



Pediatric Surgery

What you need to know



Norton Children's Medical Center

Welcome to the surgical services department

Norton Children's Medical Center

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 know that no procedure is small or routine when it comes to your child. At Norton Children's Medical Center we provide family-centered care. We consider you and your child as essential members of the health care team, and we promise to do all that we can to ensure we meet or exceed your expectations for quality care.

We've developed this brochure to answer some of your questions and give you important information before bringing your child to Norton Children's Medical Center for surgery. Please read it carefully. It is important to us that your child has a safe and pleasant surgical experience.

For more information on how to prepare for your child's surgery, visit NortonChildrens.com/OutpatientSurgery.

Preoperation tours

It is common for your child to feel anxiety before surgery, especially if he or she is having surgery for the first time or has had a traumatic experience. Even for routine surgery, children and families have questions about what to expect on the day of the procedure.

Our child life therapists provide preoperation tours to help familiarize children with the surgery setting. A child life therapist will explain the day of surgery sequence of events. Based on the child's age, therapists often use medical play, realistic equipment and teaching dolls to help clarify misconceptions about surgery.

This free tour is provided for the child having surgery and his or her family. To schedule a preoperation tour for your family, call the child life therapists at least five days prior to your child's surgery at **(502) 446-5370**.

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 available payment plans to make the process as easy as possible.

After your child's procedure is scheduled, attempts are made to verify your insurance coverage and co-pay. 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 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 medical center, 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 or 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.

The day before surgery

One of our surgical services nurses will 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. If you have not heard from one of our nurses by the afternoon before your child's procedure, call **(502) 446-5200**.

Day of surgery

- To help your child's surgery begin on time, **please arrive at least 45 minutes before the scheduled time** listed 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 Norton Children's Medical Center.
- You should be prepared to spend all day at the medical center, although most patients will go home within a few hours.
- We do not feel it is 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.

Our goal is to keep you updated throughout your child's procedure. If you have questions at any time, please let us know.

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. If our service is not "very good" in every way, we want to know.

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.



Registering your child

To make the registration process quicker and easier, we encourage you to preregister your child. To preregister, call **(502) 485-4800** between 8:30 a.m. and 6 p.m., or visit **[NortonChildrens.com/PreRegister](https://www.nortonchildrens.com/PreRegister)**.

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.

After your child's registration is completed, you'll be directed to the surgical services department on the second floor.

Before surgery

- 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.
- Pediatric anesthesiologists, pediatric nurses and your child's surgeon will prepare your child for surgery and answer your questions.
- Our pediatric anesthesiologists have completed extensive, specialized training in pediatric anesthesia beyond their medical degrees.
- A playroom is available for your child to use prior to surgery.
- A medication may be given to help relax your child before surgery.

During surgery

When your child is taken into the operating room, you will remain in your child's pre-operation room. **One parent should remain in the department 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. The surgeon will talk with you after the surgery.



After surgery

After surgery, your child will be monitored by a nurse in the postoperative area.

- You will be escorted to your child's bedside once he or she is stable.
- We will review all of your child's home care instructions and answer your questions.
- You will be able to remain with your child until discharge.
- Each patient room has seating for two immediate family members.

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

Information and assistance

If you have any questions about outpatient surgery, call the surgical services department at **(502) 446-5200**. Our 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, Norton Children's Medical Center is a smoke-free campus. Smoking is not allowed inside the building 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 and 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 caregivers or visit NortonChildrens.com.



Directions to Norton Children's Medical Center

**4910 Chamberlain Lane
Louisville, KY 40241**

From I-71 north or south

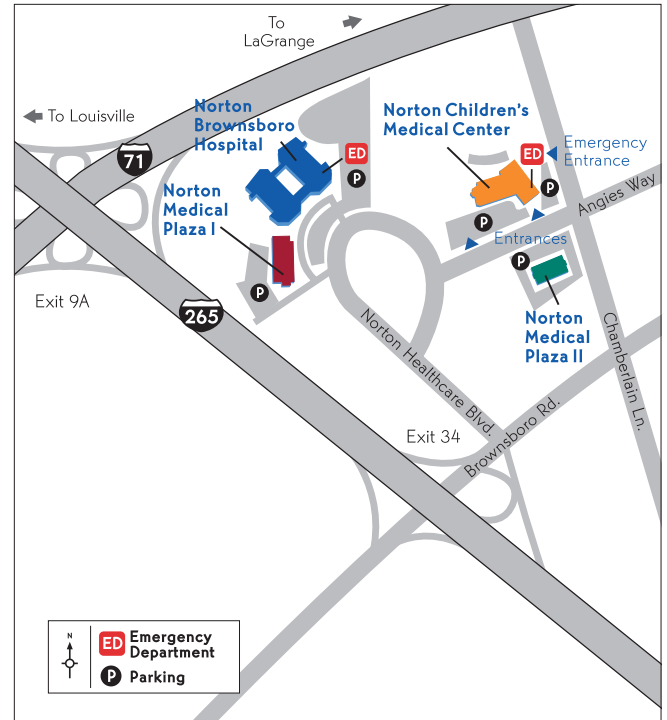
- Take I-71 north or south to I-265 south (Gene Snyder Freeway), exit 9A.
- Keep right, and take the Crestwood exit (Brownsboro Road, exit 34).
- Turn left (east) at the traffic light onto Brownsboro Road.
- Turn left at the second traffic light onto Chamberlain Lane.
- Turn left onto Angies Way.
- Turn right into the medical center parking lot.

From I-64 east or west

- Take I-265 (Gene Snyder Freeway) north, exit 19B.
- Take the Crestwood exit (Brownsboro Road, exit 34).
- Turn right at the light at the end of the ramp, onto Brownsboro Road.
- Turn left at the first light onto Chamberlain Lane.
- Turn left onto Angies Way.
- Turn right into the medical center parking lot.

From I-65 north or south

- Take I-265 (Gene Snyder Freeway) east (from I-65 north, exit 125, or from I-65 south, exit 125A).
- Take the Crestwood exit (Brownsboro Road, exit 34).
- Turn right at the light at the end of the ramp, onto Brownsboro Road.
- Turn left at the first light onto Chamberlain Lane.
- Turn left onto Angies Way.
- Turn right into the medical center parking lot.



Parking

Free surface-level parking is available in the front parking lot at Norton Children's Medical Center.



NORTON
Children's
Medical Center

4910 Chamberlain Lane
Louisville, KY 40241
(502) 446-5000
NortonChildrens.com/NCMC

