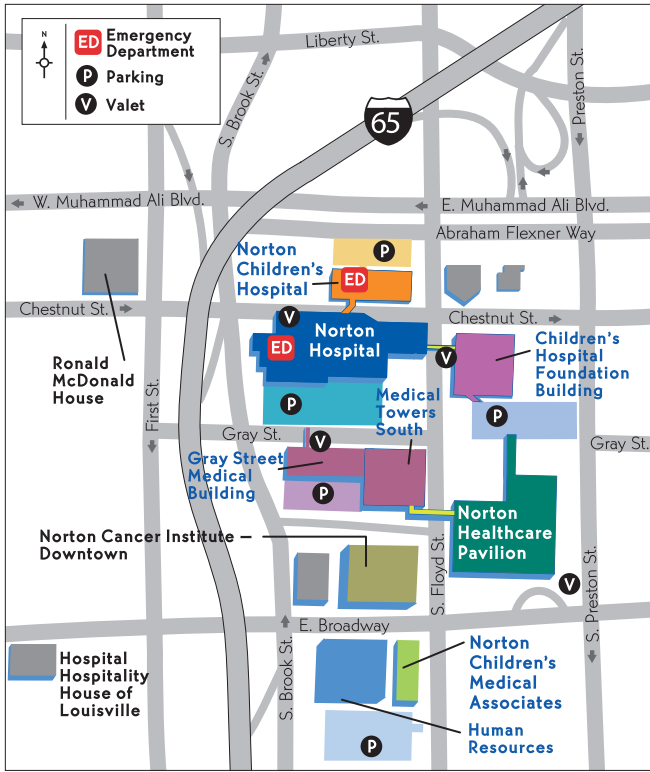


The "No Hit Zone" designation means that we maintain and enforce an environment in which:

- No adult shall hit another adult.
- No adult shall hit a child.
- No child shall hit an adult.
- No child shall hit another child.

If you have questions or would like more information, speak with one of your child's hospital caregivers or visit NortonChildrens.com.





Directions to Norton Children's Hospital

The Norton Children's Hospital parking garage is located on Abraham Flexner Way between Floyd and Brook streets. It is attached to the back of Norton Children's Hospital.

From I-65 south

From I-65 south, take the Jefferson Street exit. Turn left on First Street. Turn left on Chestnut Street. Turn left on Floyd Street. Turn left on Abraham Flexner Way. The hospital's parking garage is on the immediate left.

From I-65 north

From I-65 north, take the Broadway/Chestnut Street exit, which leads directly onto Brook Street. Turn right on Abraham Flexner Way. Turn right near the end of the street into the Norton Children's Hospital parking garage.



NORTON
Children's
Hospital

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NortonChildrens.com

