



Lakeridge  
Health

# Your Guide to Surgery at Lakeridge Health

Your name: \_\_\_\_\_

Please bring this booklet with you for all appointments and your hospital stay.

Appointment	Date/Time
Your surgery	
Your pre-surgical screening appointment	
Your appointment(s) after surgery	



Understanding your surgical journey will help you have a positive experience at the hospital. This guide provides you and your essential partner-in-care (EPC) with helpful information about your surgery. It will answer many of your questions and help you be actively involved in your care.

### Questions

After you read this booklet, you may still have questions about your surgery. Use the chart below to help you determine who to contact with your questions.

Question	Who to contact	Contact number
Your surgery: <ul style="list-style-type: none"> <li>• Date of surgery</li> <li>• Time of surgery</li> </ul>	Your Surgeon	Your surgeon's office
Information given at your pre-surgical screening appointment	Pre-Op Clinic	905-576-8711 extension 32727
Toll free hospital phone number 1-866-338-1778		

Lakeridge Health Bowmanville  
47 Liberty St. S.  
Bowmanville, ON L1C 2N4  
905-623-3331

Lakeridge Health Port Perry  
451 Paxton St.  
Port Perry, ON L9L 1A8  
905-985-7321

Lakeridge Health Oshawa  
1 Hospital Court  
Oshawa, Ontario L1G 2B9  
905-576-8711

Lakeridge Health Ajax  
580 Harwood Ave S,  
Ajax, ON L1S2J4  
905-683-2320

Visit us online at [www.lh.ca](http://www.lh.ca)

**Lakeridge Health is a scent-free environment.**

## Table of Contents

General Information .....	3
Preparing for your surgery.....	3
Language interpretation .....	5
MyChart .....	6
Keeping you safe .....	7
Before your surgery.....	8
Important information about your medications.....	9
Your surgery. ....	10
Cleaning your skin before surgery .....	12
What to bring with you.....	14
After your surgery .....	15
Day surgery.....	15
Staying in the hospital .....	16
Preventing a fall .....	16
Managing your pain .....	17
Recovery exercises .....	18
Your Essential Partner-in-Care. ....	19
Going home .....	19
Remote Surgical Monitoring .....	20
We want your feedback.....	22

## General information

### Being involved in your surgical journey

You and your essential partner-in-care (EPC) are also part of the team! We want you to be actively involved in your care plan. Here are some ways to involve your EPC:

- Bring someone with you to appointments who knows your medical history.
- They can help to listen, discuss, and understand information you receive, and ask questions.
- Make sure they know your wishes, treatment decisions, and plans for discharge.

After reading through this booklet, make a list of questions and bring them with you to your next appointment.

## Preparing for your surgery

Your surgeon has planned a surgery for you. Your surgeon's office will tell you the date and time of your surgery. If there are any changes, your surgeon's office will call you. Make sure that your surgeon's office has your correct contact information.

## Your pre-surgical screening appointment

If you are unable to keep your pre-surgical screening appointment, please call the Surgical Booking Office at 905-576-8711 extension 32727.

**Please bring all medication in original bottles to your pre-surgical screening appointment.**

The healthcare team will ask for your pharmacy's information, please have it ready.

My pharmacy: \_\_\_\_\_

My pharmacy's phone number: \_\_\_\_\_

### Telephone consult

This will take approximately 20 minutes and you will need to be in a quiet, private place. Please be available to answer the phone on the date and time of your telephone pre-surgical screening appointment.

To prepare for this call gather the following items:

- Ontario Health card.
- All medication that you are currently taking in the original containers. This includes prescription medications, ointments or creams, puffers, sprays, patches, vitamins, herbal remedies, and eye drops.
- Paper and pen to write down any important information.
- This booklet.

### In-person pre-surgical screening appointment

This visit usually takes place the week before your surgery. It will take between 1 – 3 hours to complete and varies for each patient depending on if you need to have additional tests (e.g., blood work, EKG, etc.) or additional consultations (e.g., anesthesia, cardiology, etc.).

During this appointment, the nurse will:

- Review your health history including prior surgeries.
- Review current medications.
- Take your vital signs and record your height and weight.
- Review instructions to follow before and on the day of surgery.
- Answer any questions you have about your surgery.

What to bring with you to your pre-surgical screening appointment:

- Ontario Health card.
- Private health insurance information
- All medication that you are currently taking in the original containers. This includes prescription medications, ointments or creams, puffers, sprays, patches, vitamins, herbal remedies, and eye drops.
- Paper and pen to write down any important information.

- Information for any specialist or other health care providers that are currently part of your care.
- This booklet.

## **IMPORTANT INFORMATION**

Attending the pre-surgical screening appointment is required for your surgery. Please call the Surgical Booking Office if you need to reschedule.

If you are going to be discharged on the same day as your surgery, you must have a responsible adult to take you home from the hospital and remain with you for 24 hours after your surgery.

### Language interpretation

If you require a language interpreter, please let your surgeon's office know and we will arrange to have this service available at the time of your appointment.

### We protect your privacy

In order to deliver quality healthcare, we need to collect some personal information about you and your family. Examples of personal information include your name, your address, your health card number and your health history. We are legally obligated to keep this information private and secure.

Lakeridge Health has a privacy policy that sets out how we can collect, use, and share your information according to Provincial Laws. For information about privacy at Lakeridge Health, go to:

<https://www.lakeridgehealth.on.ca/en/aboutus/privacy-at-lakeridge-health.asp>

## MyChart



MyChart Central East Ontario is a free, secure online tool providing patients and designated family members and partners-in care access to medical records and personal health information.

MyChart allows you to:

- Complete your anaesthetic questionnaire.
- View and print a list of your future and past appointments.
- View and print your written diagnostic imaging results (examples: x-rays, CT scans, MRIs) and bloodwork.
- View and print consult and other notes written by your health-care team.
- Update, view, and print a list of your medications.

View your health records from Lakeridge Health and any one of these partner hospitals:

- Campbellford Memorial Hospital
- Haliburton Highland Health Services
- Northumberland Hills Hospital
- Peterborough Regional Health Centre
- Ross Memorial Hospital
- Scarborough Health Network

SCAN TO SIGN UP:



SCAN TO DOWNLOAD THE APP



For more information, please check out our Frequently Asked Questions on **mychart.ourepic.ca** or contact our support line at 1-833-789-3742.

Q: How do I download the MyChart app?

A: Download the MyChart app for your Apple or Android device from the App Store or Google Play Store or by using the QR code above. The mobile apps contain many of the same features as the MyChart website. Select the hospital where you receive care before signing in. If you select the wrong organization, click “switch organization” above the log in details.

### Patient tips

- Identify who can make decisions on your behalf if needed.
- Arrange for someone to care for your pets and collect your mail while you are in hospital.
- Arrange for someone to drive you home from the hospital.
- Get your home ready before your surgery to make it easier for yourself when you return:
  - Prepare meals in advance and stock up on healthy food.
  - Complete house and yard work.
  - Arrange to have someone who can help with household chores when you come home from the hospital.
- Arrange transportation for follow-up visits with doctors and other appointments.

### Keeping you safe

During your surgical visit, several different healthcare team members will ask you the same or similar questions such as:

- What is your name?
- What is your date of birth?
- What procedure are you having done?
- Do you have any allergies?
- What are your allergies? (If yes you will be given a red alert armband)
- When was the last time you had anything to eat or drink?



Prior to entering the operating room (if required) your surgeon will mark the place on your body where the operation will occur, this is hospital policy. In the operating room, a surgical safety checklist will be completed.

### Where to go when you arrive at Lakeridge Health

Arrive on time and proceed to surgical registration.

#### Lakeridge Health **Oshawa**:

From the main lobby, take the escalator or elevator to the second floor. The Surgical Registration desk is located through the doors to the right.

#### Lakeridge Health **Ajax**:

Pre-Op Clinic:

Enter through the East entrance take the stairs or elevator to the ground floor to the Ambulatory Care Clinic.

Day of Surgery:

Enter through the West entrance and follow the signs for Day Surgery Registration.

#### Lakeridge Health **Bowmanville**:

Enter through the main entrance and take the B elevators to the Surgical Registration office located on the first floor, in room N-101.

#### Lakeridge Health **Port Perry**:

Enter through the Emergency Department entrance and go to the Day Surgery Registration desk or enter through the main entrance and use the surgical registration kiosk in the lobby.

### Before your surgery

Stay active and healthy before your surgery.

- Exercise: You can exercise up to the day before your surgery
- Diet: Healthy eating and proper nutrition will help your body heal

- No smoking: If you smoke, please consider quitting at least a few weeks before your surgery, or cut down on the number of cigarettes you smoke per day. This will help to improve your healing and reduce your risk of infection after surgery. If you would like information and support to quit or reduce your smoking, please speak to your care team — they are here to help!
- Alcohol/cannabis: Be honest with your health care team about your alcohol and/or cannabis use.
- Take care of your teeth: Schedule a dental check-up to make sure all your dental needs are taken care of at least six weeks before surgery.
- Flu vaccination: Speak to your family doctor about getting the flu shot if it is flu season.
- Skip the nail salon: Do not have any pedicures or manicures one week before your surgery and avoid gels and acrylic nails.

### **Important information about your medications**

If you are taking any medications: prescription, over the counter, herbal, naturopathic, marijuana or CBD oil:

- Check with your family doctor or surgeon for instructions on continuing or stopping any medications in the days/weeks leading up to your surgery.
- Stop herbal and Naturopathic medications 7-10 days prior to surgery.
- Please disclose any recreational drug use with your healthcare providers. If you have engaged in recreational drug use in the last 14 days (i.e., cocaine, heroin, street drugs or opioids), please be aware that these drugs can increase the risk of surgical complications up to and including death. All information shared with your health care team is kept confidential.

Medications can affect surgery and anesthesia. Prescribed medications such as heart, blood pressure, and lung medications (including inhalers) are often continued as prescribed. During your pre-surgical screening appointment, a member of the healthcare team will let you know which medications to take on the morning of your surgery.

## Your surgery

Please read the following instructions carefully and review them the day before surgery. Failure to follow these guidelines may result in your surgery being delayed or cancelled.

### Eating and drinking before your surgery

After midnight:

- NO solid food
- NO milk products
- NO soups or broths
- NO alcohol
- NO gum or candy
- NO meal replacements or smoothies

Between midnight and 3 hours before your surgery, you may drink as much clear fluids as you would like. Please only drink the fluids listed below and stop 3 hours before your surgery time.

- Water
- Black coffee or tea (sugar and sweetener are okay but NO milk or cream)
- Sports drinks such as Gatorade
- Carbonated beverages such as ginger ale or cola
- Pulp free fruit juice (NO orange juice)

You may take medications needed with a small sip of water, if advised to do so, up to 3 hours before the time of your surgery.

Drinking clear fluids before surgery and staying well hydrated, has been shown to improve blood pressure, decrease nausea and vomiting and decrease anxiety (especially if your surgery is later in the day). Drink enough to feel comfortable and well hydrated.

## **IMPORTANT INFORMATION**

If you are having bowel surgery, your surgeon may ask you to stop eating sooner, please follow their instructions about food and bowel prep but continue to drink clear fluids as directed above.

If you have any questions, please contact your surgeon's office.

If you are ill on the day of your surgery do not come to the hospital. Call your surgeon's office directly. If you are unable to reach your surgeon's office, call the hospital and ask to be transferred to the Operating Room desk.

#### Personal care – the morning of surgery

- Remove your nail polish.
- Remove all jewellery and body piercings (tongue rings, belly rings or studs). Leave jewellery at home.
- You may brush your teeth and use mouthwash.
- Females who are menstruating should wear a pad on the day of surgery. No tampons or menstrual cups

## Cleaning your skin before surgery

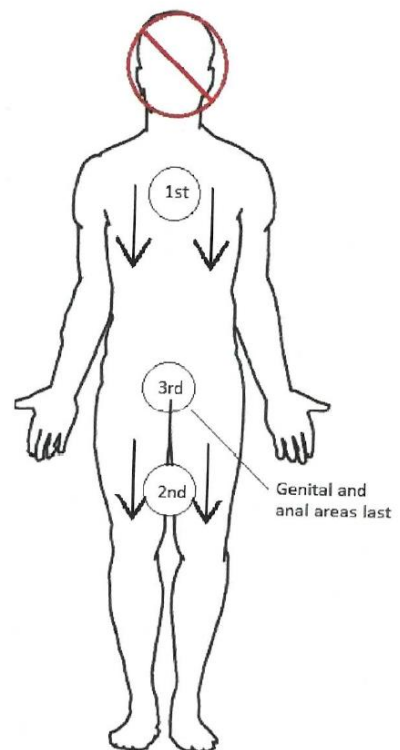
Before surgery, you must shower or bathe at home to clean your skin to reduce your chance of infection after surgery.

Your surgeon may ask you to buy chlorhexidine gluconate (CHG) antiseptic soap (also know as, Dexidin 4, Stanhexidine or Chlorhexidine Wash 2%). You can buy this at the hospital or most pharmacies and do not need a prescription.

**If you are allergic to any of these products, do not use them and tell your surgeon or nurse right away.**

## How to use CHG

1. Remove all jewelry and body piercings.
2. Clean your belly button, under your fingernails, and between your toes.
3. Use your regular soap and shampoo to wash your face and hair. Rinse. **Do not** wash your head, hair or face with CHG.
4. Use a soft and clean wash cloth for each shower. Wet a clean washcloth and apply CHG cleanser to the cloth.
5. Use half of the CHG cleanser the night before your surgery and the other half the morning of your surgery.
6. Wash your entire body, including your back, from neck down, washing your genital and anal area last.
7. Leave the CHG suds on your skin for at least 2 (two) minutes.
8. Use warm water to thoroughly rinse the cleanser from your body.



**Do not** shave the area of the body where your surgery will be done.

**Do not** use a rough scrub brush and do not scrub your skin.

**Do not** get any soap in your eyes, ears and mouth.

**Do not** wear makeup or apply any deodorants, creams, lotions, powders, or perfumes.

## Patient tracking

Your essential partner-in-care will be able to follow you on the patient tracking screen (as seen in the picture below) in the designated waiting area and know where you are in your surgical journey based on the colour coding. Please ask the health care team for more information when you are registering on the day of your surgery.

11087421	All done!	353-04	054059	Preparing for procedure	LHO SAME DAY SURGERY	11055568	Preparing for procedure	LHO BREAST IMAGING	00540938	Preparing for procedure	LHO BREAST IMAGING
389045	Procedure in progress	LHO MAIN OR	047409	Procedure in progress	LHO MAIN OR	00947555	Preparing for procedure	LHO SAME DAY SURGERY	00916904	Preparing for procedure	LHO SAME DAY SURGERY
00663843	Procedure in progress	LHO MAIN OR	00960902	Waking up	PACU Bay 05	01039579	Waking up	PACU Bay 07	11093620	In Phase III Day Surgery. Wait for a call	LHO SAME DAY SURGERY
00998905	Registered	LHO OR POOL ROOM	11089002	Preparing for procedure	LHO SAME DAY SURGERY	441548	In Phase III Day Surgery. Wait for a call	LHO SAME DAY SURGERY	00961706	Registered	6059-01
076380	Preparing for procedure	LHO SAME DAY SURGERY	00908950	Preparing for procedure	LHO SAME DAY SURGERY	014990	Waking up	PACU Bay 04	446438	Registered	6597-01
00526525	Waking up	PACU Bay 06	00623980	Preparing for procedure	LHO SAME DAY SURGERY	00956417	In Phase III Day Surgery. Wait for a call	LHO SAME DAY SURGERY	130513	Registered	531-03
00944663	Procedure in progress	LHO MAIN OR	11073861	Procedure in progress	LHO MAIN OR	00669007	Procedure in progress	LHO MAIN OR	160317	Registered	7112-01

### What to bring to the hospital on the day of surgery

	Same Day Discharge	Overnight Stay
Your Ontario Health card.	✓	✓
Private health insurance information.	✓	✓
Copy of Advanced Directives if applicable.	✓	✓
Smart Device (Cell phone, or tablet/iPad with chargers).	✓	✓
Contact information for the person who will drive you home and emergency contact person if different.	✓	✓
Wear loose comfortable clothing and closed toe, closed heel comfortable shoes or slippers.	✓	✓
CPAP machine (if you use one). Please bring it with you at the time of your surgery.		✓
Any special medical equipment that you need after surgery such as support stockings, mobility aids, braces, etc. Please have your family bring them after your surgery.	✓	✓
Medications in the original containers that are not supplied by the hospital. Your nurse will inform you of this.		✓
Toiletries Toothbrush, toothpaste, comb.		✓
Glasses & case, hearing aids & case, dentures & case, if applicable.	✓	✓
<b>Label all belongings clearly with your first and last name. Lakeridge Health is not responsible for lost or stolen items.</b>		

### After your surgery

After surgery, all patients are taken to the Recovery Room

- You may have an oxygen mask on your face.
- You will have your vital signs monitored (respirations, heart rate, blood pressure, oxygenation, and temperature).
- Any dressings or casts will be checked.
- You will be assessed for pain and nausea and given medication if needed.
- Once you are awake and ready you will be taken back to the Day Surgery Department. If you are staying in hospital overnight, you will be transferred to the inpatient surgical unit.
- There are no visitors allowed in the Recovery Room except for one parent of a paediatric patient.

### For day surgery patients:

- You will be continued to be monitored until you are ready to go home.
- An essential partner-in-care is welcome to join you after the surgery on the Day Surgery Unit. (Please refer to our website for our most current Visiting Guidelines at [www.lh.ca](http://www.lh.ca))

When you are ready to go home:

- You will receive an After Visit Summary with discharge instructions, any follow-up appointments and/or prescriptions.

### For 24 hours after an anesthetic, you must not:

- Drive a motor vehicle or operate heavy machinery. For some surgeries your surgeon will advise you when you are safe to drive.
- Make any financial/legal decisions.
- Take any medications that have not been prescribed by your doctor.
- Drink alcohol or use recreational drugs.



### Staying in hospital after your surgery

- A family member/partner-in-care is welcome to visit you on the inpatient unit after the healthcare team has completed their initial assessment. (Please refer to our website for our most current Visiting Guidelines at [www.lh.ca](http://www.lh.ca)).
- Your personal belongings will be returned to you.
- You will be assisted with your personal care as needed but will be encouraged to do as much as possible with consideration to your limitations.

### Preventing a fall

Lakeridge Health is committed to providing a safe environment and education to reduce your risk of falling after your surgery.

The following list are things you can do to prevent having a fall:

- Get to know your surroundings.
- Turn light on before getting out of bed.
- Keep hearing aids/glasses clean, in good working order and within reach. Use walking aids as prescribed.
- Use non-slip footwear.
- Keep your bed in the lowest possible position and sit on the edge of the bed before getting up.
- Ensure that the brakes are in use on the bed, wheelchair, and commode.
- Watch for tripping hazards.
- Use the call bell for assistance.
- Ask for pain medication as needed.

## Managing Your Pain

Q. How much pain might I expect after my surgery?

A. Everyone experiences pain and discomfort differently after surgery. At Lakeridge Health, effective management of your pain is important. Our aim is to help you have as little pain as possible after your surgery.

Q. Why is it important to manage my pain?

A. Effective pain management will promote healing from your surgery, reduce complications and prevent the development of chronic or long-term pain syndromes.

Q. How will my pain be managed?

A. You will receive oral pain medicine (by mouth) and/or pain medicine through your IV. It is important to tell a member of your healthcare team if your pain is not well controlled. Your pain can also be managed using other approaches; this may include things such as, music therapy, hot or cold therapy, and repositioning.

Q. How can I keep in control of my pain?

A. Ask for pain medicine when you begin to have pain. Do not wait until your pain becomes intolerable. Take your pain medication regularly so you are ready to take part in all activities (such as physiotherapy, walking, changing dressing (bandages) or going to the bathroom). Depending on the pain medication you are taking, it can take up to 30 minutes to start working. Talk to your health care team about when to take your medication.

## Recovery exercises and activities for blood clot prevention

**Note:** Your surgeon may prescribe compression aids to help prevent blood clots.

Begin the exercises below immediately after your surgery. They will help to increase circulation in your legs and feet, which is important for preventing blood clots. They will also help to prevent complications with your breathing.

1. Deep Breathing Exercises - Take slow deep breaths, in through the nose and out through the mouth 10 times every hour when awake.
2. Ankle Pumping – Move your feet up, down, and in circles 10 times every hour when awake.



3. Buttock Contractions – Tighten your buttock muscles and hold for a count of 5 seconds 3 to 5 times every day.



## Your essential partner-in-care

At the beginning of your care journey at Lakeridge Health you will be asked to have an essential partner-in care (EPC) or Substitute Decision Maker (SDM). Tell the healthcare team who you want this person to be. We welcome calls for updates from the EPC or SDM. Please ask your healthcare team what the best time is to call.

We ask visitors to:

- Follow appropriate hand washing when entering and exiting patient care areas.
- Choose hospital-friendly gifts, balloons (must be nylon, not latex) or small plants (must be unscented).
- Stay home if they are sick. Visitors can send you well wishes by using our free email service 'Email a Patient' at [www.lh.ca](http://www.lh.ca)
- Be considerate of other patients in shared spaces (i.e., hospital rooms.) You may be asked to leave the room for privacy reasons.

## Going home

Together, you and your healthcare team will plan for your discharge from hospital. You will be discharged when you are:

- Medically stable and recover at home
- Eating and drinking well
- Managing your pain well

You will receive an After Visit Summary with discharge instructions, any follow-up appointments and/or prescriptions.

You will be taught how to care for your dressing and incision.

## Remote Surgical Monitoring

Following surgery, you may have questions or concerns about your recovery. Your hospital team may connect you to the Telehomecare Remote Surgical Monitoring program on the day that you leave the hospital.

This program will allow you to have your health and wellbeing monitored remotely by a registered nurse. Remotely monitoring your condition can be used to:

- ✓ Assess your symptoms and track any changes as you recover in the comfort of your home.
- ✓ Monitor your progress and answer questions that you have about your symptoms.
- ✓ Keep you connected with your hospital team in case you experience problems during your recovery.

The Remote Surgical Monitoring (RSM) team will work with you to ensure that you are comfortable and confident in managing your recovery and will help detect any potential health problems early.

How does it work?

A member of the hospital team will refer you to the RSM program before you leave the hospital. Once your referral has been processed, you will receive a text on your smart device--this is your invitation to download the RSM App.

Follow the instructions when prompted and you'll be all set! If you have any difficulty with downloading the app, a member of the monitoring team will contact you by phone to guide you through the steps. Your RSM nurse will connect with you once you are home to explain more about the program and answer any questions that you might have.

## Planning to go home

- ✓ Collect your personal belongings.
- ✓ Ask questions. You will receive an After Visit Summary and it is important you understand the information we have given to you.
- ✓ Arrangements for Home Care or other community services will be made by your healthcare team as necessary and in collaboration with you and your essential partner-in-care.

It is important to plan for your discharge home from the hospital. If you are going home the same day as your surgery, please have someone ready to pick you up within 30 minutes from the time we call them.

If you are staying in the hospital, anticipate being discharged by 10:00 a.m. We recommend that you arrange for someone to take you home.

If you do not have an essential partner-in-care or friend available to give you a ride home, ask a member of your healthcare team, about other options.

## Symptoms to look out for when you get home

Call your surgeon or go to the nearest Emergency Department if you have any of the following symptoms:

- A fever (temperature greater than 38°C or 100°F)
- Vomiting, bloated or feeling nauseous all the time.
- Redness, swelling, odour, pus or increasing pain from your incision.
- Pain that is not controlled with your pain medication.
- You have not had a bowel movement after seven days from your surgery.
- Chest pain or shortness of breath.
- Swelling in your arms or legs.

## Parking

Pay Parking is available at all hospitals. Take a ticket to park. Pay at the pay stations located at the entrance. Pay at exit by Tap only option.

For parking questions please contact [LH@reefparking.com](mailto:LH@reefparking.com)

## We want your feedback.

At Lakeridge Health, we want to hear from patients about what went well and what could be improved.

You may be asked to take a survey. The survey is anonymous and takes 5 minutes to complete. Your healthcare team will provide you with a link to the survey.

If you have additional feedback, you would like to share:

- Ask to talk to the Unit Coordinator or Manager of the area where you are receiving care.
- Call the Patient Experience Office at 905-576-8711 extension 34402 or email [patientexperience@lh.ca](mailto:patientexperience@lh.ca)