

# Preparing for your child's procedure



# Welcome

Thank you for choosing Mass Eye and Ear for your child's procedure.

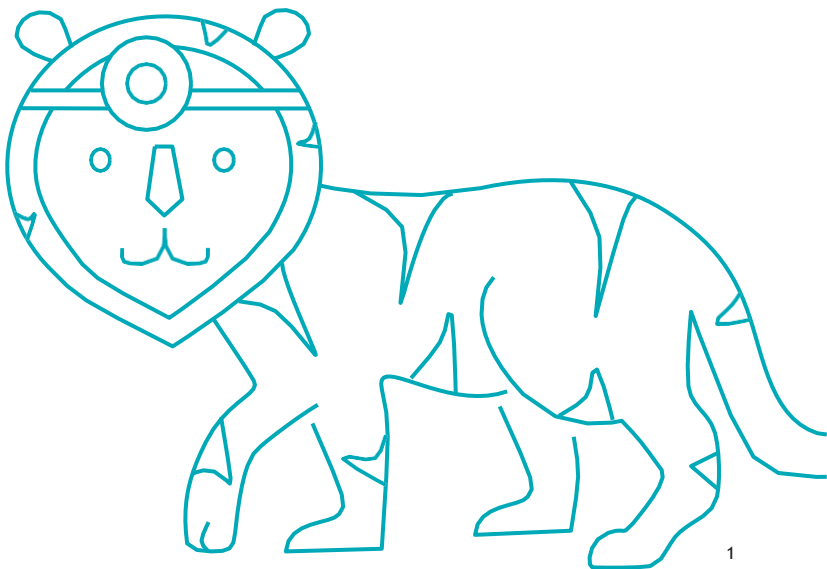
A member of Mass General Brigham and a teaching hospital of Harvard Medical School, Mass Eye and Ear provides care for conditions related to the eyes, ears, nose, throat, head and neck. Mass Eye and Ear is accredited by the Joint Commission and ranked #1 in New England for ENT and eye care by *U.S. News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

Our knowledgeable and compassionate medical professionals will use a family-centered approach to your child's care. You and your surgeon will have access to some of the most advanced medical resources available.

The following information will provide you and your family with everything needed to make your child's 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 child's care team.

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# Before the procedure

## Teaching tours

Our Child Life and Anesthesia staff will create an individualized approach to accommodate any fears or special needs your child may have. If you have questions or concerns about preparing your child for their procedure, please call our Child Life Department at **617-573-4184** or email: [childlife@meei.harvard.edu](mailto:childlife@meei.harvard.edu). Pre-admission teaching tours or phone consults are available.

For more information on how to prepare your child, please visit:  
[www.MassEyeAndEar.org/pediatric-surgery](http://www.MassEyeAndEar.org/pediatric-surgery)

## Patient Gateway

Patient Gateway is a secure, electronic portal offered by Mass General Brigham to help you better manage your own health or the health of a family member. Renew prescriptions, request referrals, schedule appointments, participate in a virtual visit, communicate with your care team, pay your bill and access high-quality information on health and wellness through Patient Gateway. Parents and guardians may also take advantage of these features to help coordinate care for children or dependents, including the ability to complete eCheck-in prior to their procedure, saving you time when you arrive.

For more information on how to enroll as a proxy for your child, please visit:  
<https://www.massgeneralbrigham.org/patient-information/what-is-patient-gateway>.

## Day before procedure



The day or evening before your child's procedure, you will receive a pre-operative phone call from the office with the time and location.

If your child has a fever or cold the day before their scheduled procedure, please contact your surgeon's office immediately to avoid cancellation/delay. If you are unable to reach the surgeon's office, please contact your pediatrician or the Mass Eye and Ear Nursing Supervisor at 857-274-1258.

## Eating and drinking guidelines

Your child cannot eat or drink for a set period of time leading up to the procedure:

Food consumed	Minimum fasting time
Clear liquids*	2 hours
Breast milk	4 hours
Infant formula	6 hours
Non-human milk	8 hours
Solids	8 hours

**\*Examples of clear liquids include:**

- Water
- Clear Pedialyte
- Apple or Cranberry Juice (Not Cider)
- Clear Carbonated beverages

Please note: a few sips of water for medications or ice chips is fine, as well as half of a popsicle.



# Day of procedure

## Arrival at Mass Eye and Ear



Your surgeon's office will let you know what time you should arrive at Mass Eye and Ear. Please make every effort to arrive at your child's scheduled time. This will give the care team enough time to collaborate and develop a plan with you and your child.

If your child has a fever or cold the morning of their procedure, please contact the care team immediately:

### **Boston main campus (243 Charles Street)**

Pediatric Unit: 617-523-7900, extension 3-2462

6th Floor Surgical Suites: 617-391-5900

### **800 Huntington campus (800 Huntington Avenue)**

617-936-6111

## Text updates

Mass Eye and Ear can send text updates to you, a family member or a friend of your choice as your child progresses through their procedure. You can sign-up at check-in.

## Anesthesia

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

If your child has a heart abnormality or any medical condition that concerns you, please ask your surgeon for an anesthesia consult. You will then receive a call from our pediatric nurse practitioner to address your concerns. You may also contact the Anesthesia Department directly at **617-573-3380**.

You may receive a call from the anesthesiologist or nurse practitioner if the surgeon's office has requested a consult to discuss your child's health and risks of anesthesia prior to the day of the procedure. You can also request to speak with an anesthesiologist if you have questions by asking the surgeon or the medical administrator.



Before your child's procedure, you and your child will be interviewed by member(s) of the Anesthesia staff who will ask questions about your child's medical and surgical history. You will have the opportunity to ask your child's anesthesiologist any questions you may have or discuss any other concerns.

To avoid unnecessary risk to the patient, all female patients of menstruating age will be asked to take a urine pregnancy test prior to undergoing anesthesia.

## Parent in the operating room

Mass Eye and Ear was one of the first Boston-area hospitals to allow a parent in the operating room, which is where you will meet your child's surgical team. At the discretion of the anesthesiologist, you may be able to stay with your child until they are asleep. Once they are asleep, you will be escorted out of the operating room.

The safety and comfort of your child are our top priorities. **Please read the following guidelines:**

- Separation anxiety, or fear of being away from a parent/caregiver, typically develops between 7 and 9 months. If separation anxiety is not yet present in your child's development, you may not be allowed in the operating room so the team can focus on your child's care.
- If the child's mother is pregnant, she will not be allowed in the operating room for the safety of her and her unborn child. Please be sure your partner, or a family member who can be equally comforting to the patient, is available to go into the operating room.
- Depending on the comfort of your teen, you may or may not be permitted in the operating room at the discretion of the anesthesiologist.
- Children are allowed to bring comfort items (blankets, stuffed animals, dolls, pacifiers, etc.) into the operating room with them.
- During your visit, we will make every effort to keep you informed about your child's care. Please do not hesitate to ask a staff member any questions you might have.
- Your surgeon or a member of the staff will contact you when your child's procedure is over. If you choose to leave the floor while your child is in the operating room, you must give your contact information to the nurses' station.

# After the procedure

After the procedure is complete, your child will receive post-operative care in the Post Anesthesia Care Unit (PACU)/Recovery Room. The staff will notify you when you are able to see your child. To protect patient privacy and confidentiality, only one parent is allowed in the PACU/Recovery Room.

Your doctor and nurse will work with you to decide the appropriate time for your child to return home. Before discharge, a member of the pediatric nursing staff will talk with you about how to care for your child at home.



If your child requires an overnight stay at the main campus, one parent can sleep by their side on a pull-out bed.

You may also 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 child's stay. Let your child's nurse know if you would like to be set-up with the app.

# Directions, amenities and important numbers

Driving directions and parking instructions at our Boston locations can be found at [www.MassEyeAndEar.org/locations](http://www.MassEyeAndEar.org/locations).

For full details on available amenities, staying in Boston and more, visit [www.MassEyeAndEar.org/visitors](http://www.MassEyeAndEar.org/visitors).

## Important numbers

6th Floor Surgical Suites:  
**617-391-5900**

Anesthesia Department:  
**617-573-3380**

Emergency Department:  
**617-573-3431**

Financial Coordinator:  
**617-573-5664**

800 Huntington  
Surgicenter:  
**617-936-6111**

Medical Evaluation Center:  
**617-573-3720**

Patient Billing Solutions:  
**617-726-3884**

Patient Relations Manager:  
**617-573-3008**

Pediatric Unit:  
**617-523-7900, 3-2462**

S Floor Surgical Suites:  
**617-573-3731**

Social Work Department:  
**617-573-3550**



# Checklist

## Paperwork/insurance

- To ensure your child's safety, please bring a photo ID to verify your identity. If you are the legal guardian, please bring all guardianship papers.
- Review and understand your health insurance plan. Contact your insurance company if you have any questions or concerns.

## Medical considerations

- If your child has any inhalers or breathing devices, please bring them.
- Bring a list of all medications your child is currently taking (see page 8) so your nurse can review with you on admission. A pharmacist is available on site to answer questions as needed.
- Ask your surgeon for an anesthesia consult if your child has any heart abnormalities or medical conditions of concern.

## Clothing and personal belongings

- Please bring your child's favorite comfort item (blanket, stuffed animal, pacifier, etc.).
- If your child is staying for several hours or overnight, they are welcome to bring movies, books, games or other forms of entertainment.
- Please remove all of your child's jewelry or body piercings and leave them at home. If your child wears contacts please have them wear glasses the day of the procedure.

## Childcare

- Join us in making your child our sole focus during the procedure by arranging care for your other children. Please come prepared to dedicate the entire day to your child's procedure and recovery.

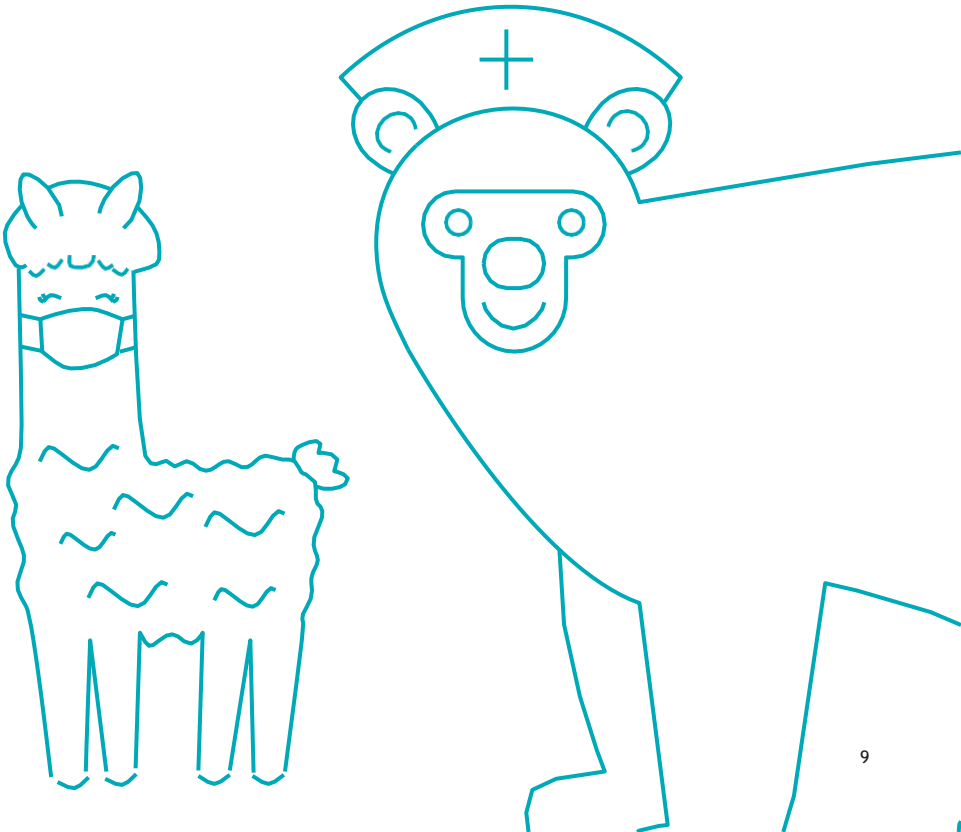
## Interpreter services

- If needed, please ask the clinic staff to help arrange for an interpreter on the day of the procedure.



# 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 in the mail from NRC Health. Please take a moment to complete and return the survey. Thank you.





Mass General Brigham  
**Mass Eye and Ear**

243 Charles Street, Boston, MA 02114  
[www.MassEyeAndEar.org](http://www.MassEyeAndEar.org)