Preparing for your Surgery

Information for Patients having an Operation

Pre-Admission Clinic

UBC Hospital
2211 Wesbrook Mall
Vancouver BC V6T 2B5
Tel: 604-822-7121

Vancouver General Hospital
899 West 12th Avenue
Vancouver BC V5Z 1M9
Tel: 604-875-4111
Introduction

Your doctor has scheduled your surgery at Vancouver General Hospital (VGH) or UBC Hospital (UBCH).

You will be cared for in a well-equipped hospital by a team of highly trained health professionals.

We encourage you to discuss your treatment plans with your doctor and make the needed home arrangements before you come to the hospital.

This pamphlet will help you prepare for surgery.

Admission to Hospital

Vancouver General Hospital

If your surgery is on a Monday or following a holiday, please call the VGH Admitting Department 604-875-4937 between 11:00 a.m. and 2:00 p.m. on Sunday or statutory holiday to find out when you should come to the hospital.

For all other days (Tuesday to Friday), you should call your surgeon's office after 2:00 p.m. the day before your surgery. The surgeon's office will confirm the date of your surgery and tell you what time to report to the Jim Pattison Pavilion Admitting Department on the morning of your surgery.

If you cannot get in touch with your surgeon's office by 3:00 p.m. on the day before your surgery, please call the VGH Admitting Department at 604-875-4300 between 3:00 p.m. and 4:00 p.m.

VGH has a process to ensure patients who need to be admitted can be moved quickly and efficiently through our Emergency and Critical Care areas. At times this is challenging and requires the transfer of patients within the hospital. It may be necessary to transfer you from one location to another location to allow for the transfer of a more critically ill patient. At all times you will continue to receive the care you require by qualified Vancouver Coastal Health nurses and physicians.
UBC Hospital

If your surgery is on a Monday or following a holiday, please call the surgeon’s office on Friday after 2:00 p.m.

For all other days (Tuesday to Friday), you should call your surgeon’s office after 2:00 p.m. the day before your surgery. The surgeon’s office will confirm the date of your surgery and tell you what time to report to the UBCH Koerner Pavilion Admitting Department on the morning of your surgery.

If you cannot get in touch with your surgeon’s office please call the UBCH Admitting Department at 604-822-7033 between 4:00 p.m. and 10:00 p.m.

Please bring with you:

- Your B.C. Care Card or other proof of medical insurance
- Your Driver’s License or other government-issued identification
- All prescription medicine in the original container, including bubble packs
- If you do not speak English, bring someone to assist you. If you require an interpreter please advise your health care provider prior to your hospital admission.
- Change for the pay phone
- If you are going home the same day, wear comfortable, loose-fitting clothing and non-skid soled shoes
- Wear glasses instead of contact lenses
- Wear hearing aids if you have them
- Have family bring crutches, canes, walkers, or any other equipment required directly to the unit after surgery
- If you are staying for more than one night, bring ONLY personal care items such as toothpaste/brush, denture cleaner, shaving cream, razor, deodorant, reading material, dressing gown, slippers with non-slip soles.

**PLEASE LIMIT BELONGINGS TO ONE SMALL BAG.** If you require addition belongings have family members bring in at a later date.

DO NOT bring:

- more than $20.00 cash
- a lot of personal items or clothing
- valuables or jewelry
- electrical appliances, e.g. hair dryer
- cellular phone

Many staff and patients have allergies to scented toiletries and perfumes.

Do not wear these products in the hospital.

Note: The hospital is not responsible for items kept at the bedside.

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Preparation for Surgery

♦ The Anesthesiologist or Nurse in the Pre-Admission Clinic will tell you what prescription medication to take the day of surgery. These medications may be taken with a sip of water.

♦ Do Not eat food or drink alcohol after midnight the evening before surgery. You may drink clear fluids (no alcohol) until 3 hours before you arrive at the hospital (5 hours before your procedure), then DO NOT drink at all. Clear fluids are: water, apple juice, tea or coffee with no sugar or dairy products. DO NOT drink citrus juices, carbonated beverages or dairy products.

♦ DO NOT smoke, chew gum or suck lozenges (cough drops) after midnight the night before surgery.

♦ Bath/shower and wash your hair either the evening before or on the day of your surgery.

♦ REMOVE ALL MAKE-UP, NAIL POLISH, FALSE EYE LASHES, JEWELLERY, BODY PIERCINGS, WIGS AND HAIR PINS. Rings you are unable to remove may need to be cut off. Acrylic nails (without polish) may be left on.

♦ You may wear glasses (preferred to contact lenses) and dentures until just before your surgery.

♦ Wear walking shoes and loose fitting clothes that will be comfortable after your surgery.

If you are feeling unwell, or have had a change in your medical condition, please contact your surgeon’s office immediately.

The Day You Go Home

Discharged Same Day As Surgery:

♦ You will go home as soon as the doctor and nurses have found that you are able.

A responsible person MUST accompany you home after surgery (you cannot go home alone or unaccompanied in a taxi).

♦ We recommend you have someone stay with you for the first 24 hours that you are home.

♦ For 24 hours after an anaesthetic, do not do anything that needs coordination or judgment. This includes:
  • driving a car
  • using machinery
  • making important decisions
  • doing business
  • travelling alone

♦ Do not drink alcohol. Alcohol may add to the anaesthetic effects.

Discharged After One Or More Nights In Hospital:

VGH: You will be discharged in the morning at 9:00 a.m.

UBCH: You will be discharged in the morning between 8:00 and 11:00 a.m.

♦ Have a responsible adult pick you up on the nursing unit.
Care at Home

- On returning home, please follow the instructions given to you.
- Get any prescribed medications and take as directed.
- Keep appointments for follow-up care with your doctor. Contact your doctor or the Emergency Department for any problems after surgery.

HealthLink BC
To speak with a nurse, pharmacist, or dietitian, call 811
Services available in 130 languages
www.healthlink.bc.ca
For deaf and hearing-impaired assistance (TTY), call 711

Conveniences

- Visiting hours vary from unit to unit. Ask the clerk on the nursing unit about the visiting hours on your ward.
- All VCH sites are smoke-free inside and outside. Patients who smoke are welcome to ask for information about smoking cessation programs and products available to them while in hospital.
- Televisions are in the lounges. You can also rent one in your room. Inquire on the nursing unit.
- If you wish to have a telephone in your room, telephones are available for rent. Inquire on the nursing unit.
- Carriers bring newspapers to the nursing unit daily and fill the boxes in the lobby.
- The VGH Auxiliary has two gift shops. They are in the lobbies of Jim Pattison and Banfield Pavilions.
  The UBCH Auxiliary has three gift shops. They are in the lobbies of Koerner, Purdy and Detwiller Pavilions.

Hospital Bill

Uninsured residents, Non-Canadians, or persons not covered by the health care plan must pay the full cost of their stay and/or procedure. Your doctor will tell you the cost. You may pay by credit card, debit, cheque or cash.
Staying in a Private or Semi-Private Room

You may ask for a private or semi-private room to increase your privacy and comfort. In a private room, you will be the only person in the room and have your own bathroom. In a semi-private, you will share the room and its bathroom with another person*. Regular rooms have four beds and don’t cost anything for patients with valid BC Medical.

*Some semi-private rooms at UBCH share a bathroom with another semi-private room.

How do I ask for a private or semi-private room?
The admitting department will call you for room preferences one week prior to surgery or you may call VGH at 604-875-5057 or UBCH at 604-822-7033.
We will try to see that you receive your request. Private and semi-private rooms may not always be available due to medical or operational reasons. You will only be charged for the time spent in your requested room.

Can the hospital get paid by my insurance company?
Yes, the hospital will bill your charges to your insurance company. We cannot bill to Pacific Blue Cross. If Pacific Blue Cross is your insurance company you must pay when you come into the hospital and apply to Pacific Blue Cross to get your money back.

If you do not have extended health insurance, you will be asked for an imprint of your credit card for billing purposes. UBCH will accept credit card, debit, cheque or cash. Debit is accepted only between 10:00 a.m. and 2:00 p.m. Monday to Friday at the cashier’s office.
UBC Hospital
Koerner Pavilion  2211 Wesbrook Mall

There is a drop off/pick up area in front of Koerner Pavilion. A 10 minute grace period is allowed. Parking options are:

A. Hourly parking in front

B. Less expensive B-Lot about a 1/4 mile away (requires change or credit card)

C. Pay parkade at back

D. Pay parkade

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