PATIENT GUIDE TO MOUNT NITTANY HEALTH SURGICAL CENTER
Our Mission
We are here to make people healthier.

Our Vision
To become the most trusted source of healthcare for Central Pennsylvanians.

Welcome to Mount Nittany Health Surgical Center

Thank you for choosing Mount Nittany Health Surgical Center. We realize that preparing for surgery can be stressful and that in today’s healthcare environment; you have many choices for your medical needs. We strive to provide the best individualized patient-centered care and service that reflects the compassion, value and respect that you deserve and have come to expect from Mount Nittany Health, something we like to call the “Mount Nittany Health Experience.”

As your trusted partners in care, improving your health and well-being by providing comprehensive, compassionate healthcare services and innovative care is our first priority.

Our Surgical Center staff is dedicated to providing the very best care to patients seeking elective, outpatient surgical procedures. We offer a full range of same-day surgical services, allowing you to recover in the comfort and convenience of your own home.

We offer the most advanced technology, equipment and procedures, led by a team of experienced surgeons and other healthcare professionals specially trained to care for same-day surgery patients.

Our exceptional healthcare team works together to give you the signature Mount Nittany Health Experience. It is our goal to exceed your expectations with a level of customer service that matches the top-rate medical care you receive at Mount Nittany Health Surgical Center.

We want to know the ways we have exceeded your expectations so we can continue these efforts. Feedback is received through patient surveys. If you receive a survey, we ask that you please take the time to complete it and return it with your honest review. This is extremely valuable information that we take very seriously in our efforts to continually enhance our care and serve you to best of our ability.

We also want to know if we have not met your needs or expectations. The Service Excellence Department is available to answer your questions and discuss any concerns you may have after your procedure. You may call Service Excellence at any time at 814.234.6706.

Thank you for choosing Mount Nittany Health Surgical Center. It is an honor to serve you and we wish you all the best for a successful and complete recovery.

Sincerely,

Kathleen L. Rhine
President and CEO, Mount Nittany Health
A Message from your Healthcare Team

Welcome! We look forward to partnering with you to meet your healthcare needs. Our goal is to provide you with high-quality, safe care in a quiet, comfortable environment. We also want you and your family to understand what to expect before, during and after your surgery, which can lead to a quicker recovery.

If at any time during your stay we can assist with anything that promotes your health, please ask any member of our team.

Patient Rights and Responsibilities

As a patient at Mount Nittany Medical Center, you have certain rights and responsibilities to ensure you receive the best possible care. The brochure “Patient Rights and Responsibilities” will be provided upon your request.

If you feel your issue requires more attention or is not resolved to your satisfaction, please call the service excellence department at 814.234.6706. Staff is available Monday through Friday, from 8:00 am to 4:30 pm. If you are calling after hours, please leave a message and a representative will get back to you as soon as possible. If you prefer to speak with someone not employed by the Medical Center to discuss your concerns or questions, please contact:

Pennsylvania Department of Health
Acute and Ambulatory Care Services
PO Box 90
Harrisburg, PA 17108-0090
1.800.234.5164

Office of Quality Monitoring
The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
1.800.994.6610

Interpreters for foreign languages and the hearing impaired are available free of charge. Please let your nurse know if you need communication assistance.

Before Surgery

Select Patients may be requested to attend a Pre-Admission Testing and Evaluation appointment

Your physician may schedule you for a pre-anesthesia testing appointment to prepare for your procedure based on your health problems. This appointment will help prepare and educate you to have the best outcome for your surgery.

On the day of your pre-admission testing appointment, you will arrive at the hospital, NOT the Surgical Center.

When you arrive to the pre-admission testing area, an anesthesia staff member will meet with you and review your medical history. Please bring a list of your medicines and dosage. They will review any concerns or questions you may have about your anesthesia.

If you have any questions or concerns, please call the pre-admission testing clinic at 814.231.7050 between the hours of 9:00 am and 4:00 pm, Monday through Friday.

Planning for Surgery

• Complete pre-op testing ordered by your physician such as blood and urine testing, electrocardiogram (EKG), and X-rays.

Ask your doctor what medicines you should and should not take before and after your surgery. If you take Aspirin, Coumadin or other blood thinners for your heart condition, please contact your doctor for instructions. Please check at least 10 days before your surgery for these instructions.

• If crutches are needed, please get them prior to the day of surgery.

• All minors (under 18 years of age) must have one parent or legal guardian with them at all times. If you are with a small child, we encourage you to bring a special toy or blanket. We will make every attempt to keep you and your child together as much as possible on the day of surgery.

• Visiting guidelines: In the interest of the patient’s well-being, we recommend no more than two visitors per patient at a time. You and your family will receive more information the day of the procedure of where to wait and when you can be with your family.

DO NOT DRIVE AFTER SURGERY for 24 hours!

Have a responsible adult with you the day of surgery. This person should stay in the waiting room area. They are responsible for your transportation. A taxicab/bus is not permitted for transportation following surgery unless a responsible adult is with you (NOT the taxi driver/bus driver).
Day of Surgery

- You will need to be available by phone in case of changes to the schedule.
- Bring insurance cards and photo ID the day of surgery.
- Bring a complete list of your medications including the name, dosage and how often you take medications.
- Arrive on time per your instructions.
- Wear comfortable, loose-fitting clothing.
- Do not wear makeup and remove nail polish.
- Leave jewelry and valuables at home. Remove your piercings and rings.
- Do not use fragrance and perfumes.
- Do not eat or drink anything today before your surgery including chewing gum, hard candy and any kind of tobacco products (cigarettes, cigars, pipes or chewing tobacco).
- You should take any scheduled prescribed medicines such as heart and blood pressure with a sip of water the morning of surgery (unless otherwise told by your surgeon or anesthesiologist).
- If you have diabetes:
  - Please take ½ of your morning insulin (Lantus, NPH).
  - Do not take any of your diabetic oral medication that morning.
  - Note: NO Metformin for 48 hours before surgery.
  - If you experience low blood sugar, you may have 3 oz of apple juice.
  - Please call if you have questions or concerns.
- If you are a female between the ages of 12-55, you may be asked to give a urine sample when you arrive.

Evening before Surgery

- To find out what time you need to be here, call us between 1:00 pm – 3:00 pm on the day before surgery. The office is open Monday through Friday. If the surgery is on Monday, call us on Friday. The phone number is 814.234.6750 or 888.440.2272.
- Canceled surgeries: If the governor declares a weather-related State of Emergency, all procedures at the surgery center will be delayed or canceled. You will be notified if your surgery is delayed or canceled.
- Bathe or shower the night before or morning of your surgery.
- Do not shave operative site, use depilatory agents or do anything that might damage the skin at or around the incision site within the 24 hours before your operation. The anesthesiologist may give special instructions for men to trim their facial hair.
- After midnight before the day of your surgery:
  - Do not eat (including gum/mints)
  - Do not drink (including water)
  - Do not smoke or use chewing tobacco
- If there is any change in your physical condition, such as a cough, cold, fever, infection or rash, please notify your physician before coming to the Surgery Center. If you are unable to reach your physician, please call 814.234.6750.

Check-in and Patient Registration

IMPORTANT: Check-in and register at Mount Nittany Health’s Surgical Center, 1850 East Park Avenue, Suite 103. Do not register at the hospital! Please refer to the map on the back of this brochure if you are unfamiliar with the location.

Your insurance and demographic information will be reviewed. You will then be met by a nurse to prepare for surgery.
Your Room and Accommodations
Your comfort and safety are important to us. Bedside rails are used for your protection and may be raised if you are resting, recovering from surgery or taking certain medications. Our staff will show you how to work your bed.

Preventing Falls
If you need help, please ring using the bedside call bell button. We will respond as quickly as possible. This is especially important if:

• This is the first time you get out of bed after surgery and/or you were given medicine for pain or sleeping or your side rails are up.
• You feel weak or dizzy.
• Follow instructions given by your doctor or nurse about whether you may get out of bed, use the bathroom or walk in the hallways, etc.
• Wear appropriate shoes while walking and use any ambulatory-assist devices that you need, such as a cane, walker, wheelchair or crutches.

Smoking and Tobacco Free Zone
All Mount Nittany Health facilities and properties are tobacco free to ensure a clean, safe and healthy environment for our patients, visitors and staff.

Infection Prevention
Standard precautions will be taken with all patients in the handling of body substances, which means staff members must wash or disinfect their hands between patients and wear gloves when in contact with body secretions or fluids. Hand washing is the most important way to prevent the spread of infection. Ask anyone who might touch you to wash his or her hands with soap and water for at least 20 seconds, or to use the alcohol hand sanitizer, rubbing hands until dry. You also need to wash your hands often, especially after going to the bathroom and after touching anything that is soiled. If you have any questions, please ask your nurse or call the infection prevention and control coordinator at extension 6164 (or 814.234.6164).

Privacy and Confidentiality
Your health is a very personal matter. As your healthcare provider, we recognize that and work hard to ensure your privacy. To protect your health information, we maintain physical, electronic and procedural safeguards. We ask that you share medical information with your family and friends as you believe to be appropriate. You may contact our privacy officer at 814.234.6160 or privacyofficer@mountnittany.org.

Advance Directive
An Advance Directive allows you to express your wishes about medical treatment when you are unable to make or express them yourself. If you have an existing advance directive, living will or healthcare power of attorney, please provide a copy to your provider for your medical record. Blank Advance Directive forms are available at your request.

Your Medical Record
The complete confidentiality of your medical information is of vital importance to Mount Nittany Medical Center staff. The health information management department is responsible for maintaining patient records. A properly signed consent form is necessary for the release of your information. If you would like assistance in this area, please contact the correspondence secretary at extension 6167 (or 814.234.6167).

Patient Accounts
Patient accounts associates can answer questions about your Medical Center bill and help you understand our financial policies and billing procedures. Please call patient accounts at extension 6171 (or 814.234.6171), Monday through Friday, from 8:00 am to 4:30 pm. Residents who live out of the 814 area code may dial 866.686.6171 or use the Internet for payment and questions at mountnittany.org.

For Your Safety…Be a Part of Your Healthcare Team
You can help make our health system safer by being an active member of your healthcare team. That means taking part in every decision about your healthcare.

Personal Items
Personal items kept at the bedside or family (including, but not limited to dentures, eyeglasses, hearing aids, and walkers) are the responsibility of the patient. Please be sure to label personal items with your name and keep them in an appropriate container when not in use. Your nurse can provide a denture cup case upon request. If you lose something, please tell your nurse immediately. The Surgical Center is not responsible for lost items, but we make every effort to help find them.
Pain Prevention and Control

What is Pain
Pain is an uncomfortable feeling that tells you something may be wrong in your body. Pain is your body’s way of sending a warning to your brain. Your spinal cord and nerves provide the pathway for messages to travel to and from your brain and the other parts of your body. Pain medicine blocks these messages or reduces their effect on your brain. Your doctors and nurses will ask you about your pain because they want you to be comfortable. You, your doctor and your nurse will decide which pain control methods are right for you.

Pain Scale

Pain Control Can Help You:
• Maintain greater comfort.
• Get well faster after surgery. With less pain, you can start walking, do your breathing exercises, and get your strength back more quickly. You may even leave the hospital sooner.
• Improve your results. People whose pain is well controlled seem to do better.

Some patients have shared their concern about not wanting to take pain medicine because they fear becoming addicted. Most studies show that short-term pain medicine does not cause a problem.

What You Can Do To Help Yourself
• Ask the doctor or nurse what to expect because being prepared helps put you in control.
• Tell your nurses and doctors what pain control methods have worked well, or not so well, for you in the past.
• Tell them about any reaction you have had to pain medicines. Side effects such as nausea and vomiting are generally not considered an allergy, and can be treated effectively.
• Try other measures to help manage your pain, including position change, relaxation, positive thinking, music, or other pastimes to distract you. Select Patients may be requested to attend a Pre-Admission Testing and Evaluation appointment.
Directions to Mount Nittany Health Surgical Center

From the North
Follow 1-80 to US-220 South via exit number 161 toward US-322/Bellefonte. Take the ramp toward Innovation Park/Penn State University. Take the ramp toward Penn State University/Beaver Stadium/Bryce Jordan Center. Stay straight on Park Avenue. Turn left onto Hospital Drive. Take first left and turn left at stop sign.

From the South
Follow PA-26 North to State College. Take PA-26 to Atherton Street (US-322 BUS). Turn left onto Atherton Street (US-322 BUS). Turn right onto Park Avenue. Turn right onto Hospital Drive. Take first left and turn left at stop sign.

From the East
Follow PA-45 South. Merge onto Mt. Nittany Expressway/US-322 West. Take the PA-26 ramp toward State College. Turn left onto E. College Avenue/PA-26 South. Take the ramp toward Penn State University. Turn slightly left to take the ramp toward Philipsburg. Turn slightly right onto N. University Drive. Turn right onto Park Avenue. Turn right onto Hospital Drive. Take first left and turn left at stop sign.

From the West

Parking
Park on the lowest level of the Centre Medical Science Building. Enter building and Mount Nittany Health Surgical Center will be on the right at Suite 103. There is no cost to park.