

## Telephone Directory

The main hospital number is (401) 274-1100. These are some of the numbers you may find useful. If you are calling from outside of the hospital, dial (401) 274-1122, and then the five-digit extension. If you are inside the hospital, you can dial the five-digit extension.

Patient Access Center (Admissions) .....	41422
Business Office .....	41419
Food and Nutrition Services .....	41528
Gift Shop .....	43158, 43159
Medical Records .....	41486
Patient and Family Centered Care Department .....	44287 (English), 44289 (Spanish)
Patient Information .....	41374
Security .....	41635
Service Response Center (room temperature, etc.) .....	41111
Spiritual Care .....	41659

## Driving Directions

### From north of Providence, Rhode Island:

Take Interstate 95 South to Exit 19, Eddy Street. Bear left toward Eddy Street. At light, turn right. At first light, turn right onto Dudley Street. Women & Infants is approximately .2 miles on the right.

### From south of Providence, Rhode Island:

Take Interstate 95 North to Exit 18, Thurbers Avenue. Bear to the left off the exit ramp. At lights, turn right onto Eddy Street. Proceed down Eddy Street approximately 1 mile, until reaching the lights at Dudley Street. Take a left at the lights, onto Dudley Street. Women & Infants is approximately .2 miles on the right.

### From Interstate 195, heading west:

As you merge onto Interstate 95 South, take the first exit (Exit 1B) onto Eddy Street. Turn right onto Eddy Street. At the lights, turn left onto Dudley Street. Women & Infants is approximately .2 miles on the right.

## Women & Infants

A MEMBER OF CARE NEW ENGLAND

101 Dudley Street  
Providence, Rhode Island 02905  
(401) 274-1100  
womenandinfants.org

A Major Teaching Affiliate of



# We Welcome You Surgical Guide

## Women & Infants

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## You are scheduled for surgery at Women & Infants Hospital

on \_\_\_\_\_ at \_\_\_\_\_ a.m./p.m.

### Checklist: Things to bring to the hospital

- Insurance provider card.
- Co-pay, if required.
- List of allergies or reactions to medications or other substances.
- List of all prescription and over-the-counter medications, supplements, vitamins and herbal preparations that you take at home. Include the name, dose or strength, and instructions for taking.
- Notes on past medical or surgical history.
- Name and telephone number of the pharmacy where you get your prescriptions filled.
- Phone number of your support person or a person who will be driving you home.

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The Day of Surgery

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## Welcome

Thank you for choosing Women & Infants Hospital. We look forward to caring for you.

## Interpreter Services

Women & Infants serves patients from many different cultures. We want to communicate with you in the language with which you are most comfortable. The hospital will provide interpreter services at no cost. Sign language interpreter services are available for the hearing impaired.

## Preparing for Your Surgery

### Pre-Admission Testing

Depending on your health history, you may need to have tests done before the day of your surgery. You may receive these tests at a diagnostic lab near you, or be assigned an appointment at our Pre-Admission Testing Center across the street from the hospital at 120 Dudley Street. You may also be reached by phone for your appointment.

### The Days Before Surgery

- Let your doctor know if you have a cough, cold, fever, stomach flu, or asthma attack during the week before your surgery. Call your doctor as soon as the symptoms occur, as this may interfere with your surgery.
- Discuss ALL medications with your doctor or nurse, including birth control, vitamins, herbs, and other over-the-counter medications. You will not be able to take aspirin or aspirin-like products before surgery. Your doctor will tell you which of your regular medications you can take before your surgery.

- Arrange for a ride home and for an adult to stay with you for 24 hours after your surgery. You will be having anesthesia, and it is not safe for you to drive home.
- Please be sure to have all jewelry items removed (including tight fitting items) prior to the day of surgery.

### The Night Before Surgery

- Do not smoke. Please stop 48 hours before your surgery.
- Follow the instructions your doctor gives you to prepare for surgery. Call your doctor if you have any questions.

### The Day of Surgery

- It is important that your stomach is empty. You may brush your teeth or use mouthwash, but do not swallow.
- If your doctor or anesthesiologist told you to take your daily medications on the morning of surgery, take them with a small sip of water.
- Dress in comfortable, loose-fitting clothes, and wear shoes without heels.
- Remove fingernail polish and make-up. Do not wear any body lotion.
- If you wear contact lenses, leave them at home. Wear or bring your eyeglasses and case with you. Please give these items to your family member for safe keeping. If no one is with you, please write your name on the case.
- Bring your health insurance cards and any advance directives (Living Will or Durable Power of Attorney). If you need the forms, please ask in admitting.
- Provide the admitting staff with the name and telephone number of the support person you would like us to contact after surgery.

## Day of Surgery

### When to Arrive

Plan to arrive 90 minutes before your scheduled operation so that we have enough time to prepare you for surgery. Please understand that our surgery schedule sometimes changes because of the unexpected needs of other patients. You may want to bring something to read while you wait.

### What to Bring

If you are going to be admitted to the hospital after surgery, Women & Infants will provide hospital gowns for your use. You may want to bring personal toiletry items, such as:

- Toothbrush/toothpaste
- Shampoo
- Soap
- Nightgown
- Robe
- Slippers
- Shower shoes

If there are other items that are important to your cultural, religious, or spiritual beliefs, please speak with your nurse to be sure these items are appropriate to have in the hospital.

Please arrange to have someone bring these items to you after surgery.

NOTE: Please leave jewelry and valuables at home. The hospital will not be responsible for lost valuables, including dentures and eyeglasses. Cell phones and personal electronics are the responsibility of the patient for the duration of their stay.



Patients are not allowed to bring most portable electric appliances – heating or cooking devices, electric fans, and coffee pots – to the hospital. Please make your nurse aware of your cultural, spiritual, or religious beliefs that require the use of otherwise prohibited electronic devices.

### Parking

#### Valet Services

Our complimentary valet service is available for anyone coming for outpatient surgery and for those picking up patients being discharged. Valet parking is available from 5 a.m. to 5 p.m. Monday through Friday. Use the main drive in front of Women & Infants' main entrance on Dudley Street. Staff will park your car and get it for you when you are done. If you return for your vehicle after 9 p.m., one of our security officers will be available to drive you to your vehicle. **Please note: for the safety of children who require a car seat, we are unable to transport them in our security vehicles. Please have them stay with another adult while we take you to your vehicle.**

If you are unsure where to park or have any questions, call our Security Department at (401) 274-1122, ext. 41635.

#### Public Parking

Parking is available in the Plain Street public parking lot which is located opposite the Women's Emergency entrance of the hospital. There is a fee for parking in this lot. Pay using the kiosk in the South Pavilion lobby near the Nursing Moms, Etc. store.

### Checking In

When you arrive at the hospital, check in with the receptionist in the main lobby and they will provide you and your support person with access badges and will direct you to the registration area.

After you register, please check in with the secretary in the Ambulatory Surgical area and make yourself comfortable in our waiting area. You will be taken to a private area to get ready for surgery. You will then be given a hospital gown, and a member of the anesthesia team will start an IV to give you fluids and medications.

Two support people may stay with you until you are brought to the operating room. Once you have changed into the hospital gown and are ready for surgery, the nurse will call that person or persons in from the waiting area. Your support people are asked to wait in the main lobby or Remondi Resource Center on level 1 during your surgery so your doctor can speak with them after your surgery.

## Family Liaison

When your family members come to the main lobby to wait during your surgery, they are asked to check in with the hospital's family liaison so they can receive updates, ask any questions they might have, and so your doctor can locate your family after your surgery.

## Patient and Family Experience Department

We care about your experience here at Women & Infants Hospital. Our director of patient and family centered care is here to assist you and your family if you have any questions, concerns, complaints, or if you would like to tell us about someone who made your experience special. Let us know if we are not meeting your expectations, and we will work hard to remedy the situation. You can reach the Patient Feedback Line at (401) 274-1122, ext. 44287 (English) or ext. 44289 (Spanish).

## Anesthesia

Members of the Department of Anesthesiology want to make sure you are as comfortable as possible during your surgery and recovery. They will discuss your anesthesia with you and explain how it might make you feel in the recovery room.

# After Surgery

## Your Recovery

You will be brought to the recovery room after surgery. A recovery room nurse will care for and monitor you. The nurses will keep you as comfortable as possible.

## If You Are Going Home the Day of Surgery

Before you leave, your nurse will go over post-operative instructions with you and your family. If you have any questions at home, please call your doctor's office.

All patients are discharged by wheelchair through the main lobby. The person who drives you home may pick you up there. That person should check at the reception desk if you are not waiting in the main lobby.

## If You Are Being Admitted to the Hospital

You will stay in the recovery room until you are ready to go to your room. Staff will make sure your belongings are taken to your room, or your family can bring them home. Please notify your nurse if you have any dietary restrictions or other concerns regarding your cultural, religious or spiritual beliefs.

# Visitor Information

Your family and friends can visit you once you are in your room. They can get your room number at the reception desk in the main lobby or from the family liaison. We encourage visits from family and friends of your choosing, but our primary concern is that you get the care and rest you need to recover. Visitors may come between the hours of **9 a.m. to 9 p.m.** We encourage you to only have visitors who can help you to relax and rest.

To help keep our patients healthy, please ask your visitors to stay home if they have any symptoms of a cold or diarrhea, or have recently been exposed to chicken pox, measles, mumps, rubella, or the flu.

Ask your visitors to wash their hands—with soap and water and use alcohol-based hand gel—before touching you.



## Overnight Visitors

If a family member or friend wants to spend the night, the chair in your room reclines. Nurses can provide blankets and pillows, but not toiletries. Your nurse can direct your family member or friend to designated showers and toilets; the showers in the rooms are for patient use only.

## Patient Information

While you are in the hospital, your family and friends can call (401) 274-1122, ext. 43100. Due to the Patient Privacy Act, we can only tell them that you are registered as a patient in our hospital. We do not give out specific information about your care or condition. If you do not want any information released, tell your doctor or nurse. Your wishes will be forwarded to the switchboard.

## Length of Your Hospital Stay

Our goal is to get you safely home as soon as possible. On the day of discharge, we strive for 11 a.m. discharge time. Please arrange for transportation in advance so you will be ready to go home.

## Handwashing

Handwashing with soap and water and using an alcohol-based hand gel like Purell is the best way to prevent spreading colds or infection. Everyone, including children, should wash their hands thoroughly when visiting. Dispensers are located throughout the hospital.

## Smoke- and Tobacco-Free Campus

Health care facilities have a responsibility to promote healthy practices. Women & Infants Hospital is a smoke- and tobacco-free campus. Smoking and the use of tobacco are not allowed in hospital buildings, grounds, parking lots, and Women & Infants off-site facilities, or 50 feet from entrances to the buildings.

## Participation in Research Programs

As a Brown University teaching hospital, Women & Infants is involved in important medical education and research programs, and you may be asked to participate. The hospital's Institutional Review Board reviews all studies. You will be asked for permission before you are involved in any research activity, and you have the right to say no.

# Legal and Business Information

## Basic Daily Charge

The basic daily charge, which begins the day you are admitted, includes room, meals, the availability of our medical staff, and nursing care. Depending on the length of your stay, there is no charge for the day you are discharged.

## Itemized Charges

Your account will also reflect separate charges for care and services not included in the basic daily charge, including:

- Laboratory tests
- Medication
- Special examinations (X-ray or EKG)
- Special medical supplies
- Use of operating and recovery rooms
- Blood transfusions
- Anesthesia supplies

The professional fees of your health care provider, radiologist, and anesthesiologist are not included in your hospital bill. We recommend you speak with your health insurer before surgery to find out if these fees are covered.

## Insurance Coverage

Based on information from your health care provider, we try to verify your insurance coverage before you are admitted. You are responsible for following your policy. Some policies want to pre-approve or certify all hospitalizations or require you to call when you are admitted. If you do not follow the policy rules, your insurance company may not pay your bills. If you are admitted for an emergency, a business office representative will contact you during your stay to make the necessary arrangements.

Some surgeries can be considered outpatient procedures, even if you stay overnight. This decision is made by your insurance carrier and it is not possible for your surgeon to change that determination. This may affect how your insurance covers your procedure. We encourage you to contact your insurance carrier well ahead of time and ask them how they cover your specific procedure.

## Financial Counseling

Many insurance plans apply your co-payments and deductibles or exclude coverage of certain services for you. In such cases, a patient financial services representative will contact you about your financial responsibility. You are expected to make advance payment based on your estimated responsibility for services that are not covered by your insurance plan.

You may qualify for full or partial free care based on your income. If you have questions about payments, call our financial counselors weekdays from 8 a.m. to 4:30 p.m., and from 7 a.m. to 3:30 p.m. on weekends and holidays, at (401) 274-1122, ext. 41588 or 41335.

## Consent Forms

Your health care provider will talk with you about your treatment, discussing advantages, disadvantages, and alternatives. You will be asked to sign a consent form stating you understand and agree with the procedure. If you do not understand the information you are given, ask your provider to explain.

Emergency treatment will still be given even if a consent form has not yet been signed.

You may also provide copies of a Living Will (written document stating your wishes for withholding or withdrawing medical care or treatment if your condition becomes terminal) or Durable Power of Attorney (written document that appoints someone to make health care decisions for you) if you have them. You can get these forms through the Admitting Office, (401) 274-1122, ext. 41422. Contact your attorney with any legal questions.

# Our Goal is to Exceed Every Patient's Expectations.



Please share any concerns and suggestions with us at any time by calling our patient feedback line at (401) 430-4287 (English) or (401) 430-2289 (Spanish). A hospital administrator is on-call 24 hours a day to assist you. The Rhode Island Department of Health also has a concern line you may call at (401) 222-2566.

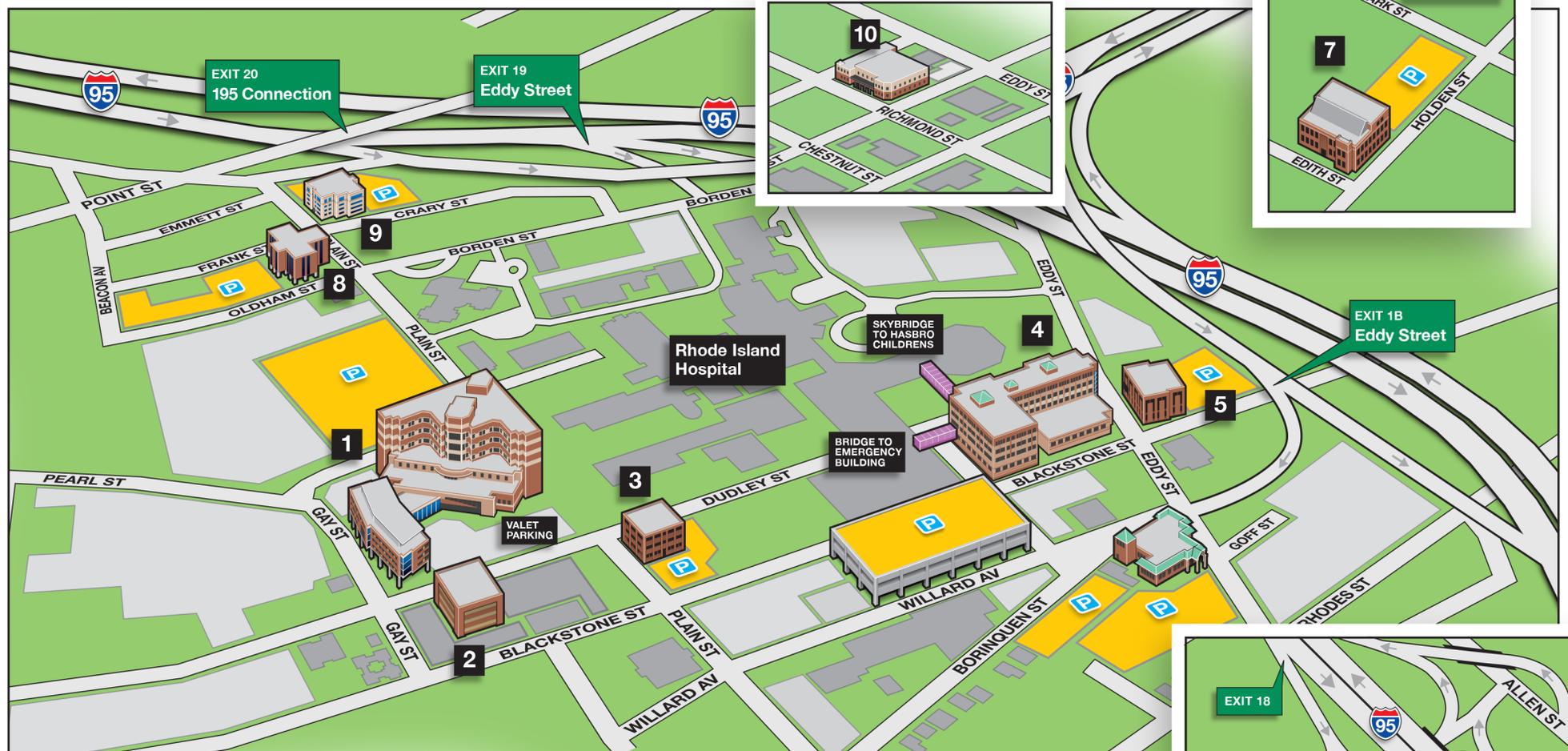
If you have a complaint under the Americans with Disabilities Act, please submit that complaint in writing to the Risk Management Department at Women & Infants or call (401) 274-1100 and ask to speak with the Risk Management Department.

Women & Infants is accredited by The Joint Commission (JC). This hospital continuously strives to provide the highest levels of quality and safety in all that we do. We encourage you to discuss any concerns or issues you may have about your care with us directly so we may resolve them as quickly as possible. You may contact The Joint Commission directly at [www.jointcommission.org](http://www.jointcommission.org), [complaint@jointcommission.org](mailto:complaint@jointcommission.org), (630) 792-5000, or (800) 994-6610. They may be reached by mail at: The Joint Commission, One Renaissance Boulevard, Oakbrook Terrace, IL 60181.

It is the policy of Women & Infants Hospital of Rhode Island to provide equitable health care without discrimination against, or harassment of, any person on the basis of race, color, national origin, sex, sexual orientation, gender identity and/or expression, age, physical or mental ability, language, religion, pregnancy, citizenship, marital or parental status, veteran's status, ability to pay or other non-medically relevant factor, or any other characteristic protected by federal or state law including the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1973 and Section 1557 of the Affordable Care Act. Any such discrimination or harassment is prohibited and will not be tolerated. This applies to admission, treatment, discharge or other participation in any of Women & Infants programs, services or activities. In addition, the hospital's president has been designated to coordinate the efforts of Women & Infants Hospital of Rhode Island to comply with the U.S. Department of Health and Human Services regulations (45 C.F.R. Parts 80, 84 and 91). For further information concerning the regulations and grievance procedure for resolution of complaints alleging discrimination, contact Women & Infants Hospital at (401) 274-1122, extension 41104. Hearing impaired persons may call (TTY) (401) 831-0381.\*

\* The hospital has made arrangements with the Greater Rhode Island Chapter, American Red Cross, to share its 24-hour TTY service.

# WOMEN & INFANTS HOSPITAL OF RHODE ISLAND EXTENDED CAMPUS



- 1** Women & Infants Hospital Main Building – 101 Dudley Street
- 2** 120 Dudley Street (Pre-Admission Testing)
- 3** 100 Dudley Street
- 4** 2 Dudley Street
- 5** 668 Eddy Street (formerly One Blackstone Street)

- 6** 134 Thurbers Avenue
- 7** 50 Holden Street
- 8** 101 Plain Street
- 9** 90 Plain Street
- 10** 300 Richmond Street

**From north of Providence** Take Interstate 95 South to Exit 19, Eddy Street. Bear left toward Eddy Street. At the light, turn right onto Eddy Street. At the first set of lights, take a right onto Dudley Street. Women & Infants is approximately .2 miles on the right.

**From south of Providence** Take Interstate 95 to Exit 18, Thurbers Avenue. Bear left on the exit ramp. At the second set of lights, turn right onto Eddy Street. Proceed on Eddy Street to the second set of lights. Turn left onto Dudley Street. Women & Infants is approximately .2 miles on the right.

**From Interstate 195** Take Interstate 195 West to Interstate 95 South. Take Exit 18, Thurbers Avenue. Bear right on the exit to the light. Turn right onto Eddy Street. Proceed on Eddy Street to the second set of lights. Turn left onto Dudley Street. Women & Infants is approximately .2 miles on the right.