

Guidelines for Your Child's Surgery





Welcome

Welcome to Northwestern Medicine Surgical Services. Medical professionals specially trained in pediatrics will care for your child here. This booklet has important information you should know before your child has surgery at Northwestern Medicine Central DuPage Hospital or Northwestern Medicine Delnor Hospital.

We want you and your child to feel comfortable. Each family has special needs and concerns, and we will address them to the best of our abilities. From pre-surgery through recovery, we will work with you to help you and your child have an excellent experience at Northwestern Medicine.

Pre-admission interview and pre-operative testing

A member of our Pre-admission Testing Department will call to set up a time to discuss your child's health history.

At the chosen time, a pre-admission nurse will call to ask about:

- Your child's detailed medical history
- Your child's previous hospitalizations
- Any medication your child takes
- The name and phone number of your child's primary care physician

This call will take about 15 to 20 minutes.

Your child may need to see their primary care physician before surgery for a pre-operative history and physical. If pre-operative testing is needed, the pre-admission nurse can help you find a convenient testing location.



Appointment time: _____

Location: _____

Special instructions: _____

Appointment time: _____

Location: _____

Special instructions: _____

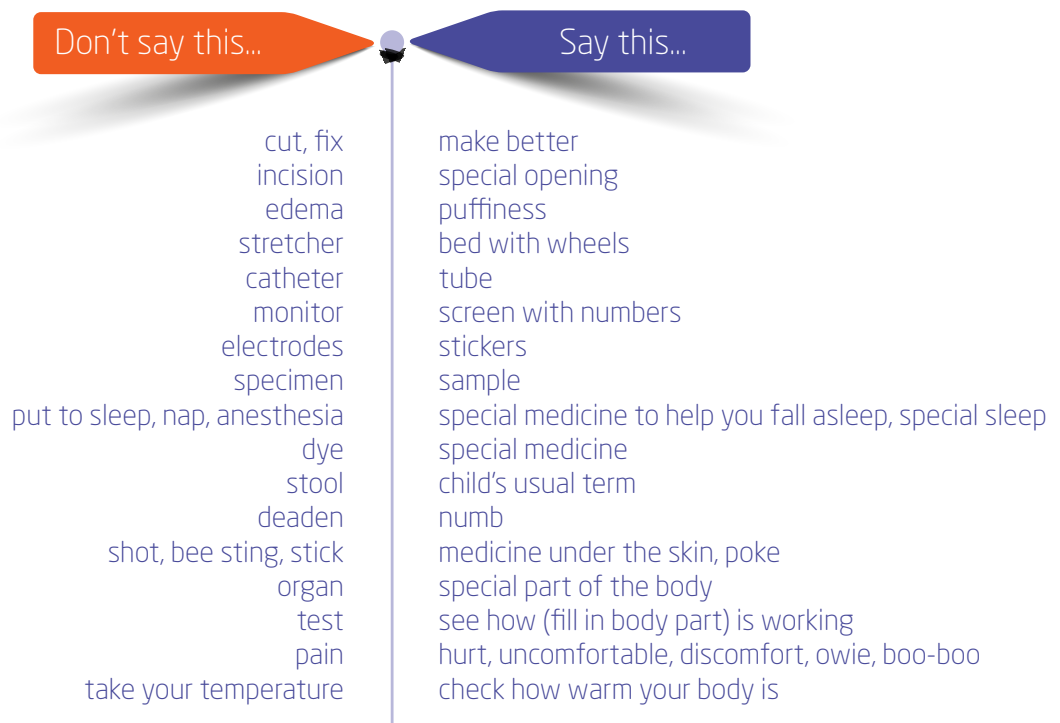
Prepare your child for surgery

It is normal for your child to feel scared about having surgery. You can help them feel better by telling them ahead of time what will happen at the hospital.

Children are very sensitive to what goes on around them, even if they do not understand the words. Children react to the pitch of a voice—the tone, speed, volume and stress in the speech—especially of their parent. When you talk to your child about their surgery, use a calm, even, steady voice.

Young children process information in “concrete” terms. They experience words and language literally. For example, if you describe an injection to a child by saying, “You will feel a little stick in your arm,” the child may think a stick or twig will be placed in their arm.

Below are words you can use to help them understand what to expect.



More tips

If your child is age 3 or younger, tell them about the surgery the day before. Younger children do not have a concept of time; telling them too early may cause unneeded anxiety.

If your child is age 4 or older, tell them about the surgery 1 or 2 weeks prior, or as you see fit.

Use concrete terms.

Answer questions as they come up. Try not to give more details than necessary.

Make the surgery trip something to look forward to by promising a small toy or special activity afterward.

Explain that no other body part will be involved.

If the surgery involves a body part with a specific function, explain how it will or will not impact that function. For example, if the tonsils are removed, explain that the child will still be able to talk.

Use words that the child can understand.

Avoid words or phrases with more than 1 meaning.

Explain words your child may not understand.

Explain what the child will feel, see, smell, touch and hear.

Talk about anxiety-producing information last (for example, an injection). As a general practice, an IV is usually placed prior to the procedure for children 10 years old and up. Children under 10 years of age generally use an anesthesia mask and will have their IV placed after they are asleep. Please note that this is a very broad rule, and does not apply to everyone. Do not make promises to children that there will not be an IV placed, or a "poke" while they are awake, as some cases need that access prior to surgery. This rule is also altered by the size of the child.

Be honest. Explain parts that will not be pleasant, but also be reassuring. For example, you might say, "Your throat will hurt, but you will get medicine to make it feel better." You do not need to go into detail about the procedure itself, but rather the things that your child will experience.

Stress the benefits of the procedure. For example, you might say, "After your tonsils are fixed, you won't have as many sore throats."





Pediatric virtual tour of the surgical unit

Facing surgery can be hard for parents and children. To help you and your child feel more relaxed, we have a pediatric surgery video available for you to view on our website. To view the video, visit nm.org/pediatricsurgery and click the video called Northwestern Medicine Pediatric Pre-Op Surgery Adventure Tour. You can also scan the QR code on this page to access the video.

This virtual video will help to calm any fears that you, your child or other family members may have about surgery, and gives you the opportunity to see what you can expect and who will be taking care of your child.

If you have questions after watching the video, please call 630.933.7529 (TTY: 711) to speak with one of our certified child life specialists.



Scan the QR code to view
the Pediatric Pre-Op
Surgery Adventure Tour.



A child's rights as our patient

At Northwestern Medicine, we believe that all children—regardless of race, creed or developmental level—have the right to feel safe, to be treated with dignity and respect, and to understand what is happening to them while they are in the hospital.

Here is an explanation of your child's rights while in our care.

Access

You are important to us. We are here to make you better. Please let us know all we can do to help.

Respect and dignity

You are a special person. We understand that you may have cultural, religious, emotional and special needs. Please let us know what they are so that we can support you.

You have the right to confidentiality. This means that what you tell us about yourself and what we learn about you will not be told to others unless it is important to your care.

Coordination of care

You will meet many people during your stay. We will tell you our names and our jobs. We will call you by your name or nickname, whichever you would like.

We will help you find time to play, along with time to learn, rest and sleep.

Information, education and communication

We will help you understand why you are in the hospital and what needs to be done so that you can get better. If you have any questions or fears about anything that is going to happen to you, we will listen. Please ask us questions. We will try to answer them in ways that you can understand.

Involvement of family and friends

We understand that you are a member of a family. You have the right to have your family with you and involved in your care when safe and possible.

Physical comfort

It is important that you know what is done to you in the hospital is **not** done to hurt or punish you. Sometimes we will need to see or touch your body to help you get better, but we will always tell you first. The people in the hospital want you to get better and be able to go home.

Tell us if you are hurting. We will try very hard to make the hurting stop.

Emotional support

We want to help you with your feelings. It is OK to feel angry, sad, scared or lonely in the hospital. You can tell us your feelings. We will always listen. We want you to feel safe.

Transition and continuity

We will allow you privacy for yourself and your special things from home. You can have your special things with you (like a blanket or toy) if that will make you feel better.

If you or your parents have a concern

Contact us if you have a concern

Let us know how we can serve you better. Most of your concerns can be handled by talking with your physician or caregivers. If you would like more help, we welcome calls to Patient Relations at 630.933.5100 (TTY: 711).

Grievance process

If you have a concern and are not satisfied with the response from Patient Relations, you can file an appeal through the grievance process. A patient or patient representative's written request for an appeal review should include the location of care where your concern occurred, a description of your specific concern, details of your dissatisfaction with the current response, as well as a specific statement of what you seek from the appeal review.

Patient Relations will review the actions taken in response to your concern as soon as possible, and within thirty (30) days of receipt of a written request. Please send your letter to the following address:

**Northwestern Medicine
Patient Relations Committee
25 North Winfield Road
Winfield, Illinois 60190**

If you submit a request for appeal review of grievance, you will get a written response after we complete the review. While most grievances can be resolved directly with the hospital, you have the right to notify the Illinois Department of Public Health of grievances at 800.252.4343 or in writing at:

**Illinois Department of Public Health - CCR
525 West Jefferson Street, Ground Floor
Springfield, Illinois 62761
dph.ccr@illinois.gov**

In addition, if you are on Medicare and believe you are being discharged too soon, you have the right to contact the IFMC-IL at 800.647.8089 or in writing at:

**IFMC-IL
711 Jorie Boulevard, Suite 301
Oak Brook, Illinois 60523**

As a patient, you also have the right to notify the:

**Office of Quality Monitoring
The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, Illinois 60181
800.994.6610
jointcommission.org**

Ethics consultation

If you have to make a hard decision or are facing a healthcare dilemma or situation where issues of human dignity and respect need to be addressed, our Ethics Committee can help. To request a consult, please call 630.933.4100 (TTY: 711).

An important note regarding your child's anesthesia

The anesthesiologists who work at Central DuPage Hospital and Delnor Hospital are from independent physician groups that contract separately with insurance companies. They may or may not be in the same networks as Central DuPage Hospital and Delnor Hospital.

Northwestern Medicine will not bill you for anesthesia services. You will get a bill from another company for that care.

Please call your insurance company **before** your child's surgery to find out if an anesthesiologist group is in your insurance network. If they are not, talk to your insurance company's representative about how you can get the lowest possible out-of-network fees for the anesthesia.

Central DuPage Hospital

Services are provided by:
West Central Anesthesiologist Group Ltd.

Billing is handled by:
Medac

If you have questions or concerns after speaking to your insurance company:
Contact Medac at **800.835.3459**.

Delnor Hospital

Services are provided by:
Kane Anesthesia Associates, S.C.

Billing is handled by:
Anesthesia Business Consultants

If you have questions or concerns after speaking to your insurance company, contact:
Anesthesia Business Consultants at **800.242.1131 ext. 4617**.

The day before surgery

We will call you after 2 pm the day before the scheduled procedure to confirm your child's surgery time and let you know what time to arrive. If you miss our call, please call us.

Central DuPage Hospital West Surgery 630.933.2647
Central DuPage Hospital East Surgery 630.933.6708
Delnor Same Day Surgery 630.208.4038

Checklist

When we call, we will give you the following information. Please write it down.

Surgical time: _____

Arrival time: _____

Central DuPage Hospital

Entrance:

- Outpatient Services (use road entrance 1)
- East Surgery/Surgery Center (use road entrance 1)

Follow the signs to:

- West Same Day Surgery
- East Same Day Surgery/Surgery Center

Delnor Hospital

Entrance:

- Main Entrance (use road entrance 2)

Proceed to:

- Registration

Go to nm.org to find campus maps and directions to Central DuPage Hospital and Delnor Hospital.

Medications: _____

Solid food until: _____

Clear liquids: _____

Breastfeed/formula until: _____

Begin fasting at: _____

Dietary needs

Read the directions below carefully. When we call, we will reinforce or modify these instructions. Your child can have clear liquids, such as apple juice, ginger ale, water, Sprite® and Pedialyte®, up to 4 hours before they come to the hospital.

Items to bring

- Insurance card
- Photo ID
- A favorite toy, stuffed animal or blanket
- Special nipples or bottles, milk or formula
- Cups or pacifiers
- An extra change of clothes, underwear or diapers
- Robe, slippers and toothbrush if staying overnight
- Child's communication device, if applicable
- Other _____



The day of surgery

For your convenience, a valet at each entrance can park your car for you at no cost.

Central DuPage Hospital

Please check in at the reception desk in the waiting room of Same Day Surgery "North Entrance."

Delnor Hospital

Register at the registration desk and proceed to the Surgical Family Waiting Area check-in desk.

A staff member will take you and your child to a dressing area to change into hospital pajamas and slippers.

A nurse will check your child's vital signs (blood pressure, temperature and pulse). They will also ask you questions about your child's allergies, history of illnesses and/or hospitalizations. You will sign a consent for surgery. We will go over instructions for what to do after surgery.

The anesthesiologist will speak with you and your child before going into the operating room. You can stay with your child until it's time for them to go into surgery.

Our surgery team has extensive experience caring for children. We will closely monitor your child in surgery. While your child is in surgery, you may wait in the surgery waiting room. Your child's surgeon will come to speak to you as soon as the procedure is completed.

Pediatric anesthesia

Children age 10 and older usually have an IV placed before surgery. This is how we provide their anesthesia. They will get a local anesthetic to numb the area before we insert the IV.

For younger children, we usually use a flavored anesthesia mask. We place their IV after they are asleep.

Please note that this is a very broad rule. Do not promise your child that they will not have an IV placed, or a "poke," while they are awake. Sometimes we need IV access before surgery. The size of the child can also impact this rule.

What to expect in recovery

As soon as your child wakes up, we will move them out of the Recovery area. Then you can be with them.

Your child will be somewhat groggy for the rest of the day. Children often do not remember the experience.

Your child may have nausea and vomiting. It is often a good idea to limit how much solid food they eat the first night.

Post-operative pain relief

We will give you complete written and oral instructions for your child's recovery before you go home. A surgical nurse will call you within 24 hours after the procedure to see how your child is feeling and answer any questions.

Your child's activity

Your child may have problems with coordination or balance following anesthesia. Watch them carefully for the first 24 hours following surgery. It may be hard to restrict your child's activity after surgery. Know that if something hurts, they probably will not do it.

Inpatient services

If your child needs to be admitted to the hospital after surgery, we will take them to the Pediatric Unit or the Pediatric Intensive Care Unit (Central DuPage Hospital

campus only), depending on their needs.

These units are served by physicians, nurses, social workers, respiratory care personnel, pharmacists and child life specialists affiliated with Northwestern Medicine. They are highly skilled in the care of infants, children and adolescents. They will work with you to develop a plan of care to meet your child's specific needs and requests.

You may participate in your child's care to whatever extent you are comfortable. We highly encourage you to make arrangements to spend the night with your child on the Pediatric Unit. Please ask your nurse for more details.

Central DuPage Hospital Child Life Services

We want to be sure your child has a positive hospital experience. "Play" is one important way children feel safe expressing feelings. Our child life specialists can prepare, support and distract your child in the surgical unit.

If your child stays in our inpatient unit, this team will provide education, support and recreational activities. Activities include arts and crafts, video games and play room activities. On certain days, we offer pet therapy, magicians and special guests. We also have educational materials and resources for parents and patients.



Reference information

Directions and campus maps

Directions to Central DuPage Hospital and Delnor Hospital as well as the most current hospital campus maps can be found at nm.org.

Important phone numbers

Central DuPage Hospital		Delnor Hospital	
Main Number	630.933.1600	Main Number	630.208.3000
Pre-admission	630.933.6121	Pre-admission	630.208.4151
Registration/Insurance	630.933.5000	Registration/Insurance	630.933.5000
Information and Physician Referral	630.933.4234	Information and Physician Referral	630.933.4234
West Surgery	630.933.2647	Same Day Surgery	630.208.4038
East Surgery	630.933.6708	TTY	711
Child Life Services	630.933.7529		
TTY	711		





Northwestern Medicine Central DuPage Hospital

25 North Winfield Road
Winfield, Illinois 60190
630.933.1600

Northwestern Medicine Delnor Hospital

300 Randall Road
Geneva, Illinois 60134
630.208.3000

TTY: 711

[nm.org](https://www.nm.org)