Pediatric surgery passport

A guide to help you and your child prepare for their surgery

dell children's
Ascension

FPO

For Placement Only

Inside Front Cover

Welcome

This convenient step-by-step guide will help you and your child prepare for their surgery at Dell Children's Medical Center of Central Texas. Before your child's surgery, please read this guide carefully. Please follow all instructions and pre-surgery tips and provide all requested information.

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How to get here

Directions

Traveling from IH-35

- Exit 51st Street.
- Drive east on 51st (From northbound IH-35, turn right. From southbound IH-35, turn left).
- Turn right on Mueller Boulevard.
- Turn right into the hospital entrance.

Parking

Parents and visitors may park in the free visitors' parking garage located on Mueller Boulevard. The blue garage is nearest the main entrance of the hospital. After parking, please enter through the main entrance of the hospital.

Dell Children's surgical services waiting area

Surgical services is located on the second floor of Dell Children's. From the main entrance, please take the surgical services elevators or stairs on your right down to the 2nd floor, (do not cross the wood walkway). This will place you within the surgical services waiting area. Please check in with the surgical services receptionist, behind the stairwell.

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Dell Children's Medical Center
4900 Mueller Blvd.
Austin, TX 78723

Prior to the procedure

Registration

You will receive a call from pre-admission testing/PAT (patient history) and registration (insurance information) prior to your child's procedure. If you do **not** receive both telephone calls within 24-48 hours prior to the procedure, please contact the appropriate office listed below. If you reach voicemail, please leave a detailed message with your name, your child's name, telephone number and the best time to reach you. You need to speak with both departments prior to the procedure.

Dell Children's Medical Center Registration (R1)
Office hours: Monday-Friday, 5:30 a.m.-2 p.m.
Telephone: 512-324-0000, ext. 86209

- Will send you a link, via text, to verify your child's name, address, insurance information and Social Security number.
- Complete your registration and sign the documents prior to coming in for service.

Dell Children's Medical Center Pre-Admissions and Testing Office
Office hours: Monday-Friday, 8 a.m.-5:30 p.m.
Telephone: 512-324-0127

- To discuss your child's health history and additional information related to the scheduled procedure.

Pre-op visit (if applicable)

Your child's surgeon will inform you if your child needs to come to the hospital **prior** to the day of surgery to have lab work or other tests completed. If so, please call the Pre-admission and testing nurse line at 512-324-0127 to schedule an appointment. Phone calls received after 5 p.m. and may not be returned until the following business day. Please plan to come, Monday-Friday, between 9 a.m.- 2 p.m., at least 24 hours prior to the scheduled procedure date. Upon arrival for your child's pre-op visit, please proceed to the surgical services waiting area (2nd floor) to sign the proper consent forms and obtain pre-op instructions.

Pre-admissions and testing

If lab work is required, please follow the steps below:

1. Prior to your child's pre-op visit, please contact your insurance company to verify that Dell Children's is an authorized site for your child's lab work.
2. If Dell Children's is not an authorized site, please contact your child's surgeon to arrange the lab work with your authorized site. Please list the authorized site here:

_____

- **When lab work is needed, Dell Children's offers a special numbing cream to help make patients more comfortable. Please note that it takes 30 minutes for the numbing cream to work.**
- If your child is sick, please call your surgeon to ask if the procedure should be rescheduled for when your child is feeling better.
- Bring your child's favorite "comfort item" for the procedure. Children may choose to bring a toy, blanket, pillow, or tablet/electronic device.
- Bring an empty sippy cup or bottle (if appropriate for your child); you may fill it with his/her favorite clear juice after he/she wakes up from anesthesia and is thirsty.
- If appropriate, you might plan to bring your stroller for the walk from the parking lot to the surgical area.
- Please remember to bring your child's car seat or booster seat for discharge home. Children from birth through 8 years of age should be properly restrained in a car seat or booster seat until they are at least 4 feet, 9 inches tall.
  - If you do not have a car seat, Texas law requires every child younger than 8 years of age (unless the child is taller than 4 feet, 9 inches) to be properly secured in a child safety seat during the operation of any vehicle. Children should remain rear facing until at least 2 years old and children under 50 pounds should use a 5-point harness before transitioning to a booster seat. Child safety seats are available for purchase at affordable prices in the Family Resource Center. Please ask a staff member to contact Injury Prevention for additional information and guidance related to child passenger safety.
  - **Questions about your car seat?** Call 512-324-TOTS (8687) to schedule a free 30-minute car seat inspection. Please be aware that appointment times fill quickly and dates and locations may vary.
  - Additionally, please visit the Simply Safety-Family-Centered Community Safety Store open to the public, located at Strictly Pediatrics on the north side of the DCMC campus at 1301 Barbara Jordan Blvd. Hours are Tuesday-Thursday, 10 a.m.-3 p.m.

Day of the procedure

Arrival preparation

- Keep your family on a regular daily schedule as much as possible to provide familiarity to your child.
- There is no need to wake your child during the night for an extra feeding.
- Even though your child may not have food or drink prior to the procedure, please remember that you should have something to keep your strength up. We suggest you not eat or drink in front of your child, since they will be hungry and thirsty too. You might consider eating prior to waking them in the morning.
- Please remember that no food or drink is allowed in the surgical services waiting area.
- One parent/guardian is required to stay in the surgical services waiting area at all times during your child's procedure and recovery.
- Separation may be difficult for you and your child. We recommend you have a plan in mind. (Example: Decide on a certain number of kisses, hugs, high fives and then say, "I'll see you soon.")

Prior to your child's procedure

- You will visit with your child's anesthesiologist (the doctor that will help your child go to sleep for surgery), surgeon and surgical nurse prior to surgery.
- We may use various forms of distraction depending on your child's age to help reduce separation anxiety.
- Please support us in this process as our goal is to decrease your child's fears and make this a positive experience. To assist us in this transition, your child may bring a favorite "comfort item" to surgery with him/her.
- For the safety and protection of your child, only hospital clothing may be worn during surgery. While you are in the PANDA unit (pre-operative area) your child will be provided with the appropriate clothing so that you can assist him/her in changing before going to surgery.

Pediatric anesthesia FAQ

Does my child have to have an IV?

Most often, yes, but it is usually done after the child is asleep from anesthesia "sleepy air." Occasionally, it may be necessary to have the IV in place prior to going to sleep, for your child's safety. Your anesthesiologist will make that determination when your child is assessed preoperatively.

Is it safe for children to have general anesthesia?

Yes, indeed. The risk of serious complications occurring in otherwise healthy children as a result of exposure to anesthesia is very low.

Will my child have pain or nausea afterward?

Pain and postoperative nausea may occur to varying degrees after many types of surgery. However, in most cases, these effects can be foreseen, and appropriate medications can be given while the child is asleep so that the impact of these conditions may be lessened. If further treatment is needed, it will be addressed during the recovery room stay.

Can I be present while my child goes to sleep?

At this time, it is not our practice to allow parents in the operating room.

Do you use advanced pain control methods as are used in adults?

Yes, pain control options are frequently used for postoperative pain control in pediatric patients, usually for surgeries on the abdomen or legs. Your anesthesiologist can provide you with more details if they anticipate a need.

Will someone be present to monitor my child continuously?

Absolutely! At least one member of our anesthesia care team is always present throughout the procedure and will check on your child in the recovery room.

How long will it be until the effects of the anesthesia wear off?

The effects of the anesthesia will be different for every child. The anesthesiologist will not discharge the patient from the recovery room or PANDA post-op until he or she has determined that further observation is no longer needed.

Is there anything we should be on the lookout for after we get home?

Upon discharge, you will be given specific instructions related to your child's procedure.

After surgery

Recovery phase

After surgery, we will reunite you with your child as soon as possible. Your child's surgeon will plan to discuss the procedure with you upon its completion. We request that at least one family member remain in the surgical services waiting area while your child is waking up from the anesthetic. This process takes anywhere from a few minutes to several hours, depending on the procedure and your child. Your child may feel tired and may be difficult to comfort. This is normal and your child will return to normal as the medicine wears off.

Note: After certain types of surgery, some children may have a sore throat or cough caused by the "breathing tube." This is normal. Drinking extra fluids may help.

Staying in the hospital

You and your child will be escorted to the hospital room from PACU when your child is physically ready. You will meet your child's nurse for his or her "in-hospital stay."

Helpful hints for an overnight hospital stay
You may wish to bring your child's favorite pillow, blanket, pajamas, etc. Please remember to bring whatever items you may need to have available, including meal money, toothbrush, glasses, etc.

Note: Your surgeon will inform you of when your child will be able to go home

Going home

Written discharge instructions will be given to you. You may be given a prescription by your doctor or nurse.

Post-op follow-up telephone calls
Our staff nurses will call you at home within a few days following the procedure to check to see how your child is feeling.

Preparing your child for surgery

What is a child life specialist?

Child life specialists help to reduce the stress and anxiety that children often experience in the hospital by providing developmentally appropriate preparation for medical procedures, emotional support for children and their families, and opportunities for emotional expression through play. A child life specialist can be available to meet with you and your child on the day of your child's procedure.

If your child has special needs or behavior challenges, or for additional information about preparing your child for surgery or hospitalization, please call the Child Life Department at 512-324-0000, ext. 86302 or ext. 86300. Our child life specialists can work with you to develop an individualized plan to minimize the amount of stress your child experiences when you come to the hospital.

Preparation checklist

- ☐ Prepare yourself. Write a list of questions or concerns to ask your child's doctor before the day of surgery.
- ☐ Use simple, honest explanations and tell your child what will happen. Describe what they might hear, feel, smell and see.
- ☐ Explain why your child is having surgery in simple, non-threatening words. Let your child know that the surgery is "a way to help him/her feel better."
- ☐ Listen to your child's questions, and discuss them. If you are not sure of the answer, let your child know that you can write questions down together and discuss further with the doctor on the day of surgery.
- ☐ Read books or stories about going to the hospital.

Preparing your child — age-based guide

Infants (birth to 12 months)

Recognizing what is stressful to infants can guide you in planning for your baby's surgery. This may include the following:

- Separation from family
- Having many different caregivers
- Seeing strange sights, sounds and smells

Tip: Children take cues from their parents. The more calm and relaxed you are, the more relaxed your child will be, too.

Toddlers (1-3 years old)

Preparation should ideally take place one to two days before surgery. Common stressors and fears in the hospital may include the following:

- Being left alone
- Being in contact with unfamiliar people
- Painful procedures
- Medical equipment that looks and sounds scary

Tip: Children take cues from their parents. The more calm and relaxed you are, the more relaxed your child will be, too. Continue rehearsing a plan for the day of the surgery/procedure. For example, you might say, "When I give you a kiss and say, 'See you soon,' it will be time for you to go with the nurse."

Preschoolers (3-5 years old)

Preparation should take place three to five days before the procedure, to give your child an adequate amount of time to understand and ask questions. Common stressors and fears in the hospital may include the following:

- Thinking he/she is in the hospital because he/she is in trouble or being punished
- Fear of having a part of the body damaged
- Fear of needles and shots
- Fear of waking up during surgery
- Fear of pain or the possibility of pain

Tip: Be patient with your child. It is normal for him/her to require more attention during this time. Remember to take care of yourself. Do not be afraid to ask for help from family and friends. Being positive and relaxed can help reduce your child's anxiety.

School-age (5-12 years old)

Preparation should take place anywhere from a few days to two weeks before surgery. Common stressors and fears in the hospital may include the following:

- Thinking they are in the hospital because they are bad or are being punished
- Having a part of the body destroyed or injured
- Loss of control
- Pain or the possibility of pain
- Needles and shots
- Dying during surgery

Tip: After sharing age-appropriate information, have your child explain back to you what is going to happen in the hospital. Children sometimes will listen carefully, but not understand all that was said. This can help you to learn whether or not your child has a correct understanding of what to expect the day of surgery so that you can clear up any misunderstandings.

Teens (13 years and older)

Adolescents like to be involved in deciding what happens to them, including the kind of care they receive. As much as possible, include your teenager in making decisions and planning for his/her surgery. Common fears and concerns may include:

- Loss of control
- Lack of privacy
- Having a part of their body damaged or changed in appearance
- Fear of surgery and related risks

Tip: Teenagers may not want to admit that they do not understand medical explanations. You and the hospital staff may need to explain treatment in several different ways and make sure the teen is comfortable asking questions.

Common concerns after surgery

Before leaving the hospital, you may want to ask about activity restrictions your child may have, when a bath or shower is recommended, and when your child may return to school or daycare. At home after surgery, you may notice changes in your child's behavior such as:

- Acting younger (for example: bed-wetting or thumb-sucking)
- Changes in eating
- Having more or less energy than usual
- Having new fears (for example: not wanting to sleep alone or being afraid of the dark)
- Needing more attention or physical touch
- Needing to talk about the surgery
- Sleeping more than usual for the first few days

Tip: These changes are normal and most are temporary. You can help by reassuring your child and keeping his/her normal routines.

Patient and family safety

As a parent, you can make your child's care safer by being an active and informed member of his/her healthcare team. For your child's safety, the staff may ask you the same questions many times such as:

- Your child's name
- The kind of surgery your child is having
- The part of the body to be operated on
- When the last time your child ate or drank

The staff will also double-check the records from your doctor's office.

As your child's parent or guardian, you will be asked to sign an informed consent form. Please read it carefully and ask questions. It confirms:

- Your child's name
- The kind of surgery being performed
- The risks of the surgery
- That you talked to the doctor about the surgery and asked questions
- The agreement to have the surgery

Make sure everything on the form is correct and that all of your questions have been answered.

Tell your doctor or nurse about your child's pain. (Hospitals, such as Dell Children's, that are accredited by The Joint Commission must help assess and treat your child's pain.)

- Tell your child's healthcare team about any allergies he/she has to medications.
- Ask questions about medicines that are given to your child, especially newly prescribed medications.
  - What is it?
  - What is it for?
  - How much and how frequently should it be given?
  - Are there side effects?
- Ask your child's doctor if your child needs any therapy or medication after you leave the hospital.
- If you have any questions about home medications, talk to your doctor or nurse before giving them to your child.
- Ask when your child can resume activities such as exercise and school.

Notes:

Billing

Ascension Seton Financial Policy

Dell Children's Medical Center of Central Texas is a member of the Ascension Seton Family of Hospitals. Ascension Seton is committed to quality in all aspects of patient care. We realize that financial issues may be difficult to discuss, especially during times of illness and other stress-related hospital visits. We will assist you with respect, honesty and simplicity so that our mutual responsibilities can be met.

We establish an account upon notification of your child's surgery. We will contact you prior to the admission, if possible, to obtain necessary information to authorize your visit, and to determine your insurance benefits, along with your remaining expected financial responsibility. If you do not have insurance coverage, please inform us so we can help you with financial arrangements.

Insurance coverage

Insurance information requested during the admitting process allows Ascension to determine financial liability. Although we file insurance claims for your child's hospital stay on your behalf, your insurance arrangement is an agreement between you and your insurance company. Your insurance company may require "pre-certification" or a "second opinion" before surgery. Failure to meet the insurance provider's requirements may result in admission delays or surgery cancellation. Please check with your employer or insurance carrier as this is your responsibility. We will assist you in these efforts. We will also assist in obtaining insurance payments. Should your insurance fail to meet its obligation to pay within 45 days, we will notify you and request that you contact the company to assist in obtaining payment.

A deposit toward copayments, deductibles, and items not covered by insurance is requested at the time of pre-registration, pre-admission testing or admission on the day of the procedure. Ascension will accept cash, check, money orders and major credit cards. For patient convenience, Ascension has an online payment website that allows you to remit balances due with an approved credit card prior to service. Our staff members are available to assist you with options for meeting your financial responsibility.

About your bill

Regardless of your insurance coverage or other factors involving hospitalization, you are ultimately responsible for payment of your hospital bill. Please note Dell Children's medical bills contain charges for the facility, equipment and supplies, and the services provided by our staff. You may receive additional bills for professional services by other healthcare providers.

Certain physician specialists may bill you directly for their services. Their billing is separate from your hospital bill and is not a duplication of billing. Typically, radiology, anesthesiology and pathology services in the hospital will result in such billings for professional services.

Capitol Anesthesiology Association physicians are not employed by the facilities where they provide anesthesia services. The bill from the hospital may include anesthesia charges related to the equipment, drugs and other supplies. You will be billed separately for their services by Capitol Anesthesiology Association. Anesthesiology fees are charged based on the Relative Value Guide developed by the American Society of Anesthesiologists and accepted by most major insurance companies. If you have questions about your bill, please call Capitol Anesthesiology Association at 512-454-2554 on weekdays between 8 a.m. and 4:30 p.m. A member of their staff will be pleased to assist you.

Scan the QR code for Ascension Online Bill Pay

Resources

Ronald McDonald House

Ronald McDonald House Charities of Austin and Central Texas has helped thousands of families since opening its doors on Feb. 13, 1985. It has provided a home-away-from-home for the families of critically ill or injured children who are receiving treatment in any of the Austin-area hospitals.

Referrals

Families must be referred to the Ronald McDonald House by a healthcare professional. A charge of $10 per evening is requested of each family, but they will work with families dealing with financial hardships. For more information about the Ronald McDonald House, call 512-472-9844 or visit rmhc-ctx.org

Services provided by Ronald McDonald House

The Ronald McDonald House provides much more than a place to sleep. It is a place to retreat from the long hours spent at the hospital. It provides a warm, caring environment where families can renew their strength through the support of a compassionate staff as well as from other families experiencing similar circumstances. To make life a little easier, they provide the following complimentary services to families during their stay:

- Hot and nourishing meal each day
- Laundry facility and supplies
- Computer with internet access
- Use of wireless phone for long-distance calls

Helpful contact information

Dell Children's Medical Center

- Registration: 512-324-0128
- Pre-admission and testing office: 512-324-0127
  - For final instructions prior to the procedure, please call, 512-324-0000, ext. 86269 on the closest business day prior to your child's procedure between 1 p.m. and 3 p.m.
- Child Life Department: 512-324-0146

U.S. Anesthesia Partners

512-454-2554

Safe Riders

1-800-252-8255

Car seat inspection

512-324-TOTS (8687)

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Contact us

Dell Children's Medical Center
4900 Mueller Blvd.
Austin, TX 78723
t 512-324-0000

DellChildrens.org

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