

Pre-Admission Testing, Registration and Day Surgery at West Houston Medical Center



Welcome

We hope you have a very pleasant and caring experience as you visit our departments. We have prepared this information to help you understand some of the processes you will be going through while you are here.

Our goal is that you are very satisfied

with your experience at West Houston Medical Center. We are here to serve you.

Registration

1. When you are scheduled for your procedures, you will need to call the Preop Office at **281-588-8352** to schedule a preop appointment. Your appointment should be scheduled at least 2 days prior to the procedure, but not more than 10 days prior to the procedure.
2. When you arrive for your appointment to pre-admit, you will park close to the outpatient registration entrance and enter there. You will report to Outpatient Registration. This is located between the hospital and the Doctors' Center. Complimentary valet parking is available.
3. You will need to bring your insurance card, driver's license, social security number, and any co-pays that are required per your insurance.
4. When you arrive at Registration Center, you will check in at the window. You will need to know the date of your procedure and your physician's name. A registrar will be with you shortly. If you wait longer than 20 minutes please let the attendant know.

Preoperative Visit

Hours of Operation: Monday-Friday 8:00 a.m. to 6:00 p.m.

1. The Preop Office sees patients by appointment.
2. You will also need to bring any documents the physician has given to you such as the physician orders, history and physical, labs, consents, etc.
3. Your admission forms and orders will be evaluated and all needed tests ordered.
4. A nurse will bring you to the Preop Office. The nurse will then go over the paperwork to include the consent for the procedure, the pre-op instructions, the discharge teaching, and answer any questions you may have. The nurse will also do your EKG if required.
5. If an x-ray or lab is ordered, you will either go for the x-ray and lab before you see the nurse or after the preop visit. Both departments are just down the hall from the Preop Office.
6. On the day of your preop visit please be sure to bring your glasses with you. There may be additional paperwork for you to sign or read. If you are taking meds at home, please bring either your medications with you, or a list of your meds with dosages.

West Houston Medical Center

12141 Richmond Ave.
Houston, TX 77082
(281) 558-3444
www.westhouston
medical.com

Day Surgery Team Members:

Endoscopy/Day Surgery Unit Manager

Grace Diaz, RN
281-588-8355

Surgical Services Director

Godfrey Ortiz, RN
281-588-8290

Charge Preop Nurse

Mary Damore, RN
281-588-8352

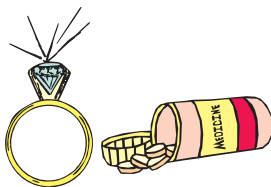
Registration

(Patient Access)
281-588-8577



Please don't eat or drink in the patient's room while the patient is waiting to go for their procedure.

Please plan to arrive one hour prior to your procedure and report to the Day Surgery Unit on the First Floor of the Hospital.



Leave all valuables and medications at home.

On Your Arrival the Day of Your Procedure

1. Please be sure to bring your glasses with you. There may be additional paperwork for you to sign or read. Please leave all other valuables and medications at home.
2. On the day of the procedure, if you are to stay overnight, plan to leave your overnight bag in the care of a friend or relative until you have been given a room assignment. If you arrive alone, special arrangements can be made to get your belongings to you when you get to your room.
3. If you have glasses, contacts, hearing aides, dentures, removable dental appliances, jewelry or any other valuables, you will be asked to leave it with your family when it is time for you to go for your procedure.
4. Make sure you arrive 1 hour prior to your procedure. This extra time allows the nursing staff to prepare you for the procedure the doctor has planned for you. Some of the preparations may include:
 - Review of your health history, allergies, or meds
 - A nursing physical assessment performed by an RN
 - Measurements of your vital signs including pulse, blood pressure and temperature
 - Pre-procedure pain assessments
 - Lab specimens
 - Any prep needed
 - Medications the doctor may have ordered before the procedure
5. When it is time to begin preparations for your surgery, you will be escorted to your assigned room. Due to the limited space and the necessity to get you ready in a safe, efficient manner, we ask that your family stay in the waiting room until the nurse is ready for your family to come back to your room. Note: All children under the age of 18 must be accompanied by one parent or legal guardian.
6. We ask that family or visitors do not eat or drink in the patient's room while the patient is waiting to go for their procedure. Usually, the patient has not been able to eat or drink prior to the procedure. We ask this in consideration for the patient.
7. We ask that family or visitors be limited to 2 visitors per patient in the Day Surgery Unit.
8. In the recovery area the family will not be permitted to come back. This is necessary for an uncrowded environment and to respect the privacy of all patients present in the recovery area.

As You Leave Day Surgery for Your Procedure

1. The time schedule for a procedure in the OR, Cath Lab or Radiology is a **tentative** time. Circumstances could arise that either move up or delay your scheduled time. We apologize for any inconvenience this may cause you. We will keep you informed of any changes as we are made aware.
2. Generally, the OR, Cath Lab, and Radiology pick up their patients 30 minutes prior to the procedure in a wheelchair or by stretcher. You may be asked to go to the bathroom prior to leaving. Your family or visitors will be asked to return to the waiting room.
3. After your procedure you will be taken to the recovery area for 30-60 minutes before returning to the Day Surgery Unit.

After Your Procedure

1. We generally do not know how long your procedure will take. After your procedure is over you can expect the following:
OR/Cath Lab patients: will go to a recovery room for 30-60 minutes before going to the Day Surgery recovery area.
2. When you return to the day surgery recovery area several things will take place:
 - Your vital signs will be monitored closely.
 - Your pain levels will be discussed throughout your recovery.
 - You will be given ice chips or fluids to drink, if desired.
 - If you need to be up, we ask you to call for help after anesthesia or sedation.
 - You will be given instructions on your care when you are discharged.
 - There may be additional items to address before you go home.
 - Someone will need to drive you home after having anesthesia or sedation.
3. Your level of comfort is important to us. Please report any pain, nausea or other unpleasant feeling you may have to the nurses. Usually there is a method for us to relieve the discomfort you are having.
4. Nourishments include juices, soft drinks, coffee, or water. If a visitor would like a drink or something to eat we have a cafeteria, a snack bar and a gift shop that sell drinks and food items. All of these are located on the first floor.
5. Phone calls to the patient can be routed through the nursing desk. The direct number to the Day Surgery Unit is 281-588-8350. Please remember and understand the nursing staff can not give out any information to anyone regarding your condition. Results of your test or procedure are strictly confidential. This is to protect your privacy. Your family needs to have the number given to you at the time of admission for all telephone inquiries.
6. The nurses and staff will continually evaluate your progress during your recovery. You will receive discharge instructions when it is time for you to leave. Please feel free to ask any questions at this time. You will be taken to your vehicle in a wheelchair for your safety.
7. We will be making a follow-up phone call to check on how you are doing after your procedure.

In closing...

Thank you for choosing West Houston Medical Center for your healthcare needs. We sincerely hope that you are very satisfied. Please let us know of anything we can do to better meet your healthcare needs.



Please Note:

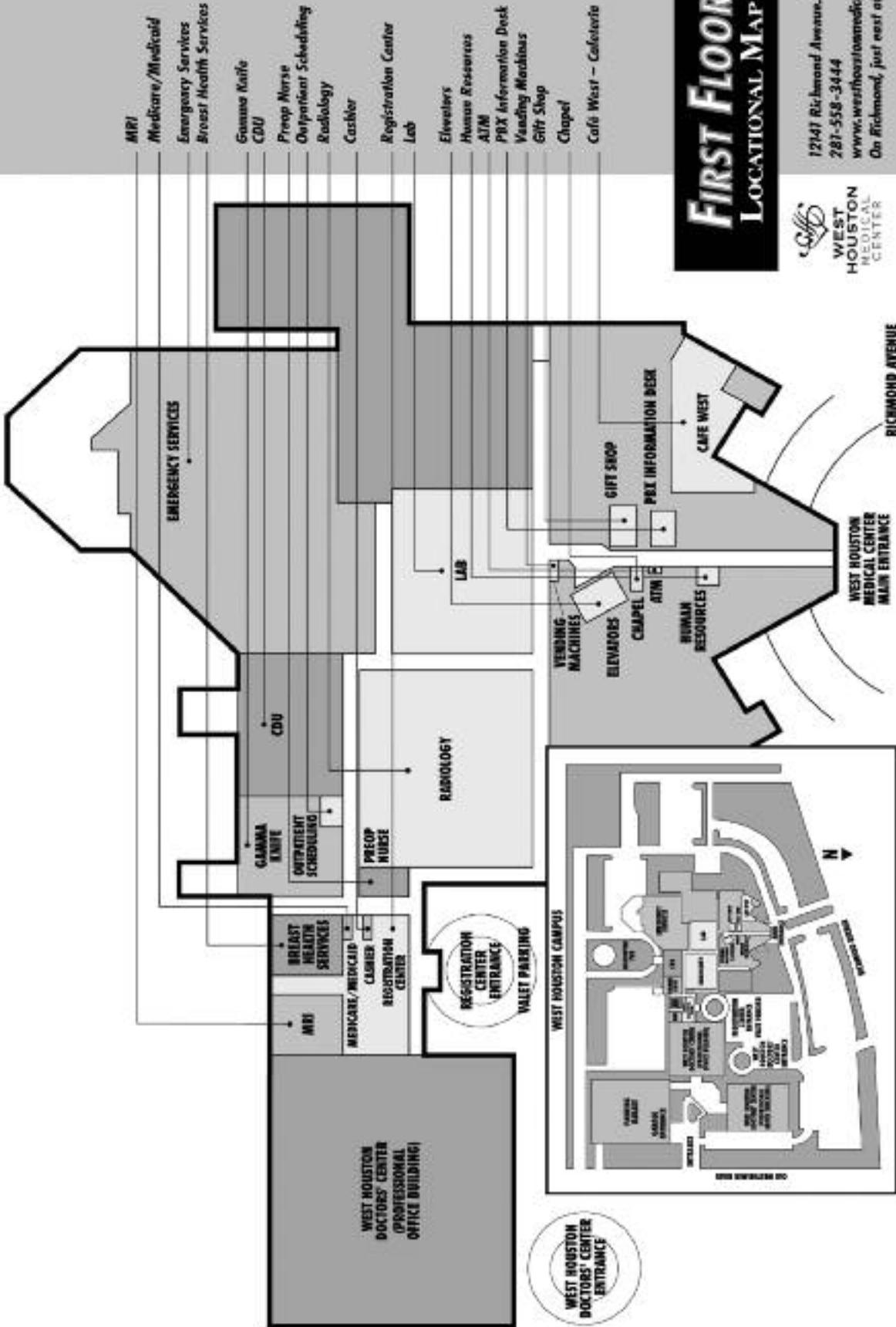
the time schedules for procedures in OR, Cath Lab or Radiology are tentative and circumstances could arise that either move up or delay your scheduled time.

Important Phone Numbers:

Day Surgery Unit:
281-588-8350

West Houston Medical
Center Main Line:
281-558-3444

Preop Office
281-588-8352



- MRI
- Medicare/Medicaid
- Emergency Services
- Breast Health Services
- Gamma Knife
- CDU
- Preop Nurse
- Outpatient Scheduling
- Radiology
- Cashier
- Registration Center
- Lab
- Elevators
- Human Resources
- ATM
- PBX Information Desk
- Vending Machines
- Gift Shop
- Chapel
- Cafe West - Cafeteria

FIRST FLOOR LOCATIONAL MAP

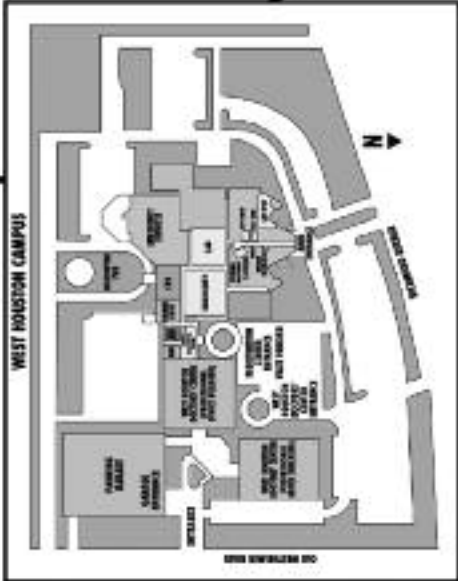


12141 Richmond Avenue, Houston, TX 77082
 281-558-3444
www.westhoustonmedical.com
 On Richmond, just east of Dairy Ashford.

WEST HOUSTON
DOCTORS' CENTER
ENTRANCE

REGISTRATION
CENTER
ENTRANCE
VALET PARKING

WEST HOUSTON
MEDICAL CENTER
MAIN ENTRANCE



RICHMOND AVENUE

Diagnose & PFT
 studies report to
 Receptionist Desk
 Desk Phone #281-558-8343
 Waiting Room ext. 1766

Stairs

Family Waiting Room

Staff/Service Elevators

Visitor Elevators

Rest Rooms

Reception Desk

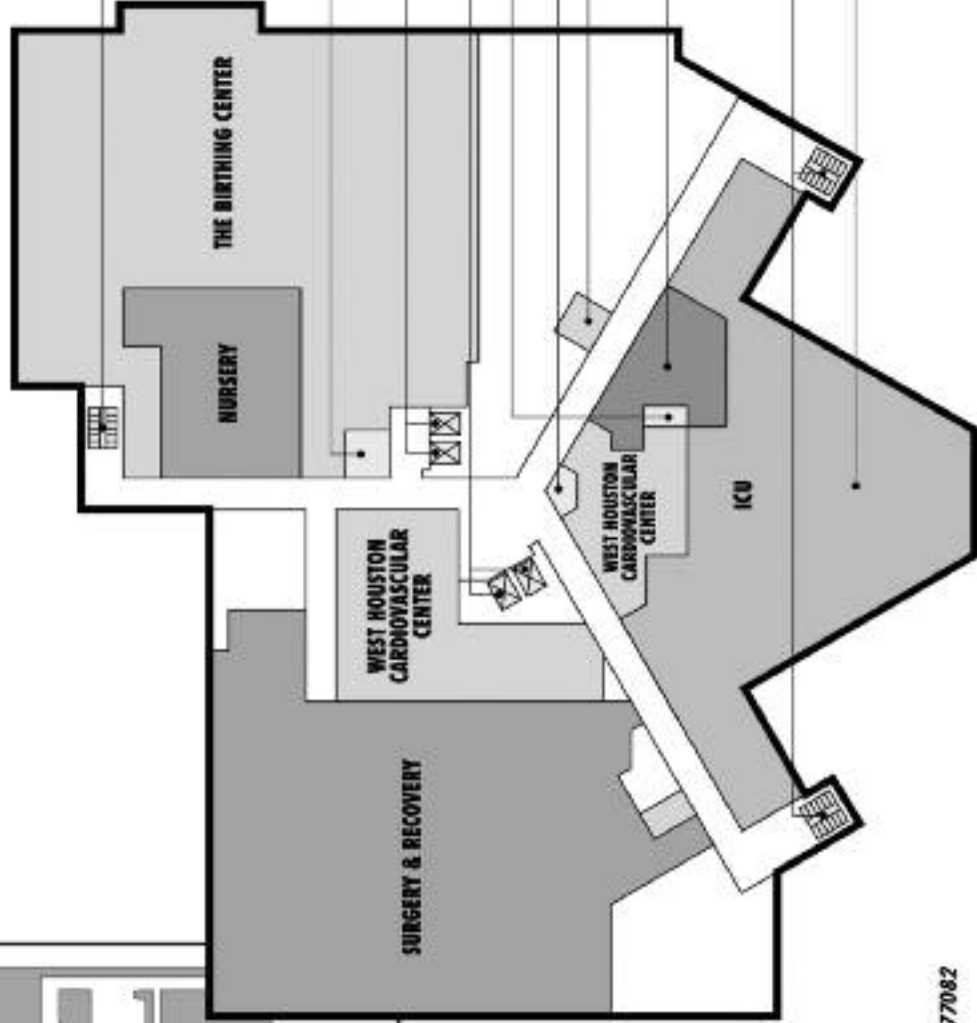
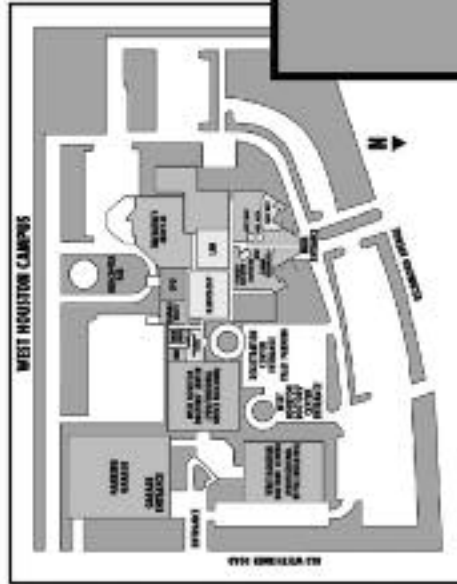
Pharmacy

Waiting Room A

ext. 1766

Stairs

ICU



SECOND FLOOR LOCATIONAL MAP



12141 Richmond Avenue, Houston, TX 77082
 281-558-3444
www.westhoustomedical.com
 On Richmond, just east of Dairy Ashford.