

Before surgery

Step 1: Preregistraton

Preregistering

You must preregister your child for surgery by calling our registration phone at 682-885-2965, Mon-Fri, 8:15 a.m.-to 4:45 pm.

After you preregister

After you preregister, we'll call you to answer any questions you may have about:

- Your child's health insurance.
- Any copays that may be due prior to your child's surgery.
- Cook Children's billing.

Guardianship

If you're not the parent of the child having surgery, we must have a copy of your legal guardianship document before we can register your child for surgery.

Step 2: Planning for surgery

Planning ahead can help to make your child's surgery and stay at Cook Children's medical center much less stressful.

Your schedule

- If you work, please plan to take the day off.
- Your child needs your full attention on the day of surgery.
- You'll stay with your child until it's time for your child to go into surgery.

Your child's visitors

- Please don't bring other children to the medical center on the day of surgery.
- One adult visitor may stay in the pre-op room with you after your child gets ready.
- We limit the number of visitors in the post-anesthesia area to only two adults.

Arriving and leaving

- Please make driving plans for getting to and from the medical center.
- We'll contact you to let you know what time to arrive.
- Recovery time is different for each child so we can't tell you the exact time that you'll be able to leave.
- Please make sure your ride home can be flexible.

Things to have at home for your child after surgery

- Prescription medicines (if your doctor gave you a prescription to fill).
- Popsicles[®].
- Apple Juice.
- 7-Up[®] or Sprite[®].
- Soup.
- Jell-O[®], pudding, ice cream.

Step 3: Preparing your child for surgery

Talking to your child before surgery

- This is one of the most important things you can do. Surgery can be scary.
- Learn as much as you can about the surgery, this will help you talk to your child with confidence.
- Tell your child what they'll see and hear.
- Use words they can understand.

Pre-op tours

- This is the best way to prepare your child and family for surgery.
- A Child Life specialist will show you the pre-op area and explain what to expect on the day of surgery.
- Please call to make a tour appointment for your child and family during the week before the scheduled surgery.

Helpful pre-op tools

- Surgery coloring book you can print for your child.
- A pre-op video tour.

If you aren't able to attend a pre-op tour at the medical center, please watch our pre-op videos.

Step 4: Pre-op visit or phone call

We may schedule a time for you and your child to come to the medical center for a pre-op visit with anesthesia. If you don't have a scheduled pre-op visit, we'll call you several days before surgery.

Information we'll need for the pre-op visit or phone interview

Medicines

- A list of your child's current medications (if any), doses and times.
- Please be sure to ask us when to give the last dose of your child's current medicines.

Allergies

- Foods, medicines, others such as latex, dyes, etc.

Medical history

- History of past surgeries/procedures, any recent illness.

Paperwork

- Information other doctors gave you for this surgery.

Child's special needs

- Example: hearing aid, developmental delay, autism, etc.

Call us during the week before surgery at 682-885-4022 if:

- You've missed our calls. We'll leave you a message to call us back.
- You need to reschedule the surgery.
- Your child becomes sick (upper respiratory symptoms such as coughing, congestion, fever, runny nose, sore throat or problems breathing).
- You'd like to schedule a pre-op tour.
- You have any questions or concerns.

The day before surgery

Step 5: Expect a very important phone call

On the day before surgery, we'll call you between noon and 6 p.m. with important information about your child's surgery.

- Please keep your phone with you.
- If we miss you, please call us back as soon as possible at 682-885-4022.
- Please write down:
 - Time to stop eating/drinking.
 - Time to arrive at the medical center.

Step 6: When to stop eating and drinking

Your child's stomach must be empty for surgery. Food or fluid in the stomach during surgery can cause serious health problems. Please make sure that your child doesn't eat or drink after the STOP times.

You'll be given stop times for each of the following:

- STOP solid foods and milk.
- STOP formula and bottles.
- STOP breast milk.
- STOP clear liquids (water, Gatorade®, apple juice, Pedialyte®. etc.)

For your convenience, we've also provided a downloadable, printable form so you can write down STOP time and day. You may want to place the chart where other family and caregivers can see it. You can download the STOP chart at cookchildrens.org/surgery.

After STOP times, please watch your child closely.

- Make sure your child can't reach any foods or fluids.
- Check the bedrooms, play areas and especially the area around your child's car seat for any food or liquids your child might be able to reach.
- Please don't allow anyone to eat or drink in front of your child after the STOP times.

Your anesthesia nurse should tell you what medicines you can give your child before surgery and if and when you should stop any medicines before surgery. If you are unsure about STOP times for your child's medicines, please contact us at 682-885-4022.

The day before surgery

Step 7: When and where to arrive at Cook Childrens

When we call you the day before surgery, we'll also tell you what time you need to arrive at Cook Children's and where you need to go.

If your child's surgery is at the medical center, you'll go to 801 7th Avenue. You may park in the 7th Avenue Garage or you may use our drop-off/valet location at the main entrance to the medical center. Valet parking is FREE for surgery patients and opens at 5:30 a.m. If your arrival time is scheduled before then, you'll need to park in the garage.

If your child's surgery is at the Dodson Surgery Center, you'll go to 1500 Cooper St. You may park in the 7th Avenue Garage or you may use our drop-off/valet location at the Dodson lower level entrance. Valet parking is FREE for surgery patients and opens at 5:30 a.m. If your arrival time is scheduled before then, you'll need to park in the garage.

Any additional family members arriving in separate cars may park in the 7th Avenue Garage or they may valet park after 5:30 a.m. for \$5.

For your convenience, please download and print an arrival time sheet, a copy of our location and parking map and instructions at cookchildrens.org/surgery.

Step 8: Evening before surgery

We've provided a checklist of important things that need to be done the evening before surgery to assure that things go more smoothly on surgery day. For your convenience, you may also download and print the checklist at cookchildrens.org/surgery.

Bath and hair

- Wash your child with anti-bacterial soap, remove all hair pins, ribbons, bands, clips, etc., don't apply make-up, lotions or baby powder, remove temporary tattoos and nail polish (fingers and toes) and follow any special instructions you may have been given for bathing or cleaning (example: CHG wipes). Call your surgeon's office for more information.

Jewelry

- Remove all jewelry and leave it at home (earrings, piercings, necklaces, etc.).

Food/fluids

- Follow the step 6 STOP times.

Medicines

- Give usual medicines unless told otherwise, and have surgery prescription medicines if ordered.

Pack bag for your child

- One comfort item (toy, blanket, pacifier, music, etc.), empty bottle or sippy cup (hide from child), extra underwear and home medical supplies.

Pack a bag for you

- Sweater or light jacket, book/magazine, cell phone charger.

Car seat

- Make sure car seat is the right one for your child's age and height.
- Please call Cook Children's Trauma Services if you have any car seat questions: 682-885-3954.

Step 9: Morning of surgery

We've provided a checklist of important things that need to be done in order to assure that things go more smoothly on surgery day. For your convenience, you may also download and print the checklist at cookchildrens.org/surgery.

Food/fluids

- Follow the STOP time directions you were given.
- Don't let your child eat or drink after the STOP time.
- Watch your child closely to make sure he or she doesn't sneak any food or fluids.

Clothing

- Dress your child in comfortable clothes (pajamas are perfect).

Medicines

- Only give medicines we've approved.

Before leaving home

Please make sure you have the following items before you leave home:

- Your driver's license or photo ID.
- Your insurance information.
- Legal guardianship papers if you're not the parent of the child having surgery.
- Map and directions to the medical center. You can also access driving directions and a campus map at cookchildrens.org/surgery.

Checking in for surgery

Checking in at Cook Children's Medical Center

If you had a pre-op telephone interview:

- Go to medical center patient registration on the first floor by Starbucks®.

If you had a pre-op visit:

- Go directly to medical center outpatient surgery area on second floor.

Checking in at the Dodson Surgery Center

If you had a pre-op visit or telephone interview:

- Go directly to Dodson Surgery Center lower level

For your convenience, you can download and print a copy of our campus surgery check-in locations at cookchildrens.org/surgery.

Surgery

Pre-op area

- Only two adults allowed in this area.
- No food or drinks.

Getting ready for surgery

Our questions

We'll ask the same questions several times. This is to make sure that we all agree and will help us all keep your child safe.

- Tell me your child's name.
- What body part are we operating on?

ID bracelets

- Check spelling of your child's name.
- Check your child's birth date.
- Tell us if there is a mistake.
- Tell us if the bracelet comes off.

Parents - cell phones and cameras

- Please silence your cell phone while your child is getting ready.
- For the privacy of others, please don't take photos or videos in the pre-op area.

Safety while waiting for surgery

- Please don't let your child climb or sit alone on an exam table or bed.
- We may give medicine to help your child relax.
- After we give the medicine, your child must stay in the bed with the rails up.
- Hold infants and toddlers securely in your lap to prevent falling.

While your child is having surgery

- Staff will direct you to the family waiting area.
- Seating is limited. Extra family members may sometimes be asked to wait in another area.
- A parent or guardian must stay in the waiting room during surgery.

Recovery

After surgery your child will be taken to the recovery area, sometimes called PACU (Post Anesthesia Care Unit). Your child's surgeon will also speak with you after surgery.

Phase one recovery

- We'll move your child from the operating room to phase one recovery.
 - Your child is still asleep.
 - A nurse is at your child's bedside at all times.
- No family members are allowed in this area.

Phase two recovery

Parents

- Only two adults are allowed at the bedside.
- We'll be close by if you need anything.
- Please turn off your cell phone. Your child will need your full attention.

Waking up

- At this time, your child may seem sleepy, confused or fussy.

Flushed cheeks

- Your child may have pink cheeks or warm puffy skin. This is normal and should go away in a few hours.

IV

- The IV will remain in place until discharge so we can give medicine if needed.

Pain and nausea medicine

- We'll do everything we can to ease any pain your child may have. We'll give pain and/or nausea medicine if needed.

Drinking fluids

- We'll begin offering small amounts of clear liquids. Please help us by encouraging your child to eat a Popsicle® or drink some fluids.

Going home and Teach Back

Before you go home, we'll give you a surgery discharge teaching sheet. We'll explain:

- What you need to know about taking care of your child after surgery.
- What you need to do (for example, if your child runs a fever, throws up, has pain, etc.).
- Why doing this is important.

We have a special way of teaching our patients and families at Cook Children's. We call it Teach Back. Everyone needs help understanding health information. You aren't alone if you find things confusing at times. Please, always ask questions and tell us if you don't understand our answers. Teach Back includes the following:

- Sometimes we may ask you to pretend you are home and that we are a family member or neighbor.
- We'll ask you to show us or tell us how to care for your child at home after surgery.
- For example: "What should I do if my child has fever?"

Teach Back helps us make sure that we are teaching this information in a way that makes sense.

Billing

Cook Children's will bill your insurance company, if applicable, for your child's surgery.

You'll also be billed separately by one or more doctors who care for your child. This might include radiologists, pathologists, anesthesiologists or surgeons.

For any questions relating to your account or to request an itemized statement, please call Patient Accounting at 682-885-4432. For families outside area codes 817 or 682, the toll free number is 1-888-852-6635.

If you have questions about your insurance, please read your insurance card, policy or other material from your insurance provider to find a phone number to call for information. If your employer provides insurance, you may also call your employer's benefits office for assistance.

Thank you

Thank you for trusting Cook Children's as a partner in your child's surgery. We encourage you to be involved in your child's care. You know your child best and we encourage you to share your past experiences and what works best for your child. We want you and your child to be as comfortable as possible, so please let us know if there is anything we can do to help make your experience more comfortable.