



MASSACHUSETTS
EYE AND EAR

PRE-OPERATIVE GUIDE FOR ADULT PATIENTS AT LONGWOOD

800 Huntington Ave., Boston, MA 02115
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, request prescription renewals, check test results, pay your bill 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, our 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 Implanted 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 immediately.

- Be sure to continue 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 with you 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 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. Please make sure you are wearing a short sleeve top, preferably with buttons down the front.
- ✓ If you wear dentures, bring them and a case to store them.
- ✓ Valuable 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, Longwood



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

- Upon arrival, please go to the second floor (Level 2 of the parking garage). From the lobby, follow the signs for the Surgical Center.

Lobby/Waiting Area

- Your family and friends may wait in the waiting area or the lobby. The second floor waiting room has televisions, magazines and WiFi.
- Your family may accompany you as far as the waiting area or may accompany you in 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 you have diabetes and have taken your prescribed insulin dose, please report your dose to your pre-operative nurse.
- 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 may be asked to change into a hospital gown depending on the site of your surgery, but we typically place a gown over your clothes. Your personal belongings will be stored at this time. You will be asked to remove your glasses and dentures/partial plate before going into the Operating Room.

Anesthesia

- Our Anesthesia Department has board-certified anesthesiologists and certified nurse anesthetists 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 an anesthesiologist or certified registered nurse anesthetist (CRNA) that will 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 for discharge.

Outpatient Discharge

- You will be discharged directly from the PACU to home or transferred to an outpatient area where you can fully recover and be discharged at a later time.
- 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.



III. Pain Management after Surgery

Why is it important to manage your pain?

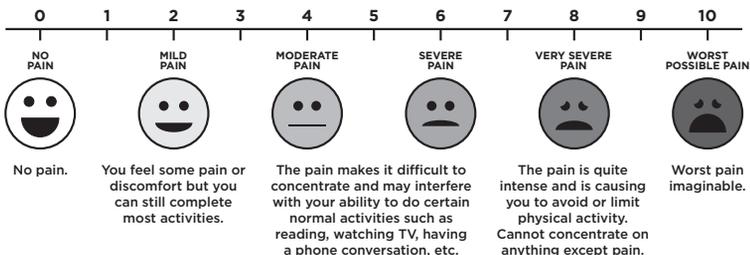
- We want to keep you comfortable.
- Pain control may help you recover faster.
- Treating pain early usually brings quicker/better results.

How can you help your healthcare team manage your pain?

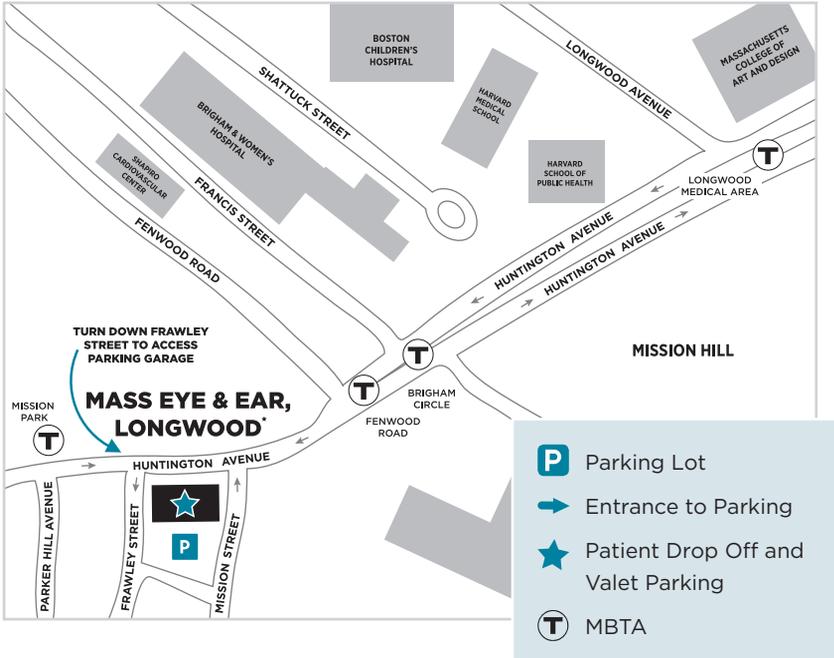
- Some discomfort or pain after surgery should be expected. Pain medication is given on an as needed-basis. It is important you report your pain levels to receive medication in a timely manner.
- Effective pain control is a partnership between you and your healthcare team.
- An accurate account of your 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



SELF-PARKING

- Self-parking is readily available in the garage. The entrance to the garage is on Frawley Street. All parking tickets must be processed before returning to your vehicle. A staff member will validate your ticket and direct you to the parking kiosk.
- **Do not leave your ticket in your car.**

VALET PARKING

- Valet parking is available to all patients and visitors for a fee. The valet service is in the garage on Frawley Street. Valet drop-off is available Monday through Friday from 6:30 AM to 3:00 PM. A staff member will validate your ticket and direct you to the parking kiosk.

SELF-PARKING RATES WITH VALIDATION DISCOUNT*

0 to 1/2 hour	\$5.00
1/2 hour to 1 hour	\$9.00
1 to 2 hours	\$14.00
2 to 3 hours	\$16.00
3 to 4 hours	\$18.00
4 to 5 hours	\$20.00
5+ hours	\$22.00

*subject to change

Driving directions on next page →

Driving Directions: From the North (via I-93 S)

- Take Exit 26 (Storrow Drive West).
- Take Kenmore Square/Fenway exit (on left).
- Bear left at fork and follow signs for Fenway (stay in right lane on exit ramp).
- Bear right towards Boylston Street Outbound. Follow Boylston Street Outbound straight through several sets of lights.
- At the intersection of Boylston Street, The Fenway, Park Drive and Brookline Avenue, bear left onto Brookline Avenue.
- Turn left onto Francis Street.
- Turn right onto Huntington Avenue.
- Mass. Eye and Ear, Longwood will be on your left.
- **Continue past the building and turn left onto Frawley Street. Parking garage will be on your left.**

Driving Directions: From West (via I-90 E)

- Take Exit 18 (Brighton/Cambridge) Stay in right lane after toll.
- Bear right toward Doubletree Guest Suites Hotel.
- At traffic light, take right toward Downtown Boston, Storrow Drive.
- Follow Boylston Street Outbound straight through several sets of lights.
- At the intersection of Boylston Street, The Fenway, Park Drive and Brookline Avenue, bear left onto Brookline Avenue.
- Turn left onto Francis Street.
- Turn right onto Huntington Avenue.
- Mass. Eye and Ear, Longwood will be on your left.
- **Continue past the building and turn left onto Frawley Street. The parking garage will be on your left.**

Driving Directions: From the South (via I-93 N)

- Take exit 18 (Mass. Ave/Andrew Square). Follow signs for Melnea Cass Blvd.
- Continue on Melnea Cass Blvd.
- Turn left onto Tremont Street (Rte. 28-W).
- Turn right onto Ruggles Street.
- Turn left onto Huntington Avenue.
- Mass. Eye and Ear, Longwood will be on your left .
- **Continue past the building and turn left onto Frawley Street. The parking garage will be on your left.**

Driving Directions: From the East (via Rte. 2/ Memorial Dr.)

- Take Brookline/Kenmore Square exit.
- Bear right at the traffic turn and then left onto 2 East/Kenmore Square.
- Go through two sets of lights. Turn right onto Mountfort Street (becomes Park Drive). Follow Park Drive for about half a mile.
- At the intersection of Boylston Street, The Fenway, Park Drive, and Brookline Avenue, bear left onto Brookline Avenue.
- Turn left onto Francis Street.
- Turn right onto Huntington Avenue.
- Mass. Eye and Ear, Longwood will be on your left.
- **Continue past the building and turn left onto Frawley Street. The parking garage will be on your left.**

Public Transportation: Bus Routes

- No. 8-**Stop:** Longwood Avenue
- No. 19-**Stop:** Longwood Avenue
- No. 39-**Stop:** Brigham Circle
- No. 47-**Stop:** Longwood Avenue
- No. 60-**Stop:** Corner of Francis Street and Brookline Avenue
- No. 65-**Stop:** Corner of Francis Street and Brookline Avenue
- No. 66-**Stop:** Brigham Circle
- No. CT2-**Stop:** Corner of Longwood Avenue and Huntington Avenue
- No. CT3-**Stop:** Corner of Avenue Louis Pasteur and Longwood Avenue

Public Transportation: MBTA

GREEN LINE

- D Line (Riverside)-**Stop:** Kenmore Station. Connect with bus service (65).

E LINE

- (Heath Street)-**Stop:** Fenwood Road

ORANGE LINE

- **Stop:** Ruggles Station. Connect with bus service (8, 19, 47, CT2, CT3).

RED LINE

- **Stop:** JFK U-Mass. Connect with bus service (8).

V. Services and Other Information

Café

Our café is located on the ground floor and operates Monday-Friday. The café offers a variety of coffee, tea, drinks, breakfast pastries, light lunches and soups.

- Breakfast: 7:00 AM-10:00 AM
- Lunch: 11:30 AM-2:00 PM
- Coffee and snacks: 7:00 AM-2:00 PM

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.

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.

Social Services

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

- Coordination of care
- Resource assistance

The Social Work Department staff members can be reached at **617-573-3550**.

VI. Important Numbers

Anesthesia Department:
617-573-3380

Emergency Department:
617-573-3431

Financial Coordinator:
617-573-5664

Longwood Surgicenter:
617-936-6111

Medical Evaluation Center:
617-573-3720

Patient Accounts:
617-573-3073

Patient Relations Manager:
617-573-3008

Social Work Department:
617-573-3550



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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