



*Sutter Medical
Center, Sacramento*

A Sutter Health Affiliate

P.O. Box 160727
Sacramento, CA 95816-0727

Date: _____

Dear _____ :

You have been scheduled for surgery at Sutter Memorial / General Hospital (circle one) on (Day/Date) _____ at (Time) _____. Enclosed is a brochure outlining what you can expect during your stay with us. Please find additional information on our website: www.suttermedicalcenter.org/services; click "Surgery".

We hope that this brochure/web site explains our processes to your satisfaction. You may begin your registration process on line at: www.suttermedicalcenter.org/services/surgery/preparing. Choose the campus location where you are going to have your surgery. You will see that it is a two step program.

Step one will provide us with contact numbers and your insurance information.

Step two will be a call from the pre - admitting nurse. The nurse will contact you to assess your health status. This interview will take approximately 30 minutes of your time.

Please Note: If you have not received a call from us within 24 hours of your scheduled surgery please call: Sutter Memorial Hospital: (916) 733-7121
Sutter General Hospital: (916) 733-7123
Monday - Friday 8am-5pm (excluding holidays)

Please arrive 2 hours ahead of your scheduled surgery. Bring your identification card, any information cards for pacemakers/defibrillators, and a copy of your Advanced Directive for Health Care.

Parents, if you have questions about how to prepare your child for surgery, contact www.suttermedicalcenter.org/services; click on Children's Services, then look for "Highlights" area and click on Child Life Services. To arrange a tour of the hospital with a Child Life Specialist or if you have further questions: call (916) 733-1021. Remember to bring your child's favorite blanket or comfort toy. Upon discharge, be certain to bring your child's carseat.

We look forward to meeting you and your family,

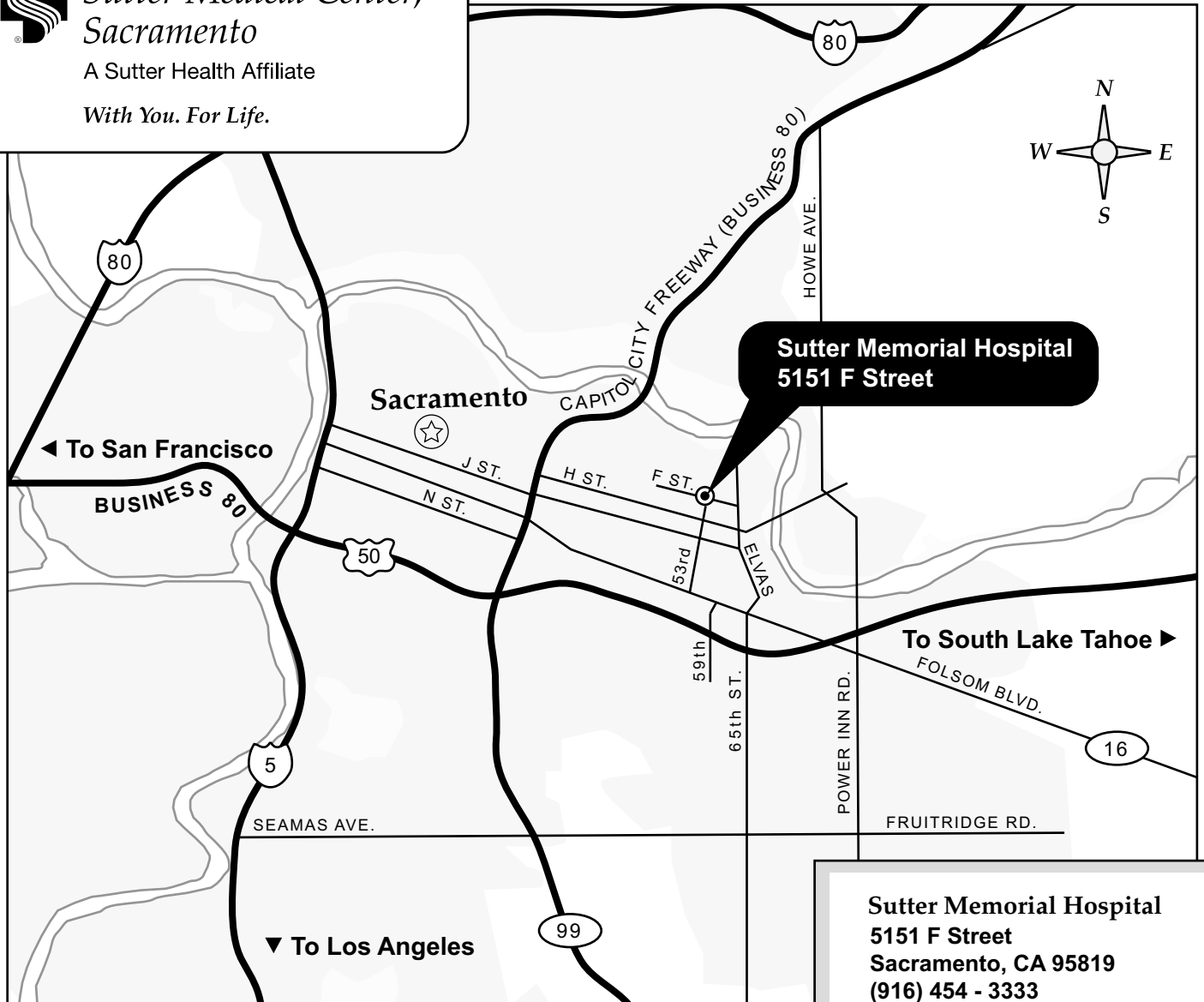
Sincerely,
The Surgery Staff
Sutter Medical Center, Sacramento



Sutter Medical Center, Sacramento

A Sutter Health Affiliate

With You. For Life.



**Sutter Memorial Hospital
5151 F Street**

**Sutter Memorial Hospital
5151 F Street
Sacramento, CA 95819
(916) 454 - 3333**

Eastbound Capital City Freeway (Business 80)

- ▷ Take the N St. exit.

- ▷ Go straight onto 30th St.

- ▷ Turn right on H St.

- ▷ Turn left on 53rd St. which will take you to the hospital.

Westbound Capital City Freeway (Business 80)

- ▷ Take the J St. exit.

- ▷ Turn left onto J St.

- ▷ Turn left on 53rd St., which will take you to the hospital.

Westbound 50 (from S. Lake Tahoe)

- ▷ Take the 65th St. exit.

- ▷ Turn right onto 65th St.

- ▷ Veer left onto Elvas Ave.

- ▷ Turn left onto F St., which will take you to the hospital.

Eastbound 50/East I-80 (from Bay Area)

- ▷ Take the 65th St. exit.

- ▷ Turn left onto 65th St.

- ▷ It will turn into Elvas Ave.

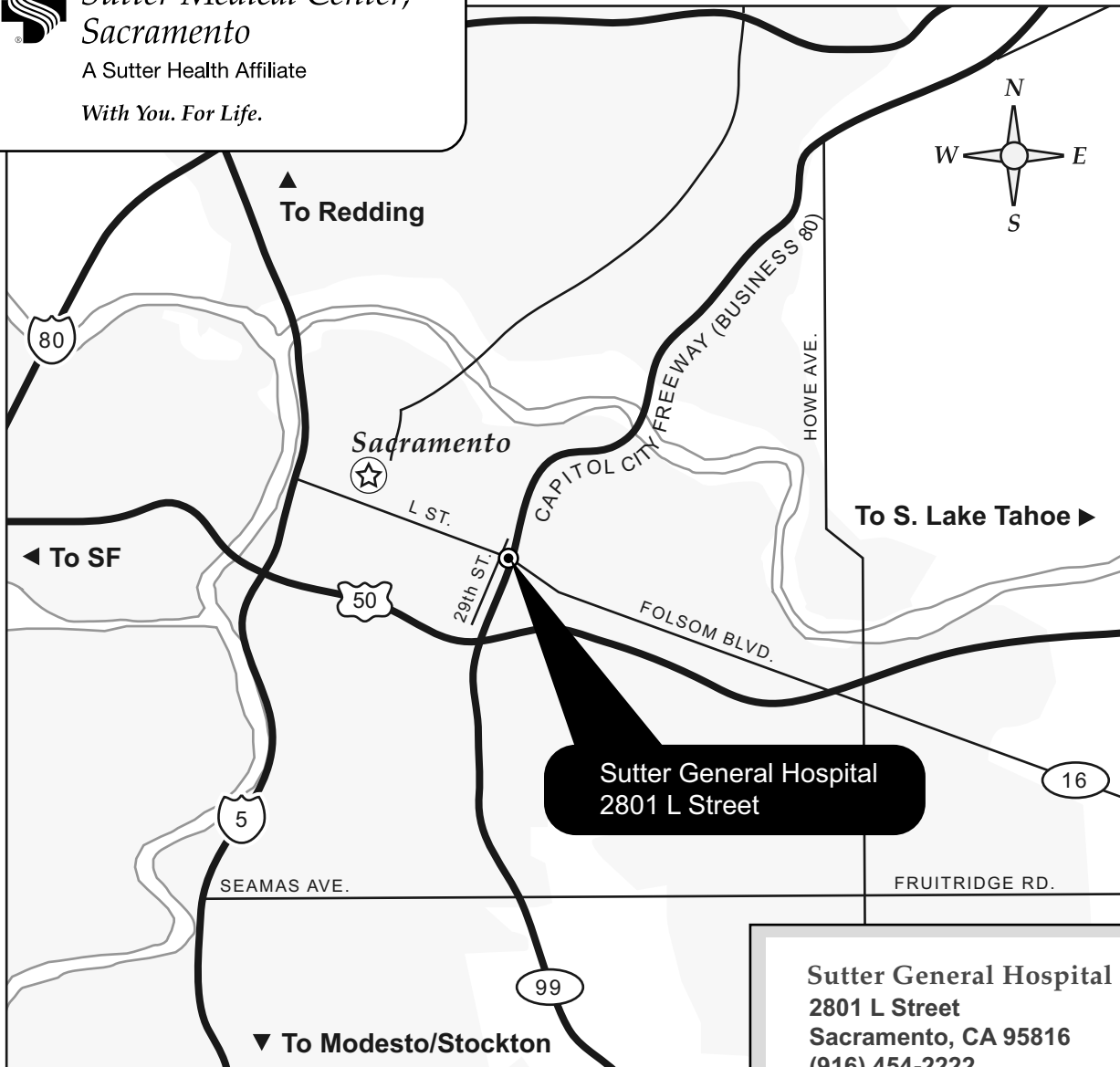
- ▷ Turn left onto F St., which will take you to the hospital.



**Sutter Medical Center,
Sacramento**

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**Sutter General Hospital
2801 L Street**

**Sutter General Hospital
2801 L Street
Sacramento, CA 95816
(916) 454-2222**

**Interstate 80 West
(from SF)**

- ▷ Take I-80 to Capital City Freeway (Business 80 Reno).
- ▷ Take the N Street exit off of Capital Frwy.
- ▷ Go straight from the offramp onto 30th St., which parallels the freeway.
- ▷ Parking garage is on your left, two blocks down at the corner of L and 30th streets.

**Interstate Hwy 50
(from S. Lake Tahoe)**

- ▷ Take I-80 to Capital City Freeway (Business 80).
- ▷ Take the N Street exit off of Capital Frwy
- ▷ Go straight from the offramp onto 30th St. which parallels the freeway.
- ▷ Parking garage is on your left, two blocks down, across from the hospital on 29th St.

**Interstate 80 East
(from Auburn or Reno)**

- ▷ Take I-80 to Capital City Freeway (Business 80 Reno).
- ▷ Take the J Street exit off of Capital Frwy.
- ▷ Go straight from the offramp onto 29th St., which parallels the freeway.
- ▷ Parking garage is on your left, two blocks down at the corner of L and 30th streets.



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About Sutter Medical Center, Sacramento

Sutter Medical Center, Sacramento maintains a history of health care excellence dating back more than 75 years. It was 1923 when physicians and community members conducted the ribbon cutting ceremony for the opening of Sutter's first hospital on L Street in Midtown Sacramento. In-patient and out patient programs and services are patient-focused and family-centered.

Patient Satisfaction

Sutter Medical Center, Sacramento, and its employees are committed to providing you with very good care. We measure our success by your satisfaction, providing you with skilled physicians and staff, keeping you informed of your care, we work hard to give you the very best care possible.

You may receive a Patient Satisfaction Survey in the mail within one to two weeks after your discharge. A limited number of patients receive this survey, so your participation is very important to us. Your comments and recommendations are carefully reviewed. We improve our facility and recognize and reward employees based on your feedback.

If at any time during your visit you are dissatisfied or concerned with your care, please tell us so that we may address the issue before you leave.

Pre Surgery health assessment

The Pre-Admit nurse will call you for a health assessment. Please have ready:

- a list of your medications
- the dosage you take
- how many times a day you take each med
- a list of allergies for medications and food
- a list of your previous surgeries

It is important that you/your child follow the guidelines you receive from the pre-admit nurse (and your physician) regarding eating, drinking, and taking medications.

Day of Surgery

Plan to arrive at the hospital 2 hours prior to your scheduled surgery/procedure time. Bring with you:

- a picture ID and your insurance card
- a copy of your Advanced Directive for Health Care
- any x-rays, lab results or other papers that your doctor has given you
- information card for pacemaker/AICD

There is a charge for parking (\$1.00 per hour or daily maximum \$8.00)

Wear loose fitting clothes, this will make the ride home easier. Leave all jewelry, piercings and valuables at home. Please shower/bathe before arrival, do not wear perfume or cologne. Do not bring any medications with you except inhalers.

Enter the hospital and at Sutter General follow the signs to **Lobby registration**, at Sutter Memorial follow the signs to **ACU registration**. After signing the admission papers you will be escorted to the Ambulatory Care Unit.

It could take up to 40 minutes to get ready for surgery. First a nurse will evaluate you/your child's physical condition, review your paperwork to ensure everything is complete, and have you/your child change into a hospital gown. Your doctor may have ordered additional testing to be completed before the surgery/procedure. The final step is to establish intravenous access on adults and children over 7 (our nurses are experts at this).

Surgery

We take your scheduled surgical times seriously and fully intend to honor that schedule. Experience has taught us, however, that it is wise to regard the scheduled surgical time as flexible. This means that your surgery could be performed early if a prior surgery took less time than planned or it could be late if the prior surgery took more than the expected time.

After Surgery

Depending on your surgery or procedure your doctor may want you to spend one or more days in the hospital. After your stay in the PACU (formerly called recovery room) you will be transferred to another floor where your nurses will provide you with very good care.

If your doctor discharges you on the same day that you had surgery, you are required to have a designated driver to escort you home. You may not go home alone in a taxi or on public transportation.

Other important information:

- Due to special hospital wiring and safety codes intended to protect your safety and that of others, privately owned electrical appliances are not permitted in the hospital. You may bring battery operated portable radio, CD player or shaver.
- Smoking is not allowed inside the hospital. Ask your physician for nicotine replacement therapy (patch or gum) while you are hospitalized. Or ask to participate in smoking cessation therapy.
- Sutter Medical Center, Sacramento has a family centered approach to your care. Visitors are welcomed 24 hours a day. Patient care is our first priority, so there may be times when visitors may be asked to step out of the room.
- Stay in touch with family and friends by utilizing CarePages, a simple-to-use web service offered by Sutter Medical Center, Sacramento. (See the Sutter Medical Center website for this information)
- We recognize the importance of caring for the whole patient-physically, mentally and spiritually-especially in times of crisis. You may arrange a visit from the chaplain by dialing (916) 733-8838.

Children's Center at Sutter Medical Center

Children's Center at Sutter Medical Center, Sacramento, is a comprehensive pediatric medical center, which serves as the regional referral center for neonatal and pediatric care for more than 23 counties and 48 hospitals throughout Northern California, Southern Oregon and Northern Nevada. Children are cared for by compassionate physicians, nurses and clinical staff whose sole purpose is to ensure every child grows up healthy.

Parents and guardians can accompany their children to the pre op area. We provide support for our pediatric clients through our "Child Life Department". Child Life Specialists are educated at the undergraduate and graduate level in child growth and development, specifically focusing on the effects of hospitalization on children.

Pediatric patients are encouraged to bring their favorite blankets or toys. For information regarding our child life program go to: www.suttermedicalcenter.org/services, then click on Children's Services. On the right side of the page below "Highlights" is Child Life Services.

To arrange for a tour, contact Child Life Services at (916) 733-1021.