



MASSACHUSETTS
EYE AND EAR

PRE-OPERATIVE GUIDE FOR ADULT PATIENTS

243 Charles Street, Boston, MA 02114

www.MassEyeAndEar.org



MASSACHUSETTS EYE AND EAR

**Welcome and thank you for choosing Mass Eye and Ear
for your upcoming surgery.**

A teaching hospital of Harvard Medical School, Mass Eye and Ear is world-renowned for offering safe and high quality surgical care of the eyes, ears, nose, throat, head and neck. It is accredited by the Joint Commission and ranked #1 in New England for ENT and eye care by *U.S. News & World Report*.

Due to the COVID-19 pandemic, some of our policies and procedures have changed to keep you safe.



Before your surgery, please visit
[MassEyeAndEar.org/COVID-19](https://www.masseyeandear.org/COVID-19)
for the latest information,
including our updated visitor policy.

The enclosed information will provide you and your family with everything you need to know to make your experience as comfortable as possible. If you have any questions, please contact your surgeon's office. Most importantly we wish you a successful surgery and speedy recovery!

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I. Pre-Surgical Preparation

The Medical Evaluation Center at Mass. Eye and Ear will assess you before your surgery to ensure you are medically optimized for anesthesia and the surgical procedure.

Partners Patient Gateway



To start this process, we ask that you fill out your medical history at www.partnerspatientgateway.org as soon as your procedure has been scheduled. Partners Patient Gateway is your secure, online connection to your physicians and other health care providers. It is a fast, convenient and free way to do things such as complete your medical history, pay your bill, request prescription renewals, check test results and update your contact information.

Once logged into the portal, locate the link to the **Health Information Questionnaire**. This pre-operative checklist ensures you are ready for your procedure.

Phone Call Appointment

After your medical history is submitted in Partners Patient Gateway, a pre-procedure nurse will access the information you have entered and review that information with you during a scheduled phone call appointment.

- You will receive this phone call during a four-hour window in the morning or afternoon seven business days prior to your surgery.
- To view the details of your phone call appointment, please log into Partners Patient Gateway.
- If you would like to change the four-hour window during which your phone call appointment will occur, please call the Medical Evaluation Center at **617-573-3720**.

Special Medical Conditions

PATIENTS WITH DIABETES

- Insulin instructions will be reviewed during your pre-op phone call. If you are on an insulin pump, please contact your primary care physician for further instructions.
- Please do not take pills for diabetes at home on the day of surgery.
- You will be evaluated upon arrival to the hospital to determine how to best manage your diabetes on the day of surgery.
- If your surgery is scheduled in the afternoon, please consult your primary care physician for instructions on managing your diabetes.

PATIENTS WITH RESPIRATORY ISSUES

- If you use any inhalers or breathing devices, please bring them with you on the day of surgery.

PATIENTS WITH CARDIAC IMPLANTED ELECTRONIC DEVICES (CIEDs):

- If you have an implanted cardiac defibrillator or pacemaker, you must inform your surgeon so a member of the Anesthesia team can coordinate the management of this device for your surgery.



Please bring a copy of your Implants Electronic Device card with you on the day of surgery.

PATIENTS WITH LATEX ALLERGIES:

- Please notify your surgeon or a member of the Anesthesia team if you have a latex allergy.

Evening before Surgery

- **If you have a fever or cold the day before your scheduled surgery, please contact your surgeon's office.**
- Be sure to continue taking your aspirin unless your surgeon specifically asked you not to take it and your PCP/cardiologist is aware.
- It is important you try to get a good night's sleep before your surgery.



Please do not have anything to eat or drink after midnight the night before your surgery unless instructed otherwise by your surgeon.

Checklist in Preparation for Your Surgery or Procedure:

PAPERWORK

- ✓ Please bring a photo ID to verify your identity.
- ✓ Bring a list of all prescriptions, herbal supplements and over-the-counter medicines you are taking with you on your day of surgery.
- ✓ If you have a Voluntary Non-Opioid Directive (VNOD), please bring a copy with you.

HEALTHCARE PROXY/ADVANCED DIRECTIVE

- ✓ Please bring a copy of your Healthcare Proxy/Advanced Directive with you on your day of surgery. Your Advanced Directive is the document that names the person (Healthcare Proxy) who you would like to make medical decisions for you if you are unable to make them for yourself.
- ✓ During the surgical period, we want to respect your goals of care and only offer interventions that align with your values. Please alert your surgeon and preoperative staff if you have a pre-hospital Do Not Resuscitate (DNR), Medical Orders for Life-Sustaining Treatment (MOLST) or have expressed any wishes regarding limiting life-sustaining or resuscitation measures.

MEDICAL DEVICES

- ✓ Please bring any inhalers or breathing devices if you are a patient with respiratory issues. If approved by your surgeon, please bring your CPAP mask if you have sleep apnea and you are planning to stay overnight in the hospital.
- ✓ If you have a defibrillator or pacemaker, please bring a copy of your implant device card with you on the day of surgery.
- ✓ Bring your hearing aids, as well as cases to store them.

CLOTHING & PERSONAL BELONGINGS

- ✓ Wear loose, comfortable clothing.
- ✓ If you wear dentures, bring them and a case to store them.
- ✓ Valuables are safest at home. Do not bring cash, credit cards or cell phones.
- ✓ Remove all jewelry at home to prevent an increased risk of infection at your surgical site. This includes wedding rings, bands and body piercings, as your hands may swell during surgery.
- ✓ Do not wear nail polish, hair spray, body lotion, perfume or makeup.

RESPONSIBLE ADULT ESCORT



Make sure you are accompanied by a responsible adult of 18 years or older to drive you home.

II. Day of Surgery

Medications

- Continue taking your heart, blood pressure, seizure and breathing medications on your day of surgery unless instructed otherwise by a physician.

Arrival at Mass. Eye and Ear



Your surgeon's office will inform you of the time you should arrive at Mass. Eye and Ear. Arriving promptly allows the nurses and doctors to spend adequate time with you developing your plan of care.

- Upon arrival, please go to the area directed by your surgeon. From the main lobby take the elevators to either the S Floor Surgical Suites or the 6th Floor Surgical Suites.

Lobby/Waiting Area

- Your family and friends may wait in the waiting area or the 7th floor Family Waiting Room. These spaces have televisions, magazines and WiFi.
- Your family may accompany you into the Pre-Operative Area at the discretion of the nurse based on your care and activities of the unit.
- A patient care monitor in the waiting room lets your friends and family follow your surgery in real time.

Pre-Op Area

- If there are any changes in your physical condition, please notify your surgeon immediately.
- The surgical nurse will review your history and answer any questions you may have about your surgery. If you have not yet signed a consent form, you will be asked to do so. Make sure everything on the form is correct. Please clarify if you do not understand something on the form.

Please note: For your safety, you will be asked to verify your name, birth date, any allergies and the procedures you are having several times during your stay.

- You will change into a hospital gown and your personal belongings will be stored. You will be asked to remove your glasses, contact lenses and dentures/partial plate before going into the Operating Room.

Anesthesia

- Our Anesthesia Department has board-certified anesthesiologists, certified nurse anesthetists and residents who specialize in administering anesthesia.



Prior to surgery you will be interviewed by a member of the Anesthesia staff, who will ask you questions about your medical and surgical history. The anesthesiologist will discuss the type of anesthesia that is best for you. At this time you will have the opportunity to ask questions and discuss any concerns you may have.

- During your surgery, medications will be administered by our Anesthesia team to keep you comfortable or asleep.
- An intravenous (IV) infusion will be started to provide you with fluids and may be used later on to provide anesthesia and other medications.

In the Operating or Procedure Room

- Pressure pads and warmed blankets are available for your comfort. Please notify your surgical team if you are not comfortable.
- You surgeon will call for a “Time Out” before starting the procedure to verify the following:
 - ✓ Your identification
 - ✓ Planned procedure
 - ✓ Site and side, if applicable
 - ✓ Position
 - ✓ Equipment
 - ✓ Implants, if needed
 - ✓ Imaging films, as appropriate
 - ✓ Antibiotics given, if required
 - ✓ Other safety measures

Post-Anesthesia Care Unit (PACU)

- After your surgery or procedure, you will be transferred to the PACU, where the nurses are specialty trained to take care of your immediate care, comfort and safety needs.
- The length of time you spend in the PACU will depend upon the type of surgery or procedure, type of anesthesia received and individual recovery.

Visitation Policy in the PACU

- The nurse will be in contact with your family in the waiting area regarding your arrival to the PACU. Visitors are allowed in the PACU. This will be coordinated by your nurse around your care and other activities in the unit.
- To maintain patient privacy, only one family member may visit you in the PACU in five-minute intervals.
- The staff will notify your family once you are ready to transfer out of the PACU.

Discharge

Your surgeon will determine if you will be discharged shortly after surgery or if you will have an overnight stay.

OUTPATIENT DISCHARGE

- If your surgery does not require an overnight hospital stay, you will be moved from the PACU to Stage II Recovery to fully recover. You will then be discharged to home.
- You will receive a written discharge instruction sheet from the nurse and he or she will explain any instructions that you may not fully understand.



You will receive any prescriptions your physician has ordered for you. Your physician may also send your prescription(s) directly to your pharmacy of choice.

- When your escort arrives, the staff will transport you by wheelchair to the lobby.
- You will receive a phone call from the hospital one to two days after your surgery to make sure you are doing well. The nurse who calls you is available to answer any of your questions.

INPATIENT DISCHARGE

- If your surgery requires an overnight hospital stay, please bring minimal personal belongings. A family member should hold onto your cell phone and valuables for you.
- Your belongings will be retrieved while you are in recovery and will come up with you to the inpatient floor.
- In general, patient rooms are semi-private. When possible and when medical needs dictate, rooms are made private.
- The inpatient unit at Mass. Eye and Ear is committed to family-centered care. Although space is limited, we will make every effort to provide accommodations for a family member if you need him or her to stay with you overnight.

INPATIENT DISCHARGE (CONTINUED)

- We request a maximum of two visitors at a time. We discourage bringing children under the age of 10 to the inpatient floor.
- Visiting hours are from 11:00 AM to 8:00 PM.
- Quiet time is between 8:00 PM and 5:00 AM. Staff will closely monitor you throughout the night—please expect frequent observation and checks to ensure your comfort and safety.
- Room phones only make local calls out and do not have a direct line. All calls are routed through the nurses' station.
- Once you're ready for discharge, you will need a responsible adult escort to take you home. There are two ways to make this process easier for you and your family:
 1. You can work with staff to find out when your escort is near the hospital so you can meet him or her at the curbside.
 2. If your escort wants to be with you during discharge, it's recommended he or she use the valet service for easier parking.
- If you are discharged to rehab or with a visiting nurse, you will receive a follow-up call from one of our case managers within the first three business days after your surgery.
- If you are discharged to home without rehabilitation services, a hospital representative will call to ask you about your experience within the first three business days after your surgery.



III. Pain Management after Surgery

Why is it important to manage your pain?

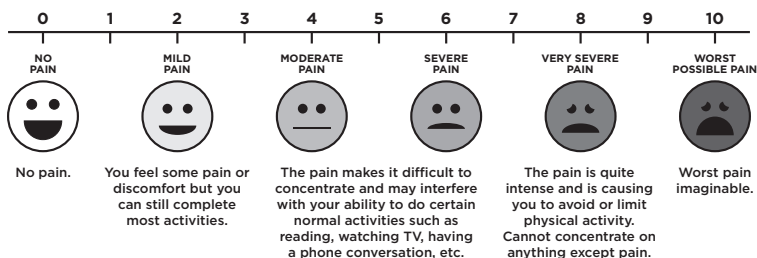
- We want to keep you comfortable.
- Pain control may help you recover faster.
- Treating pain early usually brings quicker/better results.

How can you help your healthcare team manage your pain?

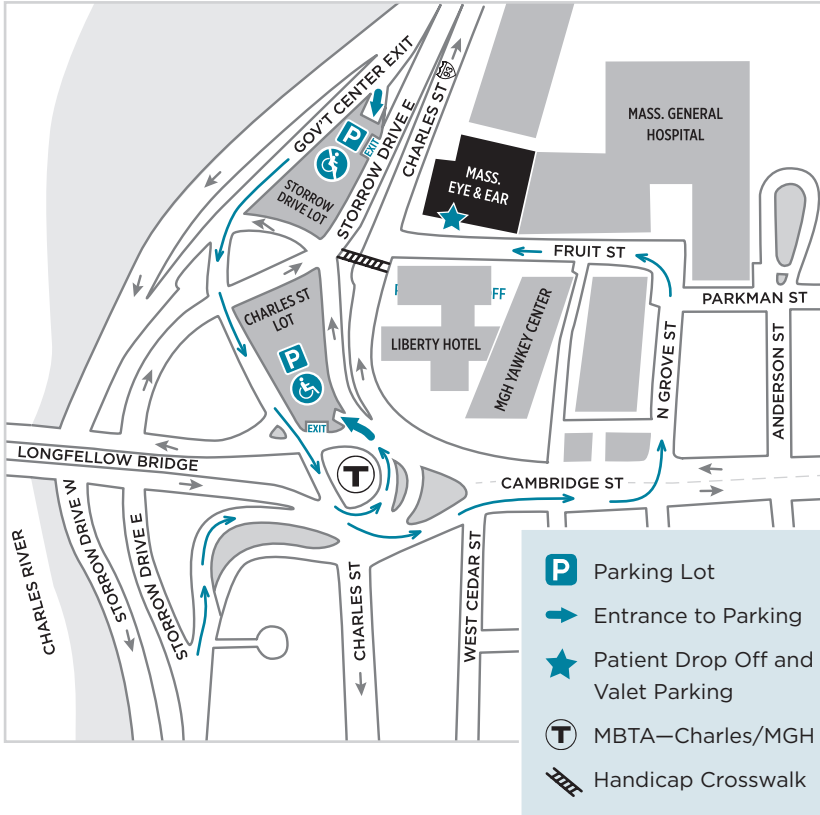
- Some discomfort or pain after surgery should be expected. Pain medication is given on an as needed-basis. It is important you report your pain levels to receive medication in a timely manner.
- If you have a Voluntary Non-Opioid Directive (VNOD), please bring a copy with you.
- Effective pain control is a partnership between you and your healthcare team.
- An accurate account of your home pain regimen will help us better control your pain while you're in the hospital.
- Tell us what has worked for you in this past. This includes both medication and non-medication treatments (ointments, ice, heat, music, etc.).
- Please notify your healthcare team about any pain medications that have caused you problems in the past.

How will we assess your pain?

Pain is different for everyone. While you are recovering, your doctors and nurses will frequently ask you to “measure” and describe your pain using the universal measuring tool below:



IV. Directions & Parking



VALET PARKING

- Available at the main entrance on Fruit Street for patients and their visitors for \$18.00. Valet parking for patients and visitors with a handicap placard is \$15.00. Mon. – Fri., 5:00 AM-4:00 PM.

VALIDATED PARKING

- Available for Mass. Eye and Ear lots only. We do not validate for MGH.
- **The Storrow Drive lot is not handicap accessible.**
- Parking validation must be processed in the Mass. Eye and Ear lobby before returning to your vehicle.

SELF-PARKING RATES WITH VALIDATION DISCOUNT*

Up to 1 hour \$9.00
 1 to 2 hours: \$11.00
 3 hours to 24 hours: \$14.00

*subject to change

Driving directions on next page ➔

Driving Directions: From North & South

Take I-93 towards Boston.

Take exit 26 to Storrow Drive (West).

Take Government Center/Kendall Square exit.

TO NON-HANDICAP ACCESSIBLE PARKING (STORROW DRIVE LOT):

- Stay in left lane on Storrow Drive (West).
- Entrance to parking lot is immediately before approaching Government Center/Kendall Square exit ramp.

TO HANDICAP ACCESSIBLE PARKING (CHARLES STREET LOT):

- Proceed through the lights under (T) Station; take a hard left, reversing direction under the (T) Station.
- The Mass. Eye and Ear parking lot is located off the ramp to Storrow Drive (West).

PATIENT DROP OFF/VALET:

- Turn left onto Cambridge Street.
- Take the first left onto N. Grove Street.
- Turn left onto Fruit Street. Mass. Eye and Ear will be on your right.

Driving Directions: From West

Follow signs to I-90 East (Mass Pike) towards Boston.

Follow to Exit 18 Allston/Cambridge (a left lane exit).

After toll plaza, bear right following signs for Cambridge.

Take Storrow Drive (East) towards downtown Boston.

Take Government Center/Kendall Square exit.

TO HANDICAP ACCESSIBLE PARKING (CHARLES STREET LOT):

- Take a hard left under the (T) Station towards Storrow Drive (West).
- The Mass. Eye and Ear parking lot is located off the ramp to Storrow Drive (West).

PATIENT DROP OFF/VALET:

- Turn left onto Cambridge Street.
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- Turn left onto Fruit Street. Mass. Eye and Ear will be on your right.

Subway Directions: From Red Line (Charles / MGH Station)

- Take the train to the Charles/MGH Station. Exit the station to the right.
- Cross the street toward the Liberty Hotel (former Charles Street Jail).
- Facing the Liberty Hotel, take the sidewalk to the left.
- Mass. Eye and Ear is located just beyond the hotel.

V. Services and Other Information

Assistive Device Kits

Assistive device kits are available to patients with auditory or visual impairments during their time at Mass. Eye and Ear. Kits include items such as a flashing door knocker, phone amplifier, bell for calls, a large-digit phone and more. If you are interested in reserving a kit, please contact your surgeon's office.

Chaplaincy Services

Interfaith chaplaincy services are available. Please ask a member of the nursing staff for more information.

Eye Opener Cafe

Located in the lobby, the Eye Opener Cafe serves coffee, tea, pastries and snacks. The cafe is open Monday-Friday, 6:30 AM-4:30 PM.

Howe Library

Located on the 3rd floor, the Howe Library offers a quiet space for friends and family. Available amenities include comfortable seating, two public computers and ZoomText, a magnification and screen reading software for those with visual impairments.

Interpreter Services

We provide medical interpreters and translation of written materials upon request. This includes American Sign Language and Braille. If you wish to use these services, please contact your surgeon's office.

Lank Family Dining Room

Our cafeteria is located on the 7th floor and operates Monday-Friday.

- Breakfast: 6:30 AM-10:00 AM
- Continental Breakfast: 10:00 AM-11:30 AM
- Lunch: 11:30 AM-2:00 PM
- Sandwiches, Salads & Snacks: 2:00 PM-4:30 PM
- Dinner: 4:30 PM-6:30 PM

Paying Your Bill

We understand that each individual has a unique financial situation. Every request for assistance is handled confidentially and requires the cooperation of the applicant. Information and assistance regarding eligibility for public assistance programs and/or coverage through the hospital's financial assistance program may be obtained by contacting our Financial Coordinators at **617-573-5664** or Financial_Coordinators@meei.harvard.edu.

Public Telephones

Public telephones are available in the lobby at Mass. Eye and Ear. Telephones for the hearing impaired (TTY) are available as well. The main TTY number for Mass. Eye and Ear is **617-573-5498**.

Social Services

Members of the Mass. Eye and Ear Social Work Department are available to assist you. Services include:

- Support during your hospital stay
- Coordination of care
- Resource assistance

You may ask your surgeon or nurse to request a social worker visit you in the hospital or you may call directly. The Social Work Department staff members can be reached at 617-573-3550.

VI. Important Numbers

6th Floor Surgical Suites:
617-391-5900

Anesthesia Department:
617-573-3380

Emergency Department:
617-573-3431

Financial Coordinator:
617-573-5664

Medical Evaluation Center:
617-573-3720

Patient Accounts:
617-573-3073

Patient Relations Manager:
617-573-3008

S Floor Surgical Suites:
617-573-3731

Social Work Department:
617-573-3550

Notes/Questions



MASSACHUSETTS
EYE AND EAR

Help us help you.

After returning home, you may receive a patient satisfaction survey. We ask you to please take a moment to fill out and return the survey in the envelope provided by our survey company, NRC Picker.

Your opinion is important to us and will help us better serve our patients.



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