

Your GYN Surgery

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GETTING READY FOR SURGERY

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- How to Register for Surgery at Mission
- Time Off from Work
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- Surgery Checklist

INTRODUCTION

The information in this booklet will help you get ready in the weeks and days before your surgery. We hope it gives you a basic understanding of what to expect, so that you and those who will support you can plan for your needs.

HOW TO REGISTER FOR SURGERY AT MISSION

Please complete the “(GYN) Surgery Pre-Admission Form” in this packet and mail it or fax it to us as soon as possible. The mailing address and fax number is on the bottom of the form. This will help us work with your insurance plan and make check-in at the hospital easier.

TIME OFF FROM WORK

After surgery you will need time to rest and heal. Discuss with your doctor about when you can plan to return to work and then talk with your employer about scheduling time off.

If you work for a company with more than 50 staff, ask about the Family Medical Leave Act (FMLA). FMLA may protect your job if you are absent from work due to illness or special family needs.

PAYMENT OF FEES/INSURANCE

Insurance

Mission accepts most insurance programs, including Medicare and Medicaid.

Your care and doctors’ fees must be approved by your insurance company before your surgery. This process is called “precertification” or “preadmission authorization.” Your doctor’s office needs to complete this process by giving information about your case to the insurance company. Make sure this has been done before your pre-surgery evaluation and testing interview. Your doctors office should inform you when your surgery has been approved.

Read your insurance policy carefully and be sure to follow your program’s guidelines.

Billing

After surgery, we will file an insurance claim for you.

Please be aware that you may receive additional bills for charges not covered by your insurance plan.

These bills may be:

- From your surgeon
- From Asheville Anesthesia
- From Mission Hospitals (Includes Asheville Surgery Center)
- From other specialists

Required Deposits

In most cases, you will be asked to pay “deductibles” or other fees at the time you register.

If you do not have insurance, you will be asked to pay a deposit before surgery.

All payments to Mission can be made with cash, checks or most major credit cards.

Payment Plans/Financial Assistance

Mission Hospitals understands that paying for health care can be stressful. We will work with you to make payment plans or find out if there are other programs that can help you.

Contact us at 828-213-1500 or 1-800-848-8732, from 8:00 am. to 4:00 pm, Eastern Standard Time, Monday-Friday, with any questions or concerns about paying for your surgery.

If you have questions about your anesthesia bill, call Asheville Anesthesia Associates at 828-254-1969.

BEFORE SURGERY TESTING

It is important for us to learn more about your health and to perform some medical tests, if needed, before your surgery. For this reason, you will have a “**pre-surgery evaluation and testing**” interview shortly before your scheduled surgery date.

If your surgery will be at one of the hospital campuses (Memorial or St. Joseph), your doctor’s office will schedule an appointment at the Surgical Admission Teaching and Testing Unit (SATU) at 495 Biltmore Avenue (see map in this packet for location information).

If you are having surgery at the Asheville Surgery Center you will be contacted by telephone.

The information on the “Health and Medicines” form in the front pocket of this packet will be discussed during the interview, so please have it filled out.

During the “pre-surgery evaluation and testing” interview you will:

Talk with a nurse about your health and the risks, benefits and types of anesthesia available for your surgery. It is important for them to know about any problems you have had in the past with anesthesia, including nausea.

Discuss what medicines to take the day of surgery and when to stop eating and drinking before surgery.

Review your health history, medicines and any special needs you may have.

Discuss what you need to do in the days right before your surgery and receive basic information about what to expect afterwards.

Have tests such as blood tests, pregnancy tests, x-rays or EKGs, if needed.

Because of the amount of information needed and the number of patients on the schedule, please keep in mind that this appointment could take at least one to two hours, so plan accordingly. Every effort will be made to move through this process as quickly as possible, and we appreciate your patience.

What to Have With You During Your Interview

- All the paperwork given to you at your doctor's office (orders, test results, operative permit, pre-operative orders, etc.).
- Insurance information and cards.
- The completed "Health and Medicines" form inside the front pocket of this booklet.
- A copy of your Living Will and/or Health Care Power of Attorney, if you have one (If you want to know more about these documents, ask during your interview).
- Guardian or custody papers.
- A list of questions you have.

Family and Support

Your right to privacy will always be respected. However, it is often very helpful to have a friend or family member with you during the pre-surgery evaluation and testing interview. They may be able to help answer questions, and it will help them understand what your needs may be and how they can help you.

Patient Privacy

Before your surgery, you will need to decide if you will be a "listed" or "unlisted" patient. If you choose to be "unlisted," the hospital will not give any information about you to anyone who asks, including your room number or your condition. The hospital also will not be able to deliver flowers or gifts to your room if you are "unlisted."

REMEMBER

If you have questions about your operation, the risks and benefits of your surgery, and/or changes that may occur afterwards, ask your doctor. Do this before your pre-surgery evaluation and testing appointment.

GETTING READY AT HOME

Planning ahead will make many things easier when you return home and will also help you get the rest you need. Ask your doctor about how much you will be able to do and how long you will need to take it easy. Friends and family are an important part of your care team, so let them know how they can help. If you live alone arrange for someone to stay with you the first 24 hours after your surgery.

Driving

It is very important that you make plans for a responsible adult to drive you home after surgery and/or when you are released from the hospital or surgery center. This is because your coordination and reflexes can be altered for at least 24 hours after your surgery due to medications and/or anesthesia.

Also remember that you may have driving restrictions for a few days (or weeks) after your surgery if you are taking certain pain medications, so plan ahead for help with transportation.

Child and Pet Care

If you have children or pets, ask someone to care for them while you are away and for the first few days you are back at home. Write out lists of special needs, feeding instructions and important phone numbers.

Plan for Meals

Stock up on easy-to-prepare food or arrange for meals to be brought to you for the first few days you are at home. A list of phone numbers to local restaurants that provide take-out or delivery service can make it much easier for you and your family.

Organize Your Living Area

After most surgeries, it is important to be up and walking some at home, but you should not be on your feet for long periods of time. You will need to avoid heavy lifting, reaching and bending. Arrange your living area so you can get to the bathroom easily, use the phone and avoid trips up and down the stairs.

Medications/Supplies

Your doctor's office may give you prescriptions in advance for the medication you will need at home. Go ahead and fill the prescriptions and have them ready.

You may want to purchase panty liners or pads in case of vaginal drainage or minor bleeding.

To avoid pressure on your stomach after surgery, you may want to buy a few pairs of panties in a larger size than you normally wear. Additionally, pajama bottoms with draw-string waists may be more comfortable for you as you recover.

Special Needs

If you will need special help or equipment at home, the hospital staff can help arrange this for you before you are discharged.

PACKING YOUR BAGS – WHAT TO BRING WITH YOU

Some patients will go home on the same day as their surgery (outpatients), while others will remain overnight or for several days (inpatients). Ask your doctor what to expect to help you know what to pack.

The following is a list of what you might want to pack for your surgery. Items marked with an asterisk (*) are for overnight patients only.

- Clothes (loose-fitting and comfortable)
- Non-skid slippers* or low-heeled, non-skid shoes for walking
- Robe*
- Crutches, walkers, canes or prosthetic devices, as needed
- Personal items*– toothbrush and toothpaste, hair brush/comb, deodorant, lip gloss, etc.
- Books, magazines, Bibles, prayer books, needlework, music, etc.*

Leave at Home

Do not bring money, jewelry, credit cards, or electrical appliances (radios, heating pads, etc.). Mission Hospitals is not responsible for any personal items in patient rooms, so please leave all valuables at home.

THE NIGHT BEFORE YOUR SURGERY

Food and Drink

Please follow the instructions given to you by your doctor, surgeon or anesthesiologist about what not to eat or drink before your surgery. Not following those guidelines can lead to serious problems or delay your surgery, so it is very important for you to follow their instructions.

Your Health

Please report any health changes, such as a cold or fever, to your doctor immediately. These conditions can complicate or delay your surgery.

Medications

Take any necessary medications as directed by your doctor or anesthesiologist.

Because of the importance to your health, carefully follow all instructions about your medications.

Alcohol/Smoking

Do not consume alcohol or smoke for at least 24 hours prior to your scheduled surgery time.

Bath/Shower

Take a complete bath or shower and wash your hair, unless your doctor instructs you otherwise.

Jewelry/Piercings

Please remove all jewelry, including any and all body piercings before surgery.

Makeup/Nail Polish

Remove all nail polish from your fingernails before surgery. This helps nurses and other members of your medical care team to better monitor your condition during surgery. For the same reason, please do not wear makeup on the day of your surgery.

A Note On Herbs

Some herbs, herbal supplements and herbal teas can cause bleeding problems for patients having surgery. Be sure to list any of these items that you take or drink on the “Health and Medicines” form in this packet and talk with your doctor if you have questions about herbs. Plan to quit using these products at least one to two weeks before your surgery.

BEFORE SURGERY CHECKLIST

- Fill out and mail the “(GYN) Surgery Pre-Admission” form included in this packet
- Talk with your employer about time off from work for surgery
- Confirm with your doctor’s office that all insurance paperwork is complete
- Call Business Services with any deposit or billing concerns you may have at 828-213-1500 or 1-800-848-8732
- Arrange for child and pet care
- Arrange for a ride to and from the hospital or Asheville Surgery CenterHospital inpatients usual time of discharge is between 11 am to 1 pm
- Arrange for someone to stay with you for the first 24 hours after your surgery
- Organize your home for your needs
- Plan meals for your return home
- Organize information for your pre-surgery appointments/interviews, including filling out the “Health and Medicines” form in the pocket of this folder
- Fill all prescriptions from your doctor’s office that you will need at home
- Pack your bags (see list under “Packing Your Bags”)
- Follow food, drink and medication guidelines for the night before your surgery
- Remove all jewelry, including body piercings, and leave it at home



SURGERY DAY

- Your Arrival
- Getting Ready for Surgery
- After Your Surgery
- After Surgery
- Your Room
- Going Home

When the day of your surgery arrives, you want to be prepared. The following explains what will happen to you on surgery day and provides other useful information about what to expect.

YOUR ARRIVAL

During your pre-surgery interview (either at the Surgical Admission Teaching and Testing Unit (SATU) or on the phone), you will be told what time and where you need to arrive on the day of your surgery. You will also be told the specific building where your surgery will take place (Memorial, St. Joseph or Asheville Surgery Center).

This information should be written on the inner flap of this packet.

On the day of your surgery, please arrive on time so that everything can be done on schedule.

There is a map in this packet to help you with specific locations and directions. More detailed driving directions are printed in the “Family & Friends” section of this packet.

For Surgery Scheduled at the Memorial Campus

Park in the top level of the parking deck (look for signs for “Patient Parking”).

Enter the hospital through the doorway marked “Biltmore Entrance” or “Patient Entrance.”

Check in at the “Patient Registration” area.

Please call 828-213-1111 with questions or special requests about coming to the hospital.

If you can't get to the Memorial Campus because of an emergency or illness on the day of your surgery, please call 828-213-0468.

For Surgery Scheduled at the St. Joseph Campus

Park in the parking deck at St. Joseph.

Enter the hospital under the awning marked “Outpatient Registration.”

Check in at the “Outpatient Registration” area on the 1st floor of the hospital.

Please call 828-213-1111 with questions or special requests about coming to the hospital.

If you can't get to the St. Joseph Campus because of an emergency or illness on the day of your surgery, please call 828-213-3152.

For Surgery Scheduled at Asheville Surgery Center

Park in the parking area by the Surgery Center (red-roofed building).

Enter through the main entrance.

Check in at the desk.

If you have questions or can't make it to the Surgery Center because of an emergency or illness on the day of your surgery, please call 213-0740.

Parking is free for all patients and guests at each location.

Personal Belongings

If you are staying overnight, please leave your bags and personal belongings in the car when you first arrive. During or after your surgery, a room will be assigned to you. At that point, a family member or friend can bring your things directly to your room.

GETTING READY FOR SURGERY

What to Wear

You will be more comfortable if you wear loose clothes on the day of your surgery. Avoid anything that might rub or be tight around your incision site.

Makeup

Please remove all cosmetics, including eye makeup and fingernail polish before you arrive for surgery. This will help your medical team watch your condition and care for you.

Jewelry/Glasses/Etc.

You will need to remove your jewelry before you arrive for surgery, including any and all body piercings.

Be prepared to remove hairpins, dentures, bridgework, hearing aids, glasses and contact lenses.

The “Pre-Operative” Process

Once you have arrived and checked in, you will be taken to a “pre-operative” area.

At this point, a staff member will review your information and make sure you are physically ready for surgery.

You will then change into a hospital gown (a bag will be given to you for your clothes and other belongings) and an intravenous (IV) line may be started in your arm to give you medicine and fluids during surgery.

For your comfort, one family member or friend is welcome to stay with you during the pre-operative process.

Rooms are often cool, so you will be given blankets to keep you warm. Be sure to ask if there is anything you need to make you more comfortable.

When the surgical team is ready, you will be taken to the operating room and given anesthesia. The medical team will then proceed with your surgery.

AFTER YOUR SURGERY

Right after your surgery, you will be taken to a “recovery” area.

Your heart activity, blood pressure and oxygen levels will be closely monitored.

Your stay in this room can sometimes last several hours, and you may be sleepy for a while from your medications.

Anesthesia Effects

After some types of anesthesia, you may have a sore throat from the breathing tube that was placed in your throat during surgery. This is normal and should go away within 24 hours.

Breathing

It is important to keep your lungs clear after surgery. To do this, you will be asked to perform simple exercises, such as deep breathing and coughing, while you recover.

Catheter

Many surgeries require the use of a catheter to drain urine from your bladder while you are unconscious and as you start the recovery process.

If your surgery involves a form of bladder repair, it will be necessary for you to be able to empty your bladder before being sent home. This process is called a “voiding trial.” This will be discussed with you by your doctor or nurse if it is needed.

If you are unable to empty your bladder, you will be taught about the care of going home with a catheter in place.

Ask your doctor if you have specific questions or concerns about a catheter and your surgery.

Food and Drink

Right after surgery, you will be given fluids through an IV to meet your body's needs. As you recover, you will slowly move from liquids to solid foods.

Signs that your digestive system is getting back to normal include gurgling in your stomach, passing gas and the absence of nausea.

Please follow all diet guidelines given to you by your doctor and nurses and remember that drinking plenty of non-caffeinated and non-carbonated fluids will help your body get better and prevent constipation.

Incision Site

It is normal for your incision to be slightly red and swollen on the day of surgery. A small amount of drainage or bleeding is also normal.

If you have any questions, check with your nurse.

Nausea

Occasionally patients experience some nausea (sick to your stomach feelings) after anesthesia. If this happens to you, please inform your nurse as soon as possible, so you can be given medicine to reduce or control the feeling.

Standing/Walking

Please ask for help from your nurse the first time you try to get out of bed or stand after your surgery.

Moving your legs and walking help improve your circulation, prevent blood clots, strengthen your muscles and help your body functions (such as digestion) return to normal more quickly. For these reasons, you will be asked to move your legs, point your toes and take short walks during your recovery time.

Being active will help you feel better faster and help avoid some post-surgery problems.

Pain

Every effort will be made to make you comfortable after your surgery. Pain medicine will be ordered by your doctor and given to you by nurses during your recovery.

Please keep your nurse and doctor informed about your pain levels and follow their directions.

The pain medicines given to you should not cause addiction and may help you get out of bed sooner.

Talk to your nurse about pain medicine and other things that may be done to help you feel better.

PCA (Patient Controlled Analgesia)

After your surgery, you may have “PCA” to help manage your pain. A PCA pump is connected to your IV line and allows you to press a button to receive a set amount of pain medication. The machine protects you by only allowing a certain amount of the pain drugs to enter your system.

**ONLY YOU, THE PATIENT, SHOULD PRESS THE BUTTON ON YOUR PCA—
FAMILY AND FRIENDS SHOULD NEVER PUSH IT FOR YOU. IF YOU ARE STILL
HAVING PAIN AFTER PRESSING THE BUTTON, TELL YOUR NURSE.**

Pain Scale

After your surgery, nurses will check with you about your pain. Often a “pain scale” is used that allows you to describe your discomfort on a scale from one to ten.



After Surgery You May Have:

- A catheter to drain the urine from your bladder.
- An incision with a bandage over it.
- Some vaginal bleeding or discharge.
- Stockings or compression hose to help with circulation in your legs.
- An oxygen tube in your nose.

After Surgery Your Nurse Will:

- Check on you and take your vital signs often.
- Provide any medications, including those for pain and nausea, that you might need.
- Assist you in getting out of bed, either the evening after your surgery or the next morning.
- Observe your incision and abdomen.

After Surgery You Will Need To:

- Move around in bed, cough and take deep breaths to keep your lungs expanded and prevent pneumonia.
- Get out of bed when the nurse lets you know you are ready.
- Walk. Walking is an important part of your recovery. It helps your body get back to normal and prevents serious problems like pneumonia and blood clots.
- Let your nurse know if you have pain or nausea so that you can get medications to help.



YOUR ROOM

If your surgery requires an overnight stay, you will be moved from the recovery area to a private room when you are ready.

Visitors

Mission wants family and friends to be able to support you during your stay. However, please keep in mind that you will be tired and need to rest after surgery.

More detailed guidelines for visitors can be found in the “Family & Friends” section.

Phones

Each hospital room has a phone for local calls only. You must dial a “9” and then the phone number. Bring a calling card or phone card with you if you need to make any long distance calls.

Collect calls cannot be accepted in the hospital.

Cell phones may be used inside your room or in the waiting room but not in the hallways.

Chaplains

Surgery and recovery can be a very emotional time for you, and you may have special needs. We have chaplains on staff to offer spiritual support or a listening ear. Your nurse can call a chaplain for you at any time during your hospital stay.

Personal Belongings

Please be careful and responsible with any money or personal items you choose to bring with you to the hospital. Mission Hospitals is not responsible for lost or stolen items.

Patient Privacy

If you choose to become an “unlisted” patient, then Mission will not share your name, location within the hospital, or general condition with people who ask for this information.

In order to receive the following, you will need to be a listed patient: 1) visits from clergy members, friends or relatives who do not know your room number; 2) telephone calls from anyone calling the general hospital line to reach you; 3) flowers and other gifts from people who do not know your room number; and 4) mail from anyone who fails to write your room number on the letters or postcards.

“Unlisted” does not guarantee that others outside the hospital won’t learn of your location from people with whom you have shared the information.

Smoking

As a community leader in healthy living and to improve the wellness of our patients and staff, Mission is a “smoke-free” environment. This includes your hospital room, the hallways, the waiting areas, and all hospital property. If you need help, nicotine patches and gum are available for you. Talk to your nurse if you have questions or needs.

GOING HOME

Your doctor will decide when you are ready to leave for home (be “discharged”) based on your physical condition.

Most people are ready to be discharged when the following happen:

Your temperature is normal.

Your blood pressure, pulse, breathing and oxygen levels are similar to what they were before your surgery.

Your surgery site/incision doesn't show signs of infection.

Your pain medication is being taken by mouth.

You are back to eating your regular diet.

At this point, steps will be taken to prepare you to head for home.

Discharge Instructions

When you are ready to leave, you will be given written and verbal instructions for your recovery at home. They will include information about medications, diet and symptoms you should report to your doctor. Please follow these instructions carefully, as they will help you prevent problems and recover more quickly.

Prescriptions/Medications

Your doctor may have already given you prescriptions for medications to take at home. If not, or if you need other prescriptions before leaving, these will be given to you by your nurse.

Be sure to take your medications as directed by your doctor, including pain medicine. Doing so will help you “stay ahead” of pain and make your recovery more comfortable.

Problems at Home

If you have concerns or problems once you are home, call your surgeon's office for information and advice.

Follow-Up Appointments

Your follow-up appointments may have been scheduled at your doctor's office before your surgery. If not, you will need to call your doctor's office to schedule your next appointment.



FAMILY & FRIENDS – A SUPPORT PERSON'S GUIDE

- Welcome
- Patient Privacy
- Keeping in Touch
- Visitor Guidelines
- Gift Shops/Florists
- Food/Cafeteria Hours
- Parking
- Services/Resources
- Driving Directions
- Places to Stay

WELCOME

As family or friend of a patient, you are an important part of our care team. We hope this section will help you with the information you may need, from driving directions and visiting hours to phone numbers and support services.

PATIENT PRIVACY

“Unlisted” Patients

Medical privacy laws today give hospital patients the right to choose whether or not their names and room numbers are given out to people who ask about them. In other words, privacy laws give patients the right to choose whether they are “listed” or “unlisted” in patient directories. If patients choose to be “unlisted,” then hospitals cannot share information about them with anyone. Hospitals cannot even say if they are patients.

If you try to visit a patient who has chosen to be “unlisted,” Mission Hospitals cannot:

Tell you if the patient is there

Give you a room number

Tell you the patient’s condition, such as critical, serious, fair or good

Deliver mail or flowers or gifts to the room

To protect her privacy, if a patient is “unlisted,” Mission will be unable to tell you anything, even if you are a close relative of the patient or the one who brought the patient to the hospital.

We know that the “unlisted” patient rules can be awkward, and we are sorry for the inconvenience, but we must obey the medical privacy laws.

KEEPING IN TOUCH

By Telephone

To call a patient in the hospital, you first need to get her room number from the patient information desk.

Memorial Patient Information:

828-213-1050

St. Joseph Patient Information:

828-213-3100

Once you know the patient's room number, you can call her directly by using one of the following phone number codes.

Memorial Building:

828-213-6 + patient room number

St. Joseph Building:

828-213-3 + patient room number

By Mail

To send mail to patients in the hospital, please address it in the following way.

Memorial Building:

Patient's Name
Mission Hospitals
509 Biltmore Avenue
Asheville, NC 28801

St. Joseph Building:

Patient's Name
Mission Hospitals
428 Biltmore Avenue
Asheville, NC 28801

VISITOR GUIDELINES

Mission Hospitals understands that the support of family and friends is very important to our patients and we welcome visitors to our buildings. If you have any questions, please call the patient information desk (Memorial Building: 828-213-1050; St. Joseph Building: 828-213-3100).

Who can Visit

Everyone is welcome to visit patients at Mission Hospitals. Please remember, however, that your loved one will need rest and quiet time in the first hours and days after surgery.

Visits from young children are welcome, but we ask that you have a responsible guardian watch them at all times and accompany them any time they are out of the patient's room.

Please do not visit the hospital if you are sick or have a fever, since you could pass your illness to patients.

Number of Visitors

Please consider the size of the patient's room and the direct care she needs from her nurse when you visit. For these reasons, and to help patients get the rest they need, we ask that the number of family members or friends in the room not exceed three at a time. There are waiting areas throughout the hospital, so people can take turns there and in the room.

For safety and privacy, please use the waiting areas and don't stand in the hallways.

Visiting After Hours

Memorial Campus:

Visitors can park in the McDowell Street parking lot (see map). The McDowell Street Visitor Entrance is open 24 hours a day.

St. Joseph Campus

After 9:30 p.m., visitors can enter the hospital through the Emergency Department entrance (see map).

Personal Belongings

Please be responsible and careful with any money or personal belongings you bring with you or choose to store in the hospital room. Mission Hospitals is not responsible for lost or stolen personal items.

Phone Calls

Each hospital room has a telephone for local calls only. Please dial "9" and then the phone number. You can use a calling card or phone card for long distance calls. Collect calls cannot be accepted on hospital phones.

Cell Phones

Cell phones may be used inside private rooms or in the waiting room. Please show respect for patient safety and privacy and do not use cell phones in the hallways or areas that might disturb other patients or visitors.

Pain Management

Your friend or loved one may have a "PCA" pump to give her pain medication. Friends or family members should never press the button for a patient. If you do, the patient could receive too much medicine, which could cause a life-threatening situation. **IT IS IMPORTANT THAT ONLY THE PATIENT PRESS THE BUTTON ON THE PUMP.** Talk with a nurse if you have any concerns about your loved one's comfort.

Smoking

As a community leader in healthy living and to improve the wellness of our patients and staff, Mission is a “smoke-free” environment. This means no smoking in hospital rooms, hallways, waiting areas, and all hospital property. If you need help, nicotine patches and gum are available in the gift shops. Talk to a nurse if you have questions or needs.

Waiting Areas

For safety and privacy, all visitors must wait in the waiting room and not in the hallways of the hospital.

GIFT SHOPS/FLORISTS

Each main hospital building contains a gift shop with flowers, books, snacks, magazines and much more.

Store Hours:

Monday-Friday

9 am - 9 pm

Saturday

11 am - 7 pm

Sunday

1 pm - 8 pm



FOOD/CAFETERIA HOURS

Both the Memorial and St. Joseph buildings have food services available. Drink and snack machines are also placed around the hospital for your comfort.

Coffee shops are located in each hospital lobby.

Memorial Campus Cafeteria

6:15 am - 2:15 am

St. Joseph Campus Cafeteria

6:15 am - 2:15 am

Restaurants

Asheville is the home of many good and diverse restaurants. A quick trip to downtown offers visitors a wide variety of unique food options, or a short drive to Tunnel Road or further down Hwy. 25 will bring you traditional fast food and chain restaurants.

PARKING

Free parking is available for visitors at both hospital campuses. Please follow signs carefully to the appropriate parking areas.

SERVICES/RESOURCES

Chaplains

This may be a very emotional time for you and you may have special needs as you attend to your friend or loved one.

Mission has chaplains to offer spiritual support or just a listening ear. A nurse can call a chaplain for you at any time you are in the hospital.

Health/Hospital Information

www.missionhospitals.org

www.missionwomen.org

Hospital Operator

828-213-1111

Smoke-Free Assistance

828-213-0291

Women's Resource Center

The Women's Resource Center's consumer health library has a variety of resources to help make health care decisions and support those making healthy lifestyle changes.

50 Doctors Drive, West Annex

828-213-8246

Asheville Information

www.ashevillechamber.org

www.asheville.com

www.exploreasheville.com

Chamber of Commerce

828-258-6101

Convention & Visitors Bureau

828-258-6102



DRIVING DIRECTIONS

Driving Directions to the Memorial Campus

Coming from 19/23 (Johnson City and Erwin, TN)

Take the I-240 East Expressway (Downtown) Exit off of 19/23

Get in right hand lane to take the right fork (Expressway)

Go 1 mile and take Exit 5B (Charlotte Street)

Turn right at the end of the exit ramp on to Charlotte Street

Go 0.9 miles (through two lights) and get in the left lane

Take a left at the third light on to Biltmore Avenue

Get in the right hand lane

Go 0.6 miles to light at Victoria Road (third light)

Turn right on Victoria Road

Go to the first light, turn left onto the Mission Campus and follow the signs to Visitor Parking

Coming from I-26 (Spartanburg, Tryon)

Take the I-40 East Exit (Hickory) off of I-26

Go 4.4 miles and take Exit 50 (South Asheville)

Turn left at the light at the end of the ramp

Go 0.5 miles (through one light) and move to left hand lane

Turn left at the second light (toward Biltmore Estate)

Get in the right hand lane

Go 0.9 miles to the light at the Memorial Mission Hospital sign (fourth light)

Turn right at the light and follow signs to Visitor Parking

Coming from I-40 Eastbound (Knoxville, Sylva)

Take Exit 50 (South Asheville) off of I-40

Turn left at the light at the end of the exit ramp

Go 0.5 miles (through one light) and move to the left lane

Turn left at the second light (toward Biltmore Estate)

Get in the right hand lane

Go 0.9 miles to the light at the Memorial Mission Hospital sign (fourth light)

Turn right at the light and follow signs to Visitor Parking

Coming from I-40 Westbound (Marion, Morganton)

Take Exit 50-B for Asheville (Biltmore Estate) off of I-40

Merge onto Biltmore Avenue and move to left lane

Go 1.4 miles (through one light)

Turn left at the second light (toward Biltmore Estate)

Get in the right hand lane

Go 0.9 miles to the light at the Memorial Mission Hospital sign (fourth light)

Turn right at the light and follow signs to Visitor Parking

Driving Directions to the St. Joseph Campus

Coming from 19/23 (Johnson City and Erwin, TN)

Take the I-240 East Expressway (Downtown) Exit off of 19/23

Get in the right hand lane to take the right fork (expressway)

Go 1 mile and take Exit 5B (Charlotte Street)

Turn right at the end of the exit ramp on to Charlotte Street

Go 0.9 miles (through two lights) and get in the left lane

Take a left at the third light on to Biltmore Avenue

Move to the left lane

Go 0.6 miles to light at Victoria Road (third light)

Turn left at the light and follow the signs to Visitor Parking

Coming from I-26 (Spartanburg/Tryon)

Take the I-40 East Exit (Hickory) off of I-26

Go 4.4 miles and take Exit 50 (South Asheville)

Turn left at the light at the end of the exit ramp

Get in the right hand lane and go 1.6 miles (through 6 traffic lights)

At the 7th light (Victoria Road), turn right in to the hospital parking lot and follow the signs to
Visitor Parking

Coming from I-40 Eastbound (Knoxville, Sylvania)

Take Exit 50 (South Asheville) off of I-40

Turn left at the light at the end of the exit ramp

Get in the right hand lane and go 1.6 miles (through 6 traffic lights)

At the 7th light (Victoria Road), turn right in to the hospital parking lot and follow signs to Visitor Parking

Coming from I-40 Westbound (Marion, Morganton)

Take Exit 50-B for Asheville (Biltmore Estate) off of I-40

Merge on to Biltmore Avenue and stay in right hand lane

Go 1.7 miles (through 6 traffic lights)

At the 7th light (Victoria Road), turn right in to the hospital parking lot and follow signs to Visitor Parking

Driving Directions to the Asheville Surgery Center

Coming from I-40 Eastbound (Knoxville, Sylvania)

Take Exit 51 (Hwy. 25A, Asheville) off of I-40

Turn left at the light at the end of the exit ramp

Go 0.2 miles and turn right (entrance into Regional Medical Park)

Go up the hill

Turn right at the sign for Asheville Surgery Center (red-roofed building)

Take the first left into the parking area

Coming from I-40 Westbound (Marion, Morganton)

Take Exit 51 (Hwy. 25A, Asheville) off of I-40

Turn left at the light at the end of the exit ramp (25A South)

Go 0.4 miles and turn right (entrance into Regional Medical Park)

Go up the hill

Turn right at the sign for Asheville Surgery Center (red-roofed building)

Take the first left into the parking area

PLACES TO STAY

When out-of-town patients must stay overnight or longer, their families or friends often need a place to stay. The following is a list of local places to stay and their distance from the hospital. Places marked with an asterisk (*) offer discounts to families of our patients.

- *Residence Inn (800-331-3131, 828-281-3361) 0.5 miles
- *Quality Inn, Biltmore (800-228-5151, 828-274-1800) 1.0 miles
- *Sleep Inn, Biltmore (800-228-5151, 828-277-1800) 1.0 miles
- Howard Johnson (800-447-9970, 828-274-2300) 1.1 miles
- Holiday Inn Express (800-465-4329, 828-274-0101) 1.2 miles
- *Hampton Inn, Tunnel Road (800-426-7866, 828-255-9220) 2.9 miles
- *Courtyard by Marriott (828-281-0041) 3.0 miles
- *SpringHill Suites by Marriott (828-253-4666) 3.0 miles
- Super 8 (800-800-8000, 828-298-7952) 5.9 miles
- Days Inn East (800-DAYS-INN, 828-298-5140) 6.9 miles
- Econolodge East (800-553-2666, 828-298-5519) 6.9 miles
- *Holiday Inn, Blue Ridge Parkway (828-298-5611) 6.9 miles
- *Hampton Inn, Biltmore Square (800-426-7866, 828-667-2022) 7.6 miles

Lewis Rathbun Center (828-251-0595) 0.3 miles

The Lewis Rathbun Center provides housing, kitchen and laundry facilities for patient families from outside Buncombe County. It is available at no charge but funded by gifts, so a donation is requested. **You must be referred by a doctor, social worker or chaplain to be eligible for lodging at the center.**

FREQUENTLY ASKED QUESTIONS
WORD DEFINITIONS

FREQUENTLY ASKED QUESTIONS (FAQ)

The following are some of the questions most often asked by our patients. **Please take time to read this entire packet, as many of these questions are answered in more detail in other sections.**

Q: How long should I plan on being in the hospital?

A: This depends on the type of surgery that you have and how quickly you recover. Ask your doctor for information about how long you may be in the hospital.

Q: How do I get to the Pre-Surgery Evaluation and Testing place?

A: Your pre-surgery interview will take place at the Surgical Admission Teaching and Testing Unit (SATU) at 495 Biltmore Avenue in Asheville. See the map in this packet for more location information. If your surgery is scheduled at the Asheville Surgery Center, you will have this interview over the phone.

Q: Where do I go once I get to the hospital for surgery? What entrance do I go in?

A: At the Memorial campus, you should enter through the “Patient Entrance” and check in at “Patient Registration” on the 2nd floor. At the St. Joseph campus, enter the hospital under the awning marked “Outpatient Registration” and check in on the 1st floor. If your surgery is scheduled at the Asheville Surgical Center, simply park and enter through the main doors.

Q: Where should I park my car on surgery day?

A: At Memorial, park in the top level of the parking deck (look for signs for “Patient Parking”). At St. Joseph, park in the main parking deck. See the map in this packet for more information.

Q: Where does my family go when we get to the hospital?

A: When you arrive at the hospital and check in, someone will direct your family or friends to the appropriate waiting area. One support person may go with you for the pre-surgery preparation.

Q: Should I make plans for blood-banking or donating my own blood before surgery?

A: Talk with your doctor when you are making plans for surgery if you are interested in donating your own blood or have questions about the process.

Q: Why do I need to remove nail polish, makeup, etc. before surgery?

A: Your nurse will need to monitor you carefully after surgery. This includes checking the oxygen levels in your blood, which cannot be done if you are wearing nail polish on your fingernails. Removal of polish and makeup is for your own safety.

Q: I’m worried about pain during and after surgery. Who do I talk to?

A: Before your surgery, talk with your doctor about what to expect and with any concerns regarding pain. After your surgery, please talk with your nurses and doctor about how you are feeling, so they can give you medicine to relieve pain.

Q: Are there side effects of pain medication?

A: Some patients may experience drowsiness, nausea, sleepiness and/or constipation. Let your nurse know if you think you are having problems with your pain medication.

Q: What can I do to get better faster?

A: Your care team will help you recover as quickly as possible. Moving your legs, walking and other activity may speed up the recovery process. You will also be asked to do breathing exercises to clear your lungs.

Q: How can I stay healthy while I'm in the hospital?

A: Be sure that you are healthy enough for surgery when you come to the hospital and report any colds, coughs or other problems. Wash your hands frequently and have your visitors do the same. Ask that your family and friends not visit you if they are sick.

Q: Will I have a private room?

A: Yes.

Q: Can someone spend the night with me?

A: One support person may spend the night in your room.

Q: When can I have visitors?

A: Visitors are welcome at any time, but remember that you will need rest and quiet after surgery.

Q: Where do visitors park?

A: Free visitor parking is available at all locations. See the map in this packet for more information and follow signs to the appropriate visitor parking areas.

Q: When can I eat after surgery?

A: This depends on your surgery and your condition. The doctor, nurse and you will decide together when you can eat and drink.

Q: I'm a vegetarian/vegan/diabetic and have special dietary needs. Who do I need to talk to about this?

A: You can tell the nurse during your Pre-Surgery Evaluation and Testing interview about any food restrictions or special dietary needs.

Q: What time will I leave the hospital on the day I'm discharged?

A: Your nurse will be able to give you an estimated time once the doctor says you are ready to go home. Remember that the discharge process may take some time. The usual check-out time is around noon.

Q: What do I need to do to take care of my incision when I get home?

A: You will receive detailed written instructions when you are ready to leave the hospital about how to take care of your incision.

Q: What can I do about constipation at home?

A: Call your doctor if you are having problems with constipation when you get home. Remember that a healthy diet and lots of fluids will help your digestive system get back on track. Movement and reasonable activity will also help prevent constipation.

Q: How long after surgery will I bleed? How much bleeding is okay?

A: You may have some spotting or drainage for one to two weeks after your surgery. Bleeding should not be bright red or heavy. Call your doctor with any questions or problems with bleeding.

Q: When can I shower or bathe?

A: Your doctor will let you know when it is safe to bathe and shower.

Q: When can I drive?

A: You need to arrange for a responsible driver to take you home from the hospital or surgery center after you are released, since your driving abilities may be impaired by the medications and/or anesthesia you have received. You may also have driving restrictions for a few weeks after your surgery.

Q: When do I remove the steri strips on my incision?

A: The steri strips will fall off over time. Your doctor may tell you when to remove them.

Q: When can I travel?

A: Ask your doctor before your surgery about estimated recovery times and safe travel.

Q: When can I have sex? Use a tampon?

A: Talk to your doctor about tampons, douching and intercourse. Most patients will be on “pelvic rest” until cleared by their doctor at their post-op appointment.

Q: When can I return to work?

A: Your doctor can give you an idea of how long your recovery time will be and when you can return to your normal schedule and activities.

Q: Who do I call if I have problems after surgery?

A: Call your doctor’s office with any problems or questions you have after surgery.

Q: I have friends who have offered to help me. What can I tell them?

A: You may need help with transportation, child or pet care or other errands. Someone can also help with meals and other daily activities.

Q: When will I receive my bill?

A: You should receive your bill from the hospital 10 days to two weeks after your surgery. You will receive separate bills from your doctor and other specialists that assisted during your care.

WORD DEFINITIONS

Admission The process of entering the hospital or a surgical unit (being “admitted”).

Ambulation Refers to walking.

Analgesia “Pain relief.” Refers to the medications given to a person to relieve pain.

Anesthesia Drugs given to patients to make them unconscious or numb during surgery and medical procedures.

ASC Shortened term for “Asheville Surgery Center.” A part of Mission Health & Hospitals located at 5 Medical Park Drive, off of Hwy 25A – Sweeten Creek Road. (See map.)

Catheter Tube that drains urine from your bladder if you are unconscious or unable to do it normally.

CNA Certified Nursing Assistant

Discharge The process of leaving the hospital (being “discharged”).

Also a medical term for fluids draining from your body or incision site.

FMLA Shortened term for the “Family Medical Leave Act.” Some employers are required by this law to protect employees’ jobs due to medical emergencies.

GYN Shortened term for “gynecology.” General term for medical care specific to the needs of women and their bodies.

HIPAA “Health Insurance Portability and Accountability Act.” Law that protects the privacy rights of patients.

Incentive Spirometer A device used to encourage deep breathing after surgery.

Incision Cut in the skin where the surgery is performed.

Inpatient Patient who needs to stay in the hospital for a longer period of time. A patient who stays in hospital 24 hours or longer.

IV Shortened term for “intravenous.” Enables a patient to receive fluids (nutrition or medications) through a vein instead of by mouth.

LPN Licensed Practical Nurse

NPO Doctor’s order that means patient should not eat or drink.

Outpatient Patient who stays no more than 24 hours.

PACU Shortened term for the “Post-Anesthesia Recovery Room” where patients are taken immediately after surgery.

Pain Scale A numerical scale to measure a patient’s level of pain. (See page 14.)

PCA “Patient Controlled Analgesia.” Analgesia means pain relief. A PCA pump allows a patient to give herself pain medicine.

Pelvic Rest No tampons, douching or intercourse. Nothing vaginally.

Post-Op Shortened term for “post-operative.” Refers to places and activities that occur after surgery.

Preadmission Authorization/Precertification Financial paperwork needed for insurance coverage.
Should be completed before final surgery scheduling.

Pre-Op Shortened term for “pre-operative.” Used to refer to things, places or procedures that are involved before your surgery.

Prescription (“Script”) Order for medication given to patients by their doctors.

Pre-Surgery Evaluation and Testing Interview conducted either in person or over the telephone to gather information about the patient before surgery.

RN Registered nurse.

SATU “Surgical Admission Teaching and Testing Unit.” Location where pre-surgery interviews may take place. 495 Biltmore Avenue.

SCD “Sequential Compression Device.” Used to help circulation and blood flow to a patient’s legs after surgery.

Steri Strips Bandage strips that are often used to hold the edges of an incision together.

TED Hose Support stockings that aid circulation in the legs.

Unlisted Patient A patient who has decided to restrict information about herself. The hospital cannot release any information to anyone about unlisted patients, including room numbers or patient condition. (See page 19.)

Vital Signs Basic measurements taken by your nurse to check your blood pressure, pulse and other body functions.

Voiding Trials Process that measures whether patients can empty their bladders.



The information presented in this booklet should not be considered specific medical advice, as each person’s situation is unique. Always seek advice from your personal physician about individual health needs.



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