

Preparing for your procedure



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

A member of Mass General Brigham and a teaching hospital of Harvard Medical School, Mass Eye and Ear provides care for conditions related to the eyes, ears, nose, throat, head and neck. Mass Eye and Ear is accredited by the Joint Commission and ranked #1 in New England for ENT and eye care by U.S. News & World Report.

The following information will provide you and your family with information needed to make your experience as comfortable as possible. If you have any questions leading up to the procedure, please feel free to reach out to a member of your care team.

Contents

Before your procedure	2
Checklist	5
Day of procedure	6
After the procedure	10
Directions, amenities and important numbers	13
Medication/Supplement list	14



Before your procedure

Viral Respiratory Testing

At this time, testing for COVID-19 and other viral respiratory illnesses is not routinely performed prior to surgical procedures. If any of the following criteria apply to you, please note that your surgery may need to be delayed:

1. Active or recent COVID infection
2. A current, positive home COVID test
3. Recent exposure to COVID, or household contact who has COVID
4. Fever or cold symptoms

We encourage reaching out to your surgeon with any questions regarding the above criteria surrounding potential respiratory infections. If it is possible that you have an infection, an at-home COVID test **cannot be used to clear you for surgery**. Preoperative clearance requires a “NAAT” or PCR (hospital) test. Mass Eye and Ear is able to provide a PCR COVID test for patients the day before or day of your scheduled surgery. If you require a test on the day of surgery, please plan to show up earlier to give time for the testing.

Patient Gateway

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, update your contact information and communicate with your health care team.

Enrolling in Patient Gateway. If you are a new user to Patient Gateway, go to www.patientgateway.org and click “Enroll Now” to begin the enrollment process.

Your account will be activated once you:



1. Confirm your identify
2. Create a username, password and security question
3. Agree to our terms and conditions

Once you have a Patient Gateway account, log in at www.patientgateway.org or use the **Patient Gateway app** to complete your Health Information Questionnaire at as soon as your procedure has been scheduled.

You can also complete **eCheck-in** prior to your procedure, saving you time when you arrive.

Phone Call Appointment

Many of our patients are scheduled for a pre-procedure phone call with one of our nurses to review your health information.

- You will receive this phone call during a one-hour window in the morning or afternoon, seven to ten business days prior to your procedure.
- To view the details of your phone call appointment, please log into Patient Gateway. The phone call appointment will be scheduled as PPE PREOP PHONECALL FROM MEE.
- If you would like to change the one-hour window during which your phone call appointment will occur, please call the Medical Evaluation Center at 617-573-3720.
- Please complete your health questionnaire in Patient Gateway prior to the appointment, and have your medication/supplement list for the call.
- After you speak with the pre-procedure nurse, you may be contacted by a nurse practitioner to review your pre-op assessment.

Special medical conditions

Patients with diabetes

- Insulin instructions will be reviewed during your pre-op phone call. If you use an insulin pump, please contact your primary care provider or specialist for further instructions.
- Please do not take pills for diabetes at home on the day of the procedure.
- When you arrive for your procedure, your care team will work with you to determine if any additional steps need to be taken to care for your diabetes.
- If your procedure 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.
- 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.

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 procedure.



Please bring a copy of your Implanted Electronic Device card with you on the day of the procedure.

Patients on aspirin/blood thinners

- Be sure to continue taking your aspirin unless your surgeon specifically asks you not to take it and your primary care physician/cardiologist is aware.
- If you take a different blood thinner, please follow the instructions from your pre-op phone call appointment.

Patients with latex allergies:

- Please notify your health care team (surgeon, nurse and anesthesiologist) if you have a latex allergy.

Day before surgery

- If you have a fever or cold the day before your scheduled procedure, please contact your surgeon's office.
- Your surgeon's office will call you with information regarding your arrival time.
- It is important that you try to get a good night's sleep.

Checklist

Paperwork/Insurance

- Please bring a photo ID to verify your identity and your insurance card.
- Bring a list of all prescriptions, herbal supplements and over-the-counter medicines you are taking with you. Feel free to use the worksheet at the back of this booklet.
- If you have a Voluntary Non-Opioid Directive (VNOD), please bring a copy.
- Review and understand your health insurance plan. Contact your insurance company if you have any questions or concerns.

Healthcare Proxy/Advanced Directive

- Please bring a copy of your Healthcare Proxy/Advanced Directive. This 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.
- At Mass Eye and Ear, 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.

Clothing and personal belongings

- Wear loose, comfortable clothing.
- If you use reading glasses or dentures, please bring them, along with cases to store them in.
- Bring your hearing aids, as well as a case to store them in.
- Any valuables kept with you are your own responsibility and the hospital shall not be liable for any loss or damage.
- Please bring a cell phone if you have one.
- Remove all jewelry at home to prevent an increased risk of injury. This includes wedding rings, bands and body piercings.
- Do not wear hair spray, body lotion, perfume or makeup.
- Please remove any nail polish/gel/dip powder/acrylics on at least 2 fingers.



Responsible adult escort. Make sure you are accompanied by a responsible adult of 18 years or older to drive you home. Taxi, ride-share, train or other options may be allowed if you are accompanied by an adult.

Day of procedure

Eating and Drinking

It is important for you to avoid solid food and liquids in your stomach. Patients must follow these guidelines prior to having surgery under general anesthesia or light sedation. We will explain why.

We ask patients to avoid eating or drinking to reduce the risk of aspiration. Aspiration is rare but a very serious complication; it is when liquids or food enter the lungs. It can happen if there is any food or liquids in your stomach when you are under anesthesia for surgery.

You should avoid eating food for 8 hours prior to your arrival time. We do encourage patients to stay hydrated with water while preparing for the surgery. You can drink up to 12 ounces of water (or 1 ½ cups) 2 hours before your scheduled arrival at the hospital/surgery center.

Below are EXAMPLES of when to STOP eating and drinking water:

IF you are told to arrive at:	Then you may EAT food until 8 hours before **	And you can DRINK water until 2 hours before *
6AM	10PM	4AM
9AM	1AM	7AM
12PM	4AM	10AM
3PM	7AM	1PM

*Clear liquid volume: up to 1 and ½ cups of liquid (12 ounces)

**Apple sauce and thickeners are as risky as regular food. If you need to take your medications with food, please take them with clear jelly (such as apple jelly) or jello.

Diabetic Patients: If you are diabetic and your blood sugar is less than < 120 g/dL on the morning of surgery, you can take one glucose tablet, drink up to 12oz of a clear sugar-containing drink such as apple or cranberry juice, or Gatorade.

NOTE: If you CANNOT see through the beverage, it is not considered to be “CLEAR”. If you have any questions, please call the surgeon’s office for more information.

Enhanced Recovery After Surgery (ERAS): If you are a patient on an ERAS pathway, please drink your carb-containing clear drink two hours prior to arrival at the hospital as instructed by your surgeon.

Medications

- Continue taking your heart, blood pressure, seizure and breathing medications on your day of procedure with small sips of water unless instructed otherwise by a clinical provider.

Arrival at Mass Eye and Ear, Main Campus



Your surgeon's office will inform you what time you should arrive at Mass Eye and Ear. Arriving promptly gives the care team enough time to collaborate and develop a care plan with you.

- Upon arrival, please go to the area directed by your surgeon. Take the elevators from the main lobby to either the 5 Floor Surgical Suites or the 6th Floor Surgical Suites, depending on the instructions you received.

Arrival at Mass Eye and Ear, 800 Huntington



Your surgeon's office will inform you what time you should arrive at Mass Eye and Ear, 800 Huntington. Arriving promptly gives the care team enough time to collaborate and develop a care plan with you.

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

Waiting Area

- Text Updates: Mass Eye and Ear can send text updates to a friend/family member of your choice as you progress through your procedure. You can sign up at check-in.
- Your friend/family member might be able to accompany you into the Pre-Operative Area at the discretion of the nurse based on your care and activities of the unit.
- On the Main Campus, your friend/family member may wait in the surgical waiting area or the 7th floor Family Waiting Room. At 800 Huntington, guests may wait in the surgical waiting area or the lobby. These spaces have televisions and WiFi.
- There are also monitors in those waiting areas to let your friend/family member follow the stages of your surgery in real-time.

Pre-op area

- If there have been any changes in your physical condition, please notify your surgeon immediately.
- The pre-op nurse will review your history, check your vital signs and answer any questions you may have about your procedure. 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 ask for clarification 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 procedure(s) 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.
- You will meet your anesthesiologist here.
- You will have an IV placed by your nurse or anesthesiologist.
- Our Anesthesia Department is staffed with board-certified anesthesiologists, certified nurse anesthetists and residents who specialize in administering anesthesia.



Prior to the procedure, a member of the Anesthesia staff (doctor, nurse anesthetist, nurse practitioner), will ask you questions about your medical and surgical history. They will discuss the type of anesthesia that is best for you. This may include mild sedation with numbing medicine at the surgical area (a very light, safe method where you are comfortable but awake, very commonly employed in minor procedures), or general anesthesia (the more traditional form of anesthesia, where you are deeply asleep with a breathing tube). This decision is made in conjunction with your surgeon, and is finalized on the day of surgery. At this time, you are encouraged to ask questions and discuss any concerns you may have.

In the operating or procedure room

- Pillows, padding and warmed blankets are available for your comfort. Please notify your care team if you are not comfortable.
- Your team will have 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
 - Allergies
 - Other Safety Measures

After the procedure

- After your surgery or procedure, you will spend time in the recovery room (PACU), where the nurses are specialty trained to take care of your immediate care, comfort and safety needs.
- You'll have frequent checks of your blood pressure and heart rate and you might wear an oxygen mask.
- Please let your nurse how you're feeling, especially about your pain. If you're cold, you can ask for warm blankets.
- The length of time you spend in the PACU will depend upon the type of surgery or procedure, type of anesthesia received and your individual recovery.

Visitation Policy in the PACU

- The nurse will be in contact with your friend/family member in the waiting area regarding your arrival to the PACU. Visitors are allowed in the PACU under special circumstances. This will be coordinated by your nurse around your care and other activities in the unit.
- The staff will notify your friend/family member once you are ready to transfer out of the PACU.

Discharge

Your surgeon will determine if you will be discharged shortly after the procedure or if you will have an overnight stay (Main Campus only).

The same day

- If your procedure does not require an overnight hospital stay, you will be able to go home once you meet discharge criteria. You will then be discharged to home. **You must have someone over the age of 18 escort you home.**
- Your nurse will provide you with a written discharge instruction sheet prepared by your surgeon. An electronic copy will also be available in your Patient Gateway account. Please make sure you understand these instructions and ask any questions you may have.



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.

- Wheelchairs are available to transport you out when needed.
- You'll receive a phone call from the hospital 1 to 2 days after your surgery to make sure you are doing well and answer any questions.

Staying overnight in the main hospital

- If your procedure requires an overnight hospital stay at the main hospital, please bring minimal personal belongings. A friend/family member should hold onto your valuables for you. There is a safe at the hospital where items may be stored if needed. Any valuables kept with you are your own responsibility and the hospital shall not be liable for any loss or damage.
- Your belongings will be sent to you once you are settled in your inpatient room.
- In general, patient rooms are double-occupancy. When possible and when medical needs dictate, rooms are made private.
- You may enjoy using the **MyChart Bedside** app, which allows you to use your own tablet (or a hospital-issued one, if needed) to access clinical and educational information related to your stay. Let your nurse know if you would like to be set up with the app.
- We allow a maximum of two visitors at a time. We discourage bringing children under the age of 18 to the inpatient floor. Our visitor policy is subject to change in accordance with Mass General Brigham policy.
- 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 is recommended he or she use the valet service for easier parking.
- If you are discharged to rehabilitation services 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 procedure.
- 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 procedure.

Pain Management

Why is it important to manage your pain?

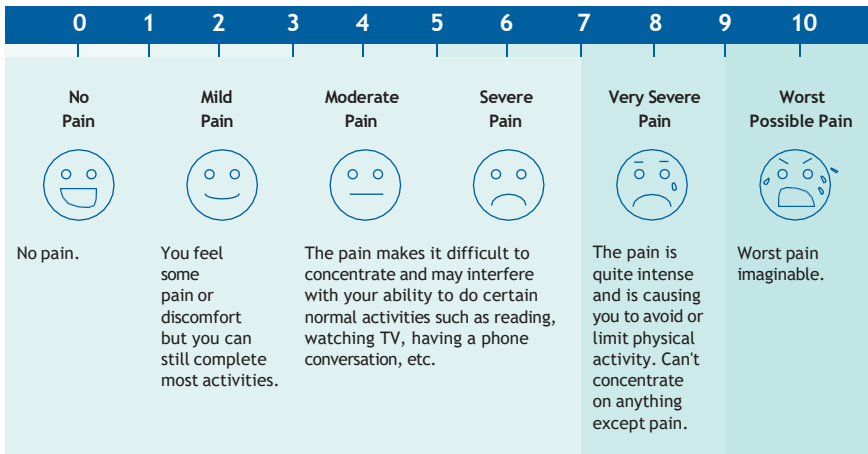
- We want to keep you comfortable.
- Treating pain early usually brings quicker/better results.

How can you help your healthcare team manage your pain?

- Some discomfort or pain after your procedure may 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 the 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:



Directions, amenities and important numbers

6th Floor Surgical Suites
617-391-5900

Anesthesia Department
617-573-3380

Emergency Department Suites
617-573-3431

Financial Coordinator
617-573-5664

800 Huntington Surgical Center
617-936-6111

Medical Evaluation Center
617-573-3720

Patient Billing Solutions
617-726-3884

Patient Relations Manager
617-573-3008

S Floor Surgical Suites
617-573-3731

Social Work Department
617-573-3550

Driving directions and parking instructions can be found at
www.MassEyeAndEar.org/locations.

For full details on available amenities, staying in Boston and more, visit
<https://www.MassEyeAndEar.org/patients-visitors/visitor-resources>.

Help us help you.

Your opinion is important and will help us better serve our patients. After returning home, you will receive a patient satisfaction survey from NRC Health. Please take a moment to complete and return the survey.



Thank you for choosing Mass Eye and Ear.



Mass General Brigham
Mass Eye and Ear

243 Charles Street, Boston, MA 02114
www.MassEyeAndEar.org