Welcome to Our Medical Center

Your health is our highest priority, and we look forward to providing you with exceptional care – from your preoperative appointments to your recovery from your procedure.

During your time with us, a team of skilled medical professionals will provide you with personalized and compassionate care. Whether behind the scenes or at your bedside, each team member is committed to making an important contribution to your health.

We work to continually improve our patients’ experiences, and we encourage your comments and suggestions. Please don’t hesitate to let us know how we’re doing.

Thank you for choosing Kaiser Permanente. We look forward to caring for you.

Patricia Rodriguez, RN, Senior Vice President and Area Manager

Richard Isaacs, MD, Chief of Staff
Table of Contents

2 Your surgery location
3 Getting ready
4 The day before your surgery
5 The day of your surgery
7 Your surgery
8 After your surgery
9 Your safety
11 Medical Center services
13 Your rights as a patient

Important Phone Numbers

General Information/Operator ...................... (916) 688-2000
Admitting Department ............................... (916) 688-2522
Chaplain/Spiritual Support .......................... (916) 688-6488
Disability Claims ...................................... (916) 525-6940
Discharge Planning .................................... (916) 688-2585
Gift Shop .................................................. (916) 688-2536
Health Education ....................................... (916) 688-2428
Home Health ............................................ (916) 486-5400
Lost and Found ........................................ (916) 688-6031
Medical Financial Assistance Program .......... (916) 688-2831
Member Services ...................................... (916) 688-2410
Nutritional Services .................................. (916) 688-6277
Patient Financial Services ......................... (916) 688-2325
Security Services ...................................... (916) 688-2480
Social Work Services ................................. (916) 688-2755
TTY for the Hearing/Speech Impaired .......... (916) 688-2221
Volunteer Services .................................... (916) 688-2370
You are scheduled to have your procedure in the following location on our South Sacramento Medical Center campus:

1. Ambulatory Surgery Unit in the Outpatient Surgery Services Building – (916) 688-6947
2. Main Hospital Surgery Department – (916) 688-2520

If you need to cancel your surgery for any reason, please call us at least 24 hours in advance at (916) 688-2520.
As part of your preparation for surgery, it is important to read all the information in this guide to ensure your surgical procedure goes smoothly.

At Kaiser Permanente South Sacramento, procedures are classified as either outpatient or inpatient, depending upon the complexity of the surgery and the recovery.

**Outpatients** have their surgery, followed by a brief recovery period, and are then discharged home on the same day. In the event that your operation or recovery becomes unexpectedly prolonged or complicated, your physician may decide to arrange an overnight stay in the hospital for your continued observation and care.

**Inpatients** have their surgery, followed by a recovery period, and are then transferred to a bed on one of our nursing units.

### Scheduling your procedure

Once you and your surgeon have decided that an operation is necessary, the date of the procedure will be determined. You may be scheduled for some additional appointments prior to your surgery.

### Preoperative appointments

The day you have the majority of your preoperative appointments and tests is called your “pre-op” day.” For your convenience, we will do our best to make all of your appointments on the same day with minimal wait time.

To help make your pre-op appointments go smoothly, we suggest that you:

- Plan to be on time for your first appointment.
- Bring this guidebook with you and all completed forms.
- Bring your medications.
- Bring personal reading material.
- Leave young children at home.
- Bring a relative or a friend, if their presence will be helpful or reassuring to you.
- Prepare your questions in advance. You may wish to write them down so you are sure to get answers to your most important questions.
- Remember to take the time to ask all of your questions.

### Pre-op classes

If your surgeon requires a pre-op class, you will be provided with information about the class, locations and times.

### Anesthesiologist consultation

Depending on your age and medical status, your pre-op consultation with an anesthesiologist will either be scheduled one or more days in advance of your surgery, or the consult may be done on the day of your surgery.

The anesthesiologist will review your medical and surgical history and conduct a physical examination, if needed. The anesthesiologist will also order any required tests and determine the most appropriate type of anesthetic to use during your procedure. He or she will also discuss the benefits, risks, and alternative techniques when appropriate.

Finally, the anesthesiologist will answer your questions and address any concerns you may have about anesthesia.

**Please note:** If you are healthy, you will most likely not be scheduled for an advance appointment with an anesthesiologist. However, if for any reason you wish to meet with the anesthesiologist in advance of the day of surgery, you are welcome to do so. Please let your surgeon know your desire and he or she will schedule an appointment for you.

### Diagnostic tests

The surgeon or anesthesiologist may order specific laboratory tests, X-rays, an electrocardiogram, or other preoperative tests. If so, your surgeon will provide you with more information.

### Aspirin or aspirin-containing products

If you are taking prescribed aspirin, ibuprofen (for example, Motrin or Advil), or an anticoagulant medication, please contact your surgeon for further instructions.

**Do not take any unprescribed** aspirin, ibuprofen, naproxen (for example, Aleve or Naprosyn), other anti-inflammatory drugs, or aspirin-containing products for a period of **two weeks prior to your scheduled surgery.**† If you have any questions, please consult with your surgeon.

†Kaiser Permanente does not endorse the medications or products mentioned. Any trade names listed are for easy identification only.
The day before your surgery

- It is very important that you do not eat or drink anything after midnight, including water, unless otherwise directed. Your procedure may be cancelled if you do.
- Do not smoke for at least 24 hours before surgery.

Contacting surgery department staff or canceling your surgery

- If you develop a cold, a fever, or any other illness before your operation, or if you must cancel your operation for any reason, please call us immediately at (916) 688-2520.
- If you are having a Cesarean birth scheduled for Labor and Delivery and you need to contact the surgery department staff or cancel, please call (916) 688-6667.
The day of your surgery

If your surgery is scheduled in the **Main Hospital Surgery Department**, please plan on arriving at the Hospital Admitting Department to register at the time you were given for your procedure. The Admitting Department is located on the first floor of the South Tower, just off the main lobby.

If your surgery is scheduled in the **Ambulatory Surgery Unit**, please plan on arriving at the Outpatient Surgery Services Building at the time you were given for your procedure. The Outpatient Surgery Services Building is located next to the South Tower. Your registration will be handled by the Ambulatory Surgery Unit Admitting staff on the first floor.

Please see the campus map of surgery locations at the front of this guidebook.

**Patient responsibilities**

Please read the following guidelines to ensure that your surgery proceeds smoothly and on schedule:

- **Do not eat or drink anything (including chewing gum or drinking water) the morning of your surgery,** unless otherwise directed. **Your procedure may be cancelled if you do.**

- **If you take medications** for your heart, blood pressure, or breathing, continue them with a small sip of water. Otherwise, **NO medications** (prescription or non-prescription) should be taken the morning of your surgery unless approved by the surgeon and anesthesiologist.

- **Please bathe the morning of surgery and wear clean, casual clothes.** Hospital gowns are worn to the Operating Room. Some patients may be instructed to use special soaps prior to surgery. Please check with your surgeon.

- **It is essential that you have someone over age 18 to drive you home after your surgery.** You may receive medications during your operation that may make you drowsy and make it unsafe for you to drive. **Please note that your procedure may be cancelled if you do not have someone to drive you home for same-day surgery.**

**What to bring:**

- This guidebook
- Valid photo ID (for example, state driver’s license or passport)
- Kaiser Permanente ID card
- Medicare card, if applicable
- Medi-Cal card, if applicable
- Other medical insurance card(s), if applicable
- Advance Health Care Directive documents (recommended, but not required to receive care)
- A list of medications you are currently taking, including all prescription drugs, over-the-counter medicines, and nutritional or herbal supplements
- If you are wearing contact lenses, please bring a case to store them. They must be removed before surgery.

**If you will be staying with us,** please pack only essential items in a small overnight or tote bag labeled with your name and medical record number. We suggest bringing the following items:

- Personal hygiene items (comb, toothbrush, toothpaste, etc.)
- Robe and slippers—slippers are required if you leave your bed, and hospital gowns are available for your use
- Eyeglasses, hearing aids, or dentures, if applicable (with storage case)
- Reading and writing materials
- CPAP machine for sleep apnea patients
- Name and contact information of the person picking you up on discharge day
Please do not:

• Bring any valuables, medications, or electrical appliances. The hospital cannot be responsible for any loss or damage to personal items.

• Apply or wear makeup.

• Wear jewelry, including body piercings. Jewelry used in piercings can create safety problems related to the use of electrical equipment during surgery. Piercings can also increase the chance of infection or become lost during surgery.
We do many things to ensure your safety before, during and after surgery. Upon arrival in the Surgery Unit, your medical history and the results of preoperative tests will be reviewed. You will be asked the same questions many times such as your name, the type of procedure that you’re going to have, and the place on your body where the procedure will be performed. In many cases, the part of your body where the procedure will be performed is marked and you may be involved in this marking.

This process helps ensure your safety. Please speak up if you are not asked these questions or if you have any concerns. Visit kp.org/surgery for more information.

A staff member will check your weight, blood pressure, temperature, pulse, and breathing. Nurses in this unit are also available for any questions. You will be asked to put on a hospital gown and remove any personal items such as contact lenses, glasses, dentures, or other prosthetics.

An intravenous line, or IV, will be started in your hand or arm to give necessary fluids and medications. You may also be given medication to help you relax.

**Anesthesia**

Before, during and after your procedure, you will receive anesthesia care to ensure your safety and comfort throughout the surgical experience. The Anesthesiology Department uses a team care approach, which includes anesthesiologists and certified registered nurse anesthetists working closely together under the medical direction of the anesthesiologist.

The specific anesthetic technique selected is individualized to your needs and is based upon many factors, including your medical history, your physical condition, the nature and extent of your surgery and, whenever possible, your personal preferences.

**Different types of anesthetics**

There are three major classes of anesthetics and each (or a combination) may be appropriate for different situations.

**General anesthesia**

Drugs are administered intravenously or by inhalation to render you unconscious and cause your entire body to be numb to pain during surgery. Common after effects include grogginess, nausea, and slight soreness in the throat.

**Regional anesthesia**

This approach numbs a major portion of your body using local anesthetic agents. Examples include spinal anesthesia and epidural anesthesia, which cause numbness in the lower portions of the body. Other examples include axillary block or intravenous regional techniques, which produce numbness of the arm and hand.

**Local anesthesia**

Injections of local anesthetic drugs directly into the surgical area may suffice for minor procedures. While the surgeon will usually inject the surgical area with local anesthetic, the anesthesiologist or nurse anesthetist will provide any necessary sedation or other additional medications to make sure you are as comfortable and stable as possible.

Please note that intravenous sedative drugs are commonly used in conjunction with regional anesthesia and local anesthesia in order to help you relax or to promote a light sleep during surgery.

**Information for family members**

- Your family member will receive a “journey card” that allows them to view your progress through the perioperative area on monitor in the waiting room.
- The surgeon will attempt to contact your family member in the waiting area following your procedure. If they would like an estimated time for the surgery, they may ask the volunteers to call the nurse.
- If the surgeon is unable to reach your family member after your procedure, your family member may ask the volunteer if the surgery is completed.
- The patient’s estimated time in the Recovery Room varies depending on the type of surgery and the response to the anesthetic.
After your surgery

- If you are staying in the hospital, your family member will be notified when you will be moved and to which room.
- Your family member may wait with you during the preoperative and post-operative period.

After your surgery

After your surgery you will be taken to the Peri-Anesthesia Care Unit (PACU) or Recovery Room. An expert staff of registered nurses who are specifically educated to monitor and care for you as you “wake up” from your anesthetic provide nursing care in this unit.

If you are having outpatient surgery, you will be going home once you meet discharge criteria. Your anesthesiologist and surgeon will be directing your care on this unit. The nature, extent, and duration of your surgery, as well as the type of anesthesia that you have had, will affect the length of recovery from anesthesia.

Because very small concentrations of anesthetic and sedative agents may persist in your body for up to 24 hours, it is important not to drive, operate dangerous machinery, or make major decisions for approximately 24 hours after your surgery.

Should you have any questions about your anesthetic care after you have left the hospital, please call the advice nurse at (916) 688-2106, 24 hours a day, seven days a week.
At Kaiser Permanente South Sacramento we are committed to providing you with exceptional care. We encourage you to become an active member of your medical team.

You can get involved in the following ways:

1. **Ask questions.** If you have questions, write them down. After your questions are answered, summarize the information in your own words. This helps your doctor ensure that you understand and that the information is clear. It’s a good idea to ask questions before you are given a medical test, when your doctor prescribes medication, and before you begin a medical treatment.

   **What to ask:**
   - What is my main problem?
   - What do I need to do about it?
   - Why is it important for me to do this?

   *Adapted with permission from Ask Me 3™ by the “Partnership for Clear Health Communication.”

2. **Talk about your surgery.** We do many things to ensure your safety before, during, and after surgery. You’ll be asked the same questions many times such as your name, the type of procedure that you’re going to have, and the place on your body where the procedure will be performed. In many cases, the part of your body where the procedure will be performed is marked and you may be involved in this marking.

   This process helps ensure your safety. Please speak up if you are not asked these questions or if you have any concerns. Visit kp.org/surgery for more information.

   To help prevent infections from your surgery:
   - Your surgical team cleans their hands and arms up to their elbows with special soap.
   - You may be given antibiotics.
   - Before surgery your skin is cleaned with a soap that kills germs.
   - Only sterilized equipment is used.

3. **Help us stop the spread of infections.** Wash your hands, cover your cough, and take extra precautions to help us stop the spread of infections. Remember to wash your hands after you move around your room, touch things, or use the bathroom. It is okay to ask your caregivers whether they have washed their hands.

4. **Share your medical history with your health care team.** Make sure all medical professionals involved in your care have important health information about you. We may ask you the same questions several times, such as your name or whether you have allergies. Asking these questions is one way to make sure that you’re getting the right care.

5. **Tell your health care team about your medications.** Bring a list of all your medications to your appointments, including over-the-counter medicines such as aspirin or ibuprofen (for example,
Motrin or Advil) and any vitamins or herbal supplements you take.† You can also bring in your medications instead of making a list. Learn more about the medications you are taking at kp.org/medications. If you are prescribed new medication, make sure you understand what they’re for and how to take them properly. Ask about side effects and which foods, drinks, over-the-counter drugs, or herbal supplements to avoid. Also ask your doctor if you should avoid certain activities. And remember to read the labels to make sure the medications the pharmacist gives you are the ones your doctor ordered.

†Kaiser Permanente does not endorse the medications or products mentioned. Any trade names listed are for easy identification only.

6. Understand your test results. Ask your doctor how and when to get your test results, and make sure you understand what the results mean. View your recent test results and learn more about them at kp.org/myhealth. Call your doctor or nurse if you have any questions.

7. Talk about your expectations. Talk to your doctor about the results you expect from your treatment or procedure. Discuss what your recovery time might be and ask if your expectations are realistic. If appropriate, discuss side effects, pain, recovery time, and long-term limitations.

8. Create an Advance Health Care Directive. An Advance Health Care Directive is an important legal document that describes your treatment wishes. It allows you to choose someone to make decisions for you if you are unable to make them or speak for yourself. Contact your local Health Education Department or visit kp.org/advancedirectives to learn more.

9. Learn to care for yourself at home. Make sure you know which medications to take and how often, when your follow-up tests or appointments are, and when you can resume your regular diet and activities. Ask anyone on your medical team if you are unsure about anything. If you have concerns about your safety or your care, please talk about them with your health care team. If you don’t understand the answers you receive, always ask for more information. Our goal is to provide you with the safest care possible. Remember, if you have any concerns about your safety or about infections, please speak up.

Latex in our facilities
We make every effort to minimize the use of latex in our facilities; however, latex may be found in wrist bands, examination gloves, and various other products. If you have a latex allergy or sensitivity, please notify your health care team. Please note that latex balloons are not allowed in our facilities.

Smoking
Our medical centers are smoke-free campuses. Smoking (including cigarettes, cigars, or pipes) is prohibited inside and outside all medical center buildings, including private offices, hallways, and bathrooms. If you’re interested in learning about our smoking cessation programs, you can obtain information from our Health Education Department.
Medical Center Services

Member Services
If you have questions or concerns about your care that have not been answered to your satisfaction, please contact our Member Services Department, weekdays from 8:30 a.m. to 5 p.m., Medical Office Building 2.

If you’re a Kaiser Permanente member and you have questions or wish to get more information about your benefits, call our Member Service Call Center at 1-800-464-4000, weekdays from 7 a.m. to 7 p.m. and weekends from 7 a.m. to 3 p.m., except holidays.

• For TTY for the hearing/speech impaired, please call 1-800-777-1370.

• To speak with someone in Spanish, please call 1-800-788-0616.

• To speak with someone in Chinese, please call 1-800-757-7585.

Health Education
You can take an active part in your care by learning more about your condition. Our Health Education Department, located on the first floor of Medical Office Building 2, can help you develop a healthier lifestyle. We offer written materials, audio and video tapes, and classes on diabetes, smoking cessation, stress reduction, and other health topics. Some classes may require a fee. The Health Education Department is open Monday through Friday, from 9 a.m. to 5 p.m.

Parking
Our five-story parking structure is located near the Medical Office Buildings. There is no cost to park in the garage. Patients and guests may also park in Lots 1, 2, 7, 9, 10, 11 and 12. Our Outpatient Surgery Services Building has a patient parking lot directly adjacent to the building.

A shuttle runs M-F from 8:30 a.m. to 4 p.m. between the medical office buildings, the hospital, and the outpatient surgery services building. Members and guests with an ADA placard or license plate can park in designated spaces.

Security Services
Please notify any staff member or someone in Security Services of any situations that may pose a threat or hazard. Our Security Services are also available for a variety of services, including personal safety escorts to and from your car and assistance in finding lost articles. To contact Security Services, call the medical center operator by dialing “0.”

Café
Our Basement Bistro is on the ground floor of the main hospital and is open:

• Monday through Friday, 7 a.m. to 7 p.m.

In addition, vending machines are available 24 hours a day, seven days a week, in the cafeteria. You can also get Starbucks coffee, as well as a variety of drinks and pastries, between 7:30 a.m. and 4:30 p.m. on weekdays, and from 8 a.m. to 2 p.m., on Saturdays at our Coffee Cart, located on the first floor of our Medical Office Building 2.
Gift Shop
Our Gift Shop is located on the first floor at the South Tower, near the lobby, and is open weekdays from 8 a.m. to 9 p.m., and from 8 a.m. to 8 p.m. on weekends. Our Gift Shop offers a variety of items, including toiletries, greeting cards, magazines, books, and flowers.

Volunteer Services
Our volunteers contribute to the quality of services at our medical facilities, just as the work they do adds to the quality of their own lives. Volunteers at Kaiser Permanente contribute at all our medical centers by providing information about the hospital and by assisting our staff to help make your stay more comfortable. If you’re interested in volunteering, please contact our Volunteer Services team at (916) 688-2416.
Your rights as a patient

As a patient of the Kaiser Permanente South Sacramento Medical Center, you have the right to:

1. Exercise these rights without regard to sex, age, economic status, educational background, race, color, religion, ancestry, national origin, sexual orientation, gender identity, marital status, or the source of payment for care.
2. Considerate and respectful care.
3. Know the name of the physician who has primary responsibility for coordinating your care and the names and professional relationships of other physicians and non-physicians who will see you.
4. Receive information about your illness, your course of treatment, and prospects for your recovery in terms that you can understand.
5. Receive as much information about any proposed treatment or procedure as you may need in order to give informed consent or to refuse this course of treatment. Except in emergencies, this information shall include a description of the procedure or treatment, the medically significant risks involved in this treatment, alternate courses of treatment or non-treatment and the risks involved in each, and to know the name of the person who will carry out your procedure or treatment.
6. Participate in decisions regarding medical care. To the extent permitted by law, this includes your right to refuse treatment.
7. Full consideration of privacy concerning your medical care program. Case discussion, consultation, examination, and treatment are confidential and should be conducted discreetly. You have the right to be advised of the reason for the presence of any individual.
8. Confidential treatment of all communications and records pertaining to your care and your stay in the hospital. Written permission shall be obtained before your medical records can be made available to anyone not directly concerned with your care.
9. Reasonable responses to any reasonable requests you make for service.
10. Leave the hospital, even against the advice of physicians.
11. Reasonable continuity of care and to know in advance the time and location of your appointments, as well as the identity of persons providing your care.
12. Be advised if hospital/personal physician proposes to engage in or perform human experimentation affecting care or treatment. You have the right to refuse to participate in such research projects.
13. Be informed of continuing health care requirements following your discharge from the hospital.
14. Examine and receive an explanation of your bill regardless of the source of payment.
15. Know which hospital rules and policies apply to your conduct while you are a patient.
16. Have all patients’ rights apply to the person who may have legal responsibility to make decisions regarding medical care on your behalf.
17. Designate visitors of your choosing, if you have decision-making capacity, whether or not the visitor is related by blood or marriage, unless:
   a) No visitors are allowed.
b) Our medical facility reasonably determines that the presence of a particular visitor would endanger your health or safety, or the health and safety of a member of our medical facility staff or other visitor to our medical facility; or would significantly disrupt the operations of the facility.

c) You have indicated to our medical facility staff that you no longer want this person to visit.

18. Have your wishes considered for purposes of determining who may visit if you lack decision-making capacity, and to have the method of that consideration disclosed in the medical facility policy on visitation. At a minimum, our medical facility shall include any persons living in your household.

Adapted from California Code of Regulations, Title 22, Section 70707. For detailed information about your rights to privacy, please refer to your Notice of Privacy Practices.

The following are in addition to the patients’ rights listed above, you also have the right to:

1. Have a family member (or other representative of your choosing) and your own physician notified promptly when you’re admitted to the hospital.

2. Appropriate assessment and management of your pain, information about pain and pain-relief measures, and to participate in pain management decisions. You may request or reject the use of any or all methods of pain relief, including opiate medication, if you suffer from severe, chronic, intractable pain. A doctor may refuse to prescribe opiate medication, but he or she must inform you that there are physicians who specialize in the treatment of severe, chronic, intractable pain with methods that include the use of opiates.

3. Receive care in a safe setting, free from mental, physical, sexual, or verbal abuse and neglect, exploitation, or harassment. You have the right to access protective and advocacy services, including notifying government agencies of neglect or abuse.

4. Be free from restraints and seclusion of any form used as a means of coercion, discipline, convenience, or retaliation by staff.

5. File a grievance. If you want to file a grievance with this hospital, contact the Patient Assistance Department by dialing “0” for a hospital operator, who will be able to transfer you. The grievance committee will review each grievance and provide you with a written response within 30 days. The written response will contain the name of a person to contact at the hospital, the steps taken to investigate the grievance, the results of the grievance process, and the date of completion of the grievance process. Concerns regarding quality of care or premature discharge will also be referred to the appropriate Utilization and Quality Control Peer Review Organization.

6. File a complaint with the California Department of Public Health regardless of whether or not you use the hospital’s grievance process. The California Department of Public Health’s telephone number and address are:

California Department of Public Health Licensing and Certification Program
3901 Lennane Drive, Suite 210
Sacramento, CA 95834
(916) 263-5800

This patients’ rights document incorporates the requirements of the Joint Commission; Title 22, California Code of Regulations, Section 70707; Health and Safety Code Sections 1262.6, 1288.4, and 124960; and 42 C.F.R. Section 482.13 (Medicare Conditions of Participation). Kaiser Permanente encourages the public to report any patient safety or quality of care concerns to hospital management. If the concerns cannot be resolved through the hospital, we encourage you to contact the Joint Commission (formerly the Joint Commission on Accreditation of Healthcare Organizations).

Mail:
Office of Quality Monitoring
The Joint Commission
One Renaissance Blvd., Oakbrook Terrace, IL 60181

E-mail:
complaint@jointcommission.org

Fax:
Office of Quality Monitoring, (630) 792-5636

Web site:
jointcommission.org

If you have questions about how to file your complaint, you may contact the Joint Commission weekdays from 8:30 a.m. to 5 p.m., Central time, at 1-800-994-6610.